	Page	Table	Title	Base Description	Base
●	1	1	QB1. How do you use postal services, if at all?	Base : All participants	5161
●	7	2	QB2. Are you...?	Base : All participants	5161
●	13	3	QB3. How old are you? Please type below	Base : All participants	5161
●	25	4	QB4. What best describes the occupation of the main income earner in your household?	Base : All participants	5161
●	37	5	QB5. You say that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : Main income earner in the household is now retired	1118
●	49	6	QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : All participants	5161
●	61	7	QB6. Where do you live?	Base : All participants	5161
●	73	8	QB6b. Which of the following best describes where you live?	Base : All participants	5161
●	85	9	QB7. Are you unable to leave your home without help, due to illness or disability?	Base : All participants	5161
●	91	10	QC1_1. Which types of communication would you be happy to receive from - Your bank / building society	Base : All participants (on even months)	2581
●	97	11	QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider	Base : All participants (on even months)	2581
●	103	12	QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office	Base : All participants (on even months)	2581
●	109	13	QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional	Base : All participants (on even months)	2581
●	115	14	QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with	Base : All participants (on even months)	2581
●	121	15	QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider	Base : All participants (on even months)	2581
●	127	16	QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider	Base : All participants (on even months)	2581
●	133	17	QC1_8. Which types of communication would you be happy to receive from - Your broadband provider	Base : All participants (on even months)	2581

	Page	Table	Title	Base Description	Base
●	139	18	QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider	Base : All participants (on even months)	2581
●	145	19	QC1_1. Which types of communication would you be happy to receive from - Post	Base : All participants (on even months)	2581
●	151	20	QC1_2. Which types of communication would you be happy to receive from - Phone call	Base : All participants (on even months)	2581
●	157	21	QC1_3. Which types of communication would you be happy to receive from - Text message	Base : All participants (on even months)	2581
●	163	22	QC1_4. Which types of communication would you be happy to receive from - Email/ online portal	Base : All participants (on even months)	2581
●	169	23	QC1_5. Which types of communication would you be happy to receive from - Other	Base : All participants (on even months)	2581
●	175	24	QC2_1. Which method would you prefer to receive communications from - Your bank / building society	Base : Those who are happy to receive more than one type of communication from Your bank / building society (on even months)	1265
●	181	25	QC2_2. Which method would you prefer to receive communications from - Your gas / electricity provider	Base : Those who are happy to receive more than one type of communication from Your gas / electricity provider (on even months)	1125
●	187	26	QC2_3. Which method would you prefer to receive communications from - Your local council or tax office	Base : Those who are happy to receive more than one type of communication from Your local council or tax office (on even months)	1029
●	193	27	QC2_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional	Base : Those who are happy to receive more than one type of communication from Your GP / medical or healthcare professional (on even months)	1369
●	199	28	QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with	Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)	928

	Page	Table	Title	Base Description	Base
●	205	29	QC2_6. Which method would you prefer to receive communications from - Your landline phone provider	Base : Those who are happy to receive more than one type of communication from Your landline phone provider (on even months)	1016
●	211	30	QC2_7. Which method would you prefer to receive communications from - Your paid TV provider	Base : Those who are happy to receive more than one type of communication from Your paid TV provider (on even months)	892
●	217	31	QC2_8. Which method would you prefer to receive communications from - Your broadband provider	Base : Those who are happy to receive more than one type of communication from Your broadband provider (on even months)	1129
●	223	32	QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider	Base : Those who are happy to receive more than one type of communication from Your mobile phone provider (on even months)	1189
●	229	33	QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society	Base : All participants (on even months)	2581
●	235	34	QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider	Base : All participants (on even months)	2581
●	241	35	QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office	Base : All participants (on even months)	2581
●	247	36	QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional	Base : All participants (on even months)	2581
●	253	37	QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with	Base : All participants (on even months)	2581
●	259	38	QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider	Base : All participants (on even months)	2581
●	265	39	QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider	Base : All participants (on even months)	2581

	Page	Table	Title	Base Description	Base
●	271	40	QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider	Base : All participants (on even months)	2581
●	277	41	QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider	Base : All participants (on even months)	2581
●	283	42	QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post	Base : All participants (on even months)	2581
●	289	43	QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call	Base : All participants (on even months)	2581
●	295	44	QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message	Base : All participants (on even months)	2581
●	301	45	QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal	Base : All participants (on even months)	2581
●	307	46	QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other	Base : All participants (on even months)	2581
●	313	47	QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I value the option to be able to use the postal service	Base : All participants (on even months)	2581
●	319	48	QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible	Base : All participants (on even months)	2581
●	325	49	QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	Base : All participants (on even months)	2581
●	331	50	QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative	Base : All participants (on even months)	2581
●	337	51	QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post	Base : All participants (on even months)	2581

	Page	Table	Title	Base Description	Base
●	343	52	QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards	Base : All participants (on even months)	2581
●	349	53	QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost	Base : All participants (on even months)	2581
●	355	54	QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I trust second class post to get there in a reasonable timeframe	Base : All participants (on even months)	2581
●	361	55	QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I nearly always send digital greetings cards now, instead of sending them by post	Base : All participants (on even months)	2581
●	367	56	QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post	Base : All participants (on even months)	2581
●	373	57	QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I expect to use Royal Mail's competitors more in the future	Base : All participants (on even months)	2581
●	379	58	QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary	Base : All participants (on even months)	2581
●	391	59	QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary	Base : All participants (on even months)	2581
●	403	60	QC3_Mean Sending and receiving post - Agreement - Mean Summary	Base : All participants (on even months)	2581
●	415	61	QC4_1. How important to you are each of these channels of communication? - Post	Base : All participants (on even months)	2581
●	421	62	QC4_2. How important to you are each of these channels of communication? - Mobile phone calls	Base : All participants (on even months)	2581

	Page	Table	Title	Base Description	Base
●	427	63	QC4_3. How important to you are each of these channels of communication? - Landline calls	Base : All participants (on even months)	2581
●	433	64	QC4_4. How important to you are each of these channels of communication? - Text messages	Base : All participants (on even months)	2581
●	439	65	QC4_5. How important to you are each of these channels of communication? - Email	Base : All participants (on even months)	2581
●	445	66	QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)	Base : All participants (on even months)	2581
●	451	67	QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)	Base : All participants (on even months)	2581
●	457	68	QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	Base : All participants (on even months)	2581
●	463	69	QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet	Base : All participants (on even months)	2581
●	469	70	QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary	Base : All participants (on even months)	2581
●	475	71	QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay	Base : All participants (on even months)	2581
●	481	72	QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary	Base : All participants (on even months)	2581
●	487	73	QD1_1. Approximately how many of the following have you sent in the last month? Invitations/ greetings cards/ postcards / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	493	74	QD1_2. Approximately how many of the following have you sent in the last month? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	499	75	QD1_3. Approximately how many of the following have you sent in the last month? Formal letters to organisations or individuals / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	505	76	QD1_4. Approximately how many of the following have you sent in the last month? Payments for Bills/ invoices/ statements / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	511	77	QD1_5. Approximately how many of the following have you sent in the last month? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	517	78	QD1_6. Approximately how many of the following have you sent in the last month? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	523	79	QD1_7. Approximately how many of the following have you sent in the last month? Items requiring a signature / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	529	80	QD1_8. Approximately how many of the following have you sent in the last month? Other important items which involve postal or delivery services / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	535	81	QD1_Post. Approximately how many of the following have you sent in the last month? All Post / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	541	82	QD1_Services. Approximately how many of the following have you sent in the last month? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	547	83	QD1_Parcels. Approximately how many of the following have you sent in the last month? Small & Large Parcels Combined / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	553	84	QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary	Base : All participants	5161
●	559	85	QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary	Base : All participants	5161
●	565	86	QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary	Base : All sending at least one of each type of post	5161
●	571	87	QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels	Base : Send any Smaller parcels	2203
●	583	88	QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels	Base : Send any Larger parcels	1960
●	595	89	QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels	Base : Send any Parcels	2830
●	601	90	QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?	Base : Send parcels to those who have bought products online	1708

	Page	Table	Title	Base Description	Base
●	607	91	QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.	Base : Sent any post in the last month	4300
●	617	92	QD5. Which of the following companies have you used to send parcels in the last month?	Base : Sent any parcels in the last month	2830
●	629	93	QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month	Base : Sent any parcels in the last month	2830
●	635	94	QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail	Base : Sent any parcels in the last month via Royal Mail	2571
●	641	95	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Non-Royal Mail services to send parcels	723
●	653	96	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail	Base : Didn't use Royal Mail services to send parcels	223
●	665	97	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Royal Mail and Non-Royal Mail services to send parcels	500
●	677	98	QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?	Base : Sent any parcels in the last month	2830
●	683	99	QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?	Base : Sent any parcels in the last month	2830
●	695	100	QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	701	101	QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114

	Page	Table	Title	Base Description	Base
●	707	102	QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	713	103	QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	719	104	QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	725	105	QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	731	106	QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	737	107	QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	743	108	QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	749	109	QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114

	Page	Table	Title	Base Description	Base
●	755	110	QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	761	111	QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	767	112	QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	773	113	QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	779	114	QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	785	115	QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	797	116	QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114
●	809	117	QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3114

	Page	Table	Title	Base Description	Base
●	821	118	QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost	Base : All participants (on odd months)	2580
●	827	119	QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery	Base : All participants (on odd months)	2580
●	833	120	QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option	Base : All participants (on odd months)	2580
●	839	121	QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days	Base : All participants (on odd months)	2580
●	845	122	QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)	Base : All participants (on odd months)	2580
●	851	123	QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK	Base : All participants (on odd months)	2580
●	857	124	QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door	Base : All participants (on odd months)	2580
●	863	125	QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service	Base : All participants (on odd months)	2580
●	869	126	QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary	Base : All participants (on odd months)	2580
●	875	127	QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary	Base : All participants (on odd months)	2580
●	881	128	QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : All participants (on odd months)	2580
●	887	129	QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Invitations/ greetings cards/ postcards	Base : All participants (on odd months)	2580
●	893	130	QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Personal letters (e.g. to a friend or relative)	Base : All participants (on odd months)	2580

	Page	Table	Title	Base Description	Base
●	899	131	QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Formal letters to organisations or individuals	Base : All participants (on odd months)	2580
●	905	132	QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements	Base : All participants (on odd months)	2580
●	911	133	QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Smaller parcels - that will fit through a letterbox	Base : All participants (on odd months)	2580
●	917	134	QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Larger parcels - that will not fit through a letterbox	Base : All participants (on odd months)	2580
●	923	135	QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants (on odd months)	2580
●	929	136	QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Tracked post, e.g. items that you can track where they are in the delivery process	Base : All participants (on odd months)	2580
●	935	137	QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Other types of mail	Base : All participants (on odd months)	2580
●	941	138	QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants (on odd months)	2580
●	947	139	QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants (on odd months)	2580

	Page	Table	Title	Base Description	Base
●	953	140	QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants (on odd months)	2580
●	959	141	QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants (on odd months)	2580
●	965	142	QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?	Base : All participants (on even months)	2581
●	971	143	QE1_1. Approximately how many of the following have you personally received in the last week? Invitations/ greetings cards/ postcards / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	977	144	QE1_2. Approximately how many of the following have you personally received in the last week? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	983	145	QE1_3. Approximately how many of the following have you personally received in the last week? Formal letters to organisations or individuals / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	989	146	QE1_4. Approximately how many of the following have you personally received in the last week? Bills/ invoices/ statements / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	995	147	QE1_5. Approximately how many of the following have you personally received in the last week? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	1001	148	QE1_6. Approximately how many of the following have you personally received in the last week? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1007	149	QE1_7. Approximately how many of the following have you personally received in the last week? Items requiring a signature / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	1013	150	QE1_Post. Approximately how many of the following have you personally received in the last week? All Post / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	1019	151	QE1_Services. Approximately how many of the following have you personally received in the last week? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	1025	152	QE1_Parcels. Approximately how many of the following have you personally received in the last week? Small and Large Parcels Combined / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	1031	153	QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary	Base : All participants	5161
●	1037	154	QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary	Base : All participants	5161
●	1043	155	QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary	Base : All receiving at least one of each type of post	5161
●	1049	156	QE2. Do you ever order items to be delivered to you by post/delivery service?	Base : All participants (on odd months)	2580
●	1055	157	QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered	Base : Order items to be delivered by post/delivery services (on odd months)	2366
●	1061	158	QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months	Base : Order items to be delivered by post/delivery services (on odd months)	2366

	Page	Table	Title	Base Description	Base
●	1067	159	QE4. Have you ever returned any goods that were delivered to you by post?	Base : Order items to be delivered by post/delivery services (on odd months)	2366
●	1073	160	QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?	Base : Received any parcels in the last week	3493
●	1085	161	QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you	Base : Received any parcels in the last week	3493
●	1091	162	QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot	Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week	211
●	1097	163	QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home	Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week	116
	1103	164	QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour	Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week	48
	1109	165	QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find	Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week	76
●	1115	166	QE9. Have you ever received a ‘Sorry you were out’ card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?	Base : All participants	5161
●	1121	167	QE10. Generally speaking, how would you prefer to deal with a ‘Sorry you were out’ card?	Base : Received a ‘Sorry you were out’ card	3711
●	1127	168	QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1133	169	QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Low cost	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1139	170	QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Free delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1145	171	QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Inclusion of insurance	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1151	172	QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1157	173	QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to track the delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1163	174	QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to choose an express or next day service	Base : Have had to decide on a postal/delivery option in the last month	1693

	Page	Table	Title	Base Description	Base
●	1169	175	QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select a specific date/time for delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1175	176	QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Fast delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1181	177	QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Convenient options for me to accept the delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1187	178	QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive intact	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1193	179	QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select an evening/weekend delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1199	180	QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof of postage/dispatch	Base : Have had to decide on a postal/delivery option in the last month	1693

	Page	Table	Title	Base Description	Base
●	1205	181	QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guaranteed delivery to my door	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1211	182	QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Availability of nearby collection points in case of failed delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1217	183	QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1223	184	QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to reschedule if I am unable to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1229	185	QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to provide a specific time slot or SMS notification of delivery time	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1235	186	QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me if someone else receives it	Base : Have had to decide on a postal/delivery option in the last month	1693

	Page	Table	Title	Base Description	Base
●	1241	187	QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1253	188	QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1265	189	QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary	Base : Have had to decide on a postal/delivery option in the last month	1693
●	1277	190	QE10C. When you receive post or parcels in the mail, do you normally...	Base : All participants	5161
●	1283	191	QE10D. You say you don't open everything on the day it was received. When would you normally open these items?	Base : Those who don't open all post or parcels on the same day	691
●	1289	192	QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements	Base : All participants (on odd months)	2580
●	1295	193	QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with	Base : All participants (on odd months)	2580
●	1301	194	QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with	Base : All participants (on odd months)	2580
●	1307	195	QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards	Base : All participants (on odd months)	2580

	Page	Table	Title	Base Description	Base
●	1313	196	QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend)	Base : All participants (on odd months)	2580
●	1319	197	QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with	Base : All participants (on odd months)	2580
●	1325	198	QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures	Base : All participants (on odd months)	2580
●	1331	199	QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to	Base : All participants (on odd months)	2580
●	1337	200	QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels - that fit through a letterbox	Base : All participants (on odd months)	2580
●	1343	201	QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels - that do not fit through a letterbox	Base : All participants (on odd months)	2580
●	1349	202	QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants (on odd months)	2580
●	1355	203	QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants (on odd months)	2580
●	1362	204	QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants (on odd months)	2580

	Page	Table	Title	Base Description	Base
●	1369	205	QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants (on odd months)	2580
●	1375	206	QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants (on odd months)	2580
●	1381	207	QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?	Base : All participants	5161
●	1387	208	QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?	Base : All participants	5161
●	1393	209	QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?	Base : All participants	5161
●	1405	210	QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?	Base : All participants	5161
●	1417	211	QF4. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?	Base : All participants	5161
●	1423	212	QF5. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?	Base : All participants	5161
●	1429	213	QF6. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	Base : Northern Ireland participants	646
●	1435	214	QF7. When sending letters or cards, which service do you tend to use?	Base : All participants	5161
●	1441	215	QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?	Base : Use 1st Class all or most of the time to send letters or cards	2212
●	1447	216	QF9. Which, if any, of these influence your decision to use first or second class stamps?	Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards	2706

	Page	Table	Title	Base Description	Base
●	1453	217	QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards	Base : All participants	5161
●	1459	218	QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels	Base : All participants	5161
●	1465	219	QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary	Base : All participants	5161
●	1471	220	QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary	Base : All participants	5161
●	1477	221	QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary	Base : All participants	5161
●	1483	222	QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	Base : All participants	5161
●	1489	223	QG3_1. How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	Base : All participants	5161
●	1495	224	QG3_2. How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination	Base : All participants	5161
●	1501	225	QG3_3. How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged	Base : All participants	5161
●	1507	226	QG3_4. How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery	Base : All participants	5161
●	1513	227	QG3_5. How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes	Base : All participants	5161
●	1519	228	QG3_6. How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1525	229	QG3_7. How satisfied are you with the following aspects of Royal Mail's service? Cost of postage	Base : All participants	5161
●	1531	230	QG3_8. How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services	Base : All participants	5161
●	1537	231	QG3_9. How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures	Base : All participants	5161
●	1543	232	QG3_10. How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation	Base : All participants	5161
●	1549	233	QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary	Base : All participants	5161
●	1555	234	QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary	Base : All participants	5161
●	1561	235	QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary	Base : All participants	5161
●	1567	236	QG5. And how would you rate your overall satisfaction with Royal Mail?	Base : All participants	5161
●	1573	237	QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?	Base : All participants	5161
●	1579	238	QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Lost mail	Base : All participants	5161
●	1585	239	QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Damaged mail	Base : All participants	5161
●	1591	240	QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Delayed mail	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1597	241	QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mis-delivered mail - you have received someone else's mail or they have received yours	Base : All participants	5161
●	1603	242	QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mail that has been tampered with	Base : All participants	5161
●	1609	243	QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	Base : All participants	5161
●	1615	244	QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced	Base : All participants	5161
●	1621	245	QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced	Base : All those experiencing problems	2925
●	1627	246	QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?	Base : All participants	5161
●	1633	247	QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.	Base : Those who had cause to complain to Royal Mail about its services in the last 12 months	630
●	1639	248	QH4. Where did you find information about how to make a complaint, or did you not need this information?	Base : Those making a complaint to the Royal Mail	581
●	1645	249	QH5. How easy or difficult did you find it to make a complaint about Royal Mail?	Base : Those making a complaint to the Royal Mail	581
●	1651	250	QH6. What was difficult about making the complaint to Royal Mail?	Base : Those finding it difficult to make a complain to the Royal Mail	136
●	1657	251	QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled	Base : Those making a complaint to the Royal Mail	581
●	1663	252	QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint	Base : Those making a complaint to the Royal Mail	581

	Page	Table	Title	Base Description	Base
●	1669	253	QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint	Base : Those making a complaint to the Royal Mail	581
●	1675	254	QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary	Base : Those making a complaint to the Royal Mail	581
●	1681	255	QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary	Base : Those making a complaint to the Royal Mail	581
●	1687	256	QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary	Base : Those making a complaint to the Royal Mail	581
	1693	257	QH8. Why didn't you make a complaint to Royal Mail?	Base : Those who had cause but did not make a complaint to the Royal Mail	49
●	1699	258	QH9. And did you complain to anyone else about the service you received from Royal Mail?	Base : Those who has cause to complain to Royal Mail about its services in the last 12 months	630
●	1705	259	QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?	Base : All participants	5161
●	1717	260	QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Royal Mail	Base : Aware of Royal Mail	4831
●	1723	261	QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Citipost	Base : Aware of Citipost	876
●	1729	262	QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)	Base : Aware of Collect + (Collect Plus)	1403
●	1735	263	QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DHL	Base : Aware of DHL	4183

	Page	Table	Title	Base Description	Base
●	1741	264	QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? FedEx	Base : Aware of FedEx	4027
●	1747	265	QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Hermes / Evri	Base : Aware of Hermes / Evri	4311
●	1753	266	QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink	Base : Aware of Interlink	1417
●	1759	267	QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DPD	Base : Aware of DPD	3920
●	1765	268	QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Parcelforce	Base : Aware of Parcelforce	3963
●	1771	269	QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Express	Base : Aware of TNT Express	2584
●	1777	270	QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Post UK	Base : Aware of TNT Post UK	1128
●	1783	271	QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? UPS	Base : Aware of UPS	3429
●	1789	272	QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? UK Mail (not to be confused with Royal Mail)	Base : Aware of UK Mail (not to be confused with Royal Mail)	1200

	Page	Table	Title	Base Description	Base
●	1795	273	QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DX	Base : Aware of DX	713
●	1801	274	QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Yodel	Base : Aware of Yodel	3643
●	1807	275	QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2323
	1813	276	QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other	Base : Aware of Other	23
●	1819	277	QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send	Base : All participants	5161
●	1831	278	QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered	Base : All participants	5161
●	1843	279	QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage	Base : All participants	5161
●	1855	280	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? Citipost	Base : Used Citipost	180
●	1861	281	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? Collect + (Collect Plus)	Base : Used Collect + (Collect Plus)	654
●	1867	282	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? DHL	Base : Used DHL	2470

	Page	Table	Title	Base Description	Base
●	1873	283	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? FedEx	Base : Used FedEx	1454
●	1879	284	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? Hermes / Evri	Base : Used Hermes / Evri	3592
●	1885	285	QI3_7. In the last 12 months, have you experienced any problems with services from these providers? Interlink	Base : Used Interlink	251
●	1891	286	QI3_8. In the last 12 months, have you experienced any problems with services from these providers? DPD	Base : Used DPD	2733
●	1897	287	QI3_9. In the last 12 months, have you experienced any problems with services from these providers? Parcelforce	Base : Used Parcelforce	2467
●	1903	288	QI3_10. In the last 12 months, have you experienced any problems with services from these providers? TNT Express	Base : Used TNT Express	545
●	1909	289	QI3_11. In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK	Base : Used TNT Post UK	262
●	1915	290	QI3_12. In the last 12 months, have you experienced any problems with services from these providers? UPS	Base : Used UPS	1435
●	1921	291	QI3_13. In the last 12 months, have you experienced any problems with services from these providers? UK Mail (not to be confused with Royal Mail)	Base : Used UK Mail (not to be confused with Royal Mail)	495
●	1927	292	QI3_14. In the last 12 months, have you experienced any problems with services from these providers? DX	Base : Used DX	247
●	1933	293	QI3_15. In the last 12 months, have you experienced any problems with services from these providers? Yodel	Base : Used Yodel	2427

	Page	Table	Title	Base Description	Base
●	1939	294	QI3_16. In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	1905
	1945	295	QI3_17. In the last 12 months, have you experienced any problems with services from these providers? Other	Base : Used Other	22
●	1951	296	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? Citipost	Base : All participants	5161
●	1957	297	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? Collect + (Collect Plus)	Base : All participants	5161
●	1963	298	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? DHL	Base : All participants	5161
●	1969	299	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? FedEx	Base : All participants	5161
●	1975	300	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? Hermes / Evri	Base : All participants	5161
●	1981	301	QI3_7. In the last 12 months, have you experienced any problems with services from these providers? Interlink	Base : All participants	5161
●	1987	302	QI3_8. In the last 12 months, have you experienced any problems with services from these providers? DPD	Base : All participants	5161
●	1993	303	QI3_9. In the last 12 months, have you experienced any problems with services from these providers? Parcelforce	Base : All participants	5161
●	1999	304	QI3_10. In the last 12 months, have you experienced any problems with services from these providers? TNT Express	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	2005	305	QI3_11. In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK	Base : All participants	5161
●	2011	306	QI3_12. In the last 12 months, have you experienced any problems with services from these providers? UPS	Base : All participants	5161
●	2017	307	QI3_13. In the last 12 months, have you experienced any problems with services from these providers? UK Mail (not to be confused with Royal Mail)	Base : All participants	5161
●	2023	308	QI3_14. In the last 12 months, have you experienced any problems with services from these providers? DX	Base : All participants	5161
●	2029	309	QI3_15. In the last 12 months, have you experienced any problems with services from these providers? Yodel	Base : All participants	5161
●	2035	310	QI3_16. In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : All participants	5161
●	2042	311	QI3_17. In the last 12 months, have you experienced any problems with services from these providers? Other	Base : All participants	5161
●	2048	312	QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail	Base : All participants	5161
●	2060	313	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail	Base : All participants	5161
●	2072	314	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail	Base : All participants	5161
●	2084	315	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail	Base : All participants	5161
●	2096	316	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with	Base : All participants	5161
●	2108	317	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	2120	318	QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems	Base : All participants	5161
	2132	319	QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost	Base : Experienced a problem with Citipost	62
	2138	320	QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)	Base : Experienced a problem with Collect + (Collect Plus)	80
●	2144	321	QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL	Base : Experienced a problem with DHL	253
●	2150	322	QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx	Base : Experienced a problem with FedEx	166
●	2156	323	QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes / Evri	Base : Experienced a problem with Hermes / Evri	905
	2162	324	QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink	Base : Experienced a problem with Interlink	43
●	2168	325	QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD	Base : Experienced a problem with DPD	313
●	2174	326	QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce	Base : Experienced a problem with Parcelforce	203
	2180	327	QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express	Base : Experienced a problem with TNT Express	53
	2186	328	QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK	Base : Experienced a problem with TNT Post UK	41
	2192	329	QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS	Base : Experienced a problem with UPS	131
	2198	330	QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)	Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)	54
	2204	331	QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX	Base : Experienced a problem with DX	39
●	2210	332	QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel	Base : Experienced a problem with Yodel	356

	Page	Table	Title	Base Description	Base
●	2216	333	QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	235
	2222	334	QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other	Base : Experienced a problem with Other	9
●	2228	335	QI_2. Competitive landscape - Citipost	Base : All participants	5161
●	2238	336	QI_3. Competitive landscape - Collect + (Collect Plus)	Base : All participants	5161
●	2248	337	QI_4. Competitive landscape - DHL	Base : All participants	5161
●	2258	338	QI_5. Competitive landscape - FedEx	Base : All participants	5161
●	2268	339	QI_6. Competitive landscape - Hermes / Evri	Base : All participants	5161
●	2277	340	QI_7. Competitive landscape - Interlink	Base : All participants	5161
●	2287	341	QI_8. Competitive landscape - DPD	Base : All participants	5161
●	2297	342	QI_9. Competitive landscape - Parcelforce	Base : All participants	5161
●	2307	343	QI_10. Competitive landscape - TNT Express	Base : All participants	5161
●	2317	344	QI_11. Competitive landscape - TNT Post UK	Base : All participants	5161
●	2327	345	QI_12. Competitive landscape - UPS	Base : All participants	5161
●	2337	346	QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)	Base : All participants	5161
●	2349	347	QI_14. Competitive landscape - DX	Base : All participants	5161
●	2359	348	QI_15. Competitive landscape - Yodel	Base : All participants	5161
●	2369	349	QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : All participants	5161
●	2381	350	QI_17. Competitive landscape - Other	Base : All participants	5161
●	2389	351	QJ1. What is your working status?	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	2395	352	QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc	Base : All participants	5161
●	2401	353	QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself	Base : All participants	5161
●	2407	354	QJ3_2. How many adults and children live in your household? - Children (less than 18 years)	Base : All participants	5161
●	2413	355	QJ3_T. How many adults and children live in your household? - All people in household	Base : All participants	5161
●	2419	356	QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?	Base : All participants	5161
●	2431	357	QJ5. Which of the following best describes you?	Base : All participants	5161
●	2445	358	QJ6. What is your annual household income (from all sources, before tax)?	Base : All participants	5161
●	2451	359	QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?	Base : Did not declare an annual household income	375
●	2457	360	QJ6/QJ7. Household Income - Combined	Base : All participants	5161
●	2463	361	QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life	Base : All participants	5161
●	2469	362	QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future	Base : All participants	5161
●	2475	363	QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me	Base : All participants	5161
●	2481	364	QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings	Base : All participants	5161
●	2487	365	QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary	Base : All participants	5161
●	2493	366	QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	2499	367	QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary	Base : All participants	5161
●	2505	368	QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?	Base : All participants	5161

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
I send letters and/or parcels	**4112**	-	4112	1951	2153	450	446	839	606	760	545	465	896	1444	1771	1011	3743	345	4135
	80%	-	*80%*	*78%*	**82%c**	*65%*	**73%e**	**79%ef**	**81%ef**	**85%efg**	**86%efg**	**88%efgh**	*69%*	**80%l**	**86%lm**	**87%lm**	**80%q**	*75%*	*80%*
I receive letters and/or parcels	**4630**	-	4630	2240	2374	588	521	882	677	855	600	507	1109	1559	1962	1107	4199	387	4681
	90%	-	*90%*	*89%*	*90%*	*85%*	*86%*	*83%*	**91%efg**	**95%efgh**	**95%efg**	**96%efgh**	*85%*	*86%*	**95%lm**	**95%lm**	**90%q**	*84%*	*91%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 1

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
I send letters and/or parcels	**4112**	840	1307	950	1016	2146	1965	2468	1575	498	519	1034	1019	779	2571	504	3400
	80%	**85%cd**	**82%d**	**80%d**	*73%*	**83%f**	*76%*	*80%*	*78%*	*73%*	**80%l**	**80%l**	**81%l**	**85%ikn**	**80%l**	*73%*	**81%o**
I receive letters and/or parcels	**4630**	826	1462	1084	1258	2288	2342	2665	1894	607	587	1176	1148	785	2911	613	3755
	90%	*83%*	**91%a**	**92%a**	**91%a**	*88%*	**91%e**	*87%*	**94%g**	*89%*	**90%m**	**90%m**	**91%m**	*85%*	**91%m**	*89%*	*90%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 1

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
I send letters and/or parcels	**4112**	3511	601	206	3432	365	201	113	161	468	328	293	342	388	505	583	365	56	309
	80%	*79%*	*83%*	**87%a**	*79%*	**84%d**	*81%*	*80%*	*77%*	**83%ln**	*77%*	*78%*	*75%*	*81%*	*74%*	**82%ln**	**82%ln**	**88%hjln**	**83%hjln**
I receive letters and/or parcels	**4630**	3959	671	216	3895	375	228	132	188	506	393	340	418	451	574	621	405	54	321
	90%	*89%*	**93%a**	*91%*	**90%e**	*87%*	**92%e**	**92%e**	*90%*	*89%*	**92%nqr**	*91%*	**92%nr**	**94%noqr**	*85%*	*88%*	**91%n**	*85%*	*87%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 1

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
I send letters and/or parcels	**4112**	1608	1593	547	249	90	3201	339	1552	1606	670	199	50	3157	249
	80%	**87%bcdefg**	**81%cdeg**	**70%e**	**70%e**	*55%*	**84%cdeg**	*65%*	**84%jkln**	**82%jkln**	**74%l**	**75%l**	*49%*	**83%jkln**	**67%l**
I receive letters and/or parcels	**4630**	1659	1772	692	304	146	3431	450	1670	1751	808	243	85	3421	328
	90%	*90%*	**91%d**	*89%*	*85%*	*90%*	**90%d**	*87%*	**91%l**	*89%*	*89%*	*91%*	*83%*	*90%*	*89%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 1

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
I send letters and/or parcels	**4112**	321	3725	66	1196	2670	246	4004	72	18	1	4093	17
	80%	*80%*	*80%*	*78%*	*77%*	**81%df**	*75%*	*80%*	*81%*	*85%*	*13%*	*80%*	*75%*
I receive letters and/or parcels	**4630**	307	4245	78	1335	3025	270	4520	66	16	10	4602	18
	90%	*76%*	**91%a**	**92%a**	*86%*	**92%df**	*83%*	**90%h**	*74%*	*74%*	*99%*	**90%h**	*79%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 1

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

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
I send letters and/or parcels	**4112**	1022	1023	1029	1038	344	332	347	352	363	308	353	352	325	383	330	325
	80%	*79%*	*79%*	*80%*	*80%*	*79%*	*80%*	*78%*	*82%*	*79%*	*77%*	*82%*	*82%*	*76%*	*83%*	*80%*	*78%*
I receive letters and/or parcels	**4630**	1177	1136	1189	1128	406	363	407	364	424	348	395	395	399	409	361	358
	90%	**91%d**	*88%*	**92%bd**	*87%*	**94%fhjnop**	*88%*	**92%hp**	*85%*	**92%hp**	*87%*	**91%h**	**92%h**	**93%fhjop**	*88%*	*88%*	*86%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Male	**2515**	-	2515	2515	-	351	242	587	345	462	305	224	593	932	991	529	2241	247	2463
	49%	-	*49%*	**100%d**	-	**51%fk**	*40%*	**55%fhjk**	*46%*	**51%fk**	**48%f**	*43%*	*46%*	**52%lo**	*48%*	*46%*	*48%*	*53%*	*48%*
Female	**2626**	-	2626	-	2626	332	362	469	398	434	329	302	693	867	1065	631	2397	212	2682
	51%	-	*51%*	-	**100%c**	*48%*	**59%egij**	*44%*	**53%g**	*48%*	**52%g**	**57%egi**	**53%m**	*48%*	*52%*	**54%m**	*52%*	*46%*	*52%*
Not listed (please specify)	**18**	-	18	-	-	6	5	2	3	1	-	-	11	5	1	-	14	3	14
	*	-	*	-	-	*1%*	*1%*	*	*	*	-	-	**1%no**	*	*	-	*	*1%*	*
Prefer not to say	**2**	-	2	-	-	*	-	2	-	-	-	-	*	2	-	-	2	-	2
	*	-	*	-	-	*	-	*	-	-	-	-	*	*	-	-	*	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Male	**2515**	623	725	588	580	1348	1168	1682	800	265	273	611	632	602	1516	267	2138
	49%	**63%bcd**	*45%*	**50%d**	*42%*	**52%f**	*45%*	**55%h**	*40%*	*39%*	*42%*	**47%l**	**50%lj**	**66%jkln**	**47%l**	*39%*	**51%o**
Female	**2626**	365	872	594	795	1236	1389	1382	1196	413	378	685	621	316	1684	416	2041
	51%	*37%*	**55%a**	**50%a**	**57%ac**	*48%*	**54%e**	*45%*	**60%g**	**60%klmn**	**58%lm**	**53%m**	**49%m**	*34%*	**53%m**	**60%p**	*49%*
Not listed (please specify)	**18**	3	2	1	11	6	12	8	10	5	-	4	2	1	6	5	9
	*	*	*	*	*1%*	*	*	*	*	*1%*	-	*	*	*	*	*1%*	*
Prefer not to say	**2**	*	-	-	2	*	2	-	2	2	-	-	-	-	-	2	*
	*	*	-	-	*	*	*	-	*	*n	-	-	-	-	-	*p	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 2

QB2. Are you...?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Male	**2515**	2232	283	85	2117	209	121	70	100	272	190	175	217	215	415	333	200	27	182
	49%	**50%bc**	*39%*	*36%*	*49%*	*48%*	*49%*	*49%*	*48%*	*48%*	*45%*	*47%*	*48%*	*45%*	**61%hijklmopqr**	*47%*	*45%*	*43%*	*49%*
Female	**2626**	2185	441	151	2203	224	126	73	110	289	234	198	237	262	261	375	237	36	188
	51%	*49%*	**61%a**	**64%a**	*51%*	*52%*	*51%*	*51%*	**52%n**	**51%n**	**55%n**	**53%n**	**52%n**	**55%n**	*39%*	**53%n**	**53%n**	**57%n**	**51%n**
Not listed (please specify)	**18**	18	*	-	17	-	1	*	-	4	1	1	-	3	2	-	5	-	-
	*	*	*	-	*	-	*	*	-	*1%*	*	*	-	*1%*	*	-	**1%o**	-	-
Prefer not to say	**2**	2	-	-	2	*	-	-	-	2	-	-	-	-	-	-	-	-	*
	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Male	**2515**	855	957	412	179	91	1812	271	882	950	468	126	65	1832	190
	49%	*46%*	*49%*	**53%a**	*50%*	*56%*	*48%*	*52%*	*48%*	*49%*	*51%*	*47%*	**63%hikm**	*48%*	*52%*
Female	**2626**	985	992	367	173	71	1977	245	952	1008	437	141	38	1959	178
	51%	**53%c**	*51%*	*47%*	*49%*	*44%*	*52%*	*47%*	**52%l**	**51%l**	*48%*	**53%l**	*37%*	**52%l**	*48%*
Not listed (please specify)	**18**	4	6	1	3	*	10	4	11	*	4	-	-	11	-
	*	*	*	*	*1%*	*	*	*1%*	**1%l**	*	*	-	-	*	-
Prefer not to say	**2**	-	-	2	-	-	-	-	-	*	2	-	-	*	-
	*	-	-	*f	-	-	-	-	-	*	*	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB2. Are you...?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Male	**2515**	211	2270	35	724	1632	159	2437	53	12	2	2502	11
	49%	*52%*	*49%*	*41%*	*47%*	*50%*	*49%*	*49%*	*60%*	*55%*	*23%*	*49%*	*50%*
Female	**2626**	189	2387	50	816	1643	166	2562	35	10	8	2606	12
	51%	*47%*	*51%*	*59%*	*52%*	*50%*	*51%*	*51%*	*40%*	*45%*	*77%*	*51%*	*50%*
Not listed (please specify)	**18**	2	15	-	14	3	1	17	*	-	-	18	-
	*	*1%*	*	-	1%e	*	*	*	*	-	-	*	-
Prefer not to say	**2**	-	2	-	2	*	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB2. Are you...?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Male	**2515**	629	630	629	627	215	204	210	220	218	191	212	198	220	233	200	194
	49%	*49%*	*49%*	*49%*	*49%*	*50%*	*49%*	*47%*	*51%*	*47%*	*48%*	*49%*	*46%*	*51%*	*50%*	*49%*	*47%*
Female	**2626**	657	657	657	655	217	207	233	210	243	205	218	232	207	226	210	218
	51%	*51%*	*51%*	*51%*	*51%*	*50%*	*50%*	*53%*	*49%*	*53%*	*51%*	*50%*	*54%*	*49%*	*49%*	*51%*	*52%*
Not listed (please specify)	**18**	3	2	4	9	*	3	-	-	-	2	2	2	-	4	2	3
	*	*	*	*	*1%*	*	*1%*	-	-	-	*	*	*	-	*1%*	*	*1%*
Prefer not to say	**2**	-	2	-	*	-	-	-	-	-	2	-	-	-	-	-	*
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB3. How old are you? Please type below

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
16-24	**689**	-	689	351	332	689	-	-	-	-	-	-	689	-	-	-	494	184	603
	13%	-	*13%*	*14%*	*13%*	**100%fghijk**	-	-	-	-	-	-	**53%mno**	-	-	-	*11%*	**40%p**	*12%*
25-34	**608**	-	608	242	362	-	608	-	-	-	-	-	608	-	-	-	527	72	596
	12%	-	*12%*	*10%*	**14%c**	-	**100%eghijk**	-	-	-	-	-	**47%mno**	-	-	-	*11%*	*16%*	*12%*
35-44	**1060**	-	1060	587	469	-	-	1060	-	-	-	-	-	1060	-	-	934	113	1010
	21%	-	*21%*	**23%d**	*18%*	-	-	**100%efhijk**	-	-	-	-	-	**59%lno**	-	-	*20%*	*24%*	*20%*
45-54	**746**	-	746	345	398	-	-	-	746	-	-	-	-	746	-	-	684	62	717
	14%	-	*14%*	*14%*	*15%*	-	-	-	**100%efgjjk**	-	-	-	-	**41%lno**	-	-	*15%*	*13%*	*14%*
55-64	**897**	-	897	462	434	-	-	-	-	897	-	-	-	-	897	-	877	14	1009
	17%	-	*17%*	*18%*	*17%*	-	-	-	-	**100%efghjk**	-	-	-	-	**44%lmo**	-	**19%q**	*3%*	*20%*
65-74	**634**	-	634	305	329	-	-	-	-	-	634	-	-	-	634	634	618	12	752
	12%	-	*12%*	*12%*	*13%*	-	-	-	-	-	**100%efghjk**	-	-	-	**31%lm**	**55%lmn**	**13%q**	*3%*	*15%*
75+	**526**	-	526	224	302	-	-	-	-	-	-	526	-	-	526	526	520	6	474
	10%	-	*10%*	*9%*	**12%c**	-	-	-	-	-	-	**100%efghij**	-	-	**26%lm**	**45%lmn**	**11%q**	*1%*	*9%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1297**	-	1297	593	693	689	608	-	-	-	-	-	1297	-	-	-	1021	257	1199
	25%	-	*25%*	*24%*	*26%*	**100%ghijk**	**100%ghijk**	-	-	-	-	-	**100%mno**	-	-	-	*22%*	**55%p**	*23%*
NET: 35-54	**1806**	-	1806	932	867	-	-	1060	746	-	-	-	-	1806	-	-	1618	175	1727
	35%	-	*35%*	**37%d**	*33%*	-	-	**100%efijk**	**100%efijk**	-	-	-	-	**100%lno**	-	-	*35%*	*38%*	*33%*
NET: 55+	**2057**	-	2057	991	1065	-	-	-	-	897	634	526	-	-	2057	1160	2015	32	2235
	40%	-	*40%*	*39%*	*41%*	-	-	-	-	**100%efgh**	**100%efgh**	**100%efgh**	-	-	**100%lm**	**100%lm**	**43%q**	*7%*	*43%*
NET: 65+	**1160**	-	1160	529	631	-	-	-	-	-	634	526	-	-	1160	1160	1138	18	1226
	22%	-	*22%*	*21%*	*24%*	-	-	-	-	-	**100%efghi**	**100%efghi**	-	-	**56%lm**	**100%lmn**	**24%q**	*4%*	*24%*
Mean	**48.43**	-	48.43	48.23	48.73	20.84	**29.94e**	**39.63ef**	**49.55efg**	**59.64efgh**	**69.13efghi**	**78.00efghij**	25.11	**43.72l**	**67.26lm**	**73.15lmn**	**50.02q**	33.26	49.48
Std Dev.	**18.16**	-	18.16	17.82	18.47	2.28	3.09	2.90	2.92	2.82	2.85	3.12	5.28	5.69	8.02	5.33	17.82	14.01	17.89

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB3. How old are you? Please type below

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Std Error	**0.25**	-	0.25	0.36	0.36	0.09	0.13	0.09	0.11	0.09	0.10	0.14	0.15	0.14	0.17	0.15	0.26	0.83	0.25

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
16-24	**689**	187	182	146	174	369	320	456	217	99	99	149	156	112	405	99	533
	13%	**19%bcd**	*11%*	*12%*	*13%*	*14%*	*12%*	**15%h**	*11%*	*14%*	*15%*	*11%*	*12%*	*12%*	*13%*	*14%*	*13%*
25-34	**608**	121	186	140	162	307	301	486	116	70	53	162	180	109	395	70	510
	12%	*12%*	*12%*	*12%*	*12%*	*12%*	*12%*	**16%h**	*6%*	*10%*	*8%*	**12%j**	**14%j**	*12%*	**12%j**	*10%*	*12%*
35-44	**1060**	262	326	204	267	589	471	889	163	105	98	256	251	310	605	105	922
	21%	**26%bcd**	*20%*	*17%*	*19%*	**23%f**	*18%*	**29%h**	*8%*	*15%*	*15%*	*20%*	**20%j**	**34%ijkln**	*19%*	*15%*	**22%o**
45-54	**746**	90	213	185	258	303	443	571	172	108	68	174	199	159	440	108	605
	14%	*9%*	**13%a**	**16%a**	**19%ab**	*12%*	**17%e**	**19%h**	*9%*	**16%j**	*10%*	*13%*	**16%j**	**17%j**	*14%*	*16%*	*14%*
55-64	**897**	124	244	226	304	368	529	527	355	147	121	216	215	131	552	147	692
	17%	*13%*	*15%*	**19%a**	**22%ab**	*14%*	**21%e**	*17%*	*18%*	**21%km**	*19%*	*17%*	*17%*	*14%*	*17%*	**21%p**	*17%*
65-74	**634**	119	220	160	135	339	295	113	503	82	91	176	166	74	434	85	519
	12%	*12%*	**14%d**	**13%d**	*10%*	*13%*	*11%*	*4%*	**25%g**	*12%*	**14%m**	**14%m**	**13%m**	*8%*	**14%m**	*12%*	*12%*
75+	**526**	87	229	123	87	316	210	29	481	74	120	167	89	24	375	77	408
	10%	*9%*	**14%acd**	**10%d**	*6%*	**12%f**	*8%*	*1%*	**24%g**	**11%lm**	**18%iklmn**	**13%lm**	**7%m**	*3%*	**12%lm**	*11%*	*10%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1297**	308	368	285	336	676	622	942	333	169	152	311	336	221	800	169	1043
	25%	**31%bcd**	*23%*	*24%*	*24%*	*26%*	*24%*	**31%h**	*17%*	*25%*	*23%*	*24%*	*27%*	*24%*	*25%*	*24%*	*25%*
NET: 35-54	**1806**	352	539	390	525	891	915	1460	335	213	166	430	450	469	1046	213	1527
	35%	*36%*	*34%*	*33%*	*38%*	*34%*	*36%*	**48%h**	*17%*	*31%*	*25%*	**33%j**	**36%j**	**51%ijkln**	**33%j**	*31%*	**36%o**
NET: 55+	**2057**	331	692	508	526	1023	1034	669	1339	303	333	558	470	229	1361	308	1618
	40%	*33%*	**43%ad**	**43%a**	*38%*	*39%*	*40%*	*22%*	**67%g**	**44%lm**	**51%klmn**	**43%lm**	**37%m**	*25%*	**42%lm**	**45%p**	*39%*
NET: 65+	**1160**	206	449	283	223	655	505	142	984	156	212	343	255	98	809	161	927
	22%	**21%d**	**28%ad**	**24%d**	*16%*	**25%f**	*20%*	*5%*	**49%g**	**23%m**	**33%iklmn**	**26%lm**	**20%m**	*11%*	**25%lm**	*23%*	*22%*
Mean	**48.43**	45.21	**50.40ad**	**49.58ad**	**47.46a**	48.41	48.44	42.01	**58.07g**	**49.54m**	**52.16lmn**	**49.93lm**	**47.43m**	43.95	**49.40lm**	49.70	48.18
Std Dev.	**18.16**	18.88	18.75	18.12	16.54	18.97	17.31	13.98	19.29	18.58	19.85	18.43	17.45	14.90	18.43	18.60	17.92

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB3. How old are you? Please type below

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Std Error	**0.25**	0.52	0.48	0.56	0.47	0.35	0.36	0.27	0.39	0.74	0.78	0.51	0.48	0.50	0.32	0.74	0.28

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
16-24	689	644	45	18	579	56	34	20	19	61	58	47	59	33	170	88	45	3	53
	13%	15%bc	*6%*	*8%*	*13%*	*13%*	*14%*	*14%*	*9%*	*11%*	14%mq	12%m	13%mq	*7%*	25%hijklmopqr	12%m	*10%*	*5%*	14%mq
25-34	608	551	58	24	515	50	26	17	30	73	49	36	56	52	111	72	35	9	42
	12%	12%b	*8%*	*10%*	*12%*	*12%*	*11%*	*12%*	14%p	*13%*	*12%*	*10%*	*12%*	*11%*	16%kop	*10%*	*8%*	*14%*	*11%*
35-44	1060	973	86	34	899	85	46	30	46	139	52	72	104	83	181	153	71	12	73
	21%	22%bc	*12%*	*15%*	*21%*	*20%*	*19%*	*21%*	22%j	25%jmp	*12%*	19%j	23%j	*17%*	27%jmpr	22%j	*16%*	*19%*	20%j
45-54	746	632	114	44	625	64	35	23	38	90	63	72	62	75	79	77	69	13	51
	14%	*14%*	*16%*	*18%*	*14%*	*15%*	*14%*	*16%*	18%no	*16%*	*15%*	19%no	*14%*	*16%*	*12%*	*11%*	*16%*	20%o	*14%*
55-64	897	761	136	35	748	81	45	23	48	84	79	63	73	107	67	142	87	14	67
	17%	*17%*	*19%*	*15%*	*17%*	*19%*	*18%*	*16%*	23%in	*15%*	19%n	17%n	16%n	22%in	*10%*	20%n	20%n	22%n	18%n
65-74	634	502	132	35	529	54	34	16	15	73	62	35	53	79	41	90	81	9	46
	12%	*11%*	18%a	*15%*	*12%*	*13%*	*14%*	*11%*	*7%*	13%hn	15%hn	*9%*	12%n	17%hkn	*6%*	13%n	18%hkinr	14%n	12%hn
75+	526	374	152	46	442	43	28	13	13	46	63	51	48	50	29	86	55	5	39
	10%	*8%*	21%a	20%a	*10%*	*10%*	*11%*	*9%*	*6%*	*8%*	15%hin	14%hin	11%n	11%n	*4%*	12%hn	12%hn	*7%*	10%n
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1297	1194	103	42	1094	106	60	37	49	134	107	83	115	85	280	160	80	12	95
	25%	27%bc	*14%*	*18%*	*25%*	*25%*	*24%*	*26%*	*24%*	*24%*	25%m	*22%*	25%mp	*18%*	41%hijklmopqr	*23%*	*18%*	*19%*	26%mp
NET: 35-54	1806	1606	200	78	1524	149	80	53	84	229	114	144	165	158	260	230	140	24	124
	35%	36%b	*28%*	*33%*	*35%*	*34%*	*33%*	*37%*	40%jp	40%jp	*27%*	38%j	36%j	*33%*	38%j	*33%*	*32%*	39%j	*34%*
NET: 55+	2057	1637	420	116	1720	178	107	53	76	203	204	149	174	237	138	317	223	27	151
	40%	*37%*	58%a	49%a	*40%*	*41%*	*43%*	*37%*	36%n	36%n	48%hiln	40%n	38%n	49%hiklnr	*20%*	45%n	50%hiklnr	43%n	41%n
NET: 65+	1160	876	284	82	971	98	62	29	28	119	125	86	101	130	70	175	136	13	84
	22%	*20%*	39%a	34%a	*22%*	*23%*	*25%*	*21%*	*14%*	21%hn	29%hin	23%hn	22%hn	27%hn	*10%*	25%hn	31%hilnr	*21%n*	23%hn
Mean	48.43	47.10	56.55a	54.32a	48.34	48.99	49.47	47.61	47.52n	47.94n	50.99hn	49.32n	47.87n	52.55hiklnr	39.71	49.69n	52.84hiklnor	50.37n	48.76n

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Std Dev.	**18.16**	17.89	17.72	18.48	18.17	17.95	18.56	18.00	15.70	17.23	19.45	18.26	18.02	17.02	16.86	18.22	17.91	15.75	18.31
Std Error	**0.25**	0.30	0.43	0.68	0.36	0.55	0.62	0.71	0.97	1.02	1.16	1.12	1.05	1.02	1.00	1.06	1.06	1.22	0.61

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
16-24	**689**	145	267	138	82	44	412	126	197	266	154	45	16	463	61
	13%	*8%*	**14%af**	**18%af**	**23%abf**	**27%abcf**	**11%a**	**24%abcf**	*11%*	**14%h**	**17%hm**	**17%h**	*16%*	*12%*	**16%h**
25-34	**608**	171	224	107	61	25	395	86	209	239	106	30	8	447	37
	12%	*9%*	*11%*	**14%a**	**17%abf**	*15%*	*10%*	**17%abf**	*11%*	*12%*	*12%*	*11%*	*7%*	*12%*	*10%*
35-44	**1060**	357	408	184	74	25	765	100	378	436	175	41	15	814	56
	21%	*19%*	*21%*	*23%*	*21%*	*15%*	*20%*	*19%*	*20%*	**22%n**	*19%*	*16%*	*15%*	**21%n**	*15%*
45-54	**746**	264	299	107	40	34	563	74	268	293	125	33	23	561	56
	14%	*14%*	*15%*	*14%*	*11%*	**21%d**	*15%*	*14%*	*15%*	*15%*	*14%*	*12%*	**23%jk**	*15%*	*15%*
55-64	**897**	352	333	130	49	24	685	73	340	336	144	46	18	677	64
	17%	**19%g**	*17%*	*17%*	*14%*	*15%*	*18%*	*14%*	*18%*	*17%*	*16%*	*17%*	*18%*	*18%*	*17%*
65-74	**634**	263	250	75	39	6	513	45	222	224	118	51	12	446	64
	12%	**14%ceg**	**13%e**	*10%*	**11%e**	*3%*	**13%ceg**	*9%*	*12%*	*11%*	*13%*	**19%him**	*12%*	*12%*	**17%him**
75+	**526**	292	174	44	11	5	466	16	231	164	89	21	10	395	31
	10%	**16%bcdefg**	**9%cdeg**	*6%*	*3%*	*3%*	**12%bcdeg**	*3%*	**13%l**	*8%*	*10%*	*8%*	*10%*	*10%*	*8%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1297**	316	491	244	143	69	807	212	406	504	260	74	24	910	98
	25%	*17%*	**25%af**	**31%abf**	**40%abcf**	**42%abcf**	**21%a**	**41%abcf**	*22%*	**26%h**	**29%hm**	*28%*	*23%*	*24%*	*27%*
NET: 35-54	**1806**	622	707	290	114	59	1329	174	646	729	300	74	38	1375	112
	35%	*34%*	*36%*	*37%*	*32%*	*36%*	*35%*	*33%*	*35%*	**37%k**	*33%*	*28%*	*37%*	**36%k**	*30%*
NET: 55+	**2057**	907	757	248	99	34	1664	133	793	725	350	118	41	1518	159
	40%	**49%bcdefg**	**39%cdeg**	**32%e**	*28%*	*21%*	**44%bcdeg**	*26%*	**43%l**	*37%*	*38%*	*44%*	*40%*	*40%*	*43%*
NET: 65+	**1160**	555	424	118	50	10	979	60	452	389	206	72	22	841	95
	22%	**30%bcdefg**	**22%cdeg**	**15%e**	*14%*	*6%*	**26%bcdeg**	*12%*	**25%l**	*20%*	*23%*	**27%l**	*22%*	*22%*	*26%*
Mean	**48.43**	**52.88bcdefg**	**48.00cdeg**	**44.55eg**	41.77	40.53	**50.37bcdeg**	41.38	**50.08ijm**	47.41	47.30	48.72	49.55	48.71	48.95
Std Dev.	**18.16**	17.94	17.96	17.17	17.49	16.29	18.11	17.12	18.08	17.74	18.58	19.14	17.95	17.95	18.80

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB3. How old are you? Please type below

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Std Error	**0.25**	0.42	0.40	0.63	0.96	1.25	0.29	0.76	0.41	0.40	0.65	1.23	1.67	0.29	0.99

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
16-24	**689**	51	625	13	226	392	71	649	30	3	1	682	6
	13%	*13%*	*13%*	*15%*	*15%*	*12%*	**22%de**	*13%*	**34%gk**	*13%*	*9%*	*13%*	*27%*
25-34	**608**	55	542	12	154	401	53	583	19	1	4	603	2
	12%	*14%*	*12%*	*14%*	*10%*	*12%*	**16%d**	*12%*	**22%gk**	*3%*	*38%*	*12%*	*8%*
35-44	**1060**	120	921	19	326	639	95	1024	23	6	2	1053	5
	21%	**30%b**	*20%*	*23%*	*21%*	*20%*	**29%de**	*20%*	*25%*	*27%*	*23%*	*21%*	*21%*
45-54	**746**	49	682	16	198	512	37	729	8	6	1	743	2
	14%	*12%*	*15%*	*18%*	*13%*	**16%d**	*11%*	*15%*	*9%*	*28%*	*11%*	*14%*	*10%*
55-64	**897**	70	812	15	269	594	35	883	6	5	2	895	*
	17%	*18%*	*17%*	*18%*	**17%f**	**18%f**	*11%*	*18%*	*7%*	*25%*	*19%*	*17%*	*1%*
65-74	**634**	33	599	2	186	423	25	631	*	1	-	632	2
	12%	*8%*	**13%ac**	*3%*	*12%*	**13%f**	*8%*	**13%h**	*	*4%*	-	**12%h**	*9%*
75+	**526**	24	494	9	197	317	11	518	3	-	-	521	5
	10%	*6%*	**11%a**	*10%*	**13%ef**	**10%f**	*4%*	*10%*	*3%*	-	-	*10%*	*24%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1297**	106	1167	24	380	794	124	1232	50	3	5	1285	8
	25%	*26%*	*25%*	*29%*	*24%*	*24%*	**38%de**	*25%*	**56%gk**	*15%*	*47%*	*25%*	*35%*
NET: 35-54	**1806**	169	1602	35	523	1151	131	1754	30	12	3	1795	7
	35%	**42%b**	*34%*	*41%*	*34%*	*35%*	*40%*	*35%*	*34%*	*55%*	*34%*	*35%*	*31%*
NET: 55+	**2057**	127	1905	26	652	1334	72	2032	9	6	2	2048	8
	40%	*32%*	**41%a**	*30%*	**42%f**	**41%f**	*22%*	**41%h**	*10%*	*30%*	*19%*	**40%h**	*34%*
NET: 65+	**1160**	57	1093	11	383	740	37	1149	3	1	-	1153	8
	22%	*14%*	**23%a**	*13%*	**25%f**	**23%f**	*11%*	**23%h**	*3%*	*4%*	-	**22%h**	*33%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Mean	**48.43**	45.13	**48.77a**	45.15	**49.01f**	**48.93f**	40.66	**48.71h**	35.13	46.00	37.66	**48.46h**	45.70
Std Dev.	**18.16**	16.26	18.31	16.59	18.88	17.80	16.40	18.13	14.57	13.42	12.74	18.14	23.44
Std Error	**0.25**	0.82	0.27	1.75	0.47	0.31	0.91	0.26	1.74	2.49	4.81	0.25	5.38

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
16-24	**689**	171	171	171	176	49	52	70	52	69	50	52	56	62	62	57	57
	13%	*13%*	*13%*	*13%*	*14%*	*11%*	*13%*	*16%*	*12%*	*15%*	*13%*	*12%*	*13%*	*15%*	*13%*	*14%*	*14%*
25-34	**608**	156	147	144	161	53	49	54	55	47	45	45	50	49	61	38	62
	12%	*12%*	*11%*	*11%*	*13%*	*12%*	*12%*	*12%*	*13%*	*10%*	*11%*	*10%*	*12%*	*11%*	*13%*	*9%*	*15%*
35-44	**1060**	261	272	273	254	78	89	94	84	89	98	82	89	102	87	95	72
	21%	*20%*	*21%*	*21%*	*20%*	*18%*	*21%*	*21%*	*20%*	*19%*	**25%p**	*19%*	*21%*	*24%*	*19%*	*23%*	*17%*
45-54	**746**	153	209	214	170	41	57	55	56	79	74	72	81	61	49	68	53
	14%	*12%*	**16%a**	**17%a**	*13%*	*10%*	*14%*	*12%*	*13%*	**17%en**	**18%en**	**17%e**	**19%en**	*14%*	*11%*	**17%e**	*13%*
55-64	**897**	258	201	198	239	113	71	74	83	69	49	73	71	55	83	73	83
	17%	**20%bc**	*16%*	*15%*	*19%*	**26%fgijklmno**	*17%*	*17%*	**19%j**	*15%*	*12%*	*17%*	*16%*	*13%*	*18%*	*18%*	**20%jm**
65-74	**634**	159	159	159	158	49	56	54	54	58	47	66	47	46	64	49	45
	12%	*12%*	*12%*	*12%*	*12%*	*11%*	*13%*	*12%*	*12%*	*13%*	*12%*	*15%*	*11%*	*11%*	*14%*	*12%*	*11%*
75+	**526**	132	132	132	131	50	40	42	47	49	36	42	37	52	56	32	43
	10%	*10%*	*10%*	*10%*	*10%*	*12%*	*10%*	*9%*	*11%*	*11%*	*9%*	*10%*	*9%*	*12%*	*12%*	*8%*	*10%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	**1297**	327	318	315	338	101	102	125	106	117	95	97	106	111	123	95	119
	25%	*25%*	*25%*	*24%*	*26%*	*23%*	*25%*	*28%*	*25%*	*25%*	*24%*	*23%*	*25%*	*26%*	*27%*	*23%*	*29%*
NET: 35-54	**1806**	414	480	487	425	119	146	149	140	169	172	154	170	163	137	163	125
	35%	*32%*	**37%a**	**38%a**	*33%*	*28%*	*35%*	*34%*	*33%*	**37%e**	**43%eghnp**	*36%*	**39%enp**	**38%en**	*29%*	**40%enp**	*30%*
NET: 55+	**2057**	549	492	488	529	212	167	170	184	175	133	181	155	153	204	153	171
	40%	*43%*	*38%*	*38%*	*41%*	**49%gijlmo**	*40%*	*38%*	**43%j**	*38%*	*33%*	*42%*	*36%*	*36%*	**44%j**	*37%*	*41%*
NET: 65+	**1160**	290	290	290	289	99	96	95	100	107	83	108	85	98	120	81	88
	22%	*23%*	*23%*	*22%*	*22%*	*23%*	*23%*	*22%*	*23%*	*23%*	*21%*	*25%*	*20%*	*23%*	*26%*	*20%*	*21%*
Mean	**48.43**	48.62	48.42	48.38	48.29	**50.41g**	48.51	46.98	49.30	48.24	47.68	49.52	47.70	47.90	49.00	47.75	48.03
Std Dev.	**18.16**	18.20	17.87	18.16	18.43	18.23	18.04	18.21	18.11	18.29	17.11	18.12	17.63	18.71	18.91	17.71	18.58

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB3. How old are you? Please type below

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Std Error	**0.25**	0.51	0.50	0.51	0.51	0.88	0.87	0.88	0.87	0.88	0.83	0.87	0.85	0.90	0.91	0.85	0.90

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**292**	-	292	210	79	58	32	138	14	31	11	6	91	153	48	17	254	36	259
	6%	-	*6%*	**8%d**	*3%*	**8%hijk**	**5%hjk**	**13%efhijk**	*2%*	**3%k**	*2%*	*1%*	**7%no**	**8%no**	*2%*	*1%*	*5%*	*8%*	*5%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**533**	-	533	319	212	128	88	124	72	70	36	13	217	197	119	49	462	64	670
	10%	-	*10%*	**13%d**	*8%*	**19%ghijk**	**15%hijk**	**12%ijk**	**10%jk**	**8%k**	*6%*	*3%*	**17%mno**	**11%no**	*6%*	*4%*	*10%*	*14%*	*13%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1146**	-	1146	525	619	135	180	321	211	189	69	42	314	531	300	111	1008	129	1114
	22%	-	*22%*	*21%*	*24%*	**20%jk**	**30%eijk**	**30%eijk**	**28%eijk**	**21%jk**	*11%*	*8%*	**24%no**	**29%lno**	**15%o**	*10%*	*22%*	**28%p**	*22%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**953**	-	953	454	498	144	139	200	184	203	62	22	283	384	287	84	859	88	825
	18%	-	*18%*	*18%*	*19%*	**21%jk**	**23%jk**	**19%jk**	**25%gjk**	**23%jk**	**10%k**	*4%*	**22%no**	**21%no**	**14%o**	*7%*	*18%*	*19%*	*16%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**805**	-	805	357	440	136	104	174	163	168	41	19	240	337	228	60	696	95	631
	16%	-	*16%*	*14%*	*17%*	**20%jk**	**17%jk**	**16%jk**	**22%gjk**	**19%jk**	*6%*	*4%*	**18%no**	**19%no**	**11%o**	*5%*	*15%*	**21%p**	*12%*
Housewife / househusband	**101**	-	101	15	86	11	27	22	18	19	5	-	38	40	23	5	90	11	131
	2%	-	*2%*	*1%*	**3%c**	**2%k**	**4%egijk**	**2%k**	**2%k**	**2%k**	*1%*	-	**3%no**	**2%o**	*1%*	*	*2%*	*2%*	*3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Unemployed	299	-	299	142	152	28	29	67	70	99	6	1	57	137	105	6	282	12	343
	6%	-	*6%*	*6%*	*6%*	**4%jk**	**5%jk**	**6%jk**	**9%efjk**	**11%efgjk**	*1%*	*	**4%o**	**8%no**	**5%o**	*1%*	**6%q**	*3%*	*7%*
Student	56	-	56	34	23	47	6	4	-	-	-	-	53	4	-	-	45	11	70
	1%	-	*1%*	*1%*	*1%*	**7%fghijk**	**1%i**	*	-	-	-	-	**4%mno**	*	-	-	*1%*	*2%*	*1%*
Retired	977	-	977	461	516	3	3	11	13	118	405	424	6	23	947	829	957	17	1118
	19%	-	*19%*	*18%*	*20%*	*	*1%*	*1%*	*2%*	**13%efgh**	**64%efghi**	**81%efghij**	*	*1%*	**46%lm**	**71%lmn**	**21%q**	*4%*	*22%*
NET: AB	824	-	824	529	291	187	121	262	87	101	47	19	307	349	168	66	717	99	929
	16%	-	*16%*	**21%d**	*11%*	**27%hijk**	**20%hijk**	**25%hijk**	**12%k**	**11%k**	**7%k**	*4%*	**24%mno**	**19%no**	*8%*	*6%*	*15%*	**21%p**	*18%*
NET: C1	1203	-	1203	558	642	182	186	324	211	189	69	42	367	535	300	111	1053	140	1184
	23%	-	*23%*	*22%*	*24%*	**26%jk**	**31%ijk**	**31%ijk**	**28%ijk**	**21%jk**	*11%*	*8%*	**28%no**	**30%no**	**15%o**	*10%*	*23%*	**30%p**	*23%*
NET: C2	953	-	953	454	498	144	139	200	184	203	62	22	283	384	287	84	859	88	825
	18%	-	*18%*	*18%*	*19%*	**21%jk**	**23%jk**	**19%jk**	**25%gjk**	**23%jk**	**10%k**	*4%*	**22%no**	**21%no**	**14%o**	*7%*	*18%*	*19%*	*16%*
NET: DE	1205	-	1205	513	679	174	160	263	252	285	51	19	335	515	356	70	1068	118	1105
	23%	-	*23%*	*20%*	**26%c**	**25%jk**	**26%jk**	**25%jk**	**34%efgjk**	**32%egjk**	**8%k**	*4%*	**26%no**	**28%no**	**17%o**	*6%*	*23%*	*26%*	*21%*
NET: ABC1	2027	-	2027	1088	933	368	306	587	298	291	117	61	675	884	468	178	1770	240	2113
	39%	-	*39%*	**43%d**	*36%*	**53%hijk**	**50%hijk**	**55%hijk**	**40%ijk**	**32%jk**	**18%k**	*12%*	**52%no**	**49%no**	**23%o**	*15%*	*38%*	**52%p**	*41%*
NET: C2DE	2158	-	2158	967	1177	318	299	463	436	488	113	41	617	898	642	154	1927	206	1930
	42%	-	*42%*	*38%*	**45%c**	**46%jk**	**49%jk**	**44%jk**	**58%efgjk**	**54%egjk**	**18%k**	*8%*	**48%no**	**50%no**	**31%o**	*13%*	*41%*	*45%*	*37%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**292**	292	-	-	-	292	-	262	28	8	13	19	30	210	62	8	278
	6%	**29%bcd**	-	-	-	**11%f**	-	**9%h**	*1%*	*1%*	*2%*	*1%*	*2%*	**23%ijkln**	*2%*	*1%*	**7%o**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**533**	533	-	-	-	533	-	445	86	8	19	75	158	250	252	8	506
	10%	**54%bcd**	-	-	-	**21%f**	-	**14%h**	*4%*	*1%*	*3%*	**6%ij**	**13%ijkn**	**27%ijkln**	**8%ij**	*1%*	**12%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1146**	-	1146	-	-	1146	-	966	170	36	92	344	394	209	831	36	1061
	22%	-	**72%acd**	-	-	**44%f**	-	**31%h**	*8%*	*5%*	**14%l**	**26%ij**	**31%ijkmn**	**23%ij**	**26%ij**	*5%*	**25%o**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**953**	-	-	953	-	-	953	712	230	72	72	266	321	153	659	72	824
	18%	-	-	**81%abd**	-	-	**37%e**	**23%h**	*11%*	*10%*	*11%*	**20%ij**	**26%ijkmn**	**17%ij**	**21%ij**	*10%*	**20%o**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**805**	-	-	-	805	-	805	634	162	161	131	259	156	39	546	161	590
	16%	-	-	-	**58%abc**	-	**31%e**	**21%h**	*8%*	**24%lmn**	**20%lm**	**20%lm**	**12%m**	*4%*	**17%lm**	**23%p**	*14%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Housewife / househusband	**101**	-	-	-	101	-	101	11	88	30	20	30	12	2	62	30	64
	2%	-	-	-	**7%abc**	-	**4%e**	*	**4%g**	**4%lmn**	**3%lm**	**2%m**	*1%*	*	**2%m**	**4%p**	*2%*
Unemployed	**299**	-	-	-	299	-	299	6	288	175	70	28	4	3	102	175	105
	6%	-	-	-	**22%abc**	-	**12%e**	*	**14%g**	**26%jklmn**	**11%klmn**	**2%lm**	*	*	**3%lm**	**25%p**	*3%*
Student	**56**	-	56	-	-	56	-	12	34	29	7	5	2	1	15	29	15
	1%	-	**4%acd**	-	-	**2%f**	-	*	**2%g**	**4%jklmn**	**1%lm**	*	*	*	*	**4%p**	*
Retired	**977**	167	396	231	182	563	413	22	922	167	225	273	179	53	677	172	745
	19%	*17%*	**25%acd**	**19%d**	*13%*	**22%f**	*16%*	*1%*	**46%g**	**24%lm**	**35%iklmn**	**21%lm**	**14%m**	*6%*	**21%lm**	**25%p**	*18%*
NET: AB	**824**	824	-	-	-	824	-	707	114	15	32	94	188	460	314	15	784
	16%	**83%bcd**	-	-	-	**32%f**	-	**23%h**	*6%*	*2%*	**5%l**	**7%l**	**15%ijkn**	**50%ijkln**	**10%ijk**	*2%*	**19%o**
NET: C1	**1203**	-	1203	-	-	1203	-	979	204	65	100	350	396	210	845	65	1076
	23%	-	**75%acd**	-	-	**46%f**	-	**32%h**	*10%*	*9%*	**15%l**	**27%ij**	**32%ijmn**	**23%ij**	**26%ij**	*9%*	**26%o**
NET: C2	**953**	-	-	953	-	-	953	712	230	72	72	266	321	153	659	72	824
	18%	-	-	**81%abd**	-	-	**37%e**	**23%h**	*11%*	*10%*	*11%*	**20%ij**	**26%ijkmn**	**17%ij**	**21%ij**	*10%*	**20%o**
NET: DE	**1205**	-	-	-	1205	-	1205	651	537	367	222	317	172	44	711	367	759
	23%	-	-	-	**87%abc**	-	**47%e**	*21%*	**27%g**	**54%jklmn**	**34%klmn**	**24%lm**	**14%m**	*5%*	**22%lm**	**53%p**	*18%*
NET: ABC1	**2027**	824	1203	-	-	2027	-	1685	318	80	131	444	584	669	1159	80	1861
	39%	**83%bcd**	**75%cd**	-	-	**78%f**	-	**55%h**	*16%*	*12%*	**20%l**	**34%ij**	**46%ijkn**	**73%ijkln**	**36%ij**	*12%*	**44%o**
NET: C2DE	**2158**	-	-	953	1205	-	2158	1364	767	438	294	583	493	197	1370	438	1583
	42%	-	-	**81%ab**	**87%abc**	-	**84%e**	**44%h**	*38%*	**64%jklmn**	**45%m**	**45%lm**	**39%m**	*21%*	**43%m**	**63%p**	*38%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**292**	264	28	16	245	25	11	10	9	32	12	7	16	10	121	18	20	7	18
	6%	*6%*	*4%*	*7%*	*6%*	*6%*	*5%*	*7%*	*4%*	**6%km**	*3%*	*2%*	*3%*	*2%*	**18%hijklmopr**	*3%*	*5%*	**12%hijklmopr**	**5%k**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**533**	474	59	20	367	89	46	30	15	59	26	26	17	21	119	51	31	12	77
	10%	*11%*	*8%*	*8%*	*8%*	**21%d**	**19%d**	**21%d**	*7%*	**10%lm**	*6%*	*7%*	*4%*	*4%*	**18%hijklmop**	*7%*	*7%*	**19%hijklmop**	**21%hijklmop**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1146**	1029	118	32	958	100	53	35	59	139	81	92	103	97	133	152	103	10	91
	22%	**23%bc**	*16%*	*13%*	*22%*	*23%*	*22%*	*25%*	**28%jmnq**	*25%*	*19%*	*25%*	*23%*	*20%*	*20%*	*21%*	*23%*	*16%*	*24%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**953**	826	127	60	830	70	34	18	41	102	63	64	110	108	119	169	55	13	58
	18%	*19%*	*18%*	**26%ab**	**19%fg**	*16%*	*14%*	*13%*	**19%p**	*18%*	*15%*	*17%*	**24%jpr**	**23%jpr**	*18%*	**24%jpr**	*12%*	*20%*	*16%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**805**	709	96	13	724	40	29	12	37	97	76	74	67	75	85	128	86	7	32
	16%	**16%c**	**13%c**	*5%*	**17%efg**	*9%*	*12%*	*8%*	**18%r**	**17%r**	**18%r**	**20%nr**	**15%r**	**16%r**	*12%*	**18%r**	**19%nr**	*11%*	*9%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Housewife / househusband	101	78	24	10	92	2	4	4	6	8	9	10	11	12	15	15	7	*	2
	2%	2%	3%a	4%a	2%e	*	2%e	2%e	3%r	1%	2%	3%r	2%r	2%r	2%	2%	2%	*	*
Unemployed	299	272	26	10	264	17	11	7	12	34	42	23	41	31	24	35	22	4	13
	6%	6%b	4%	4%	6%	4%	4%	5%	6%	6%	10%nopr	6%	9%nr	6%	4%	5%	5%	6%	4%
Student	56	48	8	5	41	9	6	1	-	6	7	3	4	1	6	5	8	*	9
	1%	1%	1%	2%	1%	2%d	2%dg	*	-	1%	2%	1%	1%	*	1%	1%	2%	*	2%hmo
Retired	977	738	239	71	818	80	52	26	32	88	109	76	87	125	56	136	110	10	71
	19%	17%	33%a	30%a	19%	19%	21%	18%	15%n	16%n	26%hinr	20%n	19%n	26%hinr	8%	19%n	25%hin	16%n	19%n
NET: AB	824	737	87	36	612	115	58	40	24	92	38	33	33	31	240	69	52	19	95
	16%	17%b	12%	15%	14%	26%d	23%d	28%d	11%	16%jklmo	9%	9%	7%	7%	35%hijklmopr	10%	12%m	31%hijklmop	26%hijklmop
NET: C1	1203	1077	125	37	998	110	59	36	59	145	88	95	107	98	139	157	111	10	100
	23%	24%bc	17%	16%	23%	25%	24%	25%	28%mnq	26%	21%	25%	23%	20%	20%	22%	25%	16%	27%q
NET: C2	953	826	127	60	830	70	34	18	41	102	63	64	110	108	119	169	55	13	58
	18%	19%	18%	26%ab	19%fg	16%	14%	13%	19%p	18%	15%	17%	24%jpr	23%jpr	18%	24%jpr	12%	20%	16%
NET: DE	1205	1059	146	32	1080	58	44	22	55	139	127	107	118	117	124	178	115	11	47
	23%	24%c	20%	14%	25%efg	13%	18%	16%	26%nr	25%r	30%nqr	29%nr	26%nr	24%r	18%	25%r	26%nr	18%	13%
NET: ABC1	2027	1815	212	73	1610	224	116	76	82	237	126	128	140	129	379	226	163	29	195
	39%	41%bc	29%	31%	37%	52%d	47%d	53%d	39%jlm	42%jlmo	30%	34%	31%	27%	56%hijklmop	32%	37%m	46%jlmo	53%hijklmop
NET: C2DE	2158	1885	273	93	1909	129	79	41	95	241	190	171	228	226	243	346	170	24	105
	42%	42%	38%	39%	44%efg	30%	32%	29%	45%nr	43%r	45%nr	46%nr	50%npr	47%npr	36%r	49%npr	38%r	38%	28%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**292** *6%*	163 **9%bcdfg**	86 *4%*	23 *3%*	12 *3%*	6 *4%*	249 **7%bcg**	18 *3%*	155 **8%ijkn**	99 **5%n**	31 *3%*	5 *2%*	2 *2%*	253 **7%jkn**	7 *2%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**533** *10%*	213 *12%*	187 *10%*	68 *9%*	40 *11%*	21 *13%*	400 *11%*	61 *12%*	196 *11%*	193 *10%*	101 *11%*	27 *10%*	11 *10%*	389 *10%*	38 *10%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1146** *22%*	339 *18%*	501 **26%acf**	162 *21%*	85 *24%*	46 **28%a**	840 **22%a**	131 **25%a**	372 *20%*	472 **24%h**	193 *21%*	67 *25%*	27 *26%*	843 *22%*	94 *26%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**953** *18%*	290 *16%*	379 **19%a**	186 **24%aef**	69 *19%*	22 *14%*	669 *18%*	92 *18%*	313 *17%*	394 *20%*	175 *19%*	45 *17%*	20 *19%*	707 *19%*	64 *17%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**805** *16%*	232 *13%*	296 *15%*	157 **20%abf**	71 **20%af**	31 *19%*	528 *14%*	102 **20%af**	260 *14%*	313 *16%*	150 *17%*	53 *20%*	10 *10%*	573 *15%*	63 *17%*
Housewife / househusband	**101** *2%*	38 *2%*	34 *2%*	21 *3%*	7 *2%*	2 *1%*	71 *2%*	9 *2%*	43 *2%*	33 *2%*	22 *2%*	1 *	3 *3%*	76 *2%*	4 *1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Unemployed	299	99	96	61	18	15	195	33	124	95	51	12	6	219	18
	6%	5%	5%	8%bf	5%	9%	5%	6%	7%	5%	6%	5%	6%	6%	5%
Student	56	9	21	8	6	8	30	14	14	22	8	4	4	36	8
	1%	1%	1%	1%	2%	5%abcf	1%	3%abf	1%	1%	1%	2%	4%hijm	1%	2%h
Retired	977	461	355	98	48	11	816	59	369	339	179	54	20	708	73
	19%	25%bcdefg	18%ceg	12%	13%	7%	21%bcdeg	11%	20%	17%	20%	20%	19%	19%	20%
NET: AB	824	376	274	91	52	27	649	79	350	292	132	32	13	642	44
	16%	20%bcfg	14%	12%	15%	17%	17%bc	15%	19%ijkn	15%	14%	12%	12%	17%	12%
NET: C1	1203	349	522	169	92	54	870	146	385	494	201	72	31	879	103
	23%	19%	27%acf	22%	26%a	33%acf	23%a	28%ac	21%	25%h	22%	27%	30%	23%	28%h
NET: C2	953	290	379	186	69	22	669	92	313	394	175	45	20	707	64
	18%	16%	19%a	24%acf	19%	14%	18%	18%	17%	20%	19%	17%	19%	19%	17%
NET: DE	1205	369	425	239	96	48	794	144	427	440	223	65	19	867	84
	23%	20%	22%	31%abf	27%a	30%af	21%	28%abf	23%	22%	25%	24%	19%	23%	23%
NET: ABC1	2027	724	796	260	143	81	1520	225	736	786	333	103	44	1521	147
	39%	39%c	41%c	33%	40%	50%acf	40%c	43%c	40%	40%	37%	39%	43%	40%	40%
NET: C2DE	2158	659	805	424	165	71	1464	236	740	834	398	110	39	1574	149
	42%	36%	41%a	54%abfg	46%af	43%	39%	45%af	40%	43%	44%	41%	38%	41%	40%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**292** *6%*	61 *15%bc*	229 *5%*	1 *1%*	139 *9%ef*	139 *4%*	14 *4%*	281 *6%*	8 *9%*	1 *7%*	- -	290 *6%*	2 *7%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**533** *10%*	56 *14%*	469 *10%*	8 *9%*	114 *7%*	384 *12%d*	34 *10%*	513 *10%*	16 *18%*	3 *14%*	- -	532 *10%*	1 *2%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1146** *22%*	55 *14%*	1067 *23%a*	24 *28%a*	253 *16%*	830 *25%d*	63 *19%*	1120 *22%*	19 *21%*	5 *23%*	- -	1144 *22%*	3 *11%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**953** *18%*	43 *11%*	892 *19%a*	18 *21%*	233 *15%*	649 *20%d*	70 *22%d*	926 *18%*	16 *18%*	4 *20%*	* *1%*	947 *18%*	6 *26%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**805** *16%*	44 *11%*	752 *16%a*	9 *10%*	218 *14%*	520 *16%*	67 *20%d*	776 *15%*	14 *16%*	2 *10%*	4 *36%*	792 *15%*	9 *39%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Housewife / househusband	101	15	84	2	46	41	15	94	6	-	1	100	-
	2%	4%b	*2%*	*3%*	3%e	*1%*	4%e	*2%*	7%gk	-	*9%*	*2%*	-
Unemployed	299	68	221	9	202	78	19	284	4	4	5	292	1
	6%	17%b	*5%*	*11%*	13%ef	*2%*	6%e	*6%*	*5%*	*19%*	*55%*	*6%*	*5%*
Student	56	9	47	*	23	26	7	52	3	1	-	55	1
	1%	*2%*	*1%*	*	*1%*	*1%*	2%e	*1%*	*3%*	*3%*	-	*1%*	*5%*
Retired	977	51	913	13	328	611	37	972	2	1	-	975	1
	19%	*13%*	20%a	*16%*	21%f	19%f	*11%*	19%h	*3%*	*4%*	-	19%h	*5%*
NET: AB	824	117	698	9	253	523	48	794	24	4	-	822	2
	16%	29%bc	*15%*	*11%*	*16%*	*16%*	*15%*	*16%*	27%gk	*21%*	-	*16%*	*9%*
NET: C1	1203	64	1114	24	276	856	70	1172	22	5	-	1199	4
	23%	*16%*	24%a	29%a	*18%*	26%d	*22%*	*23%*	*24%*	*26%*	-	*23%*	*16%*
NET: C2	953	43	892	18	233	649	70	926	16	4	*	947	6
	18%	*11%*	19%a	*21%*	*15%*	20%d	22%d	*18%*	*18%*	*20%*	*1%*	*18%*	*26%*
NET: DE	1205	127	1057	20	465	639	101	1154	25	6	10	1185	10
	23%	32%b	*23%*	*24%*	30%e	*19%*	31%e	*23%*	*28%*	*30%*	*99%*	*23%*	*43%*
NET: ABC1	2027	181	1812	33	529	1379	118	1966	45	10	-	2021	6
	39%	*45%*	*39%*	*39%*	*34%*	42%d	*36%*	*39%*	*51%*	*46%*	-	*39%*	*25%*
NET: C2DE	2158	171	1949	38	698	1289	171	2080	41	10	10	2132	16
	42%	*42%*	*42%*	*45%*	45%e	*39%*	52%e	*41%*	*46%*	*49%*	*100%*	*42%*	*70%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 4

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

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	292 6%	65 5%	83 6%c	51 4%	93 7%c	13 3%	23 5%	29 7%l	29 7%l	32 7%l	21 5%	23 5%	9 2%	19 4%	48 10%ejkimp	25 6%l	19 5%
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	533 10%	144 11%	142 11%	121 9%	125 10%	34 8%	64 15%elmo	46 10%	41 10%	55 12%	45 11%	55 13%	32 8%	34 8%	50 11%	34 8%	41 10%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1146 22%	325 25%cd	293 23%	263 20%	266 21%	151 35%fhijkmnop	54 13%	120 27%fkmp	93 22%fk	119 26%fkp	80 20%fk	38 9%	144 33%fhjkmnp	82 19%k	92 20%fk	105 25%fkp	69 17%k
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	953 18%	226 17%	231 18%	255 20%	242 19%	73 17%l	84 20%l	68 15%l	79 18%l	70 15%l	82 20%l	123 28%eghijlnop	28 6%	104 24%gil	81 17%l	79 19%l	82 20%l
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	805 16%	197 15%	187 14%	210 16%	211 16%	46 11%	65 16%	85 19%e	66 15%	63 14%	58 15%	57 13%	90 21%eikn	63 15%	64 14%	69 17%	78 19%e
Housewife / househusband	101 2%	15 1%	27 2%	38 3%a	21 2%	4 1%	7 2%	4 1%	10 2%	12 3%	5 1%	8 2%	23 5%efgjkmnp	7 2%	4 1%	10 2%	8 2%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

		Quarter				Month											
	Total	Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Unemployed	299	74	66	80	79	21	33	19	28	17	21	34	23	23	20	27	32
	6%	6%	5%	6%	6%	5%	8%	4%	6%	4%	5%	8%	5%	5%	4%	6%	8%
Student	56	10	24	11	11	2	5	3	12	4	7	1	4	5	5	*	6
	1%	1%	2%	1%	1%	1%	1%	1%	3%ko	1%	2%	*	1%	1%	1%	*	1%
Retired	977	235	238	260	243	89	79	67	71	87	80	93	77	90	99	63	81
	19%	18%	18%	20%	19%	21%	19%	15%	17%	19%	20%	22%	18%	21%	21%	15%	19%
NET: AB	824	209	225	173	218	47	87	75	71	87	67	78	42	53	98	60	60
	16%	16%	17%c	13%	17%	11%	21%elm	17%l	16%l	19%el	17%l	18%el	10%	12%	21%elm	14%	15%
NET: C1	1203	335	316	274	277	153	59	123	105	124	87	39	148	87	97	105	75
	23%	26%cd	25%	21%	21%	35%fhijkmnop	14%	28%fkp	25%fk	27%fkp	22%fk	9%	34%fhjkmnop	20%k	21%k	26%fkp	18%k
NET: C2	953	226	231	255	242	73	84	68	79	70	82	123	28	104	81	79	82
	18%	17%	18%	20%	19%	17%l	20%l	15%l	18%l	15%l	20%l	28%eghijlnop	6%	24%gil	17%l	19%l	20%l
NET: DE	1205	285	280	329	311	71	105	109	103	93	84	99	137	93	88	105	118
	23%	22%	22%	25%	24%	16%	25%e	25%e	24%e	20%	21%	23%	32%eijkmn	22%	19%	26%e	28%eln
NET: ABC1	2027	544	541	447	495	200	146	199	176	211	154	117	190	140	195	165	135
	39%	42%c	42%c	35%	38%	46%fkmp	35%	45%fkmp	41%k	46%fkmp	39%k	27%	44%kmp	33%	42%kmp	40%k	33%
NET: C2DE	2158	511	511	583	553	144	189	177	183	163	165	222	165	197	169	184	200
	42%	40%	40%	45%ab	43%	33%	46%eln	40%	42%e	35%	41%	51%egijln	38%	46%eln	37%	45%ei	48%eiln

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1118**	-	1118	696	422	4	7	15	24	186	487	395	11	39	1068	882	1104	10	1118
Weighted Base	**977**	-**	977	461	516	3**	3**	11**	13**	118*	405	424	6**	23**	947	829	957	17**	1118
Effective Base	**565**	-	565	383	235	3	5	10	13	90	236	222	7	23	541	457	556	8	1118
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**28**	-	28	18	10	*	-	-	-	5	14	9	*	-	28	23	28	-	89
	3%	-	*3%*	*4%*	*2%*	*9%*	-	-	-	*4%*	*3%*	*2%*	*4%*	-	*3%*	*3%*	*3%*	-	*8%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**139**	-	139	75	63	*	*	*	3	18	58	59	1	3	135	117	139	-	285
	14%	-	*14%*	*16%*	*12%*	*9%*	*12%*	*2%*	*24%*	*15%*	*14%*	*14%*	*10%*	*14%*	*14%*	*14%*	*14%*	-	*25%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**394**	-	394	167	227	-	*	2	2	54	151	185	*	4	390	335	388	5	373
	40%	-	*40%*	*36%*	*44%*	-	*13%*	*17%*	*17%*	*46%*	*37%*	*44%*	*7%*	*17%*	*41%*	*40%*	*40%*	*29%*	*33%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**231**	-	231	134	96	2	1	5	1	23	98	101	3	6	222	199	223	7	219
	24%	-	*24%*	***29%d***	*19%*	*82%*	*18%*	*44%*	*11%*	*19%*	*24%*	*24%*	*49%*	*26%*	*23%*	*24%*	*23%*	*41%*	*20%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**131**	-	131	55	76	-	1	*	6	15	56	52	1	7	123	108	129	2	117
	13%	-	*13%*	*12%*	*15%*	-	*26%*	*3%*	*48%*	*13%*	*14%*	*12%*	*14%*	*28%*	*13%*	*13%*	*13%*	*13%*	*10%*
Housewife / househusband	**27**	-	27	6	20	-	-	3	-	3	11	10	-	3	24	21	27	-	16
	3%	-	*3%*	*1%*	*4%*	-	-	*28%*	-	*3%*	*3%*	*2%*	-	*13%*	*3%*	*2%*	*3%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : Main income earner in the household is now retired

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**977**	-**	977	461	516	3**	3**	11**	13**	118*	405	424	6**	23**	947	829	957	17**	1118
Unemployed	**25**	-	25	6	19	-	1	1	*	-	17	6	1	1	23	23	22	3	18
	3%	-	*3%*	*1%*	*4%*	-	*30%*	*6%*	*	-	*4%*	*1%*	*16%*	*3%*	*2%*	*3%*	*2%*	*17%*	*2%*
Student	**2**	-	2	-	2	-	-	-	-	-	-	2	-	-	2	2	2	-	1
	*	-	*	-	*	-	-	-	-	-	-	*1%*	-	-	*	*	*	-	*
NET: AB	**167**	-	167	93	74	*	*	*	3	23	72	68	1	3	163	140	167	-	374
	17%	-	*17%*	*20%*	*14%*	*18%*	*12%*	*2%*	*24%*	*19%*	*18%*	*16%*	*15%*	*14%*	*17%*	*17%*	*17%*	-	*33%*
NET: C1	**396**	-	396	167	230	-	*	2	2	54	151	187	*	4	392	338	390	5	374
	41%	-	*41%*	*36%*	***45%c***	-	*13%*	*17%*	*17%*	*46%*	*37%*	*44%*	*7%*	*17%*	*41%*	*41%*	*41%*	*29%*	*33%*
NET: C2	**231**	-	231	134	96	2	1	5	1	23	98	101	3	6	222	199	223	7	219
	24%	-	*24%*	***29%d***	*19%*	*82%*	*18%*	*44%*	*11%*	*19%*	*24%*	*24%*	*49%*	*26%*	*23%*	*24%*	*23%*	*41%*	*20%*
NET: DE	**182**	-	182	66	116	-	2	4	6	18	84	68	2	10	170	152	177	5	151
	19%	-	*19%*	*14%*	***22%c***	-	*57%*	*37%*	*48%*	*15%*	*21%*	*16%*	*30%*	*43%*	*18%*	*18%*	*19%*	*29%*	*14%*
NET: ABC1	**563**	-	563	260	303	*	1	2	5	77	223	255	1	7	555	478	557	5	748
	58%	-	*58%*	*56%*	*59%*	*18%*	*25%*	*19%*	*41%*	*65%*	*55%*	*60%*	*21%*	*31%*	*59%*	*58%*	*58%*	*29%*	*67%*
NET: C2DE	**413**	-	413	201	212	2	2	9	8	41	182	169	5	16	392	351	401	12	370
	42%	-	*42%*	*44%*	*41%*	*82%*	*75%*	*81%*	*59%*	*35%*	*45%*	*40%*	*79%*	*69%*	*41%*	*42%*	*42%*	*71%*	*33%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1118**	374	374	219	151	748	370	21	1068	132	215	329	258	88	802	136	907
Weighted Base	**977**	167	396	231	182*	563	413	22**	922	167*	225	273	179	53*	677	172*	745
Effective Base	**565**	114	223	136	96	334	232	14	535	80	124	172	112	37	407	83	450
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**28**	28	-	-	-	28	-	*	28	*	3	3	5	16	11	*	27
	3%	**17%bcd**	-	-	-	**5%f**	-	*2%*	*3%*	*	*1%*	*1%*	*3%*	**30%ijkln**	*2%*	*	*4%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**139**	139	-	-	-	139	-	5	132	8	23	34	37	24	94	8	122
	14%	**83%bcd**	-	-	-	**25%f**	-	*23%*	*14%*	*5%*	*10%*	*12%*	**21%ij**	**45%ijkln**	**14%l**	*5%*	**16%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**394**	-	394	-	-	394	-	6	379	72	92	119	70	9	281	72	299
	40%	-	**99%acd**	-	-	**70%f**	-	*29%*	*41%*	**43%m**	**41%m**	**44%m**	**39%m**	*16%*	**42%m**	*42%*	*40%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**231**	-	-	231	-	-	231	5	215	28	55	66	59	3	180	30	183
	24%	-	-	**100%abd**	-	-	**56%e**	*24%*	*23%*	*17%*	**24%m**	**24%m**	**33%lm**	*5%*	**27%m**	*17%*	*25%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**131**	-	-	-	131	-	131	5	116	37	38	40	6	2	84	37	87
	13%	-	-	-	**72%abc**	-	**32%e**	*22%*	*13%*	**22%lmn**	**17%lm**	**15%l**	*3%*	*4%*	**12%l**	**21%p**	*12%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**977**	167	396	231	182*	563	413	22**	922	167*	225	273	179	53*	677	172*	745
Housewife / househusband	**27**	-	-	-	27	-	27	-	25	7	9	9	2	-	20	7	20
	3%	-	-	-	**15%abc**	-	**6%e**	-	*3%*	*4%*	*4%*	*3%*	*1%*	-	*3%*	*4%*	*3%*
Unemployed	**25**	-	-	-	25	-	25	-	25	15	5	2	-	-	7	18	7
	3%	-	-	-	**14%abc**	-	**6%e**	-	*3%*	**9%jkln**	*2%*	*1%*	-	-	*1%*	**11%p**	*1%*
Student	**2**	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-
	*	-	*1%*	-	-	*	-	-	*	-	-	-	-	-	-	-	-
NET: AB	**167**	167	-	-	-	167	-	6	160	8	26	37	42	40	105	8	149
	17%	**100%bcd**	-	-	-	**30%f**	-	*25%*	*17%*	*5%*	*12%*	**14%i**	**23%ijk**	**75%ijkln**	**16%i**	*5%*	**20%o**
NET: C1	**396**	-	396	-	-	396	-	6	381	72	92	119	70	9	281	72	299
	41%	-	**100%acd**	-	-	**70%f**	-	*29%*	*41%*	**43%m**	**41%m**	**44%m**	**39%m**	*16%*	**42%m**	*42%*	*40%*
NET: C2	**231**	-	-	231	-	-	231	5	215	28	55	66	59	3	180	30	183
	24%	-	-	**100%abd**	-	-	**56%e**	*24%*	*23%*	*17%*	**24%m**	**24%m**	**33%lm**	*5%*	**27%m**	*17%*	*25%*
NET: DE	**182**	-	-	-	182	-	182	5	166	59	52	50	8	2	110	62	114
	19%	-	-	-	**100%abc**	-	**44%e**	*22%*	*18%*	**35%klmn**	**23%lm**	**18%lm**	*5%*	*4%*	**16%lm**	**36%p**	*15%*
NET: ABC1	**563**	167	396	-	-	563	-	12	541	80	118	156	112	49	386	80	448
	58%	**100%cd**	**100%cd**	-	-	**100%f**	-	*54%*	*59%*	*48%*	*52%*	*57%*	*62%*	**91%ijkln**	*57%*	*46%*	**60%o**
NET: C2DE	**413**	-	-	231	182	-	413	10	381	87	107	116	67	5	291	92	297
	42%	-	-	**100%ab**	**100%ab**	-	**100%e**	*46%*	*41%*	**52%m**	**48%m**	**43%m**	**38%m**	*9%*	**43%m**	**54%p**	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1118	613	505	204	521	273	220	104	44	46	72	56	59	75	32	61	76	46	227
Weighted Base	977	738	239	71*	818	80*	52*	26*	32*	88*	109*	76*	87*	125*	56**	136*	110*	10**	71*
Effective Base	565	422	144	47	424	100	92	52	36	40	62	47	50	63	29	52	64	21	83
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	28 *3%*	16 *2%*	12 *5%*	4 *5%*	11 *1%*	7 **8%d**	8 **16%d**	2 **6%d**	1 **4%m**	- -	- -	- -	1 *2%*	- -	- -	5 *4%*	3 *3%*	1 *15%*	5 **7%ijkm**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	139 *14%*	95 *13%*	44 *18%*	13 *19%*	84 *10%*	28 **35%d**	17 **34%d**	10 **37%d**	1 *4%*	11 *12%*	10 *9%*	4 *6%*	3 *4%*	7 *5%*	6 *11%*	33 **24%hjklmp**	8 *7%*	3 *31%*	25 **35%hijklmp**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	394 *40%*	298 *40%*	96 *40%*	27 *38%*	340 **42%f**	32 **39%f**	12 *23%*	11 **42%f**	10 *32%*	39 *44%*	62 **57%hlmop**	30 *39%*	31 *36%*	44 *36%*	36 *66%*	45 *33%*	41 *37%*	3 *32%*	28 *40%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	231 *24%*	188 *25%*	43 *18%*	18 *26%*	210 **26%eg**	10 *12%*	9 *17%*	2 *6%*	11 **34%r**	19 *21%*	24 *22%*	26 **34%r**	28 **33%r**	38 **31%r**	5 *10%*	31 *23%*	28 *25%*	1 *12%*	9 *12%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	131 *13%*	106 **14%c**	25 *10%*	3 *4%*	122 **15%e**	2 *3%*	5 **9%e**	2 *6%*	6 **18%r**	17 **19%r**	9 *8%*	10 *13%*	17 **20%r**	19 **15%r**	6 *10%*	13 *9%*	26 **23%jor**	- -	2 *3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**977**	738	239	71*	818	80*	52*	26*	32*	88*	109*	76*	87*	125*	56**	136*	110*	10**	71*
Housewife / househusband	**27**	14	12	6	25	1	-	*	3	-	1	2	3	5	2	9	-	1	*
	3%	*2%*	**5%a**	**8%a**	*3%*	*2%*	-	*2%*	**8%ijpr**	-	*1%*	*3%*	*3%*	*4%*	*3%*	*6%*	-	*10%*	*1%*
Unemployed	**25**	18	6	*	24	1	*	*	-	3	3	1	2	11	-	-	4	-	1
	3%	*2%*	*3%*	*	*3%*	*1%*	*	*1%*	-	*3%*	*2%*	*2%*	*2%*	**9%or**	-	-	*4%*	-	*1%*
Student	**2**	2	-	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	*3%*	-	-	-	-	-	-	-
NET: AB	**167**	111	56	17	95	34	26	11	3	11	10	4	5	7	6	38	12	4	30
	17%	*15%*	**23%a**	*24%*	*12%*	**43%d**	**50%d**	**43%d**	*8%*	*12%*	*9%*	*6%*	*5%*	*5%*	*11%*	**28%hjklmp**	*11%*	*46%*	**42%hijklmp**
NET: C1	**396**	300	96	27	342	32	12	11	10	39	62	32	31	44	36	45	41	3	28
	41%	*41%*	*40%*	*38%*	**42%f**	**39%f**	*23%*	**42%f**	*32%*	*44%*	**57%hlmop**	*42%*	*36%*	*36%*	*66%*	*33%*	*37%*	*32%*	*40%*
NET: C2	**231**	188	43	18	210	10	9	2	11	19	24	26	28	38	5	31	28	1	9
	24%	*25%*	*18%*	*26%*	**26%eg**	*12%*	*17%*	*6%*	**34%r**	*21%*	*22%*	**34%r**	**33%r**	**31%r**	*10%*	*23%*	*25%*	*12%*	*12%*
NET: DE	**182**	138	44	9	171	4	5	2	8	19	13	14	22	36	8	21	30	1	4
	19%	*19%*	*18%*	*12%*	**21%efg**	*6%*	*10%*	*9%*	**26%r**	**22%r**	*12%*	**18%r**	**26%r**	**29%jr**	*14%*	*16%*	**27%jr**	*10%*	*5%*
NET: ABC1	**563**	411	152	44	437	66	38	22	13	50	72	36	36	51	43	83	53	8	58
	58%	*56%*	*64%*	*62%*	*53%*	**82%d**	**73%d**	**85%d**	*40%*	*57%*	**66%hlmp**	*48%*	*42%*	*41%*	*77%*	**61%lm**	*48%*	*78%*	**83%hijklmop**
NET: C2DE	**413**	327	87	27	381	14	14	4	19	38	37	39	51	74	13	52	58	2	12
	42%	*44%*	*36%*	*38%*	**47%efg**	*18%*	*27%*	*15%*	**60%jr**	**43%r**	**34%r**	**52%r**	**58%jor**	**59%jor**	*23%*	**39%r**	**52%jr**	*22%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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QB5. You say that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1118	497	423	119	53	21	920	74	442	403	181	53	27	845	80
Weighted Base	977	461	355	98*	48*	11**	816	59*	369	339	179*	54**	20**	708	73*
Effective Base	565	254	211	56	33	12	464	44	220	203	92	29	18	423	45
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	28 *3%*	10 *2%*	11 *3%*	* *	5 **11%abcf**	* *4%*	22 *3%*	6 **10%acf**	10 *3%*	11 *3%*	6 *3%*	2 *3%*	* *2%*	20 *3%*	2 *3%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	139 *14%*	66 *14%*	44 *13%*	16 *16%*	10 *22%*	2 *15%*	111 *14%*	12 *20%*	48 *13%*	52 *15%*	25 *14%*	9 *17%*	4 *18%*	101 *14%*	13 *17%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	394 *40%*	201 *44%*	130 *37%*	43 *44%*	13 *28%*	6 *54%*	331 *41%*	19 *33%*	156 *42%*	139 *41%*	64 *36%*	21 *39%*	11 *56%*	295 *42%*	32 *44%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	231 *24%*	97 *21%*	97 *27%*	21 *22%*	11 *24%*	2 *16%*	194 *24%*	13 *22%*	94 *25%*	75 *22%*	42 *23%*	14 *26%*	4 *18%*	169 *24%*	17 *24%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	131 *13%*	65 *14%*	44 *13%*	13 *13%*	7 *15%*	1 *11%*	110 *13%*	8 *14%*	45 *12%*	41 *12%*	30 *17%*	7 *14%*	1 *6%*	86 *12%*	9 *12%*
Housewife / househusband	27 *3%*	10 *2%*	14 *4%*	2 *2%*	- -	- -	25 *3%*	- -	10 *3%*	10 *3%*	6 *3%*	- -	- -	20 *3%*	- -

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**977**	461	355	98*	48*	11**	816	59*	369	339	179*	54**	20**	708	73*
Unemployed	**25**	9	13	2	1	-	22	1	6	8	7	1	-	14	1
	3%	*2%*	*4%*	*3%*	*1%*	-	*3%*	*1%*	*2%*	*2%*	*4%*	*1%*	-	*2%*	*1%*
Student	**2**	2	-	-	-	-	2	-	-	2	-	-	-	2	-
	*	*	-	-	-	-	*	-	-	*1%*	-	-	-	*	-
NET: AB	**167**	77	56	16	16	2	133	18	58	63	31	11	4	121	15
	17%	*17%*	*16%*	*17%*	**33%abf**	*19%*	*16%*	**30%abf**	*16%*	*19%*	*17%*	*20%*	*20%*	*17%*	*20%*
NET: C1	**396**	203	130	43	13	6	333	19	156	141	64	21	11	297	32
	41%	*44%*	*37%*	*44%*	*28%*	*54%*	*41%*	*33%*	*42%*	*42%*	*36%*	*39%*	*56%*	*42%*	*44%*
NET: C2	**231**	97	97	21	11	2	194	13	94	75	42	14	4	169	17
	24%	*21%*	*27%*	*22%*	*24%*	*16%*	*24%*	*22%*	*25%*	*22%*	*23%*	*26%*	*18%*	*24%*	*24%*
NET: DE	**182**	84	72	17	8	1	156	9	60	60	43	8	1	120	9
	19%	*18%*	*20%*	*18%*	*16%*	*11%*	*19%*	*15%*	*16%*	*18%*	*24%*	*15%*	*6%*	*17%*	*13%*
NET: ABC1	**563**	280	186	59	29	8	466	37	214	204	94	32	15	419	47
	58%	*61%*	*52%*	*61%*	*61%*	*73%*	*57%*	*63%*	*58%*	*60%*	*53%*	*59%*	*76%*	*59%*	*64%*
NET: C2DE	**413**	181	169	38	19	3	350	22	154	135	84	22	5	289	27
	42%	*39%*	*48%*	*39%*	*39%*	*27%*	*43%*	*37%*	*42%*	*40%*	*47%*	*41%*	*24%*	*41%*	*36%*

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Base : Main income earner in the household is now retired

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1118**	60	1047	11	382	697	39	1110	4	2	-	1116	2
Weighted Base	**977**	51*	913	13**	328	611	37**	972	2**	1**	-**	975	1**
Effective Base	**565**	31	531	5	186	357	23	562	2	1	-	564	1
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**28**	*	27	*	5	23	*	28	-	-	-	28	*
	3%	*1%*	*3%*	*1%*	*2%*	*4%*	*1%*	*3%*	-	-	-	*3%*	*6%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**139**	4	135	-	37	99	3	139	-	-	-	139	-
	14%	*7%*	*15%*	-	*11%*	*16%*	*8%*	*14%*	-	-	-	*14%*	-
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**394**	21	373	-	114	270	10	393	1	*	-	394	-
	40%	*42%*	*41%*	-	*35%*	***44%d***	*28%*	*40%*	*55%*	*7%*	-	*40%*	-
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**231**	13	211	6	89	133	9	230	1	-	-	231	-
	24%	*27%*	*23%*	*46%*	*27%*	*22%*	*23%*	*24%*	*45%*	-	-	*24%*	-
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**131**	6	124	1	57	66	8	131	-	-	-	131	-
	13%	*11%*	*14%*	*11%*	***17%e***	*11%*	*20%*	*13%*	-	-	-	*13%*	-

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		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**977**	51*	913	13**	328	611	37**	972	2**	1**	-**	975	1**
Housewife / househusband	**27**	2	20	5	18	6	2	26	-	-	-	26	1
	3%	*4%*	*2%*	*35%*	**6%e**	*1%*	*5%*	*3%*	-	-	-	*3%*	*94%*
Unemployed	**25**	4	20	1	8	12	5	24	-	1	-	25	-
	3%	**8%b**	*2%*	*7%*	*2%*	*2%*	*15%*	*2%*	-	*93%*	-	*3%*	-
Student	**2**	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
NET: AB	**167**	4	163	*	42	122	3	167	-	-	-	167	*
	17%	*8%*	*18%*	*1%*	*13%*	**20%d**	*9%*	*17%*	-	-	-	*17%*	*6%*
NET: C1	**396**	21	375	-	114	272	10	395	1	*	-	396	-
	41%	*42%*	*41%*	-	*35%*	**45%d**	*28%*	*41%*	*55%*	*7%*	-	*41%*	-
NET: C2	**231**	13	211	6	89	133	9	230	1	-	-	231	-
	24%	*27%*	*23%*	*46%*	*27%*	*22%*	*23%*	*24%*	*45%*	-	-	*24%*	-
NET: DE	**182**	12	164	7	83	84	15	180	-	1	-	181	1
	19%	*23%*	*18%*	*53%*	**25%e**	*14%*	*40%*	*19%*	-	*93%*	-	*19%*	*94%*
NET: ABC1	**563**	25	538	*	156	394	14	562	1	*	-	563	*
	58%	*50%*	*59%*	*1%*	*47%*	**64%d**	*37%*	*58%*	*55%*	*7%*	-	*58%*	*6%*
NET: C2DE	**413**	25	375	13	172	217	24	410	1	1	-	412	1
	42%	*50%*	*41%*	*99%*	**53%e**	*36%*	*63%*	*42%*	*45%*	*93%*	-	*42%*	*94%*

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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1118**	297	260	288	273	103	104	90	82	87	91	115	78	95	89	86	98
Weighted Base	**977**	235	238	260	243	89*	79*	67*	71*	87*	80*	93*	77*	90*	99*	63*	81*
Effective Base	**565**	140	156	130	145	51	46	44	46	55	56	47	38	46	53	44	49
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**28** *3%*	6 *3%*	5 *2%*	7 *3%*	10 *4%*	3 *4%*	1 *1%*	2 *2%*	1 *2%*	3 *3%*	1 *1%*	3 *3%*	1 *1%*	3 *4%*	6 *6%*	2 *3%*	2 *3%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**139** *14%*	44 *19%*	27 *11%*	41 *16%*	27 *11%*	22 **25%jlo**	13 **16%j**	9 *13%*	11 *16%*	12 *14%*	3 *4%*	13 *14%*	4 *5%*	25 **28%jlnc**	11 *11%*	5 *7%*	11 *14%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**394** *40%*	86 *36%*	116 **49%a**	98 *38%*	94 *39%*	27 *30%*	23 *29%*	36 **53%efkmp**	34 **48%k**	42 **49%kp**	40 **50%efkp**	21 *22%*	50 **65%efkmop**	28 *31%*	46 **47%k**	25 *39%*	23 *28%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**231** *24%*	51 *21%*	52 *22%*	64 *25%*	64 *26%*	16 *18%*	21 **27%l**	13 *20%*	11 *16%*	20 *23%*	20 *25%*	32 **34%ln**	7 *10%*	25 **28%ln**	12 *12%*	24 **38%ehln**	28 **35%hln**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**131** *13%*	36 *15%*	30 *12%*	26 *10%*	39 *16%*	14 *16%*	15 **18%l**	8 *12%*	13 **18%l**	4 *4%*	13 **16%l**	10 *11%*	8 *10%*	8 *9%*	20 **20%l**	5 *8%*	14 **17%l**
Housewife / househusband	**27** *3%*	5 *2%*	2 *1%*	12 *5%*	7 *3%*	2 *2%*	4 *4%*	- -	- -	2 *3%*	- -	5 *6%*	6 *8%*	1 *1%*	4 *4%*	* *1%*	2 *3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**977**	235	238	260	243	89*	79*	67*	71*	87*	80*	93*	77*	90*	99*	63*	81*
Unemployed	**25**	7	6	9	3	5	3	-	-	3	3	7	1	*	-	3	-
	3%	*3%*	*3%*	*3%*	*1%*	*5%*	*3%*	*-*	*-*	*4%*	*4%*	**8%n**	*1%*	***	*-*	*5%*	*-*
Student	**2**	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-
	*******	*-*	*-*	*1%*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*2%*	*-*	*-*	*-*	*-*	*-*
NET: AB	**167**	50	32	48	36	26	14	10	13	15	4	16	4	28	17	6	13
	17%	*21%*	*14%*	*19%*	*15%*	**29%jlo**	*18%*	*15%*	*18%*	*17%*	*5%*	*17%*	*6%*	**31%jlo**	*17%*	*10%*	*17%*
NET: C1	**396**	86	116	101	94	27	23	36	34	42	40	23	50	28	46	25	23
	41%	*36%*	**49%a**	*39%*	*39%*	*30%*	*29%*	**53%efkmp**	**48%k**	**49%kp**	**50%efkp**	*25%*	**65%efkmop**	*31%*	**47%k**	*39%*	*28%*
NET: C2	**231**	51	52	64	64	16	21	13	11	20	20	32	7	25	12	24	28
	24%	*21%*	*22%*	*25%*	*26%*	*18%*	**27%l**	*20%*	*16%*	*23%*	*25%*	**34%ln**	*10%*	**28%ln**	*12%*	**38%ehln**	**35%hln**
NET: DE	**182**	49	38	47	49	21	21	8	13	9	16	23	15	9	24	8	16
	19%	*21%*	*16%*	*18%*	*20%*	*23%*	**26%lm**	*12%*	*18%*	*11%*	*20%*	*24%*	*20%*	*10%*	*24%*	*13%*	*20%*
NET: ABC1	**563**	135	149	149	130	52	37	46	47	58	44	39	54	56	63	31	36
	58%	*58%*	*62%*	*57%*	*54%*	*59%*	*47%*	**68%fkp**	**66%kp**	**66%kp**	*55%*	*42%*	**71%fkop**	*62%*	**64%k**	*49%*	*45%*
NET: C2DE	**413**	100	90	111	112	36	42	21	24	30	36	54	22	34	36	32	44
	42%	*42%*	*38%*	*43%*	*46%*	*41%*	**53%gl**	*32%*	*34%*	*34%*	*45%*	**58%ghiln**	*29%*	*38%*	*36%*	**51%l**	**55%ghil**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	320	-	320	228	89	58	32	138	14	36	26	14	91	153	76	40	282	36	348
	6%	-	6%	9%d	3%	8%hijk	5%h	13%efhijk	2%	4%	4%	3%	7%no	8%no	4%	3%	6%	8%	7%
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	672	-	672	395	275	129	89	124	76	88	94	73	217	200	254	166	601	64	955
	13%	-	13%	16%d	10%	19%ghi	15%i	12%	10%	10%	15%i	14%	17%mn	11%	12%	14%	13%	14%	19%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1541	-	1541	691	847	135	180	323	213	244	220	227	315	535	690	447	1396	135	1487
	30%	-	30%	27%	32%c	20%	30%e	30%e	29%e	27%e	35%ei	43%efghij	24%	30%l	34%l	38%lmn	30%	29%	29%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1184	-	1184	588	594	146	140	204	185	226	160	123	285	390	508	283	1083	95	1044
	23%	-	23%	23%	23%	21%	23%	19%	25%g	25%g	25%g	23%	22%	22%	25%	24%	23%	21%	20%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	935	-	935	411	517	136	105	174	170	183	97	71	241	344	351	168	824	97	748
	18%	-	18%	16%	20%c	20%k	17%	16%	23%gjk	20%k	15%	14%	19%o	19%o	17%	14%	18%	21%	14%
Housewife / househusband	128	-	128	21	107	11	27	25	18	22	16	10	38	43	47	25	117	11	147
	2%	-	2%	1%	4%c	2%	4%e	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	3%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Unemployed	**324**	-	324	147	171	28	30	68	70	99	23	7	58	138	128	29	304	15	361
	6%	-	*6%*	*6%*	*7%*	**4%k**	**5%k**	**6%k**	**9%efjk**	**11%efgjk**	*4%*	*1%*	*4%*	**8%lo**	**6%o**	*3%*	*7%*	*3%*	*7%*
Student	**58**	-	58	34	25	47	6	4	-	-	-	2	53	4	2	2	48	11	71
	1%	-	*1%*	*1%*	*1%*	**7%fghijk**	**1%i**	*	-	-	-	*	**4%mno**	*	*	*	*1%*	*2%*	*1%*
NET: AB	**991**	-	991	623	365	187	121	262	90	124	119	87	308	352	331	206	883	99	1303
	19%	-	*19%*	**25%d**	*14%*	**27%fhijk**	**20%hi**	**25%hijk**	*12%*	*14%*	**19%hi**	*17%*	**24%mno**	**20%n**	*16%*	*18%*	*19%*	*21%*	*25%*
NET: C1	**1599**	-	1599	725	872	182	186	326	213	244	220	229	368	539	692	449	1443	145	1558
	31%	-	*31%*	*29%*	**33%c**	*26%*	*31%*	*31%*	*29%*	*27%*	**35%ei**	**44%efghij**	*28%*	*30%*	**34%l**	**39%lmn**	*31%*	*31%*	*30%*
NET: C2	**1184**	-	1184	588	594	146	140	204	185	226	160	123	285	390	508	283	1083	95	1044
	23%	-	*23%*	*23%*	*23%*	*21%*	*23%*	*19%*	**25%g**	**25%g**	**25%g**	*23%*	*22%*	*22%*	*25%*	*24%*	*23%*	*21%*	*20%*
NET: DE	**1387**	-	1387	580	795	174	162	267	258	304	135	87	336	525	526	223	1245	123	1256
	27%	-	*27%*	*23%*	**30%c**	**25%k**	**27%k**	**25%k**	**35%efgjk**	**34%efgjk**	*21%*	*17%*	**26%o**	**29%o**	**26%o**	*19%*	*27%*	*27%*	*24%*
NET: ABC1	**2590**	-	2590	1348	1236	369	307	589	303	368	339	316	676	891	1023	655	2327	245	2861
	50%	-	*50%*	**54%d**	*47%*	**54%hi**	**50%hi**	**56%hi**	*41%*	*41%*	**53%hi**	**60%fhi**	*52%*	*49%*	*50%*	**56%mn**	*50%*	*53%*	*55%*
NET: C2DE	**2571**	-	2571	1168	1389	320	301	471	443	529	295	210	622	915	1034	505	2327	219	2300
	50%	-	*50%*	*46%*	**53%c**	*46%*	**50%k**	*44%*	**59%efgjk**	**59%efgjk**	*47%*	*40%*	*48%*	**51%o**	**50%o**	*44%*	*50%*	*47%*	*45%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**320**	320	-	-	-	320	-	262	56	8	16	22	34	226	73	8	305
	6%	**32%bcd**	-	-	-	**12%f**	-	**9%h**	*3%*	*1%*	*3%*	*2%*	*3%*	**25%ijkln**	*2%*	*1%*	**7%o**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**672**	672	-	-	-	672	-	450	218	16	42	109	195	274	346	16	629
	13%	**68%bcd**	-	-	-	**26%f**	-	**15%h**	*11%*	*2%*	**6%l**	**8%l**	**16%ijkn**	**30%ijkln**	**11%ij**	*2%*	**15%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1541**	-	1541	-	-	1541	-	973	549	108	184	464	464	218	1112	108	1360
	30%	-	**96%acd**	-	-	**59%f**	-	**32%h**	*27%*	*16%*	**28%l**	**36%ijm**	**37%ijm**	**24%l**	**35%ijm**	*16%*	**32%o**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1184**	-	-	1184	-	-	1184	718	445	99	127	332	380	155	840	101	1007
	23%	-	-	**100%abd**	-	-	**46%e**	*23%*	*22%*	*14%*	*20%*	**26%ijm**	**30%ijkmn**	*17%*	**26%ijm**	*15%*	**24%o**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**935**	-	-	-	935	-	935	639	278	198	170	299	162	41	631	198	677
	18%	-	-	-	**67%abc**	-	**36%e**	**21%h**	*14%*	**29%klmn**	**26%lmn**	**23%lm**	**13%m**	*4%*	**20%lm**	**29%p**	*16%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Housewife / househusband	**128**	-	-	-	128	-	128	11	113	37	29	38	14	2	82	37	83
	2%	-	-	-	**9%abc**	-	**5%e**	*	**6%g**	**5%klmn**	**4%lmn**	**3%lm**	*1%*	*	**3%lm**	**5%p**	*2%*
Unemployed	**324**	-	-	-	324	-	324	6	312	191	75	29	4	3	109	194	112
	6%	-	-	-	**23%abc**	-	**13%e**	*	**16%g**	**28%jklmn**	**12%klmn**	**2%lm**	*	*	**3%lm**	**28%p**	*3%*
Student	**58**	-	58	-	-	58	-	12	36	29	7	5	2	1	15	29	15
	1%	-	**4%acd**	-	-	**2%f**	-	*	**2%g**	**4%jklmn**	**1%lm**	*	*	*	*	**4%p**	*
NET: AB	**991**	991	-	-	-	991	-	712	274	24	58	131	229	500	419	24	934
	19%	**100%bcd**	-	-	-	**38%f**	-	**23%h**	*14%*	*3%*	**9%l**	**10%l**	**18%ijkn**	**54%ijkln**	**13%ijk**	*3%*	**22%o**
NET: C1	**1599**	-	1599	-	-	1599	-	985	585	136	191	469	466	218	1126	136	1375
	31%	-	**100%acd**	-	-	**62%f**	-	*32%*	*29%*	*20%*	**29%l**	**36%ijm**	**37%ijm**	*24%*	**35%ijm**	*20%*	**33%o**
NET: C2	**1184**	-	-	1184	-	-	1184	718	445	99	127	332	380	155	840	101	1007
	23%	-	-	**100%abd**	-	-	**46%e**	*23%*	*22%*	*14%*	*20%*	**26%ijm**	**30%ijkmn**	*17%*	**26%ijm**	*15%*	**24%o**
NET: DE	**1387**	-	-	-	1387	-	1387	656	704	426	274	367	180	46	821	429	872
	27%	-	-	-	**100%abc**	-	**54%e**	*21%*	**35%g**	**62%jklmn**	**42%klmn**	**28%lm**	**14%m**	*5%*	**26%lm**	**62%p**	*21%*
NET: ABC1	**2590**	991	1599	-	-	2590	-	1697	859	160	250	600	695	718	1545	160	2309
	50%	**100%cd**	**100%cd**	-	-	**100%f**	-	**55%h**	*43%*	*23%*	**38%l**	**46%ij**	**55%ijkn**	**78%ijkln**	**48%ij**	*23%*	**55%o**
NET: C2DE	**2571**	-	-	1184	1387	-	2571	1374	1148	525	401	699	561	201	1661	530	1879
	50%	-	-	**100%ab**	**100%ab**	-	**100%e**	*45%*	**57%g**	**77%jklmn**	**62%klmn**	**54%lm**	**45%m**	*22%*	**52%lm**	**77%p**	*45%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	320 *6%*	279 *6%*	40 *6%*	20 *9%*	257 *6%*	32 *7%*	20 *8%*	11 *8%*	10 *5%*	32 **6%km**	12 *3%*	7 *2%*	17 *4%*	10 *2%*	121 **18%hijklmopr**	24 *3%*	24 **5%k**	9 **14%hijklmopr**	23 **6%jkm**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	672 *13%*	569 *13%*	102 *14%*	33 *14%*	451 *10%*	117 **27%d**	64 **26%d**	40 **28%d**	16 *8%*	70 **12%lm**	36 *8%*	31 *8%*	21 *5%*	28 *6%*	126 **19%hjklmop**	84 **12%lm**	40 **9%l**	15 **24%hijklmop**	102 **28%hijklmnop**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1541 *30%*	1327 *30%*	214 *30%*	59 *25%*	1297 *30%*	132 *30%*	65 *26%*	46 *32%*	69 **33%nq**	178 *31%*	143 **34%nq**	122 **33%q**	134 *29%*	141 *29%*	169 *25%*	197 *28%*	144 **33%q**	13 *21%*	119 **32%nq**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1184 *23%*	1014 *23%*	169 *23%*	79 **33%ab**	1040 **24%efg**	80 *18%*	43 *18%*	20 *14%*	51 **25%r**	120 *21%*	87 *21%*	90 *24%*	138 **30%jnpr**	146 **31%jnpr**	124 *18%*	200 **28%jnpr**	83 *19%*	14 *22%*	66 *18%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	935 *18%*	815 **18%c**	121 **17%c**	15 *6%*	846 **19%efg**	42 *10%*	34 **14%eg**	13 *9%*	43 **21%nr**	114 **20%nr**	85 **20%nr**	84 **22%nqr**	84 **19%r**	94 **20%r**	90 *13%*	141 **20%nr**	111 **25%nqr**	7 *11%*	35 *9%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Housewife / househusband	128	92	36	16	117	3	4	4	8	8	10	13	14	17	17	23	7	1	2
	2%	2%	5%a	7%a	3%e	1%	2%	3%e	4%ir	1%	2%	3%r	3%r	4%r	2%	3%r	2%	2%	1%
Unemployed	324	291	33	10	288	18	11	7	12	37	45	24	43	42	24	35	26	4	14
	6%	7%	5%	4%	7%e	4%	4%	5%	6%	7%	11%nor	6%	9%nor	9%nr	4%	5%	6%	6%	4%
Student	58	51	8	5	43	9	6	1	-	6	7	5	4	1	6	5	8	*	9
	1%	1%	1%	2%	1%	2%d	2%dg	*	-	1%	2%	1%	1%	*	1%	1%	2%	*	2%hmo
NET: AB	991	848	143	53	708	149	83	51	26	103	48	38	38	38	247	107	63	24	125
	19%	19%	20%	23%	16%	34%d	34%d	36%d	13%	18%jklm	11%	10%	8%	8%	36%hijklmop	15%lm	14%lm	38%hijklmop	34%hijklmop
NET: C1	1599	1377	222	64	1340	141	71	47	69	184	150	127	138	143	175	202	152	13	128
	31%	31%	31%	27%	31%	33%	29%	33%	33%q	33%q	35%nq	34%q	30%	30%	26%	29%	34%nq	21%	35%nq
NET: C2	1184	1014	169	79	1040	80	43	20	51	120	87	90	138	146	124	200	83	14	66
	23%	23%	23%	33%ab	24%efg	18%	18%	14%	25%r	21%	21%	24%	30%ijnpr	31%ijnpr	18%	28%jnpr	19%	22%	18%
NET: DE	1387	1197	190	41	1250	63	49	25	63	158	140	120	140	153	132	199	144	12	51
	27%	27%c	26%c	17%	29%efg	15%	20%e	17%	30%nr	28%nr	33%nqr	32%nqr	31%nr	32%nqr	19%	28%nr	33%nqr	20%	14%
NET: ABC1	2590	2226	365	117	2048	290	154	98	95	287	198	165	176	180	422	309	215	37	253
	50%	50%	50%	49%	47%	67%d	62%d	69%d	45%	51%lm	47%m	44%	39%	38%	62%hijklmop	44%	49%lm	58%hklmo	68%hijklmop
NET: C2DE	2571	2211	359	120	2290	143	93	45	114	279	227	210	278	299	256	399	227	26	117
	50%	50%	50%	51%	53%efg	33%	38%	31%	55%nqr	49%nr	53%nr	56%nqr	61%inpqr	62%ijnpqr	38%	56%nqr	51%nr	42%	32%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	320 *6%*	173 **9%bcdfg**	98 *5%*	23 *3%*	17 *5%*	7 *4%*	271 **7%bc**	24 *5%*	164 **9%ijkn**	109 **6%n**	36 *4%*	6 *2%*	2 *2%*	274 **7%jkn**	8 *2%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	672 *13%*	279 **15%bc**	232 *12%*	84 *11%*	50 *14%*	23 *14%*	511 *13%*	73 *14%*	244 *13%*	246 *13%*	126 *14%*	36 *14%*	14 *14%*	490 *13%*	50 *14%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1541 *30%*	540 *29%*	631 **32%c**	204 *26%*	99 *28%*	52 *32%*	1171 *31%*	150 *29%*	528 *29%*	610 *31%*	256 *28%*	88 *33%*	38 *37%*	1138 *30%*	126 *34%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1184 *23%*	386 *21%*	477 **24%e**	207 **26%ae**	81 *23%*	24 *15%*	863 *23%*	105 *20%*	407 *22%*	469 *24%*	217 *24%*	59 *22%*	23 *23%*	876 *23%*	82 *22%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	935 *18%*	298 *16%*	340 *17%*	170 **22%af**	77 *22%*	32 *20%*	638 *17%*	110 **21%a**	305 *17%*	354 *18%*	180 *20%*	60 **22%l**	11 *11%*	659 *17%*	71 *19%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Housewife / househusband	**128**	48	48	23	7	2	96	9	53	43	28	1	3	96	4
	2%	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	**3%k**	*	*3%*	*3%*	*1%*
Unemployed	**324**	108	109	63	19	15	217	34	130	103	58	13	6	233	18
	6%	*6%*	*6%*	*8%*	*5%*	*9%*	*6%*	*7%*	*7%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*
Student	**58**	12	21	8	6	8	33	14	14	25	8	4	4	38	8
	1%	*1%*	*1%*	*1%*	*2%*	**5%abcf**	*1%*	**3%abf**	*1%*	*1%*	*1%*	*2%*	**4%hjm**	*1%*	**2%h**
NET: AB	**991**	453	329	107	67	29	782	97	409	355	162	42	17	764	59
	19%	**25%bcfg**	*17%*	*14%*	*19%*	*18%*	**21%bc**	*19%*	**22%in**	*18%*	*18%*	*16%*	*16%*	*20%*	*16%*
NET: C1	**1599**	552	652	212	105	60	1204	165	541	635	265	93	42	1176	135
	31%	*30%*	**33%c**	*27%*	*29%*	*37%*	*32%*	*32%*	*29%*	*32%*	*29%*	*35%*	**41%hj**	*31%*	**37%h**
NET: C2	**1184**	386	477	207	81	24	863	105	407	469	217	59	23	876	82
	23%	*21%*	**24%e**	**26%ae**	*23%*	*15%*	*23%*	*20%*	*22%*	*24%*	*24%*	*22%*	*23%*	*23%*	*22%*
NET: DE	**1387**	453	497	256	103	49	951	153	487	500	266	73	20	987	93
	27%	*25%*	*25%*	**33%abf**	*29%*	*30%*	*25%*	*29%*	*26%*	*26%*	*29%*	*27%*	*20%*	*26%*	*25%*
NET: ABC1	**2590**	1004	981	319	172	89	1986	261	950	990	427	135	59	1940	194
	50%	**54%c**	**50%c**	*41%*	*48%*	**55%c**	**52%c**	**50%c**	*52%*	*51%*	*47%*	*51%*	*57%*	*51%*	*52%*
NET: C2DE	**2571**	840	974	463	184	74	1814	257	895	969	483	132	44	1863	175
	50%	*46%*	*50%*	**59%abefg**	*52%*	*45%*	*48%*	*50%*	*48%*	*49%*	*53%*	*49%*	*43%*	*49%*	*48%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**320**	62	257	1	144	161	14	309	8	1	-	318	2
	6%	**15%bc**	*5%*	*1%*	**9%ef**	*5%*	*4%*	*6%*	*9%*	*7%*	-	*6%*	*7%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**672**	59	604	8	152	483	37	652	16	3	-	671	1
	13%	*15%*	*13%*	*9%*	*10%*	**15%d**	*11%*	*13%*	*18%*	*14%*	-	*13%*	*2%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1541**	76	1440	24	366	1100	74	1513	20	5	-	1538	3
	30%	*19%*	**31%a**	*28%*	*24%*	**34%df**	*23%*	*30%*	*23%*	*23%*	-	*30%*	*11%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1184**	57	1103	24	322	782	79	1156	17	4	*	1177	6
	23%	*14%*	**24%a**	**28%a**	*21%*	*24%*	*24%*	*23%*	*20%*	*20%*	*1%*	*23%*	*26%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**935**	50	876	10	275	586	75	906	14	2	4	923	9
	18%	*12%*	**19%a**	*12%*	*18%*	*18%*	*23%*	*18%*	*16%*	*10%*	*36%*	*18%*	*39%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Housewife / househusband	**128**	17	104	7	64	47	17	120	6	-	1	126	1
	2%	*4%*	*2%*	**8%b**	**4%e**	*1%*	**5%e**	*2%*	**7%gk**	-	*9%*	*2%*	*5%*
Unemployed	**324**	73	241	10	210	90	24	308	4	5	5	317	1
	6%	**18%b**	*5%*	**12%b**	**13%ef**	*3%*	**7%e**	*6%*	*5%*	*24%*	*55%*	*6%*	*5%*
Student	**58**	9	49	*	23	28	7	54	3	1	-	57	1
	1%	*2%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*3%*	*3%*	-	*1%*	*5%*
NET: AB	**991**	121	861	9	295	644	51	961	24	4	-	989	2
	19%	**30%bc**	*18%*	*11%*	*19%*	*20%*	*16%*	*19%*	*27%*	*21%*	-	*19%*	*10%*
NET: C1	**1599**	86	1489	24	390	1128	81	1567	23	6	-	1595	4
	31%	*21%*	**32%a**	*29%*	*25%*	**34%df**	*25%*	*31%*	*26%*	*26%*	-	*31%*	*16%*
NET: C2	**1184**	57	1103	24	322	782	79	1156	17	4	*	1177	6
	23%	*14%*	**24%a**	**28%a**	*21%*	*24%*	*24%*	*23%*	*20%*	*20%*	*1%*	*23%*	*26%*
NET: DE	**1387**	139	1221	27	548	723	116	1334	25	7	10	1366	11
	27%	**35%b**	*26%*	*32%*	**35%e**	*22%*	**35%e**	*27%*	*28%*	*34%*	*99%*	*27%*	*48%*
NET: ABC1	**2590**	206	2350	34	685	1773	132	2528	47	10	-	2584	6
	50%	*51%*	*50%*	*40%*	*44%*	**54%df**	*40%*	*50%*	*52%*	*47%*	-	*50%*	*25%*
NET: C2DE	**2571**	196	2324	51	870	1506	195	2490	42	11	10	2544	17
	50%	*49%*	*50%*	*60%*	**56%e**	*46%*	**60%e**	*50%*	*48%*	*53%*	*100%*	*50%*	*75%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**320** *6%*	71 *5%*	88 *7%*	58 *5%*	103 **8%c**	16 *4%*	24 *6%*	31 **7%l**	31 **7%l**	35 **8%l**	22 *6%*	26 *6%*	10 *2%*	22 *5%*	54 **12%efjklmp**	27 **7%l**	22 *5%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**672** *13%*	188 *15%*	169 *13%*	163 *13%*	152 *12%*	56 *13%*	77 **19%lo**	55 *12%*	53 *12%*	68 **15%l**	49 *12%*	67 **16%lo**	36 *8%*	59 *14%*	61 *13%*	39 *9%*	52 *12%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1541** *30%*	410 *32%*	409 *32%*	362 *28%*	359 *28%*	178 **41%fhjkmnop**	77 *19%*	156 **35%fkmp**	127 **30%fk**	162 **35%fkmp**	120 **30%fkp**	58 *14%*	194 **45%fghijkmnop**	110 **26%k**	138 **30%fk**	129 **31%fkp**	92 **22%k**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1184** *23%*	276 *21%*	283 *22%*	319 *25%*	306 *24%*	89 **21%l**	106 **25%l**	81 **18%l**	91 **21%l**	90 **20%l**	102 **26%l**	154 **36%efghijlnop**	35 *8%*	129 **30%eghiln**	93 **20%l**	103 **25%l**	110 **26%gl**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**935** *18%*	233 *18%*	216 *17%*	236 *18%*	250 *19%*	60 *14%*	80 *19%*	93 **21%e**	79 *18%*	66 *14%*	71 *18%*	67 *16%*	98 **23%ei**	71 *17%*	84 *18%*	74 *18%*	92 **22%ei**
Housewife / househusband	**128** *2%*	20 *2%*	29 *2%*	50 **4%a**	28 *2%*	5 *1%*	10 *2%*	4 *1%*	10 *2%*	15 *3%*	5 *1%*	13 *3%*	29 **7%efghjmnop**	8 *2%*	8 *2%*	10 *3%*	10 *2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 6

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

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Unemployed	**324**	81	72	89	82	26	36	19	28	21	24	42	24	23	20	30	32
	6%	*6%*	*6%*	*7%*	*6%*	*6%*	*9%*	*4%*	*6%*	*4%*	*6%*	**10%gin**	*6%*	*5%*	*4%*	*7%*	*8%*
Student	**58**	10	24	13	11	2	5	3	12	4	7	4	4	5	5	*	6
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%o**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET: AB	**991**	259	257	221	255	72	101	86	83	103	71	93	46	81	115	66	74
	19%	*20%*	*20%*	*17%*	*20%*	*17%*	**24%elo**	**19%l**	**19%l**	**22%l**	**18%l**	**22%l**	*11%*	**19%l**	**25%elo**	*16%*	**18%l**
NET: C1	**1599**	421	433	375	371	180	82	159	140	166	127	62	198	115	143	130	98
	31%	*33%*	**34%d**	*29%*	*29%*	**42%fhjkmnop**	*20%*	**36%fkmp**	**32%fkp**	**36%fkmp**	**32%fkp**	*14%*	**46%fghijkmnop**	**27%k**	**31%fk**	**31%fk**	**24%k**
NET: C2	**1184**	276	283	319	306	89	106	81	91	90	102	154	35	129	93	103	110
	23%	*21%*	*22%*	*25%*	*24%*	**21%l**	**25%l**	**18%l**	**21%l**	**20%l**	**26%l**	**36%efghijlnop**	*8%*	**30%eghiln**	**20%l**	**25%l**	**26%gl**
NET: DE	**1387**	334	318	375	360	91	126	117	116	102	99	122	152	102	112	114	134
	27%	*26%*	*25%*	*29%*	*28%*	*21%*	**30%el**	*26%*	*27%*	*22%*	*25%*	*28%*	**35%egijmn**	*24%*	*24%*	*28%*	**32%elmn**
NET: ABC1	**2590**	680	690	596	625	252	183	245	223	269	198	156	244	196	258	195	172
	50%	**53%c**	**53%c**	*46%*	*48%*	**58%fkmop**	*44%*	**55%fkp**	**52%kp**	**58%fkmop**	**50%k**	*36%*	**57%fkmop**	**46%k**	**56%fkmp**	**47%k**	*41%*
NET: C2DE	**2571**	610	600	694	665	180	232	198	207	192	201	276	187	231	205	216	244
	50%	*47%*	*47%*	**54%ab**	*52%*	*42%*	**56%egiln**	*45%*	*48%*	*42%*	*50%*	**64%eghijlmno**	*43%*	**54%eiln**	*44%*	**53%eil**	**59%eghiln**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
North East	209	-	209	100	110	19	30	46	38	48	15	13	49	84	76	28	204	5	263
	4%	-	4%	4%	4%	3%	5%	4%	5%	5%j	2%	3%	4%	5%o	4%	2%	4%q	1%	5%
North West	566	-	566	272	289	61	73	139	90	84	73	46	134	229	203	119	507	57	286
	11%	-	11%	11%	11%	9%	12%	13%i	12%	9%	12%	9%	10%	13%n	10%	10%	11%	12%	6%
Yorkshire/Humberside	425	-	425	190	234	58	49	52	63	79	62	63	107	114	204	125	401	20	281
	8%	-	8%	8%	9%	8%g	8%	5%	8%g	9%g	10%g	12%g	8%	6%	10%m	11%m	9%q	4%	5%
East Midlands	375	-	375	175	198	47	36	72	72	63	35	51	83	144	149	86	325	43	266
	7%	-	7%	7%	8%	7%	6%	7%	10%j	7%	5%	10%j	6%	8%	7%	7%	7%	9%	5%
West Midlands	455	-	455	217	237	59	56	104	62	73	53	48	115	165	174	101	401	51	297
	9%	-	9%	9%	9%	9%	9%	10%	8%	8%	8%	9%	9%	9%	8%	9%	9%	11%	6%
East Anglia/East of England	480	-	480	215	262	33	52	83	75	107	79	50	85	158	237	130	445	32	280
	9%	-	9%	9%	10%	5%	9%	8%	10%e	12%eg	13%eg	10%e	7%	9%	12%lm	11%l	10%	7%	5%
London/Greater London	678	-	678	415	261	170	111	181	79	67	41	29	280	260	138	70	489	174	286
	13%	-	13%	16%d	10%	25%fghijk	18%hijk	17%hijk	11%jk	7%	6%	6%	22%mno	14%no	7%	6%	11%	38%p	6%
South East	708	-	708	333	375	88	72	153	77	142	90	86	160	230	317	175	662	44	295
	14%	-	14%	13%	14%	13%	12%	14%	10%	16%h	14%	16%h	12%	13%	15%	15%	14%	9%	6%
South West	443	-	443	200	237	45	35	71	69	87	81	55	80	140	223	136	427	16	285
	9%	-	9%	8%	9%	6%	6%	7%	9%	10%f	13%efg	11%f	6%	8%	11%lm	12%lm	9%q	3%	6%
Highlands & Islands of Scotland	63	-	63	27	36	3	9	12	13	14	9	5	12	24	27	13	62	1	168
	1%	-	1%	1%	1%	*	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	*	3%
Rest of Scotland	370	-	370	182	188	53	42	73	51	67	46	39	95	124	151	84	354	11	900
	7%	-	7%	7%	7%	8%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	8%q	2%	17%
Wales	247	-	247	121	126	34	26	46	35	45	34	28	60	80	107	62	239	6	908
	5%	-	5%	5%	5%	5%	4%	4%	5%	5%	5%	5%	5%	4%	5%	5%	5%q	1%	18%
Northern Ireland	143	-	143	70	73	20	17	30	23	23	16	13	37	53	53	29	138	4	646
	3%	-	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	1%	13%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	-	4338	2117	2203	579	515	899	625	748	529	442	1094	1524	1720	971	3861	441	2539
	84%	-	*84%*	*84%*	*84%*	*84%*	*85%*	*85%*	*84%*	*83%*	*83%*	*84%*	*84%*	*84%*	*84%*	*84%*	*83%*	**95%p**	*49%*
NET: Scotland	433	-	433	209	224	56	50	85	64	81	54	43	106	149	178	98	416	12	1068
	8%	-	*8%*	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*9%*	*9%*	*8%*	*8%*	*8%*	*9%*	*8%*	**9%q**	*3%*	*21%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
North East	**209**	26	69	51	63	95	114	135	71	27	31	55	56	34	141	27	177
	4%	*3%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
North West	**566**	103	184	120	158	287	279	344	204	86	73	165	115	95	352	86	451
	11%	*10%*	*12%*	*10%*	*11%*	*11%*	*11%*	*11%*	*10%*	*13%*	*11%*	**13%l**	*9%*	*10%*	*11%*	*12%*	*11%*
Yorkshire/Humberside	**425**	48	150	87	140	198	227	211	209	76	75	95	119	33	290	76	329
	8%	*5%*	**9%a**	*7%*	**10%a**	*8%*	*9%*	*7%*	**10%g**	**11%km**	**12%km**	**7%m**	**10%m**	*4%*	**9%m**	**11%p**	*8%*
East Midlands	**375**	38	127	90	120	165	210	226	141	59	59	100	76	48	235	60	286
	7%	*4%*	**8%a**	**8%a**	**9%a**	*6%*	*8%*	*7%*	*7%*	*9%*	**9%m**	*8%*	*6%*	*5%*	*7%*	*9%*	*7%*
West Midlands	**455**	38	138	138	140	176	278	247	200	61	69	147	106	46	322	61	375
	9%	*4%*	**9%a**	**12%a**	**10%a**	*7%*	**11%e**	*8%*	*10%*	**9%m**	**11%m**	**11%m**	**8%m**	*5%*	**10%m**	*9%*	*9%*
East Anglia/East of England	**480**	38	143	146	153	180	299	248	220	61	75	128	120	54	323	65	381
	9%	*4%*	**9%a**	**12%ab**	**11%a**	*7%*	**12%e**	*8%*	**11%g**	*9%*	**12%m**	**10%m**	**10%m**	*6%*	**10%m**	*9%*	*9%*
London/Greater London	**678**	247	175	124	132	422	256	506	166	71	42	114	159	231	315	71	563
	13%	**25%bcd**	*11%*	*11%*	*9%*	**16%f**	*10%*	**16%h**	*8%*	*10%*	*6%*	*9%*	**13%jkn**	**25%ijkln**	**10%j**	*10%*	*13%*
South East	**708**	107	202	200	199	309	399	426	279	90	81	190	174	144	446	90	595
	14%	*11%*	*13%*	**17%ab**	*14%*	*12%*	**16%e**	*14%*	*14%*	*13%*	*12%*	*15%*	*14%*	*16%*	*14%*	*13%*	*14%*
South West	**443**	63	152	83	144	215	227	239	197	73	65	109	101	63	275	74	341
	9%	*6%*	**10%a**	*7%*	**10%ac**	*8%*	*9%*	*8%*	*10%*	*11%*	*10%*	*8%*	*8%*	*7%*	*9%*	*11%*	*8%*
Highlands & Islands of Scotland	**63**	24	13	14	12	37	26	41	21	8	5	10	23	11	38	8	50
	1%	**2%bd**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Rest of Scotland	**370**	125	128	66	51	253	117	217	147	32	32	93	103	79	228	32	311
	7%	**13%bcd**	**8%d**	*6%*	*4%*	**10%f**	*5%*	*7%*	*7%*	*5%*	*5%*	*7%*	**8%ij**	**9%ij**	*7%*	*5%*	*7%*
Wales	**247**	83	71	43	49	154	93	147	96	27	32	59	65	46	156	28	207
	5%	**8%bcd**	*4%*	*4%*	*4%*	**6%f**	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*
Northern Ireland	**143**	51	47	20	25	98	45	85	56	13	11	34	40	35	84	13	124
	3%	**5%bcd**	*3%*	*2%*	*2%*	**4%f**	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4338**	708	1340	1040	1250	2048	2290	2581	1687	605	570	1104	1025	748	2700	609	3497
	84%	*71%*	**84%a**	**88%ab**	**90%ab**	*79%*	**89%e**	*84%*	*84%*	**88%lmn**	**88%lm**	*85%*	*82%*	*81%*	*84%*	**88%p**	*84%*
NET: Scotland	**433**	149	141	80	63	290	143	258	168	40	37	102	126	90	266	40	361
	8%	**15%bcd**	**9%d**	*7%*	*5%*	**11%f**	*6%*	*8%*	*8%*	*6%*	*6%*	*8%*	**10%ij**	**10%ij**	*8%*	*6%*	*9%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
North East	209	182	27	9	209	-	-	-	209	-	-	-	-	-	-	-	-	-	-
	4%	*4%*	*4%*	*4%*	5%efg	-	-	-	100%ijklmnopqr	-	-	-	-	-	-	-	-	-	-
North West	566	531	35	5	566	-	-	-	-	566	-	-	-	-	-	-	-	-	-
	11%	12%bc	*5%*	*2%*	13%efg	-	-	-	-	100%hijklmnopqr	-	-	-	-	-	-	-	-	-
Yorkshire/Humberside	425	346	79	19	425	-	-	-	-	-	425	-	-	-	-	-	-	-	-
	8%	*8%*	11%a	*8%*	10%efg	-	-	-	-	-	100%hiklmnopqr	-	-	-	-	-	-	-	-
East Midlands	375	306	69	24	375	-	-	-	-	-	-	375	-	-	-	-	-	-	-
	7%	*7%*	10%a	*10%*	9%efg	-	-	-	-	-	-	100%hijlmnopqr	-	-	-	-	-	-	-
West Midlands	455	418	37	12	455	-	-	-	-	-	-	-	455	-	-	-	-	-	-
	9%	9%b	*5%*	*5%*	10%efg	-	-	-	-	-	-	-	100%hijkmnopqr	-	-	-	-	-	-
East Anglia/East of England	480	394	86	28	480	-	-	-	-	-	-	-	-	480	-	-	-	-	-
	9%	*9%*	12%a	*12%*	11%efg	-	-	-	-	-	-	-	-	100%hijklnopqr	-	-	-	-	-
London/Greater London	678	667	11	4	678	-	-	-	-	-	-	-	-	-	678	-	-	-	-
	13%	15%bc	*1%*	*2%*	16%efg	-	-	-	-	-	-	-	-	-	100%hijklmopqr	-	-	-	-
South East	708	592	116	35	708	-	-	-	-	-	-	-	-	-	-	708	-	-	-
	14%	*13%*	*16%*	*15%*	16%efg	-	-	-	-	-	-	-	-	-	-	100%hijklmnpqr	-	-	-
South West	443	353	89	22	443	-	-	-	-	-	-	-	-	-	-	-	443	-	-
	9%	*8%*	12%a	*9%*	10%efg	-	-	-	-	-	-	-	-	-	-	-	100%hijklmnoqr	-	-
Highlands & Islands of Scotland	63	50	13	9	-	63	-	-	-	-	-	-	-	-	-	-	-	63	-
	1%	*1%*	*2%*	4%a	-	15%dfg	-	-	-	-	-	-	-	-	-	-	-	100%hijklmnopr	-
Rest of Scotland	370	311	60	24	-	370	-	-	-	-	-	-	-	-	-	-	-	-	370
	7%	*7%*	*8%*	*10%*	-	85%dfg	-	-	-	-	-	-	-	-	-	-	-	-	100%hijklmnopq
Wales	247	188	59	26	-	-	247	-	-	-	-	-	-	-	-	-	-	-	-
	5%	*4%*	8%a	11%a	-	-	100%deg	-	-	-	-	-	-	-	-	-	-	-	-
Northern Ireland	143	99	44	19	-	-	-	143	-	-	-	-	-	-	-	-	-	-	-
	3%	*2%*	6%a	8%a	-	-	-	100%deg	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4338**	3789	549	158	4338	-	-	-	209	566	425	375	455	480	678	708	443	-	-
	84%	85%bc	76%c	*67%*	100%efg	-	-	-	100%qr	100%qr	100%qr	100%qr	100%qr	100%qr	100%qr	100%qr	100%qr	-	-
NET: Scotland	**433**	361	73	33	-	433	-	-	-	-	-	-	-	-	-	-	-	63	370
	8%	*8%*	*10%*	14%a	-	100%dfg	-	-	-	-	-	-	-	-	-	-	-	100%hijklmnop	00%hijklmnop

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
North East	**209**	76	80	31	12	8	156	20	82	78	28	11	6	160	16
	4%	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*
North West	**566**	220	203	94	30	14	423	44	206	221	101	21	10	427	31
	11%	*12%*	*10%*	*12%*	*9%*	*8%*	*11%*	*8%*	*11%*	*11%*	*11%*	*8%*	*9%*	*11%*	*8%*
Yorkshire/Humberside	**425**	156	158	60	28	20	314	47	147	154	69	34	17	302	51
	8%	*8%*	*8%*	*8%*	*8%*	*12%*	*8%*	*9%*	*8%*	*8%*	*8%*	**13%im**	**17%hijm**	*8%*	**14%hijm**
East Midlands	**375**	121	123	64	42	21	244	63	135	120	70	30	12	254	43
	7%	*7%*	*6%*	*8%*	**12%abf**	**13%abf**	*6%*	**12%abf**	*7%*	*6%*	*8%*	**11%im**	**12%i**	*7%*	**12%him**
West Midlands	**455**	164	163	74	33	9	328	43	155	173	93	14	4	328	18
	9%	*9%*	*8%*	*10%*	*9%*	*6%*	*9%*	*8%*	*8%*	*9%*	**10%n**	*5%*	*3%*	*9%*	*5%*
East Anglia/East of England	**480**	184	183	75	27	10	367	37	158	185	83	36	10	343	46
	9%	*10%*	*9%*	*10%*	*8%*	*6%*	*10%*	*7%*	*9%*	*9%*	*9%*	*13%*	*10%*	*9%*	*12%*
London/Greater London	**678**	234	278	85	46	22	513	68	241	280	107	31	7	521	37
	13%	*13%*	*14%*	*11%*	*13%*	*14%*	*13%*	*13%*	*13%*	*14%*	*12%*	*12%*	*7%*	*14%*	*10%*
South East	**708**	225	270	130	60	16	494	76	239	261	159	30	12	500	42
	14%	*12%*	*14%*	**17%af**	*17%*	*10%*	*13%*	*15%*	*13%*	*13%*	**18%himn**	*11%*	*12%*	*13%*	*11%*
South West	**443**	166	176	57	21	16	342	37	161	168	78	22	7	329	29
	9%	*9%*	*9%*	*7%*	*6%*	*10%*	*9%*	*7%*	*9%*	*9%*	*9%*	*8%*	*7%*	*9%*	*8%*
Highlands & Islands of Scotland	**63**	29	21	10	2	1	49	3	33	19	9	2	*	51	2
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*
Rest of Scotland	**370**	130	144	52	27	15	274	42	128	146	63	19	11	274	30
	7%	*7%*	*7%*	*7%*	*8%*	*9%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*10%*	*7%*	*8%*
Wales	**247**	88	100	31	16	10	188	25	98	98	30	14	6	196	20
	5%	*5%*	*5%*	*4%*	*4%*	*6%*	*5%*	*5%*	*5%*	*5%*	*3%*	*5%*	*6%*	*5%*	*5%*
Northern Ireland	**143**	51	58	19	11	3	108	14	62	56	19	3	1	118	4
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	1547	1633	671	300	134	3180	434	1524	1641	788	229	84	3165	313
	84%	*84%*	*84%*	*86%*	*84%*	*82%*	*84%*	*84%*	*83%*	*84%*	*87%h*	*86%*	*83%*	*83%*	*85%*
NET: Scotland	433	159	164	62	29	16	323	45	161	164	72	21	11	325	32
	8%	*9%*	*8%*	*8%*	*8%*	*10%*	*8%*	*9%*	*9%*	*8%*	*8%*	*8%*	*11%*	*9%*	*9%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
North East	**209**	13	193	3	65	132	12	201	2	2	1	206	2
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*11%*	*12%*	*4%*	*9%*
North West	**566**	50	509	6	152	368	46	547	5	3	2	555	8
	11%	*12%*	*11%*	*7%*	*10%*	*11%*	*14%*	*11%*	*6%*	*15%*	*23%*	*11%*	*34%*
Yorkshire/Humberside	**425**	34	388	3	133	267	25	419	5	-	1	424	-
	8%	*9%*	*8%*	*4%*	*9%*	*8%*	*8%*	*8%*	*6%*	-	*10%*	*8%*	-
East Midlands	**375**	20	350	5	107	235	34	365	5	1	-	371	5
	7%	*5%*	*7%*	*6%*	*7%*	*7%*	*10%*	*7%*	*5%*	*5%*	-	*7%*	*20%*
West Midlands	**455**	42	401	11	147	271	36	440	13	1	1	454	-
	9%	*11%*	*9%*	*13%*	*9%*	*8%*	*11%*	*9%*	*14%*	*4%*	*9%*	*9%*	-
East Anglia/East of England	**480**	24	447	8	123	324	33	469	4	5	-	478	2
	9%	*6%*	*10%*	*9%*	*8%*	*10%*	*10%*	*9%*	*5%*	*24%*	-	*9%*	*7%*
London/Greater London	**678**	82	580	16	222	421	35	650	21	-	4	671	3
	13%	**20%b**	*12%*	*19%*	*14%*	*13%*	*11%*	*13%*	**23%gk**	-	*45%*	*13%*	*11%*
South East	**708**	48	644	15	209	471	27	686	16	5	-	706	2
	14%	*12%*	*14%*	*18%*	*13%*	**14%f**	*8%*	*14%*	*18%*	*21%*	-	*14%*	*7%*
South West	**443**	36	404	2	164	250	29	434	7	-	-	442	1
	9%	*9%*	*9%*	*3%*	**11%e**	*8%*	*9%*	*9%*	*8%*	-	-	*9%*	*4%*
Highlands & Islands of Scotland	**63**	3	57	3	18	39	6	63	-	-	-	63	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Rest of Scotland	**370**	28	338	5	98	252	21	359	9	2	*	370	1
	7%	*7%*	*7%*	*5%*	*6%*	*8%*	*6%*	*7%*	*10%*	*9%*	*1%*	*7%*	*2%*
Wales	**247**	11	232	4	76	153	18	244	1	2	-	246	1
	5%	*3%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*1%*	*8%*	-	*5%*	*3%*
Northern Ireland	**143**	10	129	4	41	95	7	141	1	*	-	142	1
	3%	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	-	*3%*	*3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4338**	350	3918	70	1322	2740	276	4212	78	17	10	4307	21
	84%	*87%*	*84%*	*82%*	*85%*	*84%*	*84%*	*84%*	*88%*	*81%*	*99%*	*84%*	*91%*
NET: Scotland	**433**	31	395	7	116	291	27	422	9	2	*	433	1
	8%	*8%*	*8%*	*8%*	*7%*	*9%*	*8%*	*8%*	*10%*	*9%*	*1%*	*8%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
North East	**209**	52	52	52	52	14	20	19	10	24	18	19	16	17	19	16	18
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*2%*	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
North West	**566**	141	141	141	142	48	43	50	50	52	39	46	44	52	53	46	43
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*10%*	*11%*	*12%*	*11%*	*10%*	*11%*	*10%*	*12%*	*11%*	*11%*	*10%*
Yorkshire/Humberside	**425**	106	106	106	106	27	27	51	38	37	31	29	43	34	41	33	32
	8%	*8%*	*8%*	*8%*	*8%*	*6%*	*7%*	*12%*	*9%*	*8%*	*8%*	*7%*	*10%*	*8%*	*9%*	*8%*	*8%*
East Midlands	**375**	94	94	94	94	32	26	36	25	34	35	30	31	32	34	30	30
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*8%*	*6%*	*7%*	*9%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*
West Midlands	**455**	114	114	114	114	25	38	51	37	40	37	42	37	35	40	34	40
	9%	*9%*	*9%*	*9%*	*9%*	*6%*	*9%*	**11%g**	*9%*	*9%*	*9%*	*10%*	*9%*	*8%*	*9%*	*8%*	*10%*
East Anglia/East of England	**480**	120	120	120	120	41	39	40	37	39	44	45	35	40	49	38	33
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*8%*	*11%*	*11%*	*8%*	*9%*	*11%*	*9%*	*8%*
London/Greater London	**678**	170	169	169	170	58	62	50	58	61	51	59	55	55	62	55	53
	13%	*13%*	*13%*	*13%*	*13%*	*13%*	*15%*	*11%*	*14%*	*13%*	*13%*	*14%*	*13%*	*13%*	*13%*	*13%*	*13%*
South East	**708**	177	177	177	177	66	62	49	66	63	47	58	66	54	62	58	57
	14%	*14%*	*14%*	*14%*	*14%*	*15%*	*15%*	*11%*	*15%*	*14%*	*12%*	*13%*	*15%*	*13%*	*13%*	*14%*	*14%*
South West	**443**	111	111	111	111	42	32	37	42	34	35	36	39	36	44	33	34
	9%	*9%*	*9%*	*9%*	*9%*	*10%*	*8%*	*8%*	*10%*	*7%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*8%*
Highlands & Islands of Scotland	**63**	16	18	21	8	7	3	7	8	4	5	7	9	5	2	4	2
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*	*1%*	*
Rest of Scotland	**370**	92	91	87	100	42	31	19	26	39	26	30	24	33	28	32	40
	7%	*7%*	*7%*	*7%*	*8%*	**10%g**	*8%*	*4%*	*6%*	*8%*	*6%*	*7%*	*6%*	*8%*	*6%*	*8%*	**10%g**
Wales	**247**	62	62	62	62	21	24	17	19	24	19	19	21	22	17	23	22
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*6%*	*5%*
Northern Ireland	**143**	36	36	36	36	10	8	17	13	11	12	10	12	13	12	11	12
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	**4338**	1084	1084	1084	1085	353	348	383	365	382	337	366	365	354	404	342	340
	84%	*84%*	*84%*	*84%*	*84%*	*82%*	*84%*	*87%*	*85%*	*83%*	*84%*	*85%*	*85%*	*83%*	*87%*	*83%*	*82%*
NET: Scotland	**433**	108	108	108	108	49	34	26	34	43	31	37	33	38	30	36	42
	8%	*8%*	*8%*	*8%*	*8%*	***11%g***	*8%*	*6%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*6%*	*9%*	*10%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 8

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Large City (population: more than 500,000)	**1190**	-	1190	678	508	244	180	351	154	115	82	63	424	505	261	146	953	219	733
	23%	-	*23%*	**27%d**	*19%*	**35%hijk**	**30%hijk**	**33%hijk**	**21%ijk**	*13%*	*13%*	*12%*	**33%mno**	**28%no**	*13%*	*13%*	*20%*	**47%p**	*14%*
Smaller City or Large town (population: 100,000 - 500,000)	**977**	-	977	482	485	158	133	209	139	163	103	72	291	348	338	175	868	104	738
	19%	-	*19%*	*19%*	*18%*	**23%jk**	**22%k**	**20%k**	*19%*	*18%*	*16%*	*14%*	**22%no**	**19%o**	*16%*	*15%*	*19%*	*22%*	*14%*
Medium town (population: 15,000 - 99,999)	**1054**	-	1054	539	512	136	122	205	126	226	140	101	258	330	466	241	969	76	823
	20%	-	*20%*	*21%*	*19%*	*20%*	*20%*	*19%*	*17%*	**25%gh**	*22%*	*19%*	*20%*	*18%*	**23%m**	*21%*	*21%*	*16%*	*16%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**706**	-	706	327	378	74	71	123	125	142	89	83	145	248	314	172	673	27	639
	14%	-	*14%*	*13%*	*14%*	*11%*	*12%*	*12%*	**17%eg**	**16%eg**	*14%*	*16%*	*11%*	*14%*	**15%l**	*15%*	**14%q**	*6%*	*12%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**509**	-	509	207	302	32	44	85	89	116	88	55	76	174	259	143	488	17	512
	10%	-	*10%*	*8%*	**12%c**	*5%*	*7%*	**8%e**	**12%efg**	**13%efg**	**14%efg**	**10%e**	*6%*	**10%l**	**13%lm**	**12%l**	**10%q**	*4%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**487**	-	487	198	290	27	34	52	70	102	97	106	61	122	304	202	470	16	985
	9%	-	*9%*	*8%*	**11%c**	*4%*	*6%*	*5%*	**9%eg**	**11%efg**	**15%efgh**	**20%efghi**	*5%*	*7%*	**15%lm**	**17%lm**	**10%q**	*3%*	*19%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**236**	-	236	85	151	18	24	34	44	35	35	46	42	78	116	82	232	5	731
	5%	-	*5%*	*3%*	**6%c**	*3%*	*4%*	*3%*	**6%eg**	*4%*	*6%*	**9%efgi**	*3%*	*4%*	**6%l**	**7%lm**	**5%q**	*1%*	*14%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
NET Urban	**4437**	-	4437	2232	2185	644	551	973	632	761	502	374	1194	1606	1637	876	3952	443	3445
	86%	-	*86%*	**89%d**	*83%*	**93%hijk**	**90%hijk**	**92%hijk**	**85%jk**	**85%jk**	**79%k**	*71%*	**92%mno**	**89%no**	*80%*	*76%*	*85%*	**96%p**	*67%*
NET Rural including Remote	**724**	-	724	283	441	45	58	86	114	136	132	152	103	200	420	284	702	21	1716
	14%	-	*14%*	*11%*	**17%c**	*7%*	*10%*	*8%*	**15%efg**	**15%efg**	**21%efghi**	**29%efghij**	*8%*	**11%l**	**20%lm**	**24%lm**	**15%q**	*4%*	*33%*
NET Remote Rural	**236**	-	236	85	151	18	24	34	44	35	35	46	42	78	116	82	232	5	731
	5%	-	*5%*	*3%*	**6%c**	*3%*	*4%*	*3%*	**6%eg**	*4%*	*6%*	**9%efgj**	*3%*	*4%*	**6%l**	**7%lm**	**5%q**	*1%*	*14%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 8

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Large City (population: more than 500,000)	**1190**	338	324	244	284	663	527	833	342	156	112	251	252	341	616	156	971
	23%	***34%bcd***	*20%*	*21%*	*20%*	***26%f***	*21%*	***27%h***	*17%*	*23%*	*17%*	*19%*	*20%*	***37%ijkln***	*19%*	*23%*	*23%*
Smaller City or Large town (population: 100,000 - 500,000)	**977**	146	331	215	285	477	500	602	363	140	137	243	270	143	650	141	803
	19%	*15%*	***21%a***	*18%*	***21%a***	*18%*	*19%*	*20%*	*18%*	*21%*	***21%m***	*19%*	***21%m***	*16%*	***20%m***	*20%*	*19%*
Medium town (population: 15,000 - 99,999)	**1054**	157	336	263	299	493	562	610	431	120	123	311	246	166	680	123	862
	20%	*16%*	***21%a***	***22%a***	***22%a***	*19%*	*22%*	*20%*	*21%*	*18%*	*19%*	***24%ilm***	*20%*	*18%*	*21%*	*18%*	*21%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**706**	114	245	171	176	359	347	414	284	95	105	189	175	99	469	95	576
	14%	*12%*	***15%a***	*14%*	*13%*	*14%*	*14%*	*13%*	*14%*	*14%*	***16%m***	*15%*	*14%*	*11%*	***15%m***	*14%*	*14%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**509**	92	141	122	154	234	275	269	230	88	64	118	137	69	318	88	391
	10%	*9%*	*9%*	*10%*	*11%*	*9%*	*11%*	*9%*	***11%g***	***13%m***	*10%*	*9%*	*11%*	*7%*	*10%*	***13%p***	*9%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**487**	90	158	91	149	248	240	227	251	68	79	103	131	62	312	68	384
	9%	*9%*	*10%*	*8%*	*11%*	*10%*	*9%*	*7%*	***13%g***	*10%*	***12%km***	*8%*	***10%m***	*7%*	***10%m***	*10%*	*9%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**236**	53	64	79	41	117	120	116	108	18	31	85	45	39	161	20	201
	5%	***5%d***	*4%*	***7%bd***	*3%*	*5%*	*5%*	*4%*	***5%g***	*3%*	*5%*	***7%il***	*4%*	*4%*	*5%*	*3%*	*5%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
NET Urban	**4437**	848	1377	1014	1197	2226	2211	2728	1649	598	541	1112	1080	818	2733	602	3603
	86%	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	**89%h**	*82%*	*87%*	*83%*	*86%*	*86%*	**89%jn**	*85%*	*87%*	*86%*
NET Rural including Remote	**724**	143	222	169	190	365	359	343	359	86	110	187	176	101	473	88	585
	14%	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*	*11%*	**18%g**	*13%*	**17%m**	*14%*	*14%*	*11%*	**15%m**	*13%*	*14%*
NET Remote Rural	**236**	53	64	79	41	117	120	116	108	18	31	85	45	39	161	20	201
	5%	**5%d**	*4%*	**7%bd**	*3%*	*5%*	*5%*	*4%*	**5%g**	*3%*	*5%*	**7%il**	*4%*	*4%*	*5%*	*3%*	*5%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 8

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Large City (population: more than 500,000)	1190	1190	-	-	1105	57	16	12	22	157	121	45	113	29	495	72	49	5	52
	23%	27%bc	-	-	25%efg	13%fg	*6%*	*9%*	*11%*	28%hkmopqr	28%hkmopqr	12%m	25%hkmopqr	*6%*	73%hijklmopqr	*10%*	11%m	*8%*	14%m
Smaller City or Large town (population: 100,000 - 500,000)	977	977	-	-	875	51	28	23	47	119	86	89	102	106	92	134	99	5	46
	19%	22%bc	-	-	20%ef	*12%*	*11%*	16%f	23%nqr	21%nqr	20%nqr	24%nqr	23%nqr	22%nqr	*14%*	19%qr	22%nqr	*9%*	*12%*
Medium town (population: 15,000 - 99,999)	1054	1054	-	-	925	73	35	22	63	130	66	84	117	132	48	208	77	9	64
	20%	24%bc	-	-	21%efg	*17%*	*14%*	*15%*	30%jnpqr	23%jn	16%n	22%n	26%jnpqr	27%jnpqr	*7%*	29%jnpqr	17%n	14%n	17%n
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	706	706	-	-	547	85	49	25	32	80	44	50	46	71	27	123	75	7	78
	14%	16%bc	-	-	*13%*	20%d	20%d	18%d	15%n	14%n	10%n	13%n	10%n	15%n	*4%*	17%jln	17%jln	12%n	21%ijklmn
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	509	509	-	-	337	94	61	17	18	44	29	37	39	56	5	55	54	23	71
	10%	11%bc	-	-	*8%*	22%dg	25%dg	12%d	9%n	8%n	7%n	10%n	9%n	12%n	*1%*	8%n	12%jn	37%hijklmnopr	19%hijklmnop
Rural area (population: less than 2,000) less than 10 miles from a large settlement	487	-	487	-	391	40	32	24	18	30	60	46	25	58	6	80	67	4	36
	9%	-	67%ac	-	*9%*	*9%*	13%d	17%de	9%n	5%n	14%iln	12%iln	6%n	12%iln	*1%*	11%iln	15%hilnqr	6%n	10%iln
Rural area (population: less than 2,000) more than 10 miles from a large settlement	236	-	236	236	158	33	26	19	9	5	19	24	12	28	4	35	22	9	24
	5%	-	33%a	100%ab	*4%*	8%d	11%d	14%de	4%ln	*1%*	5%ln	6%iln	*3%*	6%ln	*1%*	5%ln	5%ln	15%hijklmnopr	6%iln
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 8

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
NET Urban	**4437**	4437	-	-	3789	361	188	99	182	531	346	306	418	394	667	592	353	50	311
	86%	**100%bc**	-	-	**87%efg**	**83%fg**	**76%g**	*70%*	**87%p**	**94%hjkmopqr**	*81%*	*82%*	**92%jkmopqr**	*82%*	**98%hijklmopqr**	*84%*	*80%*	*80%*	*84%*
NET Rural including Remote	**724**	-	724	236	549	73	59	44	27	35	79	69	37	86	11	116	89	13	60
	14%	-	**100%a**	**100%a**	*13%*	**17%d**	**24%de**	**30%def**	**13%in**	**6%n**	**19%iln**	**18%iln**	**8%n**	**18%iln**	*2%*	**16%iln**	**20%hiln**	**20%iln**	**16%iln**
NET Remote Rural	**236**	-	236	236	158	33	26	19	9	5	19	24	12	28	4	35	22	9	24
	5%	-	**33%a**	**100%ab**	*4%*	**8%d**	**11%d**	**14%de**	**4%in**	*1%*	**5%in**	**6%iln**	*3%*	**6%in**	*1%*	**5%in**	**5%in**	**15%hijklmnopr**	**6%iln**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Large City (population: more than 500,000)	**1190**	459	417	169	79	50	876	128	456	432	210	50	25	889	75
	23%	*25%*	*21%*	*22%*	*22%*	**31%b**	*23%*	*25%*	*25%*	*22%*	*23%*	*19%*	*24%*	*23%*	*20%*
Smaller City or Large town (population: 100,000 - 500,000)	**977**	309	373	173	79	29	681	108	322	370	204	51	13	692	64
	19%	*17%*	*19%*	**22%af**	*22%*	*18%*	*18%*	*21%*	*17%*	*19%*	**22%hm**	*19%*	*13%*	*18%*	*17%*
Medium town (population: 15,000 - 99,999)	**1054**	329	427	176	81	33	757	114	357	416	186	55	22	774	78
	20%	*18%*	**22%a**	**22%a**	*23%*	*20%*	*20%*	*22%*	*19%*	*21%*	*20%*	*21%*	*22%*	*20%*	*21%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**706**	226	294	106	46	26	520	72	224	322	98	39	12	546	51
	14%	*12%*	*15%*	*14%*	*13%*	*16%*	*14%*	*14%*	*12%*	**16%hj**	*11%*	*15%*	*11%*	**14%j**	*14%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**509**	194	200	68	28	12	395	40	206	175	83	24	13	381	38
	10%	*11%*	*10%*	*9%*	*8%*	*7%*	*10%*	*8%*	*11%*	*9%*	*9%*	*9%*	*13%*	*10%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**487**	218	178	50	30	11	396	41	175	175	85	36	11	351	47
	9%	**12%bc**	*9%*	*6%*	*8%*	*7%*	**10%c**	*8%*	*10%*	*9%*	*9%*	*14%*	*11%*	*9%*	*13%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**236**	109	65	41	13	3	174	16	105	67	44	10	6	172	16
	5%	**6%b**	*3%*	*5%*	*4%*	*2%*	*5%*	*3%*	**6%i**	*3%*	*5%*	*4%*	*6%*	*5%*	*4%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
NET Urban	**4437**	1517	1712	691	313	149	3229	462	1565	1716	781	221	85	3281	305
	86%	*82%*	**88%a**	**88%a**	**88%a**	**92%a**	*85%*	**89%a**	*85%*	*88%*	*86%*	*83%*	*83%*	*86%*	*83%*
NET Rural including Remote	**724**	327	243	91	43	14	570	56	280	243	128	46	18	522	64
	14%	**18%bcdefg**	*12%*	*12%*	*12%*	*8%*	*15%*	*11%*	*15%*	*12%*	*14%*	*17%*	*17%*	*14%*	*17%*
NET Remote Rural	**236**	109	65	41	13	3	174	16	105	67	44	10	6	172	16
	5%	**6%b**	*3%*	*5%*	*4%*	*2%*	*5%*	*3%*	**6%l**	*3%*	*5%*	*4%*	*6%*	*5%*	*4%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 8

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Large City (population: more than 500,000)	**1190**	147	1030	14	392	715	83	1150	29	2	5	1181	4
	23%	***36%bc***	*22%*	*16%*	*25%*	*22%*	*25%*	*23%*	*33%*	*11%*	*49%*	*23%*	*17%*
Smaller City or Large town (population: 100,000 - 500,000)	**977**	65	895	17	275	630	72	946	18	6	1	969	7
	19%	*16%*	*19%*	*20%*	*18%*	*19%*	*22%*	*19%*	*20%*	*28%*	*9%*	*19%*	*31%*
Medium town (population: 15,000 - 99,999)	**1054**	68	972	15	298	679	77	1027	16	7	-	1050	5
	20%	*17%*	*21%*	*18%*	*19%*	*21%*	*24%*	*20%*	*18%*	*32%*	-	*20%*	*20%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**706**	39	655	12	197	469	40	693	8	2	2	703	2
	14%	*10%*	*14%*	*14%*	*13%*	*14%*	*12%*	*14%*	*9%*	*7%*	*19%*	*14%*	*8%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**509**	35	462	11	170	316	23	496	9	2	-	507	2
	10%	*9%*	*10%*	*13%*	*11%*	*10%*	*7%*	*10%*	*10%*	*11%*	-	*10%*	*7%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**487**	30	452	5	142	324	21	477	3	2	1	483	4
	9%	*8%*	*10%*	*6%*	*9%*	*10%*	*7%*	*10%*	*4%*	*9%*	*10%*	*9%*	*17%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**236**	18	207	11	82	145	10	229	6	*	1	235	-
	5%	*4%*	*4%*	***13%ab***	*5%*	*4%*	*3%*	*5%*	*6%*	*2%*	*13%*	*5%*	-
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
NET Urban	**4437**	354	4014	69	1332	2810	296	4311	80	19	8	4410	19
	86%	*88%*	*86%*	*81%*	*86%*	*86%*	*90%*	*86%*	*90%*	*90%*	*77%*	*86%*	*83%*
NET Rural including Remote	**724**	48	659	16	224	469	31	706	9	2	2	718	4
	14%	*12%*	*14%*	*19%*	*14%*	*14%*	*10%*	*14%*	*10%*	*10%*	*23%*	*14%*	*17%*
NET Remote Rural	**236**	18	207	11	82	145	10	229	6	*	1	235	-
	5%	*4%*	*4%*	**13%ab**	*5%*	*4%*	*3%*	*5%*	*6%*	*2%*	*13%*	*5%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 8

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

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Large City (population: more than 500,000)	**1190**	284	332	290	284	97	86	101	124	92	116	98	99	93	94	74	116
	23%	*22%*	*26%*	*22%*	*22%*	*22%*	*21%*	*23%*	**29%fino**	*20%*	**29%fino**	*23%*	*23%*	*22%*	*20%*	*18%*	**28%ino**
Smaller City or Large town (population: 100,000 - 500,000)	**977**	221	240	264	253	70	72	79	81	95	63	79	105	80	96	93	63
	19%	*17%*	*19%*	*20%*	*20%*	*16%*	*17%*	*18%*	*19%*	*21%*	*16%*	*18%*	**24%ejp**	*19%*	*21%*	**23%p**	*15%*
Medium town (population: 15,000 - 99,999)	**1054**	292	230	270	262	103	80	110	75	82	74	93	84	93	105	83	74
	20%	**23%b**	*18%*	*21%*	*20%*	*24%*	*19%*	*25%*	*17%*	*18%*	*18%*	*21%*	*20%*	*22%*	*23%*	*20%*	*18%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**706**	182	181	170	174	66	60	56	38	86	56	61	53	56	48	68	58
	14%	*14%*	*14%*	*13%*	*14%*	**15%h**	*14%*	*13%*	*9%*	**19%hn**	*14%*	*14%*	*12%*	*13%*	*10%*	**16%hn**	*14%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**509**	130	127	115	137	40	54	36	40	54	33	33	34	48	58	41	38
	10%	*10%*	*10%*	*9%*	*11%*	*9%*	*13%*	*8%*	*9%*	*12%*	*8%*	*8%*	*8%*	*11%*	*12%*	*10%*	*9%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**487**	115	126	120	127	44	36	35	52	37	36	44	37	40	49	33	45
	9%	*9%*	*10%*	*9%*	*10%*	*10%*	*9%*	*8%*	*12%*	*8%*	*9%*	*10%*	*8%*	*9%*	*11%*	*8%*	*11%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**236**	66	55	60	54	13	27	26	19	15	21	24	19	17	14	20	20
	5%	*5%*	*4%*	*5%*	*4%*	*3%*	*6%*	*6%*	*4%*	*3%*	*5%*	*6%*	*4%*	*4%*	*3%*	*5%*	*5%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	**4437**	1109	1109	1109	1110	375	352	382	359	408	342	364	375	370	401	359	350
	86%	*86%*	*86%*	*86%*	*86%*	*87%*	*85%*	*86%*	*84%*	*89%*	*86%*	*84%*	*87%*	*87%*	*86%*	*87%*	*84%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
NET Rural including Remote	**724**	181	181	181	181	57	63	61	71	53	57	68	56	57	63	53	65
	14%	*14%*	*14%*	*14%*	*14%*	*13%*	*15%*	*14%*	*16%*	*11%*	*14%*	*16%*	*13%*	*13%*	*14%*	*13%*	*16%*
NET Remote Rural	**236**	66	55	60	54	13	27	26	19	15	21	24	19	17	14	20	20
	5%	*5%*	*4%*	*5%*	*4%*	*3%*	*6%*	*6%*	*4%*	*3%*	*5%*	*6%*	*4%*	*4%*	*3%*	*5%*	*5%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 9

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
I am unable to leave home without help, due to illness or disablility	**402**	-	402	211	189	51	55	120	49	70	33	24	106	169	127	57	370	33	393
	8%	-	*8%*	*8%*	*7%*	*7%*	**9%jk**	**11%hjk**	*7%*	*8%*	*5%*	*5%*	**8%o**	**9%no**	*6%*	*5%*	*8%*	*7%*	*8%*
I am able to leave home without help	**4674**	-	4674	2270	2387	625	542	921	682	812	599	494	1167	1602	1905	1093	4207	428	4678
	91%	-	*91%*	*90%*	*91%*	*91%*	*89%*	*87%*	**91%g**	*90%*	**94%fgi**	**94%fg**	*90%*	*89%*	**93%m**	**94%lm**	*90%*	*92%*	*91%*
I prefer not to answer	**85**	-	85	35	50	13	12	19	16	15	2	9	24	35	26	11	77	3	90
	2%	-	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	***2%j***	*2%*	*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 9

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
I am unable to leave home without help, due to illness or disablility	**402**	121	86	57	139	206	196	195	199	52	78	77	65	113	221	53	336
	8%	**12%bc**	*5%*	*5%*	**10%bc**	*8%*	*8%*	*6%*	**10%g**	*8%*	**12%ikln**	*6%*	*5%*	**12%ikln**	*7%*	*8%*	*8%*
I am able to leave home without help	**4674**	861	1489	1103	1221	2350	2324	2832	1769	618	566	1205	1169	794	2940	623	3794
	91%	*87%*	**93%ad**	**93%ad**	*88%*	*91%*	*90%*	**92%h**	*88%*	*90%*	*87%*	**93%jm**	**93%jm**	*86%*	**92%jm**	*90%*	*91%*
I prefer not to answer	**85**	9	24	24	27	34	51	44	40	14	6	17	22	12	45	14	58
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 9

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
I am unable to leave home without help, due to illness or disablility	**402**	354	48	18	350	31	11	10	13	50	34	20	42	24	82	48	36	3	28
	8%	*8%*	*7%*	*8%*	**8%f**	*7%*	*5%*	*7%*	*6%*	*9%*	*8%*	*5%*	*9%*	*5%*	**12%hkmo**	*7%*	*8%*	*5%*	*7%*
I am able to leave home without help	**4674**	4014	659	207	3918	395	232	129	193	509	388	350	401	447	580	644	404	57	338
	91%	*90%*	*91%*	*88%*	*90%*	*91%*	**94%dg**	*90%*	**92%n**	*90%*	*91%*	**93%n**	*88%*	**93%ln**	*86%*	*91%*	**91%n**	*91%*	**91%n**
I prefer not to answer	**85**	69	16	11	70	7	4	4	3	6	3	5	11	8	16	15	2	3	5
	2%	*2%*	*2%*	**5%a**	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	**4%jp**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
I am unable to leave home without help, due to illness or disablility	**402**	177	132	54	29	3	309	32	169	136	66	20	4	305	23
	8%	**10%be**	*7%*	*7%*	**8%e**	*2%*	**8%e**	*6%*	*9%*	*7%*	*7%*	*7%*	*4%*	*8%*	*6%*
I am able to leave home without help	**4674**	1639	1791	712	325	158	3430	483	1645	1790	828	245	97	3435	342
	91%	*89%*	**92%a**	*91%*	*91%*	**97%af**	*90%*	**93%a**	*89%*	*91%*	*91%*	*92%*	*95%*	*90%*	*93%*
I prefer not to answer	**85**	29	32	17	2	2	61	4	31	32	16	2	1	63	3
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
I am unable to leave home without help, due to illness or disablility	**402**	402	-	-	327	49	27	379	22	1	-	402	1
	8%	**100%bc**	-	-	**21%ef**	*1%*	**8%e**	*8%*	**24%gk**	*3%*	-	*8%*	*3%*
I am able to leave home without help	**4674**	-	4674	-	1194	3200	280	4558	65	19	10	4642	22
	91%	-	**100%ac**	-	*77%*	**98%df**	**86%d**	**91%h**	*73%*	*91%*	*100%*	**91%h**	*94%*
I prefer not to answer	**85**	-	-	85	34	30	21	80	2	1	-	84	1
	2%	-	-	**100%ab**	**2%e**	*1%*	**6%de**	*2%*	*3%*	*7%*	-	*2%*	*4%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 9

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

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
I am unable to leave home without help, due to illness or disablility	**402**	82	140	80	99	37	13	33	57	40	43	28	30	22	40	23	36
	8%	*6%*	**11%acd**	*6%*	*8%*	**9%f**	*3%*	**7%f**	**13%fgklmo**	**9%f**	**11%fmo**	*6%*	*7%*	*5%*	**9%f**	*6%*	**9%f**
I am able to leave home without help	**4674**	1190	1123	1186	1176	385	396	408	364	413	347	398	391	397	420	381	375
	91%	**92%b**	*87%*	**92%b**	**91%b**	*89%*	**96%ehijlnp**	**92%h**	*85%*	*90%*	*87%*	**92%h**	**91%h**	**93%hj**	**91%h**	**92%hj**	*90%*
I prefer not to answer	**85**	18	27	24	16	11	5	2	9	8	10	6	10	8	4	8	5
	2%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 10

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**1200**	-	1200	568	622	108	146	234	183	232	158	138	255	417	528	296	1113	78	1273
	47%	-	*47%*	*46%*	*48%*	*33%*	**45%e**	**45%e**	**49%e**	**53%e**	**50%e**	**53%e**	*39%*	**47%l**	**52%l**	**52%l**	**48%q**	*35%*	*49%*
Phone call	**578**	-	578	347	231	84	99	157	51	92	54	41	183	207	188	96	505	69	571
	23%	-	*23%*	**28%d**	*18%*	**26%hk**	**31%hijk**	**30%hijk**	*14%*	**21%h**	*17%*	*16%*	**28%no**	**23%o**	*19%*	*17%*	*22%*	**31%p**	*22%*
Text message	**767**	-	767	421	338	119	109	205	122	102	64	46	228	327	213	110	694	70	754
	30%	-	*30%*	**34%d**	*26%*	**36%ljk**	**34%ljk**	**39%ijk**	**33%ljk**	*23%*	*20%*	*18%*	**35%no**	**37%no**	*21%*	*19%*	*30%*	*31%*	*29%*
Email/ online portal	**1664**	-	1664	814	838	204	191	345	250	299	231	144	395	594	675	376	1519	136	1730
	65%	-	*65%*	*66%*	*65%*	*62%*	*59%*	**66%k**	**68%k**	**68%k**	**74%efk**	*56%*	*61%*	*67%*	*67%*	*66%*	*66%*	*60%*	*67%*
Other	**68**	-	68	43	25	13	14	12	6	10	8	5	27	18	23	13	51	14	55
	3%	-	*3%*	*3%*	*2%*	*4%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	**6%p**	*2%*
No preference	**172**	-	172	69	103	16	30	33	22	32	20	19	46	55	71	39	164	5	173
	7%	-	*7%*	*6%*	*8%*	*5%*	*9%*	*6%*	*6%*	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*7%*	*7%*	*2%*	*7%*
Don't know	**31**	-	31	17	13	14	1	3	6	6	-	1	15	9	7	1	20	11	24
	1%	-	*1%*	*1%*	*1%*	**4%fgjk**	*	*1%*	*2%*	*1%*	-	*1%*	**2%no**	*1%*	*1%*	*	*1%*	**5%p**	*1%*
NET More than one type of communucation	**1224**	-	1224	631	582	159	160	269	180	221	143	93	318	449	457	236	1118	98	1265
	48%	-	*48%*	**51%d**	*45%*	**48%k**	**49%k**	**52%k**	**49%k**	**50%k**	*46%*	*36%*	**49%o**	**50%o**	*45%*	*41%*	*48%*	*44%*	*49%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 10

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**1200**	215	380	235	370	595	605	655	523	177	156	295	291	202	743	177	962
	47%	*44%*	*48%*	*44%*	*50%*	*47%*	*47%*	*44%*	**51%g**	*50%*	*47%*	*48%*	*48%*	*42%*	*48%*	*49%*	*46%*
Phone call	**578**	161	144	110	163	305	273	390	178	62	59	122	145	159	326	63	491
	23%	**33%bcd**	*18%*	*20%*	*22%*	*24%*	*21%*	**26%h**	*18%*	*17%*	*18%*	*20%*	*24%*	**34%ijkln**	*21%*	*17%*	*24%*
Text message	**767**	178	210	152	226	389	378	509	248	77	89	195	195	172	480	77	665
	30%	**36%bc**	*27%*	*28%*	*31%*	*30%*	*30%*	**34%h**	*24%*	*21%*	*27%*	**32%l**	**32%l**	**36%ij**	**31%l**	*22%*	**32%o**
Email/ online portal	**1664**	325	530	332	477	855	809	978	666	215	207	394	440	313	1041	216	1380
	65%	*66%*	*67%*	*62%*	*64%*	*67%*	*63%*	*65%*	*65%*	*60%*	*62%*	*64%*	**72%ijk**	*66%*	*67%*	*60%*	*67%*
Other	**68**	13	21	15	19	34	34	42	26	8	8	18	14	15	40	8	59
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*
No preference	**172**	18	54	44	57	72	100	85	85	34	24	50	43	12	117	34	129
	7%	*4%*	*7%*	**8%a**	**8%a**	*6%*	*8%*	*6%*	**8%g**	**10%m**	**7%m**	**8%m**	**7%m**	*2%*	**8%m**	*10%*	*6%*
Don't know	**31**	1	9	6	16	9	21	13	16	10	2	6	3	4	11	10	15
	1%	*	*1%*	*1%*	**2%a**	*1%*	*2%*	*1%*	*2%*	**3%ln**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET More than one type of communucation	**1224**	264	367	226	366	632	592	732	475	151	143	289	325	245	757	152	1020
	48%	**54%c**	*47%*	*42%*	*50%*	*49%*	*46%*	*49%*	*47%*	*42%*	*43%*	*47%*	**53%ij**	*52%*	*48%*	*43%*	*49%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 10

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	1200	1024	176	54	996	102	66	36	40	135	108	81	109	116	127	160	118	16	86
	47%	47%	47%	45%	46%	50%	54%d	52%	40%	50%n	51%n	45%	48%	49%	37%	44%	53%hn	55%	49%n
Phone call	578	509	69	22	488	49	23	18	21	49	52	50	59	49	117	55	37	7	42
	23%	23%	18%	18%	23%	24%	19%	26%	20%	18%	24%	27%op	26%o	21%	34%himopr	15%	16%	24%	24%o
Text message	767	670	97	41	650	58	37	22	28	86	68	57	66	81	113	98	53	10	47
	30%	31%	26%	34%	30%	28%	31%	32%	27%	32%	32%	31%	29%	34%	33%	27%	24%	36%	27%
Email/ online portal	1664	1441	223	74	1394	143	84	43	65	160	147	117	146	150	234	217	158	16	127
	65%	66%b	59%	61%	65%	70%	69%	62%	64%	59%	69%	65%	64%	63%	69%	60%	70%	57%	72%lo
Other	68	56	12	2	62	3	2	*	2	5	5	6	4	5	19	11	4	1	2
	3%	3%	3%	2%	3%	2%	1%	1%	2%	2%	3%	3%	2%	2%	6%r	3%	2%	2%	1%
No preference	172	141	31	14	144	15	8	5	11	15	14	11	16	19	21	31	6	2	13
	7%	6%	8%	12%	7%	7%	6%	8%	11%p	6%	7%	6%	7%	8%	6%	8%	3%	8%	7%
Don't know	31	21	10	2	29	1	1	*	-	7	4	4	4	1	3	6	-	*	1
	1%	1%	3%a	2%	1%	*	1%	*	-	2%	2%	2%	2%	1%	1%	2%	-	*	*
NET More than one type of communucation	1224	1061	163	57	1025	102	63	34	41	121	108	93	102	113	176	165	107	13	89
	48%	49%	43%	47%	48%	50%	51%	49%	40%	44%	51%	51%	45%	47%	52%	46%	48%	47%	50%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 10

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**1200**	527	442	127	73	24	969	96	482	467	164	59	10	949	69
	47%	**55%bcdeg**	**46%ce**	*36%*	*42%*	*28%*	**50%ceg**	*38%*	**50%jl**	**48%jl**	*38%*	**49%l**	*22%*	**49%jl**	**42%l**
Phone call	**578**	253	207	69	30	15	460	46	253	214	74	26	3	466	29
	23%	**27%g**	*21%*	*20%*	*18%*	*18%*	*24%*	*18%*	**26%jl**	**22%l**	*17%*	*22%*	*7%*	**24%jl**	*18%*
Text message	**767**	303	266	108	58	27	570	85	288	304	120	36	10	592	45
	30%	*32%*	*28%*	*31%*	*34%*	*32%*	*30%*	*33%*	*30%*	*32%*	*28%*	*30%*	*22%*	*31%*	*28%*
Email/ online portal	**1664**	606	640	225	116	66	1246	182	631	633	274	77	33	1263	110
	65%	*64%*	*66%*	*64%*	*68%*	**79%acf**	*65%*	*71%*	*66%*	*66%*	*64%*	*64%*	*74%*	*66%*	*67%*
Other	**68**	30	28	5	3	1	58	4	36	18	11	1	1	53	2
	3%	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*
No preference	**172**	54	63	36	13	3	117	16	54	65	35	9	5	119	14
	7%	*6%*	*7%*	**10%af**	*8%*	*3%*	*6%*	*6%*	*6%*	*7%*	*8%*	*8%*	*12%*	*6%*	*9%*
Don't know	**31**	6	7	13	-	-	13	-	8	3	13	-	1	11	1
	1%	*1%*	*1%*	**4%abfg**	-	-	*1%*	-	*1%*	*	**3%him**	-	**3%i**	*1%*	*1%*
NET More than one type of communucation	**1224**	479	481	141	81	34	960	115	477	493	169	54	15	971	70
	48%	**50%c**	**50%c**	*40%*	*47%*	*40%*	**50%c**	*45%*	**50%j**	**51%j**	*39%*	*45%*	*35%*	**51%j**	*42%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 10

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**1200**	102	1084	14	371	766	62	1182	10	4	1	1196	3
	47%	*46%*	*47%*	*33%*	*47%*	*48%*	*40%*	*48%*	*20%*	*40%*	*18%*	*47%*	*34%*
Phone call	**578**	72	496	10	192	338	48	555	22	*	-	577	1
	23%	**33%b**	*22%*	*24%*	*24%*	*21%*	**31%e**	*22%*	*45%*	*5%*	-	*23%*	*15%*
Text message	**767**	73	685	9	247	458	62	744	18	3	2	765	-
	30%	*34%*	*30%*	*21%*	*31%*	*29%*	**40%e**	*30%*	*37%*	*32%*	*35%*	*30%*	-
Email/ online portal	**1664**	132	1512	21	500	1070	95	1631	25	5	1	1661	2
	65%	*60%*	*66%*	*48%*	*63%*	*67%*	*61%*	*66%*	*51%*	*58%*	*18%*	*65%*	*29%*
Other	**68**	3	62	2	23	42	2	66	1	-	-	68	-
	3%	*1%*	*3%*	*5%*	*3%*	*3%*	*2%*	*3%*	*3%*	-	-	*3%*	-
No preference	**172**	13	151	8	52	107	13	165	2	1	3	169	1
	7%	*6%*	*7%*	*19%*	*7%*	*7%*	*8%*	*7%*	*3%*	*16%*	*47%*	*7%*	*14%*
Don't know	**31**	8	23	-	8	18	6	25	3	-	-	28	3
	1%	**4%b**	*1%*	-	*1%*	*1%*	**4%de**	*1%*	*6%*	-	-	*1%*	*38%*
NET More than one type of communucation	**1224**	108	1103	13	384	762	77	1197	21	4	1	1222	1
	48%	*49%*	*48%*	*30%*	*48%*	*48%*	*50%*	*48%*	*42%*	*41%*	*18%*	*48%*	*15%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 10

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**1200**	200	363	201	436	-	200	-	179	-	185	-	201	-	221	-	215
	47%	*48%*	*44%*	*47%*	*50%*	-	*48%*	-	*42%*	-	*46%*	-	*47%*	-	*48%*	-	**52%h**
Phone call	**578**	98	198	74	209	-	98	-	118	-	80	-	74	-	103	-	106
	23%	*24%*	**24%c**	*17%*	**24%c**	-	*24%*	-	**27%l**	-	*20%*	-	*17%*	-	*22%*	-	**25%l**
Text message	**767**	119	241	130	277	-	119	-	107	-	134	-	130	-	144	-	132
	30%	*29%*	*29%*	*30%*	*31%*	-	*29%*	-	*25%*	-	**34%h**	-	*30%*	-	*31%*	-	*32%*
Email/ online portal	**1664**	282	521	266	595	-	282	-	266	-	255	-	266	-	322	-	273
	65%	*68%*	*63%*	*62%*	*68%*	-	*68%*	-	*62%*	-	*64%*	-	*62%*	-	*69%*	-	*66%*
Other	**68**	10	20	19	19	-	10	-	13	-	6	-	19	-	11	-	8
	3%	*2%*	*2%*	*4%*	*2%*	-	*2%*	-	*3%*	-	*2%*	-	*4%*	-	*2%*	-	*2%*
No preference	**172**	26	61	39	46	-	26	-	29	-	32	-	39	-	23	-	23
	7%	*6%*	*7%*	*9%*	*5%*	-	*6%*	-	*7%*	-	*8%*	-	*9%*	-	*5%*	-	*5%*
Don't know	**31**	8	9	5	9	-	8	-	4	-	5	-	5	-	5	-	4
	1%	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
NET More than one type of communucation	**1224**	227	359	204	433	-	227	-	175	-	184	-	204	-	221	-	213
	48%	**55%b**	*43%*	*47%*	*49%*	-	**55%h**	-	*41%*	-	*46%*	-	*47%*	-	*48%*	-	**51%h**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**1093**	-	1093	511	571	134	142	217	175	187	135	103	276	392	425	238	1007	76	1135
	43%	-	*43%*	*41%*	*44%*	*41%*	*44%*	*42%*	*47%*	*42%*	*43%*	*40%*	*42%*	*44%*	*42%*	*42%*	***44%q***	*34%*	*44%*
Phone call	**558**	-	558	333	225	84	89	154	57	88	43	43	174	211	174	85	495	60	510
	22%	-	*22%*	***27%d***	*17%*	***26%hj***	***28%hjk***	***30%hijk***	*15%*	*20%*	*14%*	*16%*	***27%no***	***24%no***	*17%*	*15%*	*21%*	*27%*	*20%*
Text message	**626**	-	626	336	286	104	87	149	101	101	41	43	190	250	186	85	553	73	565
	25%	-	*25%*	***27%d***	*22%*	***31%ijk***	***27%jk***	***29%jk***	***27%jk***	***23%j***	*13%*	*17%*	***29%no***	***28%no***	*18%*	*15%*	*24%*	*32%*	*22%*
Email/ online portal	**1753**	-	1753	835	904	174	204	329	276	331	249	190	378	605	770	439	1623	123	1792
	69%	-	*69%*	*67%*	*70%*	*53%*	*63%*	***63%e***	***75%efg***	***75%efg***	***80%efg***	***73%eg***	*58%*	***68%l***	***76%lm***	***77%lm***	***70%q***	*55%*	*69%*
Other	**30**	-	30	21	9	3	5	9	5	5	*	4	9	13	8	4	23	5	26
	1%	-	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	**182**	-	182	67	116	35	26	41	10	33	20	18	60	51	71	38	162	17	188
	7%	-	*7%*	*5%*	***9%c***	***11%h***	***8%h***	***8%h***	*3%*	***8%h***	*6%*	*7%*	*9%*	*6%*	*7%*	*7%*	*7%*	*8%*	*7%*
Don't know	**32**	-	32	16	15	13	1	3	6	8	*	-	15	9	8	*	23	8	32
	1%	-	*1%*	*1%*	*1%*	***4%fgjk***	*	*1%*	*2%*	*2%*	*	-	***2%o***	*1%*	*1%*	*	*1%*	***4%p***	*1%*
NET More than one type of communucation	**1115**	-	1115	559	546	140	142	233	178	201	123	99	282	410	423	222	1023	86	1125
	44%	-	*44%*	*45%*	*42%*	*43%*	*44%*	*45%*	*48%*	*46%*	*39%*	*38%*	*43%*	***46%o***	*42%*	*39%*	*44%*	*38%*	*44%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 11

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**1093**	197	326	235	336	523	570	624	456	147	152	266	277	174	696	148	886
	43%	*40%*	*41%*	*44%*	*45%*	*41%*	*45%*	*42%*	*45%*	*41%*	*46%*	*43%*	**45%m**	*37%*	**45%m**	*41%*	*43%*
Phone call	**558**	168	130	117	144	297	261	372	179	51	68	115	139	155	322	51	482
	22%	**34%bcd**	*16%*	*22%*	*19%*	*23%*	*20%*	**25%h**	*18%*	*14%*	*20%*	*19%*	**23%l**	**33%ijkln**	**21%l**	*14%*	**23%o**
Text message	**626**	149	176	114	187	325	301	423	194	64	93	139	163	141	395	64	545
	25%	**30%bc**	*22%*	*21%*	*25%*	*25%*	*24%*	**28%h**	*19%*	*18%*	**28%l**	*22%*	**27%l**	**30%ik**	**25%l**	*18%*	**26%o**
Email/ online portal	**1753**	324	587	357	485	911	842	1000	730	216	222	433	451	339	1106	216	1476
	69%	*66%*	**75%acd**	*67%*	*66%*	**71%f**	*66%*	*67%*	*72%*	*61%*	*66%*	**70%l**	**74%l**	**71%l**	**71%l**	*60%*	**71%o**
Other	**30**	10	6	6	9	15	15	19	10	3	4	10	3	6	16	3	22
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**182**	14	63	29	76	77	105	83	93	43	22	60	36	10	118	43	127
	7%	*3%*	**8%a**	*5%*	**10%ac**	*6%*	*8%*	*6%*	**9%g**	**12%lmn**	**7%m**	**10%m**	**6%m**	*2%*	**8%m**	**12%p**	*6%*
Don't know	**32**	3	9	6	14	12	20	15	17	13	2	7	6	4	14	13	19
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**4%klmn**	*1%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET More than one type of communucation	**1115**	235	348	208	324	583	532	663	437	126	153	269	300	210	722	126	952
	44%	**48%c**	*44%*	*39%*	*44%*	*46%*	*42%*	*44%*	*43%*	*35%*	**46%l**	*44%*	**49%l**	*44%*	**46%l**	*35%*	**46%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 11

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**1093**	930	163	58	914	88	57	34	36	107	96	68	97	107	138	157	109	14	74
	43%	*43%*	*43%*	*48%*	*42%*	*43%*	*47%*	*49%*	*36%*	*39%*	*45%*	*37%*	*42%*	*45%*	*41%*	*44%*	**48%h**	*48%*	*42%*
Phone call	**558**	496	62	20	479	46	19	15	20	62	50	46	45	46	100	69	39	8	38
	22%	**23%b**	*17%*	*17%*	**22%f**	**22%f**	*15%*	*22%*	*20%*	*23%*	*24%*	*26%*	*20%*	*19%*	**29%p**	*19%*	*17%*	*29%*	*21%*
Text message	**626**	563	64	24	544	41	28	13	28	78	57	46	57	45	121	80	32	6	35
	25%	**26%b**	*17%*	*20%*	*25%*	*20%*	*23%*	*19%*	**27%p**	**29%p**	**27%p**	**25%p**	**25%p**	*19%*	**35%mopr**	*22%*	*14%*	*22%*	*20%*
Email/ online portal	**1753**	1500	252	79	1479	145	86	43	70	165	162	143	159	162	222	250	147	18	127
	69%	*69%*	*67%*	*66%*	*69%*	*71%*	*70%*	*63%*	*69%*	*61%*	**76%i**	**79%inpq**	*70%*	*68%*	*65%*	*69%*	*65%*	*63%*	**72%i**
Other	**30**	24	7	1	27	1	2	-	2	4	-	-	-	1	12	2	5	1	1
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	-	**2%jl**	*2%*	-	-	-	*1%*	**3%kl**	*1%*	*2%*	**2%jkl**	*
No preference	**182**	152	31	11	152	18	7	6	12	25	16	12	21	17	19	25	4	2	16
	7%	*7%*	*8%*	*9%*	*7%*	*9%*	*5%*	*8%*	**12%p**	**9%p**	**8%p**	*7%*	**9%p**	**7%p**	*6%*	*7%*	*2%*	*6%*	**9%p**
Don't know	**32**	25	7	1	28	3	*	1	-	7	2	4	5	3	5	3	-	*	3
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*	*1%*	-	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	-	*	*2%*
NET More than one type of communucation	**1115**	973	142	47	939	92	53	31	40	111	109	87	101	101	159	154	78	13	79
	44%	*45%*	*38%*	*39%*	*44%*	*45%*	*43%*	*45%*	*39%*	*41%*	**51%p**	**48%p**	*44%*	*42%*	**47%p**	*43%*	*35%*	*46%*	*45%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**1093**	497	366	125	69	27	863	97	454	412	154	53	8	866	61
	43%	**52%bcdefg**	*38%*	*36%*	*40%*	*33%*	**45%bc**	*38%*	**48%jl**	**43%l**	*36%*	**44%l**	*18%*	**45%l**	*37%*
Phone call	**558**	246	200	59	31	22	446	53	239	199	80	25	7	439	32
	22%	**26%bc**	*21%*	*17%*	*18%*	*26%*	**23%c**	*21%*	*25%*	*21%*	*19%*	*21%*	*15%*	*23%*	*19%*
Text message	**626**	240	224	86	47	27	464	74	260	250	82	23	9	509	31
	25%	*25%*	*23%*	*24%*	*28%*	*32%*	*24%*	*29%*	**27%j**	**26%j**	*19%*	*19%*	*20%*	**27%j**	*19%*
Email/ online portal	**1753**	648	670	233	122	68	1318	190	642	684	280	83	39	1326	122
	69%	*68%*	*69%*	*66%*	*71%*	**81%c**	*69%*	*74%*	*67%*	*71%*	*65%*	*69%*	**89%hijkm**	*69%*	*74%*
Other	**30**	10	13	4	3	1	22	4	19	6	3	1	*	25	1
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
No preference	**182**	50	73	36	10	5	123	15	51	67	43	8	3	118	11
	7%	*5%*	*8%*	**10%af**	*6%*	*6%*	*6%*	*6%*	*5%*	*7%*	**10%hm**	*6%*	*8%*	*6%*	*7%*
Don't know	**32**	7	7	14	1	-	14	1	9	5	15	-	-	14	-
	1%	*1%*	*1%*	**4%abfg**	*1%*	-	*1%*	*	*1%*	*1%*	**3%him**	-	-	*1%*	-
NET More than one type of communucation	**1115**	443	414	135	79	38	857	117	425	446	161	51	17	871	68
	44%	**46%c**	*43%*	*38%*	*46%*	*45%*	*45%*	*46%*	*45%*	**46%j**	*38%*	*42%*	*39%*	**45%j**	*41%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**1093**	73	1008	12	313	712	68	1078	10	4	1	1092	-
	43%	*33%*	**44%a**	*28%*	*39%*	*44%*	*44%*	*43%*	*21%*	*39%*	*18%*	*43%*	-
Phone call	**558**	78	475	5	210	305	43	532	25	1	-	558	-
	22%	**36%b**	*21%*	*12%*	**26%e**	*19%*	**28%e**	*21%*	*52%*	*11%*	-	*22%*	-
Text message	**626**	65	557	4	215	364	48	611	11	2	3	624	-
	25%	*30%*	*24%*	*10%*	*27%*	*23%*	*31%*	*25%*	*22%*	*25%*	*53%*	*25%*	-
Email/ online portal	**1753**	131	1600	22	520	1138	94	1722	19	6	3	1747	3
	69%	*60%*	**70%a**	*52%*	*65%*	**71%df**	*61%*	*69%*	*40%*	*62%*	*53%*	*69%*	*34%*
Other	**30**	3	27	-	9	19	3	28	-	2	-	30	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	-	*23%*	-	*1%*	-
No preference	**182**	12	159	11	59	110	14	170	6	-	3	176	4
	7%	*6%*	*7%*	*25%*	*7%*	*7%*	*9%*	*7%*	*13%*	-	*47%*	*7%*	*46%*
Don't know	**32**	6	26	-	10	17	5	29	1	-	-	30	2
	1%	*3%*	*1%*	-	*1%*	*1%*	*3%*	*1%*	*2%*	-	-	*1%*	*20%*
NET More than one type of communucation	**1115**	90	1018	7	350	694	71	1093	14	5	3	1112	-
	44%	*41%*	*44%*	*17%*	*44%*	*43%*	*46%*	*44%*	*29%*	*53%*	*53%*	*44%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 11

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**1093**	172	334	184	403	-	172	-	182	-	152	-	184	-	208	-	195
	43%	*42%*	*40%*	*43%*	*46%*	-	*42%*	-	*42%*	-	*38%*	-	*43%*	-	*45%*	-	**47%j**
Phone call	**558**	97	197	67	197	-	97	-	103	-	94	-	67	-	105	-	92
	22%	**23%c**	**24%c**	*16%*	**22%c**	-	**23%l**	-	**24%l**	-	**24%l**	-	*16%*	-	*23%*	-	*22%*
Text message	**626**	96	197	111	223	-	96	-	89	-	108	-	111	-	108	-	114
	25%	*23%*	*24%*	*26%*	*25%*	-	*23%*	-	*21%*	-	*27%*	-	*26%*	-	*23%*	-	*28%*
Email/ online portal	**1753**	283	547	299	624	-	283	-	272	-	275	-	299	-	332	-	293
	69%	*68%*	*66%*	*69%*	*71%*	-	*68%*	-	*63%*	-	*69%*	-	*69%*	-	**72%h**	-	*70%*
Other	**30**	1	13	6	11	-	1	-	10	-	3	-	6	-	5	-	6
	1%	*	*2%*	*1%*	*1%*	-	*	-	**2%f**	-	*1%*	-	*1%*	-	*1%*	-	*1%*
No preference	**182**	38	59	41	44	-	38	-	28	-	32	-	41	-	20	-	24
	7%	**9%d**	*7%*	**10%d**	*5%*	-	**9%n**	-	*6%*	-	*8%*	-	**10%n**	-	*4%*	-	*6%*
Don't know	**32**	10	10	4	7	-	10	-	7	-	4	-	4	-	2	-	5
	1%	*3%*	*1%*	*1%*	*1%*	-	*3%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
NET More than one type of communucation	**1115**	190	331	189	404	-	190	-	165	-	167	-	189	-	203	-	201
	44%	*46%*	*40%*	*44%*	*46%*	-	*46%*	-	*38%*	-	*42%*	-	*44%*	-	*44%*	-	**48%h**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 12

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**1337**	-	1337	629	698	138	140	265	217	255	180	144	278	481	578	323	1227	96	1417
	52%	-	*52%*	*51%*	*54%*	*42%*	*43%*	*51%*	**59%ef**	**58%ef**	**57%ef**	**55%ef**	*43%*	**54%l**	**57%l**	**56%l**	**53%q**	*43%*	*55%*
Phone call	**550**	-	550	313	237	74	82	141	57	90	54	51	157	199	195	105	490	55	513
	22%	-	*22%*	**25%d**	*18%*	*23%*	**26%h**	**27%hj**	*15%*	*20%*	*17%*	*20%*	*24%*	*22%*	*19%*	*18%*	*21%*	*25%*	*20%*
Text message	**534**	-	534	294	236	87	97	150	78	71	31	20	184	228	121	51	462	70	475
	21%	-	*21%*	**24%d**	*18%*	**26%ljk**	**30%hijk**	**29%ijk**	**21%jk**	**16%k**	*10%*	*8%*	**28%no**	**26%no**	*12%*	*9%*	*20%*	**31%p**	*18%*
Email/ online portal	**1428**	-	1428	666	752	132	171	296	206	272	209	143	303	502	624	352	1317	99	1425
	56%	-	*56%*	*54%*	*58%*	*40%*	**53%e**	**57%e**	**56%e**	**62%e**	**67%efghk**	**55%e**	*47%*	**56%l**	**62%l**	**61%l**	**57%q**	*44%*	*55%*
Other	**34**	-	34	25	8	7	4	13	2	3	2	2	11	16	7	4	24	7	23
	1%	-	*1%*	**2%d**	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**3%p**	*1%*
No preference	**161**	-	161	67	93	29	29	28	11	31	17	18	57	38	65	35	154	6	191
	6%	-	*6%*	*5%*	*7%*	**9%h**	**9%h**	*5%*	*3%*	*7%*	*5%*	*7%*	**9%m**	*4%*	*6%*	*6%*	*7%*	*3%*	*7%*
Don't know	**45**	-	45	21	23	16	5	2	9	8	3	1	21	11	13	4	33	11	44
	2%	-	*2%*	*2%*	*2%*	**5%gjk**	*2%*	*	**2%g**	*2%*	*1%*	*1%*	**3%mno**	*1%*	*1%*	*1%*	*1%*	**5%p**	*2%*
NET More than one type of communucation	**1047**	-	1047	521	519	119	128	243	152	192	126	87	246	395	406	213	950	90	1029
	41%	-	*41%*	*42%*	*40%*	*36%*	*40%*	**47%ek**	*41%*	*44%*	*40%*	*34%*	*38%*	**44%o**	*40%*	*37%*	*41%*	*40%*	*40%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**1337**	230	420	289	399	650	688	739	575	184	186	335	324	219	845	185	1083
	52%	*47%*	*53%*	*54%*	*54%*	*51%*	*54%*	*49%*	**57%g**	*52%*	*56%*	**54%m**	*53%*	*46%*	**54%m**	*52%*	*52%*
Phone call	**550**	140	137	119	153	277	273	359	181	59	71	127	123	132	321	60	463
	22%	**29%bd**	*17%*	*22%*	*21%*	*22%*	*21%*	**24%h**	*18%*	*17%*	*21%*	*21%*	*20%*	**28%ikln**	*21%*	*17%*	*22%*
Text message	**534**	135	146	92	160	282	252	387	138	51	80	115	123	140	318	51	467
	21%	**28%bc**	*19%*	*17%*	*22%*	*22%*	*20%*	**26%h**	*14%*	*14%*	**24%l**	*19%*	*20%*	**29%ikln**	**20%l**	*14%*	**23%o**
Email/ online portal	**1428**	261	469	288	409	730	698	838	574	180	191	343	367	263	902	180	1189
	56%	*53%*	*60%*	*54%*	*55%*	*57%*	*55%*	*56%*	*56%*	*50%*	*57%*	*56%*	**60%l**	*55%*	*58%*	*50%*	*57%*
Other	**34**	18	3	3	9	21	13	27	7	2	1	9	4	16	14	2	30
	1%	**4%bcd**	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	**3%ln**	*1%*	*1%*	*1%*
No preference	**161**	16	52	24	69	69	92	70	86	37	17	47	39	12	103	37	115
	6%	*3%*	*7%*	*4%*	**9%ac**	*5%*	*7%*	*5%*	**8%g**	**10%m**	*5%*	**8%m**	**6%m**	*2%*	**7%m**	**10%p**	*6%*
Don't know	**45**	6	18	6	15	24	20	17	25	14	2	8	10	7	20	14	28
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**4%kn**	*1%*	*1%*	*2%*	*1%*	*1%*	**4%p**	*1%*
NET More than one type of communucation	**1047**	221	327	186	313	548	499	629	402	121	150	248	269	201	667	121	884
	41%	**45%c**	*41%*	*35%*	**42%c**	*43%*	*39%*	*42%*	*39%*	*34%*	**45%l**	*40%*	**44%l**	*42%*	**43%l**	*34%*	**43%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 12

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**1337**	1130	207	78	1110	115	73	40	52	127	116	93	118	135	143	203	122	17	98
	52%	*52%*	*55%*	**65%a**	*51%*	*56%*	**60%d**	*57%*	*52%*	*47%*	**54%n**	*52%*	*52%*	**57%n**	*42%*	**56%n**	**54%n**	*59%*	**56%n**
Phone call	**550**	481	69	19	465	49	22	14	21	55	59	44	47	49	89	66	35	7	42
	22%	*22%*	*18%*	*16%*	*22%*	*24%*	*18%*	*20%*	*21%*	*20%*	**28%p**	*24%*	*21%*	*21%*	**26%p**	*18%*	*16%*	*26%*	*24%*
Text message	**534**	475	59	21	464	34	24	11	20	67	46	45	49	39	98	75	26	5	30
	21%	**22%b**	*16%*	*17%*	**22%g**	*17%*	*20%*	*16%*	**20%p**	**25%p**	**21%p**	**25%p**	**21%p**	*16%*	**29%mpr**	**21%p**	*11%*	*16%*	*17%*
Email/ online portal	**1428**	1227	201	57	1205	116	71	35	49	141	139	111	119	133	188	195	130	14	102
	56%	*56%*	*53%*	*47%*	*56%*	*57%*	*59%*	*50%*	*49%*	*52%*	**65%hil**	*61%*	*52%*	*56%*	*55%*	*54%*	*58%*	*51%*	*58%*
Other	**34**	30	4	1	32	1	*	1	-	6	-	3	2	1	13	2	4	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	-	*2%*	-	*2%*	*1%*	*	**4%jr**	*	*2%*	**2%j**	*
No preference	**161**	136	25	7	132	16	9	5	13	23	14	9	15	12	21	18	8	1	15
	6%	*6%*	*7%*	*6%*	*6%*	*8%*	*7%*	*7%*	**12%kmop**	*9%*	*6%*	*5%*	*7%*	*5%*	*6%*	*5%*	*3%*	*2%*	**9%p**
Don't know	**45**	37	8	3	42	2	*	1	-	9	2	3	6	4	7	6	4	*	2
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*	*1%*	-	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*	*1%*
NET More than one type of communucation	**1047**	909	138	46	881	86	55	26	36	102	103	82	88	102	145	145	78	10	76
	41%	*42%*	*37%*	*38%*	*41%*	*42%*	*45%*	*37%*	*36%*	*38%*	**48%hp**	*45%*	*39%*	*43%*	*43%*	*40%*	*34%*	*34%*	*43%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 12

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

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**1337**	562	497	155	80	35	1059	115	534	504	197	72	17	1038	88
	52%	***59%bcdeg***	*51%*	*44%*	*47%*	*42%*	***55%cg***	*45%*	***56%jl***	*52%*	*46%*	***60%jl***	*38%*	***54%j***	*54%*
Phone call	**550**	224	216	56	37	17	439	54	236	187	83	29	7	424	36
	22%	***23%c***	*22%*	*16%*	*21%*	*21%*	***23%c***	*21%*	***25%i***	*19%*	*19%*	*24%*	*15%*	*22%*	*22%*
Text message	**534**	207	190	79	31	24	397	55	205	228	66	22	8	433	30
	21%	*22%*	*20%*	*22%*	*18%*	*28%*	*21%*	*21%*	*21%*	***24%j***	*15%*	*18%*	*18%*	***23%j***	*18%*
Email/ online portal	**1428**	525	544	198	99	52	1069	151	521	566	230	68	23	1087	92
	56%	*55%*	*56%*	*56%*	*58%*	*62%*	*56%*	*59%*	*55%*	*59%*	*54%*	*57%*	*53%*	*57%*	*56%*
Other	**34**	15	13	3	1	1	28	3	18	7	7	-	-	25	-
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	-	*1%*	-
No preference	**161**	47	53	34	14	7	100	21	51	62	30	6	7	113	13
	6%	*5%*	*5%*	***10%abf***	*8%*	*8%*	*5%*	*8%*	*5%*	*6%*	*7%*	*5%*	***16%him***	*6%*	*8%*
Don't know	**45**	11	10	14	1	3	22	4	15	4	18	*	3	20	3
	2%	*1%*	*1%*	***4%abf***	*	*3%*	*1%*	*1%*	*2%*	*	***4%him***	*	***6%ikm***	*1%*	*2%*
NET More than one type of communucation	**1047**	421	392	127	68	37	812	104	397	427	146	54	14	824	68
	41%	*44%*	*41%*	*36%*	*39%*	*44%*	*42%*	*41%*	*42%*	***44%j***	*34%*	*45%*	*32%*	***43%j***	*41%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**1337**	92	1227	19	401	870	66	1321	10	5	1	1336	-
	52%	*42%*	**54%a**	*44%*	*50%*	**54%f**	*43%*	*53%*	*22%*	*48%*	*18%*	*53%*	-
Phone call	**550**	90	453	7	210	297	43	523	23	1	-	546	4
	22%	**41%b**	*20%*	*17%*	**26%e**	*19%*	**28%e**	*21%*	*47%*	*9%*	-	*21%*	*52%*
Text message	**534**	65	465	4	178	308	47	508	21	2	2	532	-
	21%	**30%b**	*20%*	*10%*	*22%*	*19%*	**31%e**	*20%*	*43%*	*26%*	*35%*	*21%*	-
Email/ online portal	**1428**	109	1294	25	427	924	77	1403	18	5	1	1426	1
	56%	*50%*	*56%*	*58%*	*54%*	*58%*	*50%*	*57%*	*37%*	*50%*	*18%*	*56%*	*13%*
Other	**34**	4	30	-	10	20	4	31	3	-	-	34	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*6%*	-	-	*1%*	-
No preference	**161**	11	141	9	49	99	13	156	1	*	3	157	1
	6%	*5%*	*6%*	*21%*	*6%*	*6%*	*9%*	*6%*	*2%*	*2%*	*47%*	*6%*	*14%*
Don't know	**45**	10	35	-	16	22	7	39	3	1	-	43	2
	2%	**5%b**	*2%*	-	*2%*	*1%*	**4%e**	*2%*	*6%*	*16%*	-	*2%*	*21%*
NET More than one type of communucation	**1047**	103	929	15	342	644	61	1026	16	4	1	1046	-
	41%	*47%*	*41%*	*35%*	*43%*	*40%*	*40%*	*41%*	*34%*	*41%*	*18%*	*41%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 12

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**1337**	210	426	210	491	-	210	-	223	-	203	-	210	-	244	-	247
	52%	*51%*	*51%*	*49%*	*56%*	-	*51%*	-	*52%*	-	*51%*	-	*49%*	-	*53%*	-	**59%l**
Phone call	**550**	86	171	75	218	-	86	-	90	-	81	-	75	-	116	-	102
	22%	*21%*	*21%*	*17%*	**25%c**	-	*21%*	-	*21%*	-	*20%*	-	*17%*	-	**25%l**	-	*24%*
Text message	**534**	79	174	103	178	-	79	-	81	-	93	-	103	-	94	-	84
	21%	*19%*	*21%*	*24%*	*20%*	-	*19%*	-	*19%*	-	*23%*	-	*24%*	-	*20%*	-	*20%*
Email/ online portal	**1428**	231	447	232	518	-	231	-	218	-	229	-	232	-	274	-	244
	56%	*56%*	*54%*	*54%*	*59%*	-	*56%*	-	*51%*	-	*57%*	-	*54%*	-	*59%*	-	*59%*
Other	**34**	1	19	2	12	-	1	-	15	-	4	-	2	-	7	-	5
	1%	*	**2%a**	*	*1%*	-	*	-	**4%fl**	-	*1%*	-	*	-	*2%*	-	*1%*
No preference	**161**	28	48	44	41	-	28	-	28	-	19	-	44	-	22	-	19
	6%	*7%*	*6%*	**10%bd**	*5%*	-	*7%*	-	*7%*	-	*5%*	-	**10%jnp**	-	*5%*	-	*5%*
Don't know	**45**	9	16	6	13	-	9	-	8	-	7	-	6	-	7	-	6
	2%	*2%*	*2%*	*1%*	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*
NET More than one type of communucation	**1047**	169	327	160	392	-	169	-	168	-	159	-	160	-	194	-	197
	41%	*41%*	*39%*	*37%*	*45%*	-	*41%*	-	*39%*	-	*40%*	-	*37%*	-	*42%*	-	**47%l**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 13

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**1047**	-	1047	505	534	125	137	234	166	185	123	77	262	400	385	200	960	77	1107
	41%	-	*41%*	*41%*	*41%*	*38%*	**43%k**	**45%k**	**45%k**	**42%k**	*39%*	*30%*	*40%*	**45%no**	*38%*	*35%*	*42%*	*35%*	*43%*
Phone call	**1418**	-	1418	696	714	151	163	288	199	253	198	166	314	487	617	364	1299	108	1499
	56%	-	*56%*	*56%*	*55%*	*46%*	*51%*	**56%e**	*54%*	**57%e**	**63%ef**	**64%ef**	*48%*	*55%*	**61%lm**	**64%lm**	*56%*	*48%*	*58%*
Text message	**1024**	-	1024	511	502	152	143	228	158	178	100	65	295	385	344	166	917	99	987
	40%	-	*40%*	*41%*	*39%*	**46%jk**	**44%jk**	**44%jk**	**43%jk**	**40%k**	*32%*	*25%*	**45%no**	**43%no**	*34%*	*29%*	*40%*	*44%*	*38%*
Email/ online portal	**1235**	-	1235	602	620	147	158	256	203	236	144	92	304	459	472	236	1118	106	1219
	48%	-	*48%*	*49%*	*48%*	*45%*	**49%k**	**49%k**	**55%ek**	**53%k**	*46%*	*35%*	*47%*	**52%o**	*47%*	*41%*	*48%*	*47%*	*47%*
Other	**49**	-	49	30	18	4	5	7	3	8	11	11	9	9	31	22	37	9	45
	2%	-	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*4%*	**4%gh**	*1%*	*1%*	**3%m**	**4%lm**	*2%*	*4%*	*2%*
No preference	**192**	-	192	73	119	17	28	30	22	43	29	23	45	53	95	51	185	6	192
	8%	-	*8%*	*6%*	**9%c**	*5%*	*9%*	*6%*	*6%*	*10%*	*9%*	*9%*	*7%*	*6%*	**9%m**	*9%*	**8%q**	*3%*	*7%*
Don't know	**28**	-	28	17	11	9	*	4	8	6	-	*	9	12	7	*	20	8	24
	1%	-	*1%*	*1%*	*1%*	**3%fj**	*	*1%*	*2%*	*1%*	-	*	**1%o**	**1%o**	*1%*	*	*1%*	**3%p**	*1%*
NET More than one type of communucation	**1345**	-	1345	656	677	168	175	277	220	238	162	103	344	497	504	266	1223	111	1369
	53%	-	*53%*	*53%*	*52%*	**51%k**	**54%k**	**53%k**	**59%k**	**54%k**	**52%k**	*40%*	*53%*	**56%no**	*50%*	*46%*	*53%*	*50%*	*53%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**1047**	183	317	234	314	500	547	613	413	143	135	253	277	171	665	144	848
	41%	*37%*	*40%*	*44%*	*42%*	*39%*	*43%*	*41%*	*41%*	*40%*	*41%*	*41%*	**45%m**	*36%*	*43%*	*40%*	*41%*
Phone call	**1418**	291	427	297	402	718	700	801	594	186	185	326	360	269	872	186	1161
	56%	*59%*	*54%*	*55%*	*54%*	*56%*	*55%*	*54%*	*58%*	*52%*	*55%*	*53%*	*59%*	*57%*	*56%*	*52%*	*56%*
Text message	**1024**	208	297	202	317	506	519	643	369	114	122	250	275	196	647	115	858
	40%	*42%*	*38%*	*38%*	*43%*	*40%*	*41%*	**43%h**	*36%*	*32%*	*37%*	**40%l**	**45%l**	**41%l**	**41%l**	*32%*	**41%o**
Email/ online portal	**1235**	254	390	226	365	643	591	763	453	154	163	280	311	249	753	155	1027
	48%	**52%c**	*49%*	*42%*	*49%*	*50%*	*46%*	**51%h**	*45%*	*43%*	*49%*	*45%*	*51%*	*52%*	*48%*	*43%*	*50%*
Other	**49**	7	12	14	16	19	29	16	28	10	3	17	13	6	33	10	39
	2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	**3%g**	*3%*	*1%*	*3%*	*2%*	*1%*	*2%*	*3%*	*2%*
No preference	**192**	17	66	41	68	83	109	88	101	36	22	53	51	18	126	36	146
	8%	*3%*	**8%a**	**8%a**	**9%a**	*6%*	*9%*	*6%*	**10%g**	**10%m**	*7%*	**9%m**	**8%m**	*4%*	**8%m**	*10%*	*7%*
Don't know	**28**	1	9	6	12	10	18	16	12	10	2	6	5	4	14	10	17
	1%	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%n**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET More than one type of communucation	**1345**	266	416	270	392	683	662	802	522	161	164	313	367	248	843	162	1114
	53%	*54%*	*53%*	*50%*	*53%*	*53%*	*52%*	*54%*	*51%*	*45%*	*49%*	*51%*	**60%ijk**	*52%*	**54%l**	*45%*	**54%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 13

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	1047	889	159	54	885	80	52	29	39	123	97	78	94	91	116	150	98	12	68
	41%	*41%*	*42%*	*45%*	*41%*	*39%*	*43%*	*43%*	*39%*	*45%*	*45%*	*43%*	*41%*	*38%*	*34%*	*42%*	*43%*	*42%*	*39%*
Phone call	1418	1215	203	66	1175	125	70	47	59	155	137	100	127	124	170	188	117	18	107
	56%	*56%*	*54%*	*55%*	*54%*	**61%d**	*58%*	**68%df**	*58%*	*57%*	**64%np**	*55%*	*55%*	*52%*	*50%*	*52%*	*52%*	*61%*	**61%n**
Text message	1024	896	128	44	879	76	46	24	40	103	103	78	93	88	168	123	82	13	64
	40%	**41%b**	*34%*	*37%*	*41%*	*37%*	*37%*	*34%*	*40%*	*38%*	**48%or**	*43%*	*41%*	*37%*	**49%mopr**	*34%*	*36%*	*44%*	*36%*
Email/ online portal	1235	1067	168	51	1057	96	55	27	44	118	119	89	105	116	184	176	106	14	81
	48%	*49%*	*45%*	*42%*	**49%g**	*47%*	*45%*	*40%*	*44%*	*43%*	*56%*	*49%*	*46%*	*49%*	*54%*	*49%*	*47%*	*50%*	*46%*
Other	49	40	8	1	43	2	2	1	1	5	-	2	6	3	6	14	7	*	2
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	*2%*	*1%*	*2%*	**4%j**	**3%j**	*	*1%*
No preference	192	162	31	11	165	14	8	5	12	22	12	15	17	24	22	26	16	1	13
	8%	*7%*	*8%*	*9%*	*8%*	*7%*	*7%*	*7%*	*12%*	*8%*	*6%*	*8%*	*7%*	*10%*	*6%*	*7%*	*7%*	*4%*	*7%*
Don't know	28	21	7	*	26	1	*	*	1	4	1	6	4	4	3	3	-	-	1
	1%	*1%*	*2%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*	**3%p**	*2%*	*2%*	*1%*	*1%*	-	-	*1%*
NET More than one type of communucation	1345	1161	184	64	1139	105	64	36	50	132	133	95	119	122	189	182	116	17	88
	53%	*53%*	*49%*	*53%*	*53%*	*51%*	*53%*	*52%*	*50%*	*48%*	**63%hir**	*53%*	*52%*	*52%*	*56%*	*51%*	*52%*	*58%*	*50%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	1047	450	383	120	63	23	833	86	443	386	141	56	10	829	67
	41%	**47%bceg**	*40%*	*34%*	*37%*	*27%*	**43%ceg**	*34%*	**46%jl**	*40%*	*33%*	**47%jl**	*23%*	**43%l**	*41%*
Phone call	1418	572	536	163	100	42	1108	142	546	551	223	64	21	1098	85
	56%	**60%c**	**55%c**	*46%*	*59%*	*50%*	**58%c**	*56%*	*57%*	*57%*	*52%*	*53%*	*47%*	*57%*	*52%*
Text message	1024	384	390	144	70	29	774	99	400	395	153	54	14	795	67
	40%	*40%*	*40%*	*41%*	*41%*	*35%*	*40%*	*39%*	*42%*	*41%*	*36%*	*45%*	*31%*	*41%*	*41%*
Email/ online portal	1235	455	473	166	84	48	928	132	470	467	200	57	26	938	83
	48%	*48%*	*49%*	*47%*	*49%*	*57%*	*48%*	*52%*	*49%*	*49%*	*47%*	*47%*	*59%*	*49%*	*50%*
Other	49	22	16	5	5	*	39	5	16	19	9	2	-	36	2
	2%	*2%*	*2%*	*1%*	*3%*	*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	*2%*	*1%*
No preference	192	68	72	37	6	5	140	11	65	61	45	8	4	126	11
	8%	*7%*	*7%*	**11%g**	*4%*	*5%*	*7%*	*4%*	*7%*	*6%*	**11%lm**	*7%*	*8%*	*7%*	*7%*
Don't know	28	6	4	15	1	-	10	1	8	2	15	*	-	11	*
	1%	*1%*	*	**4%abfg**	*	-	*1%*	*	*1%*	*	**3%him**	*	-	*1%*	*
NET More than one type of communucation	1345	524	520	164	92	38	1043	130	530	520	201	62	22	1049	85
	53%	**55%c**	*54%*	*47%*	*54%*	*45%*	**54%c**	*51%*	**55%j**	*54%*	*47%*	*52%*	*50%*	**55%j**	*52%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**1047**	84	951	12	298	690	60	1034	9	4	1	1046	-
	41%	*39%*	*41%*	*29%*	*37%*	**43%d**	*39%*	*42%*	*18%*	*38%*	*18%*	*41%*	-
Phone call	**1418**	124	1276	18	439	898	81	1387	24	3	1	1414	3
	56%	*57%*	*56%*	*42%*	*55%*	*56%*	*52%*	*56%*	*49%*	*28%*	*18%*	*56%*	*32%*
Text message	**1024**	98	915	11	324	636	65	1000	20	2	2	1022	-
	40%	*45%*	*40%*	*25%*	*41%*	*40%*	*42%*	*40%*	*41%*	*25%*	*35%*	*40%*	-
Email/ online portal	**1235**	103	1118	13	373	790	72	1197	29	5	1	1231	3
	48%	*47%*	*49%*	*32%*	*47%*	*49%*	*47%*	*48%*	*59%*	*55%*	*18%*	*48%*	*33%*
Other	**49**	2	46	-	23	23	2	47	2	-	-	49	-
	2%	*1%*	*2%*	-	*3%*	*1%*	*1%*	*2%*	*3%*	-	-	*2%*	-
No preference	**192**	12	172	9	54	126	12	188	1	-	3	189	1
	8%	*5%*	*7%*	*22%*	*7%*	*8%*	*8%*	*8%*	*2%*	-	*47%*	*7%*	*11%*
Don't know	**28**	7	21	-	7	17	4	24	1	-	-	25	3
	1%	**3%b**	*1%*	-	*1%*	*1%*	*3%*	*1%*	*2%*	-	-	*1%*	*38%*
NET More than one type of communucation	**1345**	110	1222	13	395	871	78	1319	20	4	1	1343	1
	53%	*50%*	*53%*	*31%*	*50%*	*54%*	*51%*	*53%*	*41%*	*41%*	*18%*	*53%*	*13%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 13

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**1047**	172	335	171	368	-	172	-	175	-	160	-	171	-	181	-	188
	41%	*42%*	*40%*	*40%*	*42%*	-	*42%*	-	*41%*	-	*40%*	-	*40%*	-	*39%*	-	*45%*
Phone call	**1418**	223	451	203	540	-	223	-	228	-	224	-	203	-	292	-	248
	56%	*54%*	*54%*	*47%*	**61%bc**	-	*54%*	-	*53%*	-	*56%*	-	*47%*	-	**63%fhl**	-	**60%l**
Text message	**1024**	163	339	191	332	-	163	-	177	-	162	-	191	-	177	-	155
	40%	*39%*	*41%*	*44%*	*38%*	-	*39%*	-	*41%*	-	*41%*	-	*44%*	-	*38%*	-	*37%*
Email/ online portal	**1235**	180	397	218	441	-	180	-	211	-	186	-	218	-	231	-	209
	48%	*43%*	*48%*	*50%*	*50%*	-	*43%*	-	*49%*	-	*47%*	-	*50%*	-	*50%*	-	*50%*
Other	**49**	6	23	1	18	-	6	-	15	-	8	-	1	-	11	-	7
	2%	*2%*	**3%c**	*	*2%*	-	*2%*	-	**4%l**	-	*2%*	-	*	-	*2%*	-	*2%*
No preference	**192**	38	65	37	52	-	38	-	34	-	31	-	37	-	27	-	26
	8%	*9%*	*8%*	*9%*	*6%*	-	*9%*	-	*8%*	-	*8%*	-	*9%*	-	*6%*	-	*6%*
Don't know	**28**	7	11	3	7	-	7	-	5	-	6	-	3	-	2	-	4
	1%	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*	-	*1%*
NET More than one type of communucation	**1345**	206	424	232	483	-	206	-	216	-	208	-	232	-	252	-	231
	53%	*50%*	*51%*	*54%*	*55%*	-	*50%*	-	*50%*	-	*52%*	-	*54%*	-	*54%*	-	*56%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 14

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**854**	-	854	446	400	86	119	179	147	159	92	71	205	326	323	163	791	53	847
	33%	-	*33%*	**36%d**	*31%*	*26%*	**37%e**	*34%*	**40%ejk**	**36%o**	*29%*	*27%*	*32%*	**37%o**	*32%*	*29%*	**34%q**	*24%*	*33%*
Phone call	**427**	-	427	292	134	60	71	134	49	47	37	28	131	183	112	66	373	53	381
	17%	-	*17%*	**24%d**	*10%*	**18%i**	**22%hijk**	**26%hijk**	*13%*	*11%*	*12%*	*11%*	**20%no**	**21%no**	*11%*	*11%*	*16%*	*23%*	*15%*
Text message	**683**	-	683	351	324	129	107	169	118	104	31	25	236	287	160	57	602	80	630
	27%	-	*27%*	*28%*	*25%*	**39%ijk**	**33%ijk**	**32%ijk**	**32%ijk**	**24%jk**	*10%*	*10%*	**36%no**	**32%no**	**16%o**	*10%*	*26%*	**36%p**	*24%*
Email/ online portal	**1511**	-	1511	706	789	183	180	321	240	276	190	122	363	561	587	311	1382	117	1566
	59%	-	*59%*	*57%*	*61%*	*56%*	*56%*	**62%k**	**65%k**	**63%k**	**61%k**	*47%*	*56%*	**63%lo**	*58%*	*54%*	*60%*	*52%*	*61%*
Other	**25**	-	25	18	7	1	2	8	2	2	6	4	3	10	12	9	21	4	26
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
No preference	**302**	-	302	129	173	31	35	62	38	50	46	41	66	100	137	87	276	22	329
	12%	-	*12%*	*10%*	*13%*	*9%*	*11%*	*12%*	*10%*	*11%*	*15%*	*16%*	*10%*	*11%*	*13%*	**15%l**	*12%*	*10%*	*13%*
Don't know	**188**	-	188	86	102	14	9	14	24	43	41	43	23	38	127	84	176	12	189
	7%	-	*7%*	*7%*	*8%*	*4%*	*3%*	*3%*	**6%g**	**10%efg**	**13%efgh**	**17%efghi**	*4%*	*4%*	**13%lm**	**15%lm**	*8%*	*5%*	*7%*
NET More than one type of communucation	**949**	-	949	496	444	122	128	227	165	162	86	59	251	392	307	145	858	85	928
	37%	-	*37%*	**40%d**	*34%*	**37%k**	**40%jk**	**44%jk**	**45%jk**	**37%jk**	*27%*	*23%*	**38%no**	**44%no**	*30%*	*25%*	*37%*	*38%*	*36%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 14

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**854**	175	250	179	250	424	430	524	322	120	111	203	207	167	521	120	694
	33%	*36%*	*32%*	*33%*	*34%*	*33%*	*34%*	*35%*	*32%*	*34%*	*33%*	*33%*	*34%*	*35%*	*33%*	*34%*	*34%*
Phone call	**427**	140	111	89	86	251	176	316	106	40	40	82	113	135	234	41	374
	17%	**29%bcd**	*14%*	*17%*	*12%*	**20%f**	*14%*	**21%h**	*10%*	*11%*	*12%*	*13%*	**18%i**	**28%ijkln**	*15%*	*11%*	**18%o**
Text message	**683**	169	196	131	186	365	317	502	175	56	84	149	174	183	407	56	597
	27%	**35%bcd**	*25%*	*24%*	*25%*	*29%*	*25%*	**34%h**	*17%*	*16%*	**25%l**	**24%l**	**28%l**	**39%ijkln**	**26%l**	*16%*	**29%o**
Email/ online portal	**1511**	307	494	295	415	801	710	916	571	163	191	357	398	308	946	163	1279
	59%	*63%*	**63%c**	*55%*	*56%*	**63%f**	*56%*	**61%h**	*56%*	*46%*	**57%l**	**58%l**	**65%ik**	**65%l**	**61%l**	*45%*	**62%o**
Other	**25**	4	8	5	8	12	13	16	9	5	4	6	7	3	17	5	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	**302**	23	98	70	112	121	181	133	160	55	50	105	56	14	212	56	233
	12%	*5%*	**12%a**	**13%a**	**15%a**	*10%*	**14%e**	*9%*	**16%g**	**15%lm**	**15%lm**	**17%lm**	**9%m**	*3%*	**14%lm**	*16%*	*11%*
Don't know	**188**	8	56	39	85	64	124	63	120	55	28	43	33	14	104	55	119
	7%	*2%*	**7%a**	**7%a**	**12%ab**	*5%*	**10%e**	*4%*	**12%g**	**15%klmn**	**8%m**	**7%m**	*5%*	*3%*	**7%m**	**15%p**	*6%*
NET More than one type of communucation	**949**	213	305	172	259	518	431	629	311	90	124	228	244	216	595	90	821
	37%	**44%cd**	*39%*	*32%*	*35%*	**41%f**	*34%*	**42%h**	*31%*	*25%*	**37%l**	**37%l**	**40%l**	**45%ikn**	**38%l**	*25%*	**40%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 14

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	854	733	120	48	713	81	37	23	29	93	76	60	70	78	117	119	72	12	69
	33%	34%	32%	40%	33%	39%df	31%	33%	28%	34%	36%	33%	31%	33%	34%	33%	32%	42%	39%h
Phone call	427	373	54	17	369	27	17	15	12	36	41	40	39	26	92	50	32	4	23
	17%	17%	14%	14%	17%	13%	14%	21%df	12%	13%	19%	22%mr	17%	11%	27%himopr	14%	14%	13%	13%
Text message	683	607	75	27	580	48	32	22	24	72	55	55	49	63	138	85	40	6	41
	27%	28%b	20%	23%	27%	23%	27%	32%e	24%	26%	26%	31%p	22%	27%	40%hijlmopr	24%	18%	23%	23%
Email/ online portal	1511	1302	209	68	1254	135	81	41	47	147	133	119	120	134	202	226	125	17	119
	59%	60%	56%	56%	58%	66%d	66%d	59%	47%	54%	62%h	66%hl	53%	57%	59%h	63%h	56%	58%	68%himp
Other	25	21	4	1	21	2	1	1	1	5	-	1	1	2	4	2	5	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	*	2%	2%	1%
No preference	302	249	54	14	256	26	13	7	19	36	29	21	39	28	22	39	23	3	23
	12%	11%	14%	12%	12%	13%	11%	10%	19%nop	13%	14%	12%	17%n	12%	7%	11%	10%	11%	13%n
Don't know	188	151	37	14	170	8	7	4	10	25	10	8	26	23	13	32	22	1	6
	7%	7%	10%	12%	8%e	4%	6%	6%	10%nr	9%r	5%	5%	12%knr	10%nr	4%	9%	10%nr	4%	4%
NET More than one type of communucation	949	831	118	41	790	87	45	27	24	93	84	82	71	87	143	139	67	12	75
	37%	38%b	31%	34%	37%	42%	37%	39%	24%	34%	40%h	45%hlp	31%	37%h	42%hp	39%h	30%	42%h	42%hlp

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 14

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**854**	390	290	92	55	21	680	76	354	327	112	44	11	680	55
	33%	***41%bcefg***	*30%*	*26%*	*32%*	*25%*	***35%bc***	*30%*	***37%j***	***34%j***	*26%*	*36%*	*25%*	***35%j***	*33%*
Phone call	**427**	168	167	50	22	19	335	40	191	146	61	20	3	337	23
	17%	*18%*	*17%*	*14%*	*13%*	*22%*	*17%*	*16%*	***20%i***	*15%*	*14%*	*17%*	*7%*	*18%*	*14%*
Text message	**683**	248	257	98	48	30	505	78	262	286	100	24	7	548	31
	27%	*26%*	*27%*	*28%*	*28%*	*36%*	*26%*	*30%*	*27%*	***30%n***	*23%*	*20%*	*16%*	***29%n***	*19%*
Email/ online portal	**1511**	554	578	205	105	61	1131	166	573	589	223	75	30	1163	105
	59%	*58%*	*60%*	*58%*	*62%*	*72%*	*59%*	*65%*	***60%j***	***61%j***	*52%*	*62%*	*67%*	***61%j***	*64%*
Other	**25**	9	8	4	2	2	17	4	5	12	5	*	2	17	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	***4%h***	*1%*	*1%*
No preference	**302**	97	124	48	24	4	220	28	93	124	63	11	6	217	17
	12%	*10%*	*13%*	*14%*	*14%*	*4%*	*11%*	*11%*	*10%*	*13%*	*15%*	*9%*	*14%*	*11%*	*10%*
Don't know	**188**	71	57	40	6	6	128	12	66	57	42	9	3	123	12
	7%	*7%*	*6%*	***11%bdfg***	*4%*	*7%*	*7%*	*5%*	*7%*	*6%*	*10%*	*7%*	*7%*	*6%*	*7%*
NET More than one type of communucation	**949**	367	357	121	63	38	724	100	362	395	123	47	12	756	59
	37%	*38%*	*37%*	*34%*	*37%*	*45%*	*38%*	*39%*	***38%j***	***41%j***	*29%*	*39%*	*27%*	***39%j***	*36%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**854**	62	780	12	265	533	55	837	14	3	-	854	-
	33%	*28%*	*34%*	*29%*	*33%*	*33%*	*36%*	*34%*	*29%*	*32%*	-	*34%*	-
Phone call	**427**	56	368	2	145	243	39	405	17	1	2	423	2
	17%	**26%b**	*16%*	*4%*	*18%*	*15%*	**25%e**	*16%*	*35%*	*7%*	*35%*	*17%*	*20%*
Text message	**683**	66	615	2	197	431	55	649	28	4	2	681	*
	27%	*30%*	*27%*	*4%*	*25%*	*27%*	**36%d**	*26%*	*57%*	*38%*	*35%*	*27%*	*1%*
Email/ online portal	**1511**	108	1387	16	437	987	86	1483	20	4	3	1507	1
	59%	*49%*	**61%a**	*37%*	*55%*	**62%d**	*56%*	*60%*	*41%*	*42%*	*53%*	*59%*	*13%*
Other	**25**	*	25	-	8	15	2	25	*	-	-	25	-
	1%	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	-	-	*1%*	-
No preference	**302**	21	268	13	94	188	20	295	4	*	3	299	1
	12%	*10%*	*12%*	*30%*	*12%*	*12%*	*13%*	*12%*	*7%*	*2%*	*47%*	*12%*	*14%*
Don't know	**188**	25	156	7	77	105	6	182	1	1	-	184	4
	7%	*11%*	*7%*	*17%*	**10%e**	*7%*	*4%*	*7%*	*2%*	*12%*	-	*7%*	*52%*
NET More than one type of communucation	**949**	78	864	7	288	595	66	923	21	3	2	947	-
	37%	*36%*	*38%*	*16%*	*36%*	*37%*	*43%*	*37%*	*43%*	*33%*	*35%*	*37%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 14

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**854**	151	267	143	293	-	151	-	146	-	122	-	143	-	158	-	135
	33%	*36%*	*32%*	*33%*	*33%*	-	*36%*	-	*34%*	-	*30%*	-	*33%*	-	*34%*	-	*33%*
Phone call	**427**	63	158	60	145	-	63	-	85	-	73	-	60	-	86	-	60
	17%	*15%*	*19%*	*14%*	*17%*	-	*15%*	-	*20%*	-	*18%*	-	*14%*	-	*19%*	-	*14%*
Text message	**683**	105	205	137	236	-	105	-	93	-	111	-	137	-	120	-	116
	27%	*25%*	*25%*	*32%*	*27%*	-	*25%*	-	*22%*	-	*28%*	-	***32%h***	-	*26%*	-	*28%*
Email/ online portal	**1511**	253	456	255	547	-	253	-	218	-	238	-	255	-	285	-	262
	59%	*61%*	*55%*	*59%*	***62%b***	-	***61%h***	-	*51%*	-	***60%h***	-	*59%*	-	***61%h***	-	***63%h***
Other	**25**	1	9	4	11	-	1	-	5	-	4	-	4	-	6	-	5
	1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
No preference	**302**	46	108	55	94	-	46	-	53	-	56	-	55	-	43	-	50
	12%	*11%*	*13%*	*13%*	*11%*	-	*11%*	-	*12%*	-	*14%*	-	*13%*	-	*9%*	-	*12%*
Don't know	**188**	35	59	34	60	-	35	-	35	-	24	-	34	-	32	-	28
	7%	*8%*	*7%*	*8%*	*7%*	-	*8%*	-	*8%*	-	*6%*	-	*8%*	-	*7%*	-	*7%*
NET More than one type of communucation	**949**	178	292	163	316	-	178	-	135	-	157	-	163	-	161	-	156
	37%	***43%b***	*35%*	*38%*	*36%*	-	***43%h***	-	*31%*	-	*39%*	-	*38%*	-	*35%*	-	*37%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 15

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**899**	-	899	455	437	108	116	180	148	158	108	81	224	328	347	189	832	58	927
	35%	-	*35%*	*37%*	*34%*	*33%*	*36%*	*35%*	*40%*	*36%*	*35%*	*31%*	*34%*	*37%*	*34%*	*33%*	**36%q**	*26%*	*36%*
Phone call	**696**	-	696	366	328	108	90	172	83	102	65	74	199	255	242	139	610	82	669
	27%	-	*27%*	*30%*	*25%*	**33%hij**	*28%*	**33%hij**	*22%*	*23%*	*21%*	*28%*	**30%n**	*29%*	*24%*	*24%*	*26%*	**36%p**	*26%*
Text message	**625**	-	625	325	293	94	98	152	100	85	55	42	191	252	182	96	553	72	584
	24%	-	*24%*	*26%*	*23%*	**29%ijk**	**30%ijk**	**29%ijk**	**27%ijk**	*19%*	*17%*	*16%*	**29%no**	**28%no**	*18%*	*17%*	*24%*	*32%*	*23%*
Email/ online portal	**1516**	-	1516	707	797	127	168	299	248	295	222	157	295	547	673	378	1420	88	1587
	59%	-	*59%*	*57%*	*61%*	*39%*	**52%e**	**58%e**	**67%efg**	**67%efg**	**71%efg**	**60%e**	*45%*	**62%l**	**66%l**	**66%l**	**61%q**	*39%*	*61%*
Other	**29**	-	29	18	11	5	4	9	2	5	4	-	9	11	9	4	21	8	30
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
No preference	**248**	-	248	98	150	47	33	41	21	52	26	27	80	62	106	54	229	14	257
	10%	-	*10%*	*8%*	**12%c**	**14%gh**	*10%*	*8%*	*6%*	**12%h**	*8%*	*11%*	**12%m**	*7%*	**10%m**	*9%*	*10%*	*6%*	*10%*
Don't know	**106**	-	106	61	43	21	14	23	14	25	4	6	35	37	35	10	92	14	96
	4%	-	*4%*	*5%*	*3%*	**6%j**	*4%*	*4%*	*4%*	**6%j**	*1%*	*2%*	**5%o**	*4%*	*3%*	*2%*	*4%*	*6%*	*4%*
NET More than one type of communucation	**992**	-	992	496	487	115	122	211	160	185	113	85	237	371	384	198	914	72	1016
	39%	-	*39%*	*40%*	*38%*	*35%*	*38%*	*41%*	*43%*	*42%*	*36%*	*33%*	*36%*	**42%o**	*38%*	*35%*	*40%*	*32%*	*39%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**899**	170	263	189	277	433	466	522	363	129	106	231	204	170	542	129	724
	35%	*35%*	*33%*	*35%*	*37%*	*34%*	*37%*	*35%*	*36%*	*36%*	*32%*	*37%*	*33%*	*36%*	*35%*	*36%*	*35%*
Phone call	**696**	180	164	141	209	345	351	431	254	85	84	153	173	157	411	86	575
	27%	**37%bcd**	*21%*	*26%*	**28%b**	*27%*	*27%*	*29%*	*25%*	*24%*	*25%*	*25%*	*28%*	**33%ikn**	*26%*	*24%*	*28%*
Text message	**625**	157	179	109	181	336	289	419	200	63	77	163	160	131	401	63	543
	24%	**32%bcd**	*23%*	*20%*	*24%*	*26%*	*23%*	**28%h**	*20%*	*18%*	*23%*	**26%l**	**26%l**	**28%l**	**26%l**	*18%*	**26%o**
Email/ online portal	**1516**	270	499	304	442	769	746	864	632	189	199	369	387	286	955	189	1266
	59%	*55%*	**63%a**	*57%*	*60%*	*60%*	*58%*	*58%*	*62%*	*53%*	*59%*	*60%*	**63%l**	*60%*	**61%l**	*53%*	**61%o**
Other	**29**	7	7	6	10	14	15	20	9	3	4	6	8	5	18	3	23
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**248**	29	80	50	88	109	138	122	117	43	28	78	53	25	159	43	187
	10%	*6%*	*10%*	*9%*	**12%a**	*9%*	*11%*	*8%*	**12%g**	**12%m**	*8%*	**13%m**	*9%*	*5%*	**10%m**	*12%*	*9%*
Don't know	**106**	14	24	21	47	38	68	63	43	31	11	19	25	16	55	31	72
	4%	*3%*	*3%*	*4%*	**6%ab**	*3%*	**5%e**	*4%*	*4%*	**9%klmn**	*3%*	*3%*	*4%*	*3%*	*4%*	**9%p**	*3%*
NET More than one type of communucation	**992**	210	298	172	312	508	484	588	392	119	121	247	248	196	616	119	830
	39%	**43%c**	*38%*	*32%*	**42%c**	*40%*	*38%*	*39%*	*38%*	*33%*	*36%*	*40%*	*41%*	*41%*	*39%*	*33%*	*40%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 15

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**899**	776	123	37	748	76	47	28	28	78	85	62	89	84	119	117	85	12	65
	35%	*36%*	*33%*	*31%*	*35%*	*37%*	*38%*	*40%*	*28%*	*29%*	*40%*	*35%*	*39%*	*35%*	*35%*	*32%*	*38%*	*41%*	*37%*
Phone call	**696**	597	99	34	593	51	30	21	25	67	67	60	54	61	119	87	52	6	45
	27%	*27%*	*26%*	*29%*	*27%*	*25%*	*25%*	*31%*	*24%*	*25%*	*32%*	*33%*	*24%*	*26%*	**35%lp**	*24%*	*23%*	*22%*	*25%*
Text message	**625**	555	70	22	533	47	30	15	26	89	62	51	49	43	112	66	35	9	38
	24%	**25%b**	*19%*	*18%*	*25%*	*23%*	*25%*	*22%*	**26%p**	**33%lmopr**	**29%mop**	**28%p**	*21%*	*18%*	**33%lmopr**	*18%*	*16%*	**32%p**	*22%*
Email/ online portal	**1516**	1279	236	62	1277	130	73	36	62	150	159	121	127	147	182	193	137	19	111
	59%	*59%*	*63%*	*52%*	**59%g**	**64%g**	*60%*	*52%*	*61%*	*55%*	**75%hilmnopr**	**67%no**	*56%*	*62%*	*53%*	*53%*	*61%*	*66%*	*63%*
Other	**29**	25	4	1	26	2	1	1	2	7	-	2	-	1	4	2	8	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	-	*1%*	-	*	*1%*	*	**4%jlo**	-	*1%*
No preference	**248**	216	31	13	206	22	12	8	12	26	14	14	30	25	25	42	18	3	19
	10%	*10%*	*8%*	*11%*	*10%*	*11%*	*10%*	*12%*	*12%*	*10%*	*6%*	*8%*	*13%*	*10%*	*7%*	*12%*	*8%*	*9%*	*11%*
Don't know	**106**	88	18	8	97	6	2	1	2	11	10	6	13	13	14	18	9	*	6
	4%	*4%*	*5%*	*6%*	**5%g**	*3%*	*2%*	*1%*	*2%*	*4%*	*5%*	*3%*	*6%*	*6%*	*4%*	*5%*	*4%*	*	*3%*
NET More than one type of communucation	**992**	850	141	35	832	81	51	28	30	97	112	84	83	88	135	125	78	13	68
	39%	*39%*	*38%*	*29%*	*39%*	*40%*	*41%*	*41%*	*30%*	*35%*	**52%hilmnopr**	**47%h**	*36%*	*37%*	*40%*	*35%*	*35%*	*45%*	*39%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**899**	403	318	96	56	20	720	76	383	331	132	37	6	714	42
	35%	***42%bceq***	*33%*	*27%*	*33%*	*24%*	***38%c***	*30%*	***40%jln***	***34%l***	***31%l***	*31%*	*13%*	***37%ln***	*26%*
Phone call	**696**	297	262	63	46	26	559	71	304	249	103	22	10	552	32
	27%	***31%c***	***27%c***	*18%*	*27%*	***31%c***	***29%c***	***28%c***	***32%ijkn***	*26%*	*24%*	*19%*	*22%*	***29%n***	*19%*
Text message	**625**	241	222	90	45	25	464	70	251	252	74	34	9	503	43
	24%	*25%*	*23%*	*26%*	*26%*	*30%*	*24%*	*28%*	***26%j***	***26%j***	*17%*	*28%*	*21%*	***26%***	*26%*
Email/ online portal	**1516**	592	562	210	87	56	1154	143	591	584	229	64	30	1175	94
	59%	***62%d***	*58%*	*60%*	*51%*	*66%*	*60%*	*56%*	***62%j***	*61%*	*53%*	*53%*	*69%*	***61%j***	*57%*
Other	**29**	12	9	5	2	2	21	4	14	9	3	*	2	23	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*4%*	*1%*	*1%*
No preference	**248**	73	101	43	16	5	174	22	73	96	55	9	5	169	14
	10%	*8%*	*10%*	*12%*	*10%*	*6%*	*9%*	*8%*	*8%*	*10%*	***13%h***	*8%*	*12%*	*9%*	*9%*
Don't know	**106**	23	30	27	12	10	54	22	25	33	26	11	4	58	16
	4%	*2%*	*3%*	***8%abf***	***7%af***	***12%abf***	*3%*	***9%abf***	*3%*	*3%*	***6%hm***	***10%him***	***10%hm***	*3%*	***10%him***
NET More than one type of communucation	**992**	416	359	116	63	34	775	97	403	391	133	38	16	794	54
	39%	***44%bc***	*37%*	*33%*	*37%*	*40%*	*40%*	*38%*	***42%j***	***41%j***	*31%*	*32%*	*35%*	***41%j***	*33%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**899**	77	813	10	272	563	64	877	19	2	1	898	-
	35%	*35%*	*35%*	*23%*	*34%*	*35%*	*41%*	*35%*	*38%*	*25%*	*18%*	*35%*	-
Phone call	**696**	86	597	13	258	380	57	670	22	3	-	694	1
	27%	**39%b**	*26%*	*30%*	**32%e**	*24%*	**37%e**	*27%*	*44%*	*30%*	-	*27%*	*15%*
Text message	**625**	74	546	6	208	372	46	604	17	2	-	624	2
	24%	**34%b**	*24%*	*14%*	*26%*	*23%*	*30%*	*24%*	*36%*	*23%*	-	*25%*	*20%*
Email/ online portal	**1516**	119	1385	12	439	1008	69	1495	14	4	1	1513	1
	59%	*54%*	*60%*	*28%*	*55%*	**63%df**	*45%*	*60%*	*29%*	*41%*	*18%*	*60%*	*14%*
Other	**29**	3	26	*	7	18	4	26	3	-	-	29	-
	1%	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*6%*	-	-	*1%*	-
No preference	**248**	18	218	12	79	152	17	240	4	*	3	244	1
	10%	*8%*	*9%*	*28%*	*10%*	*9%*	*11%*	*10%*	*8%*	*5%*	*47%*	*10%*	*14%*
Don't know	**106**	7	99	*	33	65	9	99	1	1	2	101	3
	4%	*3%*	*4%*	*	*4%*	*4%*	*6%*	*4%*	*3%*	*10%*	*35%*	*4%*	*38%*
NET More than one type of communucation	**992**	102	882	8	323	603	65	969	19	3	1	991	-
	39%	*46%*	*38%*	*18%*	*41%*	*38%*	*42%*	*39%*	*39%*	*29%*	*18%*	*39%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 15

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**899**	134	302	148	315	-	134	-	180	-	122	-	148	-	143	-	173
	35%	*32%*	*36%*	*34%*	*36%*	-	*32%*	-	**42%fjn**	-	*31%*	-	*34%*	-	*31%*	-	**42%fjn**
Phone call	**696**	118	243	92	243	-	118	-	115	-	128	-	92	-	133	-	110
	27%	*28%*	**29%c**	*21%*	*28%*	-	*28%*	-	*27%*	-	**32%l**	-	*21%*	-	*29%*	-	*27%*
Text message	**625**	97	183	107	239	-	97	-	85	-	97	-	107	-	121	-	117
	24%	*23%*	*22%*	*25%*	*27%*	-	*23%*	-	*20%*	-	*24%*	-	*25%*	-	*26%*	-	**28%h**
Email/ online portal	**1516**	240	490	268	518	-	240	-	242	-	248	-	268	-	281	-	236
	59%	*58%*	*59%*	*62%*	*59%*	-	*58%*	-	*56%*	-	*62%*	-	*62%*	-	*61%*	-	*57%*
Other	**29**	3	12	4	11	-	3	-	8	-	3	-	4	-	6	-	4
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
No preference	**248**	46	74	56	72	-	46	-	41	-	33	-	56	-	42	-	29
	10%	*11%*	*9%*	**13%d**	*8%*	-	*11%*	-	*10%*	-	*8%*	-	**13%p**	-	*9%*	-	*7%*
Don't know	**106**	16	23	22	45	-	16	-	10	-	12	-	22	-	18	-	27
	4%	*4%*	*3%*	*5%*	*5%*	-	*4%*	-	*2%*	-	*3%*	-	*5%*	-	*4%*	-	**6%h**
NET More than one type of communucation	**992**	172	312	165	343	-	172	-	162	-	150	-	165	-	169	-	174
	39%	*41%*	*38%*	*38%*	*39%*	-	*41%*	-	*38%*	-	*38%*	-	*38%*	-	*37%*	-	*42%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 16

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**844**	-	844	408	427	112	115	190	149	128	83	66	227	339	278	149	769	65	850
	33%	-	*33%*	*33%*	*33%*	*34%*	*36%*	**37%jk**	**40%ijk**	*29%*	*27%*	*25%*	**35%no**	**38%no**	*27%*	*26%*	*33%*	*29%*	*33%*
Phone call	**466**	-	466	284	180	66	75	146	58	60	32	31	140	203	122	63	405	58	430
	18%	-	*18%*	**23%d**	*14%*	**20%j**	**23%ijk**	**28%ehijk**	*16%*	*14%*	*10%*	*12%*	**22%no**	**23%no**	*12%*	*11%*	*18%*	**26%p**	*17%*
Text message	**621**	-	621	329	285	95	98	178	99	79	44	28	193	277	151	72	551	70	551
	24%	-	*24%*	**27%d**	*22%*	**29%ijk**	**30%ijk**	**34%ijk**	**27%ijk**	*18%*	*14%*	*11%*	**30%no**	**31%no**	*15%*	*13%*	*24%*	*31%*	*21%*
Email/ online portal	**1536**	-	1536	732	792	157	195	308	254	281	203	138	352	562	621	341	1427	101	1577
	60%	-	*60%*	*59%*	*61%*	*48%*	**61%e**	**59%e**	**69%egk**	**64%ek**	**65%ek**	*53%*	*54%*	**63%l**	**61%l**	*59%*	**62%q**	*45%*	*61%*
Other	**39**	-	39	24	14	8	5	8	7	5	4	2	13	15	11	6	29	7	33
	2%	-	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*
No preference	**260**	-	260	112	148	33	33	45	20	63	29	37	66	65	129	66	243	14	280
	10%	-	*10%*	*9%*	*11%*	*10%*	*10%*	*9%*	*5%*	**14%gh**	*9%*	**14%h**	*10%*	*7%*	**13%m**	**12%m**	*11%*	*6%*	*11%*
Don't know	**181**	-	181	84	96	22	7	15	15	41	41	38	29	31	121	80	162	18	192
	7%	-	*7%*	*7%*	*7%*	**7%f**	*2%*	*3%*	*4%*	**9%fgh**	**13%efgh**	**15%efgh**	*4%*	*3%*	**12%lm**	**14%lm**	*7%*	*8%*	*7%*
NET More than one type of communucation	**921**	-	921	464	447	113	132	232	158	139	88	60	244	390	287	148	843	73	892
	36%	-	*36%*	*37%*	*34%*	**34%k**	**41%ijk**	**45%eijk**	**43%ijk**	*32%*	*28%*	*23%*	**38%no**	**44%no**	*28%*	*26%*	*37%*	*32%*	*35%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 16

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**844**	159	254	162	269	413	431	514	315	117	101	208	216	150	525	117	685
	33%	*32%*	*32%*	*30%*	*36%*	*32%*	*34%*	*34%*	*31%*	*33%*	*30%*	*34%*	*35%*	*32%*	*34%*	*33%*	*33%*
Phone call	**466**	138	91	102	135	229	238	337	120	43	59	101	103	133	263	43	401
	18%	**28%bcd**	*12%*	**19%b**	**18%b**	*18%*	*19%*	**23%h**	*12%*	*12%*	*18%*	*16%*	*17%*	**28%ijkln**	*17%*	*12%*	**19%o**
Text message	**621**	153	167	110	192	319	302	440	173	55	88	152	142	151	382	56	544
	24%	**31%bc**	*21%*	*21%*	*26%*	*25%*	*24%*	**29%h**	*17%*	*16%*	**26%l**	**25%l**	**23%l**	**32%iln**	**24%l**	*16%*	**26%o**
Email/ online portal	**1536**	277	494	308	457	770	765	923	589	194	196	358	414	286	968	194	1281
	60%	*56%*	*63%*	*57%*	*62%*	*60%*	*60%*	*62%*	*58%*	*54%*	*59%*	*58%*	**68%ijk**	*60%*	**62%l**	*54%*	**62%o**
Other	**39**	12	13	2	12	25	14	28	10	7	2	11	10	6	23	7	29
	2%	**2%c**	*2%*	*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*
No preference	**260**	35	88	52	86	123	138	117	140	49	36	91	45	20	172	49	195
	10%	*7%*	*11%*	*10%*	**12%a**	*10%*	*11%*	*8%*	**14%g**	**14%lm**	**11%m**	**15%lm**	*7%*	*4%*	**11%m**	*14%*	*9%*
Don't know	**181**	18	54	51	57	72	108	58	117	43	17	48	37	25	101	43	127
	7%	*4%*	*7%*	**10%a**	**8%a**	*6%*	**8%e**	*4%*	**11%g**	**12%lmn**	*5%*	*8%*	*6%*	*5%*	*6%*	**12%p**	*6%*
NET More than one type of communucation	**921**	194	276	155	296	470	451	599	306	100	118	228	242	185	588	100	786
	36%	**40%c**	*35%*	*29%*	**40%c**	*37%*	*35%*	**40%h**	*30%*	*28%*	*35%*	**37%l**	**40%l**	**39%l**	**38%l**	*28%*	**38%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 16

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

Base : All participants (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**844**	731	112	39	707	68	40	29	27	99	72	57	70	62	121	115	84	13	55
	33%	*34%*	*30%*	*33%*	*33%*	*33%*	*33%*	**42%de**	*27%*	*36%*	*34%*	*31%*	*31%*	*26%*	*35%*	*32%*	*37%*	**44%m**	*31%*
Phone call	**466**	409	57	26	397	32	23	14	20	49	37	34	41	38	100	50	28	4	27
	18%	*19%*	*15%*	*22%*	*18%*	*15%*	*19%*	*20%*	*20%*	*18%*	*17%*	*19%*	*18%*	*16%*	**29%ijklmopr**	*14%*	*13%*	*16%*	*15%*
Text message	**621**	548	73	25	536	42	29	14	24	88	59	56	36	50	102	93	27	7	35
	24%	*25%*	*20%*	*21%*	*25%*	*20%*	*24%*	*21%*	**23%p**	**32%lmpr**	**28%lp**	**31%lpr**	*16%*	**21%p**	**30%lpr**	**26%lp**	*12%*	*24%*	**20%p**
Email/ online portal	**1536**	1297	239	71	1288	131	78	39	62	147	146	109	131	135	216	217	127	17	113
	60%	*60%*	*64%*	*59%*	*60%*	*64%*	*64%*	*57%*	*61%*	*54%*	**68%ip**	*60%*	*57%*	*57%*	*63%*	*60%*	*56%*	*61%*	*64%*
Other	**39**	36	3	1	36	1	1	1	-	7	-	5	5	9	6	-	5	-	1
	2%	*2%*	*1%*	*	*2%*	*	*1%*	*1%*	-	**3%o**	-	**3%o**	*2%*	**4%jor**	*2%*	-	*2%*	-	*
No preference	**260**	220	40	14	221	22	10	8	15	30	18	17	25	27	23	39	25	3	19
	10%	*10%*	*11%*	*11%*	*10%*	*11%*	*8%*	*11%*	**15%n**	*11%*	*9%*	*10%*	*11%*	*11%*	*7%*	*11%*	*11%*	*9%*	*11%*
Don't know	**181**	154	26	11	157	13	7	4	3	12	21	17	23	18	16	29	19	1	12
	7%	*7%*	*7%*	*9%*	*7%*	*6%*	*5%*	*5%*	*3%*	*4%*	**10%h**	**9%h**	**10%h**	*8%*	*5%*	*8%*	*8%*	*5%*	*7%*
NET More than one type of communucation	**921**	803	119	40	780	71	44	26	28	106	88	73	70	73	141	131	69	10	61
	36%	*37%*	*32%*	*33%*	*36%*	*35%*	*36%*	*37%*	*28%*	*39%*	**41%h**	*40%*	*31%*	*31%*	**41%h**	*36%*	*31%*	*36%*	*35%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	844	355	310	98	60	17	665	77	341	324	126	41	6	665	46
	33%	**37%ce**	*32%*	*28%*	*35%*	*20%*	**35%e**	*30%*	**36%l**	**34%l**	*30%*	**34%l**	*13%*	**35%l**	*28%*
Phone call	466	193	181	48	24	18	374	42	212	156	67	18	7	368	24
	18%	**20%c**	*19%*	*14%*	*14%*	*21%*	*19%*	*16%*	**22%kl**	*16%*	*16%*	*15%*	*15%*	*19%*	*15%*
Text message	621	249	221	79	44	26	470	70	242	256	77	29	12	499	40
	24%	*26%*	*23%*	*23%*	*26%*	*31%*	*24%*	*27%*	**25%j**	**27%j**	*18%*	*24%*	*27%*	**26%j**	*25%*
Email/ online portal	1536	565	589	213	103	59	1154	161	573	604	243	70	32	1176	103
	60%	*59%*	*61%*	*61%*	*60%*	*70%*	*60%*	*63%*	*60%*	*63%*	*57%*	*59%*	*74%*	*61%*	*63%*
Other	39	11	16	8	*	3	27	3	12	11	12	2	2	23	4
	2%	*1%*	*2%*	*2%*	*	*4%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*4%*	*1%*	*2%*
No preference	260	84	95	48	18	7	179	25	77	97	61	10	5	174	16
	10%	*9%*	*10%*	*14%*	*10%*	*8%*	*9%*	*10%*	*8%*	*10%*	**14%hm**	*9%*	*12%*	*9%*	*10%*
Don't know	181	69	59	33	6	8	128	14	67	55	33	11	3	122	14
	7%	*7%*	*6%*	*9%*	*3%*	*10%*	*7%*	*5%*	*7%*	*6%*	*8%*	*9%*	*7%*	*6%*	*8%*
NET More than one type of communucation	921	355	363	111	56	35	718	90	358	373	128	39	17	731	56
	36%	*37%*	*38%*	*31%*	*32%*	*41%*	*37%*	*35%*	**37%j**	**39%j**	*30%*	*33%*	*37%*	**38%j**	*34%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**844**	69	768	7	249	547	48	838	3	3	-	844	*
	33%	*31%*	*33%*	*17%*	*31%*	*34%*	*31%*	*34%*	*6%*	*27%*	-	*33%*	*1%*
Phone call	**466**	56	399	11	174	254	38	446	18	1	-	465	1
	18%	**26%b**	*17%*	*26%*	**22%e**	*16%*	**25%e**	*18%*	*36%*	*11%*	-	*18%*	*15%*
Text message	**621**	62	554	5	197	373	51	607	11	3	-	621	-
	24%	*28%*	*24%*	*13%*	*25%*	*23%*	**33%e**	*24%*	*23%*	*27%*	-	*24%*	-
Email/ online portal	**1536**	114	1401	20	463	998	76	1508	20	5	1	1532	3
	60%	*52%*	**61%a**	*48%*	*58%*	**62%f**	*49%*	*61%*	*40%*	*49%*	*18%*	*60%*	*33%*
Other	**39**	1	38	-	19	19	1	36	1	1	-	39	-
	2%	*	*2%*	-	*2%*	*1%*	*1%*	*1%*	*2%*	*16%*	-	*2%*	-
No preference	**260**	14	235	12	77	163	20	249	8	*	3	257	1
	10%	*6%*	*10%*	*28%*	*10%*	*10%*	*13%*	*10%*	*16%*	*3%*	*47%*	*10%*	*14%*
Don't know	**181**	20	161	*	52	118	10	171	4	1	2	176	3
	7%	*9%*	*7%*	*	*7%*	*7%*	*7%*	*7%*	*8%*	*10%*	*35%*	*7%*	*38%*
NET More than one type of communucation	**921**	70	840	11	286	579	56	908	10	3	-	921	-
	36%	*32%*	*37%*	*27%*	*36%*	*36%*	*37%*	*37%*	*20%*	*37%*	-	*36%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 16

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**844**	143	256	149	296	-	143	-	138	-	119	-	149	-	149	-	147
	33%	*34%*	*31%*	*35%*	*34%*	-	*34%*	-	*32%*	-	*30%*	-	*35%*	-	*32%*	-	*35%*
Phone call	**466**	86	159	60	161	-	86	-	75	-	84	-	60	-	85	-	76
	18%	*21%*	*19%*	*14%*	*18%*	-	*21%*	-	*18%*	-	**21%l**	-	*14%*	-	*18%*	-	*18%*
Text message	**621**	88	205	113	214	-	88	-	100	-	106	-	113	-	107	-	107
	24%	*21%*	*25%*	*26%*	*24%*	-	*21%*	-	*23%*	-	*27%*	-	*26%*	-	*23%*	-	*26%*
Email/ online portal	**1536**	244	486	263	543	-	244	-	245	-	241	-	263	-	290	-	252
	60%	*59%*	*59%*	*61%*	*62%*	-	*59%*	-	*57%*	-	*60%*	-	*61%*	-	*63%*	-	*61%*
Other	**39**	5	10	8	16	-	5	-	7	-	4	-	8	-	6	-	10
	2%	*1%*	*1%*	*2%*	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*
No preference	**260**	42	82	61	75	-	42	-	42	-	40	-	61	-	34	-	41
	10%	*10%*	*10%*	**14%d**	*9%*	-	*10%*	-	*10%*	-	*10%*	-	**14%n**	-	*7%*	-	*10%*
Don't know	**181**	31	56	33	61	-	31	-	26	-	29	-	33	-	35	-	25
	7%	*8%*	*7%*	*8%*	*7%*	-	*8%*	-	*6%*	-	*7%*	-	*8%*	-	*8%*	-	*6%*
NET More than one type of communucation	**921**	163	285	165	309	-	163	-	142	-	143	-	165	-	148	-	161
	36%	*39%*	*34%*	*38%*	*35%*	-	*39%*	-	*33%*	-	*36%*	-	*38%*	-	*32%*	-	*39%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 17

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**910**	-	910	441	458	88	118	205	158	168	105	67	206	363	340	172	844	56	950
	36%	-	*36%*	*36%*	*35%*	*27%*	**37%k**	**40%ek**	**43%ek**	**38%ek**	*33%*	*26%*	*32%*	**41%lno**	*34%*	*30%*	**37%q**	*25%*	*37%*
Phone call	**590**	-	590	337	253	86	84	145	64	92	55	66	170	208	212	120	531	54	564
	23%	-	*23%*	**27%d**	*19%*	**26%h**	**26%h**	**28%hj**	*17%*	*21%*	*17%*	*25%*	*26%*	*23%*	*21%*	*21%*	*23%*	*24%*	*22%*
Text message	**722**	-	722	388	327	112	116	186	104	110	51	42	228	290	203	93	645	74	666
	28%	-	*28%*	**31%d**	*25%*	**34%ljk**	**36%ijk**	**36%ijk**	**28%jk**	**25%jk**	*16%*	*16%*	**35%no**	**33%no**	*20%*	*16%*	*28%*	*33%*	*26%*
Email/ online portal	**1776**	-	1776	837	928	191	202	339	278	339	247	179	394	618	765	426	1642	125	1840
	70%	-	*70%*	*67%*	*72%*	*58%*	*63%*	*65%*	**75%efg**	**77%efg**	**79%efgk**	*69%*	*60%*	**69%l**	**75%lm**	**74%l**	**71%q**	*56%*	*71%*
Other	**31**	-	31	22	9	7	7	12	4	*	2	-	14	16	2	2	16	13	24
	1%	-	*1%*	*2%*	*1%*	**2%l**	**2%l**	**2%l**	*1%*	*	*1%*	-	**2%no**	**2%n**	*	*	*1%*	**6%p**	*1%*
No preference	**185**	-	185	77	108	25	26	39	12	36	20	26	51	51	83	46	174	8	197
	7%	-	*7%*	*6%*	*8%*	*8%*	**8%h**	**8%h**	*3%*	**8%h**	*6%*	**10%h**	*8%*	*6%*	*8%*	*8%*	*8%*	*4%*	*8%*
Don't know	**40**	-	40	21	19	14	1	9	6	6	2	2	15	14	11	4	29	11	39
	2%	-	*2%*	*2%*	*1%*	**4%fj**	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**5%p**	*2%*
NET More than one type of communucation	**1105**	-	1105	554	538	128	152	252	170	201	116	86	279	422	403	202	1007	88	1129
	43%	-	*43%*	*45%*	*41%*	*39%*	**47%k**	**48%ejk**	**46%k**	**46%k**	*37%*	*33%*	**43%o**	**47%no**	*40%*	*35%*	*44%*	*39%*	*44%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	910	172	258	184	296	430	480	531	365	131	103	227	230	163	561	131	734
	36%	*35%*	*33%*	*34%*	**40%b**	*34%*	*38%*	*36%*	*36%*	*37%*	*31%*	*37%*	*38%*	*34%*	*36%*	*36%*	*35%*
Phone call	590	142	127	135	187	269	322	363	217	69	86	127	145	129	359	69	494
	23%	**29%b**	*16%*	**25%b**	**25%b**	*21%*	*25%*	*24%*	*21%*	*19%*	*26%*	*21%*	*24%*	*27%*	*23%*	*19%*	*24%*
Text message	722	167	195	149	210	363	359	488	225	82	83	179	180	160	442	82	614
	28%	**34%b**	*25%*	*28%*	*28%*	*28%*	*28%*	**33%h**	*22%*	*23%*	*25%*	*29%*	*29%*	**34%ij**	*28%*	*23%*	**30%o**
Email/ online portal	1776	333	587	348	508	920	856	1020	727	228	223	440	458	320	1122	229	1472
	70%	*68%*	**75%c**	*65%*	*69%*	**72%f**	*67%*	*68%*	*71%*	*64%*	*67%*	*71%*	**75%ijm**	*67%*	**72%l**	*64%*	**71%o**
Other	31	10	12	6	4	22	9	27	5	3	2	11	5	10	18	3	28
	1%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
No preference	185	17	61	42	65	78	107	87	95	39	24	55	39	14	118	39	135
	7%	*4%*	**8%a**	**8%a**	**9%a**	*6%*	*8%*	*6%*	**9%g**	**11%m**	**7%m**	**9%m**	**6%m**	*3%*	**8%m**	**11%p**	*7%*
Don't know	40	5	9	9	17	14	26	16	22	14	5	6	5	5	15	14	21
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	**4%kln**	*1%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET More than one type of communucation	1105	227	344	203	331	571	533	662	424	135	134	280	284	206	698	135	920
	43%	**46%c**	*44%*	*38%*	*45%*	*45%*	*42%*	*44%*	*42%*	*38%*	*40%*	*45%*	**47%l**	*43%*	*45%*	*38%*	*44%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 17

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	910	783	127	44	757	76	44	32	27	102	79	62	84	84	101	128	91	11	65
	36%	36%	34%	37%	35%	37%	36%	47%def	27%	38%	37%	34%	37%	35%	30%	35%	40%h	40%	37%
Phone call	590	514	76	35	503	43	24	19	22	62	60	45	52	37	103	78	45	6	37
	23%	24%	20%	29%	23%	21%	20%	28%	22%	23%	28%m	25%	23%	15%	30%m	22%	20%	21%	21%
Text message	722	627	94	38	620	51	32	19	29	80	57	54	51	49	138	120	43	7	44
	28%	29%	25%	31%	29%	25%	26%	27%	28%	29%p	27%	30%p	22%	21%	41%hjlmpr	33%mp	19%	26%	25%
Email/ online portal	1776	1508	269	80	1485	153	93	45	69	156	172	128	149	162	233	249	167	23	130
	70%	69%	72%	66%	69%	75%g	77%dg	65%	68%	58%	81%hilmno	71%l	65%	68%	68%	69%	74%l	80%l	74%l
Other	31	29	3	*	29	2	*	*	1	3	-	4	4	2	9	4	2	1	2
	1%	1%	1%	*	1%	1%	*	*	1%	1%	-	2%	2%	1%	3%	1%	1%	2%l	1%
No preference	185	157	28	8	156	17	7	4	11	24	13	13	20	26	18	23	9	3	15
	7%	7%	8%	6%	7%	8%	6%	6%	11%p	9%	6%	7%	9%	11%p	5%	6%	4%	9%	8%
Don't know	40	32	8	3	37	2	*	1	1	7	1	4	8	3	6	6	2	*	2
	2%	1%	2%	2%	2%	1%	*	1%	1%	2%	*	2%	4%	1%	2%	2%	1%	1%	1%
NET More than one type of communucation	1105	951	154	55	923	91	56	35	34	105	105	85	85	89	166	163	90	15	76
	43%	44%	41%	46%	43%	44%	46%	50%	34%	39%	49%h	47%h	37%	38%	49%h	45%	40%	53%h	43%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 17

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**910**	401	333	96	55	16	734	71	376	339	130	44	8	715	51
	36%	**42%bceg**	**34%e**	*27%*	*32%*	*19%*	**38%ceg**	*28%*	**39%jl**	**35%l**	*30%*	*37%*	*17%*	**37%jl**	*31%*
Phone call	**590**	253	225	61	29	18	479	47	258	212	76	25	10	470	36
	23%	**27%cdg**	*23%*	*17%*	*17%*	*22%*	**25%c**	*18%*	**27%j**	*22%*	*18%*	*21%*	*23%*	**25%j**	*22%*
Text message	**722**	284	277	85	49	23	562	72	292	292	90	26	14	584	39
	28%	*30%*	*29%*	*24%*	*28%*	*27%*	*29%*	*28%*	**31%j**	**30%j**	*21%*	*21%*	*31%*	**30%j**	*24%*
Email/ online portal	**1776**	659	676	241	122	71	1334	193	668	678	281	87	38	1346	126
	70%	*69%*	*70%*	*68%*	*71%*	**84%abcf**	*70%*	*75%*	*70%*	*70%*	*66%*	*73%*	**87%hijm**	*70%*	*77%*
Other	**31**	9	16	3	2	2	25	4	10	10	7	1	2	20	2
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%*	*1%*	*1%*
No preference	**185**	53	69	41	12	6	122	17	53	77	43	6	3	129	9
	7%	*6%*	*7%*	**12%abf**	*7%*	*7%*	*6%*	*7%*	*6%*	*8%*	**10%h**	*5%*	*6%*	*7%*	*5%*
Don't know	**40**	5	11	18	1	-	16	1	7	10	16	1	-	18	1
	2%	*1%*	*1%*	**5%abfg**	*1%*	-	*1%*	*	*1%*	*1%*	**4%him**	*1%*	-	*1%*	*1%*
NET More than one type of communucation	**1105**	441	432	123	71	32	873	103	432	447	145	48	20	879	68
	43%	**46%c**	**45%c**	*35%*	*41%*	*38%*	**45%c**	*40%*	**45%j**	**46%j**	*34%*	*40%*	*46%*	**46%j**	*41%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**910**	80	821	8	292	565	53	895	11	3	-	910	*
	36%	*37%*	*36%*	*20%*	*37%*	*35%*	*34%*	*36%*	*23%*	*34%*	-	*36%*	*1%*
Phone call	**590**	82	497	11	211	337	42	565	23	1	-	589	1
	23%	**38%b**	*22%*	*26%*	**27%e**	*21%*	*27%*	*23%*	*47%*	*10%*	-	*23%*	*15%*
Text message	**722**	71	643	7	249	426	46	697	21	3	-	720	2
	28%	*33%*	*28%*	*17%*	*31%*	*27%*	*30%*	*28%*	*43%*	*30%*	-	*28%*	*20%*
Email/ online portal	**1776**	121	1639	17	529	1162	85	1748	22	4	1	1774	1
	70%	*55%*	**71%a**	*40%*	**67%f**	**72%df**	*55%*	*70%*	*45%*	*43%*	*18%*	*70%*	*13%*
Other	**31**	3	27	1	8	18	5	29	2	1	-	31	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*4%*	*7%*	-	*1%*	-
No preference	**185**	7	168	10	54	116	15	177	2	*	4	180	1
	7%	*3%*	*7%*	*25%*	*7%*	*7%*	*10%*	*7%*	*4%*	*5%*	*82%*	*7%*	*11%*
Don't know	**40**	10	30	*	15	19	6	35	1	1	-	37	3
	2%	**5%b**	*1%*	*	*2%*	*1%*	**4%e**	*1%*	*2%*	*10%*	-	*1%*	*41%*
NET More than one type of communucation	**1105**	98	1000	7	372	667	65	1082	19	3	-	1105	-
	43%	*45%*	*44%*	*17%*	*47%*	*42%*	*42%*	*44%*	*40%*	*36%*	-	*43%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 17

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**910**	143	302	152	312	-	143	-	172	-	129	-	152	-	151	-	161
	36%	*35%*	*36%*	*35%*	*35%*	-	*35%*	-	*40%*	-	*32%*	-	*35%*	-	*33%*	-	*39%*
Phone call	**590**	84	192	81	234	-	84	-	103	-	89	-	81	-	120	-	114
	23%	*20%*	*23%*	*19%*	**27%c**	-	*20%*	-	*24%*	-	*22%*	-	*19%*	-	*26%*	-	**27%l**
Text message	**722**	112	233	126	251	-	112	-	107	-	126	-	126	-	124	-	128
	28%	*27%*	*28%*	*29%*	*29%*	-	*27%*	-	*25%*	-	*32%*	-	*29%*	-	*27%*	-	*31%*
Email/ online portal	**1776**	279	569	298	630	-	279	-	274	-	294	-	298	-	340	-	290
	70%	*67%*	*69%*	*69%*	*72%*	-	*67%*	-	*64%*	-	**74%h**	-	*69%*	-	**73%h**	-	*70%*
Other	**31**	3	13	6	10	-	3	-	6	-	7	-	6	-	5	-	5
	1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*
No preference	**185**	33	51	51	49	-	33	-	26	-	25	-	51	-	27	-	22
	7%	*8%*	*6%*	**12%bd**	*6%*	-	*8%*	-	*6%*	-	*6%*	-	**12%hjnp**	-	*6%*	-	*5%*
Don't know	**40**	10	9	7	14	-	10	-	7	-	2	-	7	-	5	-	9
	2%	*3%*	*1%*	*2%*	*2%*	-	*3%*	-	*2%*	-	*	-	*2%*	-	*1%*	-	*2%*
NET More than one type of communucation	**1105**	177	348	189	391	-	177	-	173	-	175	-	189	-	190	-	201
	43%	*43%*	*42%*	*44%*	*44%*	-	*43%*	-	*40%*	-	*44%*	-	*44%*	-	*41%*	-	*48%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**720**	-	720	350	362	76	102	159	120	116	86	60	178	279	263	146	663	49	739
	28%	-	*28%*	*28%*	*28%*	*23%*	*32%*	*31%*	**32%e**	*26%*	*27%*	*23%*	*27%*	**31%n**	*26%*	*26%*	*29%*	*22%*	*29%*
Phone call	**640**	-	640	397	243	95	96	176	71	84	58	60	190	248	202	118	553	80	594
	25%	-	*25%*	**32%d**	*19%*	**29%hij**	**30%hij**	**34%hijk**	*19%*	*19%*	*18%*	*23%*	**29%no**	**28%no**	*20%*	*21%*	*24%*	**36%p**	*23%*
Text message	**1178**	-	1178	579	585	169	150	248	183	201	128	100	319	430	429	228	1062	111	1204
	46%	-	*46%*	*47%*	*45%*	**51%k**	*47%*	*48%*	**49%k**	*46%*	*41%*	*39%*	**49%no**	**48%no**	*42%*	*40%*	*46%*	*49%*	*47%*
Email/ online portal	**1601**	-	1601	773	819	170	198	304	259	299	221	150	368	563	670	371	1478	114	1659
	63%	-	*63%*	*62%*	*63%*	*52%*	*62%*	*58%*	**70%egk**	**68%egk**	**71%egk**	*58%*	*57%*	**63%l**	**66%l**	**65%l**	**64%q**	*51%*	*64%*
Other	**20**	-	20	13	7	6	4	6	2	-	2	-	10	8	2	2	12	8	19
	1%	-	*1%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*	-	*1%*	-	**2%n**	*1%*	*	*	*1%*	**4%p**	*1%*
No preference	**175**	-	175	67	108	18	32	30	19	35	22	18	50	49	76	41	163	9	185
	7%	-	*7%*	*5%*	**8%c**	*6%*	*10%*	*6%*	*5%*	*8%*	*7%*	*7%*	*8%*	*5%*	*7%*	*7%*	*7%*	*4%*	*7%*
Don't know	**41**	-	41	24	17	5	1	8	4	7	4	11	7	13	22	15	37	4	42
	2%	-	*2%*	*2%*	*1%*	*2%*	*	*2%*	*1%*	*2%*	*1%*	**4%f**	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*
NET More than one type of communucation	**1174**	-	1174	604	558	147	159	254	190	198	130	94	307	444	423	224	1054	108	1189
	46%	-	*46%*	**49%d**	*43%*	*45%*	**49%k**	**49%k**	**51%k**	*45%*	*42%*	*36%*	**47%o**	**50%no**	*42%*	*39%*	*46%*	*48%*	*46%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**720**	134	207	154	225	341	379	421	289	100	75	200	168	130	443	100	581
	28%	*27%*	*26%*	*29%*	*30%*	*27%*	*30%*	*28%*	*28%*	*28%*	*23%*	**32%j**	*28%*	*27%*	*28%*	*28%*	*28%*
Phone call	**640**	171	145	135	189	316	324	431	200	81	68	145	150	166	363	81	536
	25%	**35%bcd**	*18%*	**25%b**	**26%b**	*25%*	*25%*	**29%h**	*20%*	*23%*	*20%*	*24%*	*25%*	**35%ijkln**	*23%*	*23%*	*26%*
Text message	**1178**	241	358	242	336	599	579	708	456	133	164	279	286	233	729	133	984
	46%	*49%*	*45%*	*45%*	*45%*	*47%*	*45%*	*47%*	*45%*	*37%*	**49%l**	*45%*	**47%l**	**49%l**	**47%l**	*37%*	**48%o**
Email/ online portal	**1601**	300	529	309	463	830	772	955	621	210	204	386	414	301	1004	210	1326
	63%	*61%*	**67%c**	*58%*	*63%*	*65%*	*60%*	*64%*	*61%*	*59%*	*61%*	*63%*	**68%l**	*63%*	*64%*	*59%*	*64%*
Other	**20**	8	5	3	3	14	7	12	7	2	3	6	1	6	10	2	19
	1%	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
No preference	**175**	21	58	37	59	79	96	80	90	42	20	45	47	10	112	42	125
	7%	*4%*	*7%*	*7%*	*8%*	*6%*	*8%*	*5%*	**9%g**	**12%jmn**	**6%m**	**7%m**	**8%m**	*2%*	**7%m**	**12%p**	*6%*
Don't know	**41**	2	13	10	16	15	26	15	25	10	6	15	5	4	26	10	30
	2%	*	*2%*	*2%*	**2%a**	*1%*	*2%*	*1%*	**2%g**	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*
NET More than one type of communucation	**1174**	243	370	223	338	613	560	720	435	140	143	283	300	234	726	140	978
	46%	*49%*	*47%*	*42%*	*46%*	*48%*	*44%*	**48%h**	*43%*	*39%*	*43%*	*46%*	**49%l**	**49%l**	*47%*	*39%*	**47%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 18

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	720	636	84	36	603	57	38	22	27	74	61	50	68	72	85	95	72	10	47
	28%	29%b	23%	30%	28%	28%	31%	32%	26%	27%	29%	28%	30%	30%	25%	26%	32%	36%	27%
Phone call	640	564	77	28	548	47	26	19	23	67	52	48	60	46	135	71	48	8	39
	25%	26%	20%	23%	25%	23%	21%	28%	22%	24%	25%	26%	26%	19%	40%hijklmopr	20%	21%	28%	22%
Text message	1178	1013	165	57	987	95	61	36	47	125	113	94	106	96	168	148	89	15	80
	46%	47%	44%	48%	46%	46%	50%	51%	47%	46%	53%mp	52%	47%	40%	49%	41%	40%	51%	46%
Email/ online portal	1601	1363	238	73	1339	142	77	44	69	160	147	128	130	142	199	215	150	19	123
	63%	63%	64%	60%	62%	69%d	63%	63%	68%	59%	69%	71%ln	57%	60%	58%	60%	66%	68%	70%ln
Other	20	20	1	*	17	1	2	*	-	1	1	-	4	3	6	2	-	-	1
	1%	1%	*	*	1%	1%	2%	*	-	*	1%	-	2%	1%	2%	*	-	-	1%
No preference	175	138	37	11	147	17	7	4	10	21	15	8	18	22	19	27	8	2	15
	7%	6%	10%	9%	7%	8%	5%	6%	10%p	8%	7%	4%	8%	9%	6%	7%	4%	8%	8%
Don't know	41	32	9	2	36	2	3	1	-	2	2	4	7	3	2	13	3	*	1
	2%	1%	2%	1%	2%	1%	3%	1%	-	1%	1%	2%	3%	1%	*	4%	1%	*	1%
NET More than one type of communucation	1174	1020	153	51	985	93	60	35	45	118	112	96	105	97	159	154	99	14	79
	46%	47%	41%	43%	46%	46%	50%	51%	44%	43%	53%	53%m	46%	41%	47%	43%	44%	51%	45%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**720**	314	256	79	47	18	570	64	305	250	106	40	9	556	50
	28%	**33%bc**	*26%*	*22%*	*27%*	*21%*	**30%c**	*25%*	**32%jl**	*26%*	*25%*	*33%*	*21%*	*29%*	*30%*
Phone call	**640**	277	237	68	36	21	513	57	283	233	83	27	8	516	34
	25%	**29%c**	*24%*	*19%*	*21%*	*25%*	**27%c**	*22%*	**30%jl**	*24%*	*19%*	*22%*	*18%*	**27%j**	*21%*
Text message	**1178**	440	460	138	88	43	900	131	445	489	163	48	18	934	66
	46%	*46%*	**48%c**	*39%*	*51%*	*51%*	**47%c**	**51%c**	**47%j**	**51%jn**	*38%*	*40%*	*40%*	**49%j**	*40%*
Email/ online portal	**1601**	589	628	210	102	65	1217	167	597	617	258	77	32	1214	108
	63%	*62%*	*65%*	*60%*	*59%*	**77%acdf**	*63%*	*65%*	*62%*	*64%*	*60%*	*64%*	*72%*	*63%*	*66%*
Other	**20**	11	8	1	*	-	19	*	11	5	4	*	-	16	*
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*	-	*1%*	*
No preference	**175**	61	55	35	16	3	116	19	55	56	42	13	3	111	16
	7%	*6%*	*6%*	**10%bf**	*9%*	*4%*	*6%*	*8%*	*6%*	*6%*	**10%him**	*11%*	*8%*	*6%*	*10%*
Don't know	**41**	9	10	20	-	-	19	-	11	8	15	-	1	20	1
	2%	*1%*	*1%*	**6%abdfg**	-	-	*1%*	-	*1%*	*1%*	**4%him**	-	*3%*	*1%*	*1%*
NET More than one type of communucation	**1174**	449	467	133	73	48	916	121	459	472	158	54	20	932	73
	46%	**47%c**	**48%c**	*38%*	*43%*	**57%c**	**48%c**	*47%*	**48%j**	**49%j**	*37%*	*45%*	*44%*	**49%j**	*45%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**720**	67	646	8	233	445	42	707	8	3	-	718	2
	28%	*31%*	*28%*	*18%*	*29%*	*28%*	*27%*	*28%*	*17%*	*35%*	-	*28%*	*20%*
Phone call	**640**	70	560	10	223	370	46	611	25	1	-	637	3
	25%	*32%*	*24%*	*24%*	**28%e**	*23%*	*30%*	*25%*	*51%*	*12%*	-	*25%*	*34%*
Text message	**1178**	99	1068	11	368	745	65	1154	17	4	2	1175	2
	46%	*45%*	*47%*	*26%*	*46%*	*46%*	*42%*	*46%*	*34%*	*42%*	*35%*	*46%*	*20%*
Email/ online portal	**1601**	112	1471	18	473	1044	85	1574	19	6	1	1599	1
	63%	*51%*	**64%a**	*43%*	*59%*	**65%df**	*55%*	*63%*	*40%*	*63%*	*18%*	*63%*	*14%*
Other	**20**	5	16	-	10	9	2	19	1	-	-	20	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
No preference	**175**	13	153	9	58	105	12	167	3	2	3	172	1
	7%	*6%*	*7%*	*22%*	*7%*	*7%*	*8%*	*7%*	*5%*	*17%*	*47%*	*7%*	*11%*
Don't know	**41**	6	35	-	11	26	4	37	1	-	-	38	3
	2%	*3%*	*2%*	-	*1%*	*2%*	*3%*	*1%*	*2%*	-	-	*1%*	*41%*
NET More than one type of communucation	**1174**	91	1071	12	367	744	63	1153	14	5	-	1172	2
	46%	*42%*	*47%*	*28%*	*46%*	*46%*	*41%*	*46%*	*28%*	*57%*	-	*46%*	*20%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**720**	108	234	119	259	-	108	-	132	-	103	-	119	-	113	-	146
	28%	*26%*	*28%*	*28%*	*29%*	-	*26%*	-	*31%*	-	*26%*	-	*28%*	-	*24%*	-	**35%fjn**
Phone call	**640**	114	207	97	223	-	114	-	101	-	106	-	97	-	121	-	102
	25%	*27%*	*25%*	*22%*	*25%*	-	*27%*	-	*24%*	-	*27%*	-	*22%*	-	*26%*	-	*24%*
Text message	**1178**	177	366	206	429	-	177	-	173	-	194	-	206	-	225	-	204
	46%	*43%*	*44%*	*48%*	*49%*	-	*43%*	-	*40%*	-	*49%*	-	*48%*	-	*49%*	-	**49%h**
Email/ online portal	**1601**	255	493	270	583	-	255	-	252	-	241	-	270	-	303	-	280
	63%	*62%*	*59%*	*63%*	**66%b**	-	*62%*	-	*59%*	-	*60%*	-	*63%*	-	*65%*	-	**67%h**
Other	**20**	5	5	1	9	-	5	-	5	-	-	-	1	-	6	-	3
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	-	-	*	-	*1%*	-	*1%*
No preference	**175**	30	66	40	39	-	30	-	39	-	27	-	40	-	18	-	21
	7%	*7%*	**8%d**	**9%d**	*4%*	-	*7%*	-	**9%n**	-	*7%*	-	**9%n**	-	*4%*	-	*5%*
Don't know	**41**	7	16	9	10	-	7	-	7	-	9	-	9	-	7	-	3
	2%	*2%*	*2%*	*2%*	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*1%*	-	*1%*
NET More than one type of communucation	**1174**	199	347	200	428	-	199	-	166	-	181	-	200	-	218	-	211
	46%	*48%*	*42%*	*46%*	**49%b**	-	**48%h**	-	*38%*	-	*45%*	-	*46%*	-	*47%*	-	**51%h**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	**1200**	-	1200	568	622	108	146	234	183	232	158	138	255	417	528	296	1113	78	1273
	47%	-	*47%*	*46%*	*48%*	*33%*	**45%e**	**45%e**	**49%e**	**53%e**	**50%e**	**53%e**	*39%*	**47%l**	**52%l**	**52%l**	**48%q**	*35%*	*49%*
Your gas / electricity provider	**1093**	-	1093	511	571	134	142	217	175	187	135	103	276	392	425	238	1007	76	1135
	43%	-	*43%*	*41%*	*44%*	*41%*	*44%*	*42%*	*47%*	*42%*	*43%*	*40%*	*42%*	*44%*	*42%*	*42%*	**44%q**	*34%*	*44%*
Your local council or tax office	**1337**	-	1337	629	698	138	140	265	217	255	180	144	278	481	578	323	1227	96	1417
	52%	-	*52%*	*51%*	*54%*	*42%*	*43%*	*51%*	**59%ef**	**58%ef**	**57%ef**	**55%ef**	*43%*	**54%l**	**57%l**	**56%l**	**53%q**	*43%*	*55%*
Your GP / medical or healthcare professional	**1047**	-	1047	505	534	125	137	234	166	185	123	77	262	400	385	200	960	77	1107
	41%	-	*41%*	*41%*	*41%*	*38%*	**43%k**	**45%k**	**45%k**	**42%k**	*39%*	*30%*	*40%*	**45%no**	*38%*	*35%*	*42%*	*35%*	*43%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**854**	-	854	446	400	86	119	179	147	159	92	71	205	326	323	163	791	53	847
	33%	-	*33%*	**36%d**	*31%*	*26%*	**37%e**	*34%*	**40%ejk**	**36%e**	*29%*	*27%*	*32%*	**37%o**	*32%*	*29%*	**34%q**	*24%*	*33%*
Your landline phone provider	**899**	-	899	455	437	108	116	180	148	158	108	81	224	328	347	189	832	58	927
	35%	-	*35%*	*37%*	*34%*	*33%*	*36%*	*35%*	*40%*	*36%*	*35%*	*31%*	*34%*	*37%*	*34%*	*33%*	**36%q**	*26%*	*36%*
Your paid TV provider	**844**	-	844	408	427	112	115	190	149	128	83	66	227	339	278	149	769	65	850
	33%	-	*33%*	*33%*	*33%*	*34%*	*36%*	**37%jk**	**40%ijk**	*29%*	*27%*	*25%*	**35%no**	**38%no**	*27%*	*26%*	*33%*	*29%*	*33%*
Your broadband provider	**910**	-	910	441	458	88	118	205	158	168	105	67	206	363	340	172	844	56	950
	36%	-	*36%*	*36%*	*35%*	*27%*	**37%k**	**40%ek**	**43%ek**	**38%ek**	*33%*	*26%*	*32%*	**41%lno**	*34%*	*30%*	**37%q**	*25%*	*37%*
Your mobile phone provider	**720**	-	720	350	362	76	102	159	120	116	86	60	178	279	263	146	663	49	739
	28%	-	*28%*	*28%*	*28%*	*23%*	*32%*	*31%*	**32%e**	*26%*	*27%*	*23%*	*27%*	**31%n**	*26%*	*26%*	*29%*	*22%*	*29%*
Would not be happy to receive Post from any organisation	**747**	-	747	354	390	99	93	147	106	129	98	76	192	253	302	173	668	71	750
	29%	-	*29%*	*29%*	*30%*	*30%*	*29%*	*28%*	*29%*	*29%*	*31%*	*29%*	*29%*	*28%*	*30%*	*30%*	*29%*	*32%*	*29%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**1200**	215	380	235	370	595	605	655	523	177	156	295	291	202	743	177	962
	47%	*44%*	*48%*	*44%*	*50%*	*47%*	*47%*	*44%*	**51%g**	*50%*	*47%*	*48%*	*48%*	*42%*	*48%*	*49%*	*46%*
Your gas / electricity provider	**1093**	197	326	235	336	523	570	624	456	147	152	266	277	174	696	148	886
	43%	*40%*	*41%*	*44%*	*45%*	*41%*	*45%*	*42%*	*45%*	*41%*	*46%*	*43%*	**45%m**	*37%*	**45%m**	*41%*	*43%*
Your local council or tax office	**1337**	230	420	289	399	650	688	739	575	184	186	335	324	219	845	185	1083
	52%	*47%*	*53%*	*54%*	*54%*	*51%*	*54%*	*49%*	**57%g**	*52%*	*56%*	**54%m**	*53%*	*46%*	**54%m**	*52%*	*52%*
Your GP / medical or healthcare professional	**1047**	183	317	234	314	500	547	613	413	143	135	253	277	171	665	144	848
	41%	*37%*	*40%*	*44%*	*42%*	*39%*	*43%*	*41%*	*41%*	*40%*	*41%*	*41%*	**45%m**	*36%*	*43%*	*40%*	*41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**854**	175	250	179	250	424	430	524	322	120	111	203	207	167	521	120	694
	33%	*36%*	*32%*	*33%*	*34%*	*33%*	*34%*	*35%*	*32%*	*34%*	*33%*	*33%*	*34%*	*35%*	*33%*	*34%*	*34%*
Your landline phone provider	**899**	170	263	189	277	433	466	522	363	129	106	231	204	170	542	129	724
	35%	*35%*	*33%*	*35%*	*37%*	*34%*	*37%*	*35%*	*36%*	*36%*	*32%*	*37%*	*33%*	*36%*	*35%*	*36%*	*35%*
Your paid TV provider	**844**	159	254	162	269	413	431	514	315	117	101	208	216	150	525	117	685
	33%	*32%*	*32%*	*30%*	*36%*	*32%*	*34%*	*34%*	*31%*	*33%*	*30%*	*34%*	*35%*	*32%*	*34%*	*33%*	*33%*
Your broadband provider	**910**	172	258	184	296	430	480	531	365	131	103	227	230	163	561	131	734
	36%	*35%*	*33%*	*34%*	**40%b**	*34%*	*38%*	*36%*	*36%*	*37%*	*31%*	*37%*	*38%*	*34%*	*36%*	*36%*	*35%*
Your mobile phone provider	**720**	134	207	154	225	341	379	421	289	100	75	200	168	130	443	100	581
	28%	*27%*	*26%*	*29%*	*30%*	*27%*	*30%*	*28%*	*28%*	*28%*	*23%*	**32%j**	*28%*	*27%*	*28%*	*28%*	*28%*
Would not be happy to receive Post from any organisation	**747**	117	244	153	234	360	386	437	302	127	93	187	173	118	452	127	584
	29%	*24%*	**31%a**	*29%*	**32%a**	*28%*	*30%*	*29%*	*30%*	**36%m**	*28%*	*30%*	*28%*	*25%*	*29%*	**35%p**	*28%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 19

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

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	1200 47%	1024 47%	176 47%	54 45%	996 46%	102 50%	66 54%d	36 52%	40 40%	135 50%n	108 51%n	81 45%	109 48%	116 49%	127 37%	160 44%	118 53%hn	16 55%	86 49%n
Your gas / electricity provider	1093 43%	930 43%	163 43%	58 48%	914 42%	88 43%	57 47%	34 49%	36 36%	107 39%	96 45%	68 37%	97 42%	107 45%	138 41%	157 44%	109 48%h	14 48%	74 42%
Your local council or tax office	1337 52%	1130 52%	207 55%	78 65%a	1110 51%	115 56%	73 60%d	40 57%	52 52%	127 47%	116 54%n	93 52%	118 52%	135 57%n	143 42%	203 56%n	122 54%n	17 59%	98 56%n
Your GP / medical or healthcare professional	1047 41%	889 41%	159 42%	54 45%	885 41%	80 39%	52 43%	29 43%	39 39%	123 45%	97 45%	78 43%	94 41%	91 38%	116 34%	150 42%	98 43%	12 42%	68 39%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	854 33%	733 34%	120 32%	48 40%	713 33%	81 39%df	37 31%	23 33%	29 28%	93 34%	76 36%	60 33%	70 31%	78 33%	117 34%	119 33%	72 32%	12 42%	69 39%h
Your landline phone provider	899 35%	776 36%	123 33%	37 31%	748 35%	76 37%	47 38%	28 40%	28 28%	78 29%	85 40%	62 35%	89 39%	84 35%	119 35%	117 32%	85 38%	12 41%	65 37%
Your paid TV provider	844 33%	731 34%	112 30%	39 33%	707 33%	68 33%	40 33%	29 42%de	27 27%	99 36%	72 34%	57 31%	70 31%	62 26%	121 35%	115 32%	84 37%	13 44%m	55 31%
Your broadband provider	910 36%	783 36%	127 34%	44 37%	757 35%	76 37%	44 36%	32 47%def	27 27%	102 38%	79 37%	62 34%	84 37%	84 35%	101 30%	128 35%	91 40%h	11 40%	65 37%
Your mobile phone provider	720 28%	636 29%b	84 23%	36 30%	603 28%	57 28%	38 31%	22 32%	27 26%	74 27%	61 29%	50 28%	68 30%	72 30%	85 25%	95 26%	72 32%	10 36%	47 27%
Would not be happy to receive Post from any organisation	747 29%	634 29%	113 30%	31 26%	639 30%	55 27%	33 27%	19 27%	36 35%	68 25%	68 32%	54 30%	85 37%im	61 26%	103 30%	95 26%	71 31%	6 19%	50 28%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**1200**	527	442	127	73	24	969	96	482	467	164	59	10	949	69
	47%	**55%bcdeg**	**46%ce**	*36%*	*42%*	*28%*	**50%ceg**	*38%*	**50%jl**	**48%jl**	*38%*	**49%l**	*22%*	**49%jl**	**42%l**
Your gas / electricity provider	**1093**	497	366	125	69	27	863	97	454	412	154	53	8	866	61
	43%	**52%bcdefg**	*38%*	*36%*	*40%*	*33%*	**45%bc**	*38%*	**48%jl**	**43%l**	*36%*	**44%l**	*18%*	**45%jl**	*37%*
Your local council or tax office	**1337**	562	497	155	80	35	1059	115	534	504	197	72	17	1038	88
	52%	**59%bcdeg**	*51%*	*44%*	*47%*	*42%*	**55%cg**	*45%*	**56%jl**	*52%*	*46%*	**60%jl**	*38%*	**54%j**	*54%*
Your GP / medical or healthcare professional	**1047**	450	383	120	63	23	833	86	443	386	141	56	10	829	67
	41%	**47%bceg**	*40%*	*34%*	*37%*	*27%*	**43%ceg**	*34%*	**46%jl**	*40%*	*33%*	**47%jl**	*23%*	**43%jl**	*41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**854**	390	290	92	55	21	680	76	354	327	112	44	11	680	55
	33%	**41%bcefg**	*30%*	*26%*	*32%*	*25%*	**35%bc**	*30%*	**37%j**	**34%j**	*26%*	*36%*	*25%*	**35%j**	*33%*
Your landline phone provider	**899**	403	318	96	56	20	720	76	383	331	132	37	6	714	42
	35%	**42%bceg**	*33%*	*27%*	*33%*	*24%*	**38%c**	*30%*	**40%jln**	**34%l**	**31%l**	*31%*	*13%*	**37%ln**	*26%*
Your paid TV provider	**844**	355	310	98	60	17	665	77	341	324	126	41	6	665	46
	33%	**37%ce**	*32%*	*28%*	*35%*	*20%*	**35%e**	*30%*	**36%l**	**34%l**	*30%*	**34%l**	*13%*	**35%l**	*28%*
Your broadband provider	**910**	401	333	96	55	16	734	71	376	339	130	44	8	715	51
	36%	**42%bceg**	**34%e**	*27%*	*32%*	*19%*	**38%ceg**	*28%*	**39%jl**	**35%l**	*30%*	*37%*	*17%*	**37%jl**	*31%*
Your mobile phone provider	**720**	314	256	79	47	18	570	64	305	250	106	40	9	556	50
	28%	**33%bc**	*26%*	*22%*	*27%*	*21%*	**30%c**	*25%*	**32%jl**	*26%*	*25%*	*33%*	*21%*	*29%*	*30%*
Would not be happy to receive Post from any organisation	**747**	214	284	154	54	27	498	80	248	266	164	29	21	515	50
	29%	*22%*	**29%a**	**44%abdfg**	*31%*	*32%*	*26%*	**32%a**	*26%*	*28%*	**38%hikm**	*24%*	**49%hikm**	*27%*	*31%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**1200**	102	1084	14	371	766	62	1182	10	4	1	1196	3
	47%	*46%*	*47%*	*33%*	*47%*	*48%*	*40%*	*48%*	*20%*	*40%*	*18%*	*47%*	*34%*
Your gas / electricity provider	**1093**	73	1008	12	313	712	68	1078	10	4	1	1092	-
	43%	*33%*	**44%a**	*28%*	*39%*	*44%*	*44%*	*43%*	*21%*	*39%*	*18%*	*43%*	-
Your local council or tax office	**1337**	92	1227	19	401	870	66	1321	10	5	1	1336	-
	52%	*42%*	**54%a**	*44%*	*50%*	**54%f**	*43%*	*53%*	*22%*	*48%*	*18%*	*53%*	-
Your GP / medical or healthcare professional	**1047**	84	951	12	298	690	60	1034	9	4	1	1046	-
	41%	*39%*	*41%*	*29%*	*37%*	**43%d**	*39%*	*42%*	*18%*	*38%*	*18%*	*41%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**854**	62	780	12	265	533	55	837	14	3	-	854	-
	33%	*28%*	*34%*	*29%*	*33%*	*33%*	*36%*	*34%*	*29%*	*32%*	-	*34%*	-
Your landline phone provider	**899**	77	813	10	272	563	64	877	19	2	1	898	-
	35%	*35%*	*35%*	*23%*	*34%*	*35%*	*41%*	*35%*	*38%*	*25%*	*18%*	*35%*	-
Your paid TV provider	**844**	69	768	7	249	547	48	838	3	3	-	844	*
	33%	*31%*	*33%*	*17%*	*31%*	*34%*	*31%*	*34%*	*6%*	*27%*	-	*33%*	*1%*
Your broadband provider	**910**	80	821	8	292	565	53	895	11	3	-	910	*
	36%	*37%*	*36%*	*20%*	*37%*	*35%*	*34%*	*36%*	*23%*	*34%*	-	*36%*	*1%*
Your mobile phone provider	**720**	67	646	8	233	445	42	707	8	3	-	718	2
	28%	*31%*	*28%*	*18%*	*29%*	*28%*	*27%*	*28%*	*17%*	*35%*	-	*28%*	*20%*
Would not be happy to receive Post from any organisation	**747**	68	661	18	222	467	57	711	23	3	4	737	5
	29%	*31%*	*29%*	*42%*	*28%*	*29%*	*37%*	*29%*	*48%*	*27%*	*82%*	*29%*	*65%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 19

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**1200**	200	363	201	436	-	200	-	179	-	185	-	201	-	221	-	215
	47%	*48%*	*44%*	*47%*	*50%*	-	*48%*	-	*42%*	-	*46%*	-	*47%*	-	*48%*	-	**52%h**
Your gas / electricity provider	**1093**	172	334	184	403	-	172	-	182	-	152	-	184	-	208	-	195
	43%	*42%*	*40%*	*43%*	*46%*	-	*42%*	-	*42%*	-	*38%*	-	*43%*	-	*45%*	-	**47%j**
Your local council or tax office	**1337**	210	426	210	491	-	210	-	223	-	203	-	210	-	244	-	247
	52%	*51%*	*51%*	*49%*	*56%*	-	*51%*	-	*52%*	-	*51%*	-	*49%*	-	*53%*	-	**59%l**
Your GP / medical or healthcare professional	**1047**	172	335	171	368	-	172	-	175	-	160	-	171	-	181	-	188
	41%	*42%*	*40%*	*40%*	*42%*	-	*42%*	-	*41%*	-	*40%*	-	*40%*	-	*39%*	-	*45%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**854**	151	267	143	293	-	151	-	146	-	122	-	143	-	158	-	135
	33%	*36%*	*32%*	*33%*	*33%*	-	*36%*	-	*34%*	-	*30%*	-	*33%*	-	*34%*	-	*33%*
Your landline phone provider	**899**	134	302	148	315	-	134	-	180	-	122	-	148	-	143	-	173
	35%	*32%*	*36%*	*34%*	*36%*	-	*32%*	-	**42%fjn**	-	*31%*	-	*34%*	-	*31%*	-	**42%fjn**
Your paid TV provider	**844**	143	256	149	296	-	143	-	138	-	119	-	149	-	149	-	147
	33%	*34%*	*31%*	*35%*	*34%*	-	*34%*	-	*32%*	-	*30%*	-	*35%*	-	*32%*	-	*35%*
Your broadband provider	**910**	143	302	152	312	-	143	-	172	-	129	-	152	-	151	-	161
	36%	*35%*	*36%*	*35%*	*35%*	-	*35%*	-	*40%*	-	*32%*	-	*35%*	-	*33%*	-	*39%*
Your mobile phone provider	**720**	108	234	119	259	-	108	-	132	-	103	-	119	-	113	-	146
	28%	*26%*	*28%*	*28%*	*29%*	-	*26%*	-	*31%*	-	*26%*	-	*28%*	-	*24%*	-	**35%fjn**
Would not be happy to receive Post from any organisation	**747**	133	260	132	221	-	133	-	138	-	122	-	132	-	128	-	93
	29%	*32%*	**31%d**	*31%*	*25%*	-	**32%p**	-	**32%p**	-	**31%p**	-	**31%p**	-	*28%*	-	*22%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 20

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	578 *23%*	- -	578 *23%*	347 **28%d**	231 *18%*	84 **26%hk**	99 **31%hijk**	157 **30%hijk**	51 *14%*	92 **21%h**	54 *17%*	41 *16%*	183 **28%no**	207 **23%o**	188 *19%*	96 *17%*	505 *22%*	69 **31%p**	571 *22%*
Your gas / electricity provider	558 *22%*	- -	558 *22%*	333 **27%d**	225 *17%*	84 **26%hj**	89 **28%hjk**	154 **30%hijk**	57 *15%*	88 *20%*	43 *14%*	43 *16%*	174 **27%no**	211 **24%no**	174 *17%*	85 *15%*	495 *21%*	60 *27%*	510 *20%*
Your local council or tax office	550 *22%*	- -	550 *22%*	313 **25%d**	237 *18%*	74 *23%*	82 **26%h**	141 **27%hj**	57 *15%*	90 *20%*	54 *17%*	51 *20%*	157 *24%*	199 *22%*	195 *19%*	105 *18%*	490 *21%*	55 *25%*	513 *20%*
Your GP / medical or healthcare professional	1418 *56%*	- -	1418 *56%*	696 *56%*	714 *55%*	151 *46%*	163 *51%*	288 **56%e**	199 *54%*	253 **57%e**	198 **63%ef**	166 **64%ef**	314 *48%*	487 *55%*	617 **61%lm**	364 **64%lm**	1299 *56%*	108 *48%*	1499 *58%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	427 *17%*	- -	427 *17%*	292 **24%d**	134 *10%*	60 **18%i**	71 **22%hijk**	134 **26%hijk**	49 *13%*	47 *11%*	37 *12%*	28 *11%*	131 **20%no**	183 **21%no**	112 *11%*	66 *11%*	373 *16%*	53 *23%*	381 *15%*
Your landline phone provider	696 *27%*	- -	696 *27%*	366 *30%*	328 *25%*	108 **33%hij**	90 *28%*	172 **33%hij**	83 *22%*	102 *23%*	65 *21%*	74 *28%*	199 **30%n**	255 *29%*	242 *24%*	139 *24%*	610 *26%*	82 **36%p**	669 *26%*
Your paid TV provider	466 *18%*	- -	466 *18%*	284 **23%d**	180 *14%*	66 **20%j**	75 **23%ijk**	146 **28%ehijk**	58 *16%*	60 *14%*	32 *10%*	31 *12%*	140 **22%no**	203 **23%no**	122 *12%*	63 *11%*	405 *18%*	58 **26%p**	430 *17%*
Your broadband provider	590 *23%*	- -	590 *23%*	337 **27%d**	253 *19%*	86 **26%h**	84 **26%h**	145 **28%hj**	64 *17%*	92 *21%*	55 *17%*	66 *25%*	170 *26%*	208 *23%*	212 *21%*	120 *21%*	531 *23%*	54 *24%*	564 *22%*
Your mobile phone provider	640 *25%*	- -	640 *25%*	397 **32%d**	243 *19%*	95 **29%hij**	96 **30%hij**	176 **34%hijk**	71 *19%*	84 *19%*	58 *18%*	60 *23%*	190 **29%no**	248 **28%no**	202 *20%*	118 *21%*	553 *24%*	80 **36%p**	594 *23%*
Would not be happy to receive Phone call from any organisation	824 *32%*	- -	824 *32%*	364 *29%*	453 **35%c**	116 **35%g**	105 *33%*	133 *26%*	143 **39%gk**	155 **35%g**	100 *32%*	72 *28%*	221 *34%*	276 *31%*	327 *32%*	173 *30%*	753 *33%*	61 *27%*	820 *32%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 20

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**578**	161	144	110	163	305	273	390	178	62	59	122	145	159	326	63	491
	23%	**33%bcd**	*18%*	*20%*	*22%*	*24%*	*21%*	**26%h**	*18%*	*17%*	*18%*	*20%*	*24%*	**34%ijkln**	*21%*	*17%*	*24%*
Your gas / electricity provider	**558**	168	130	117	144	297	261	372	179	51	68	115	139	155	322	51	482
	22%	**34%bcd**	*16%*	*22%*	*19%*	*23%*	*20%*	**25%h**	*18%*	*14%*	*20%*	*19%*	**23%l**	**33%ijkln**	**21%l**	*14%*	**23%o**
Your local council or tax office	**550**	140	137	119	153	277	273	359	181	59	71	127	123	132	321	60	463
	22%	**29%bd**	*17%*	*22%*	*21%*	*22%*	*21%*	**24%h**	*18%*	*17%*	*21%*	*21%*	*20%*	**28%ijkln**	*21%*	*17%*	*22%*
Your GP / medical or healthcare professional	**1418**	291	427	297	402	718	700	801	594	186	185	326	360	269	872	186	1161
	56%	*59%*	*54%*	*55%*	*54%*	*56%*	*55%*	*54%*	*58%*	*52%*	*55%*	*53%*	*59%*	*57%*	*56%*	*52%*	*56%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**427**	140	111	89	86	251	176	316	106	40	40	82	113	135	234	41	374
	17%	**29%bcd**	*14%*	*17%*	*12%*	**20%f**	*14%*	**21%h**	*10%*	*11%*	*12%*	*13%*	**18%i**	**28%ijkln**	*15%*	*11%*	**18%o**
Your landline phone provider	**696**	180	164	141	209	345	351	431	254	85	84	153	173	157	411	86	575
	27%	**37%bcd**	*21%*	*26%*	**28%b**	*27%*	*27%*	*29%*	*25%*	*24%*	*25%*	*25%*	*28%*	**33%ikn**	*26%*	*24%*	*28%*
Your paid TV provider	**466**	138	91	102	135	229	238	337	120	43	59	101	103	133	263	43	401
	18%	**26%bcd**	*12%*	**19%b**	**18%b**	*18%*	*19%*	**23%h**	*12%*	*12%*	*18%*	*16%*	*17%*	**26%ijkln**	*17%*	*12%*	**19%o**
Your broadband provider	**590**	142	127	135	187	269	322	363	217	69	86	127	145	129	359	69	494
	23%	**29%b**	*16%*	**25%b**	**25%b**	*21%*	*25%*	*24%*	*21%*	*19%*	*26%*	*21%*	*24%*	*27%*	*23%*	*19%*	*24%*
Your mobile phone provider	**640**	171	145	135	189	316	324	431	200	81	68	145	150	166	363	81	536
	25%	**35%bcd**	*18%*	**25%b**	**26%b**	*25%*	*25%*	**29%h**	*20%*	*23%*	*20%*	*24%*	*25%*	**35%ijkln**	*23%*	*23%*	*26%*
Would not be happy to receive Phone call from any organisation	**824**	108	281	169	266	390	435	471	336	145	118	202	181	118	502	145	628
	32%	*22%*	**36%a**	**32%a**	**36%a**	*30%*	*34%*	*32%*	*33%*	**41%lmn**	**35%m**	**33%m**	*30%*	*25%*	**32%m**	**41%p**	*30%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 20

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

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	578 23%	509 23%	69 18%	22 18%	488 23%	49 24%	23 19%	18 26%	21 20%	49 18%	52 24%	50 27%op	59 26%o	49 21%	117 34%hlmopr	55 15%	37 16%	7 24%	42 24%o
Your gas / electricity provider	558 22%	496 23%b	62 17%	20 17%	479 22%f	46 22%f	19 15%	15 22%	20 20%	62 23%	50 24%	46 26%	45 20%	46 19%	100 29%p	69 19%	39 17%	8 29%	38 21%
Your local council or tax office	550 22%	481 22%	69 18%	19 16%	465 22%	49 24%	22 18%	14 20%	21 21%	55 20%	59 28%p	44 24%	47 21%	49 21%	89 26%p	66 18%	35 16%	7 26%	42 24%
Your GP / medical or healthcare professional	1418 56%	1215 56%	203 54%	66 55%	1175 54%	125 61%d	70 58%	47 68%df	59 58%	155 57%	137 64%np	100 55%	127 55%	124 52%	170 50%	188 52%	117 52%	18 61%	107 61%n
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	427 17%	373 17%	54 14%	17 14%	369 17%	27 13%	17 14%	15 21%ef	12 12%	36 13%	41 19%	40 22%mr	39 17%	26 11%	92 27%hlmopr	50 14%	32 14%	4 13%	23 13%
Your landline phone provider	696 27%	597 27%	99 26%	34 29%	593 27%	51 25%	30 25%	21 31%	25 24%	67 25%	67 32%	60 33%	54 24%	61 26%	119 35%lp	87 24%	52 23%	6 22%	45 25%
Your paid TV provider	466 18%	409 19%	57 15%	26 22%	397 18%	32 15%	23 19%	14 20%	20 20%	49 18%	37 17%	34 19%	41 18%	38 16%	100 29%ijklmopr	50 14%	28 13%	4 16%	27 15%
Your broadband provider	590 23%	514 24%	76 20%	35 29%	503 23%	43 21%	24 20%	19 28%	22 22%	62 23%	60 28%m	45 25%	52 23%	37 15%	103 30%m	78 22%	45 20%	6 21%	37 21%
Your mobile phone provider	640 25%	564 26%	77 20%	28 23%	548 25%	47 23%	26 21%	19 28%	23 22%	67 24%	52 25%	48 26%	60 26%	46 19%	135 40%hijklmopr	71 20%	48 21%	8 28%	39 22%
Would not be happy to receive Phone call from any organisation	824 32%	681 31%	143 38%a	39 32%	707 33%g	62 30%	39 32%	16 24%	35 35%	82 30%	64 30%	57 32%	73 32%	80 34%	95 28%	128 35%	93 41%nr	9 30%	53 30%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	578 23%	253 27%g	207 21%	69 20%	30 18%	15 18%	460 24%	46 18%	253 26%jl	214 22%l	74 17%	26 22%	3 7%	466 24%jl	29 18%
Your gas / electricity provider	558 22%	246 26%bc	200 21%	59 17%	31 18%	22 26%	446 23%c	53 21%	239 25%	199 21%	80 19%	25 21%	7 15%	439 23%	32 19%
Your local council or tax office	550 22%	224 23%c	216 22%	56 16%	37 21%	17 21%	439 23%c	54 21%	236 25%l	187 19%	83 19%	29 24%	7 15%	424 22%	36 22%
Your GP / medical or healthcare professional	1418 56%	572 60%c	536 55%c	163 46%	100 59%	42 50%	1108 58%c	142 56%	546 57%	551 57%	223 52%	64 53%	21 47%	1098 57%	85 52%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	427 17%	168 18%	167 17%	50 14%	22 13%	19 22%	335 17%	40 16%	191 20%i	146 15%	61 14%	20 17%	3 7%	337 18%	23 14%
Your landline phone provider	696 27%	297 31%c	262 27%c	63 18%	46 27%	26 31%c	559 29%c	71 28%c	304 32%ijkn	249 26%	103 24%	22 19%	10 22%	552 29%n	32 19%
Your paid TV provider	466 18%	193 20%c	181 19%	48 14%	24 14%	18 21%	374 19%	42 16%	212 22%kj	156 16%	67 16%	18 15%	7 15%	368 19%	24 15%
Your broadband provider	590 23%	253 27%cdf	225 23%	61 17%	29 17%	18 22%	479 25%c	47 18%	258 27%kj	212 22%	76 18%	25 21%	10 23%	470 25%kj	36 22%
Your mobile phone provider	640 25%	277 29%c	237 24%	68 19%	36 21%	21 25%	513 27%c	57 22%	283 30%kjl	233 24%	83 19%	27 22%	8 18%	516 27%kj	34 21%
Would not be happy to receive Phone call from any organisation	824 32%	263 28%	298 31%	152 43%abdf	52 31%	37 44%af	561 29%	89 35%	282 29%	301 31%	153 36%	42 35%	19 44%	582 30%	61 37%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 20

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

Base : All participants (on even months)

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**578**	72	496	10	192	338	48	555	22	*	-	577	1
	23%	**33%b**	*22%*	*24%*	*24%*	*21%*	**31%e**	*22%*	*45%*	*5%*	-	*23%*	*15%*
Your gas / electricity provider	**558**	78	475	5	210	305	43	532	25	1	-	558	-
	22%	**36%b**	*21%*	*12%*	**26%e**	*19%*	**28%e**	*21%*	*52%*	*11%*	-	*22%*	-
Your local council or tax office	**550**	90	453	7	210	297	43	523	23	1	-	546	4
	22%	**41%b**	*20%*	*17%*	**26%e**	*19%*	**28%e**	*21%*	*47%*	*9%*	-	*21%*	*52%*
Your GP / medical or healthcare professional	**1418**	124	1276	18	439	898	81	1387	24	3	1	1414	3
	56%	*57%*	*56%*	*42%*	*55%*	*56%*	*52%*	*56%*	*49%*	*28%*	*18%*	*56%*	*32%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**427**	56	368	2	145	243	39	405	17	1	2	423	2
	17%	**26%b**	*16%*	*4%*	*18%*	*15%*	**25%e**	*16%*	*35%*	*7%*	*35%*	*17%*	*20%*
Your landline phone provider	**696**	86	597	13	258	380	57	670	22	3	-	694	1
	27%	**39%b**	*26%*	*30%*	**32%e**	*24%*	**37%e**	*27%*	*44%*	*30%*	-	*27%*	*15%*
Your paid TV provider	**466**	56	399	11	174	254	38	446	18	1	-	465	1
	18%	**26%b**	*17%*	*26%*	**22%e**	*16%*	**25%e**	*18%*	*36%*	*11%*	-	*18%*	*15%*
Your broadband provider	**590**	82	497	11	211	337	42	565	23	1	-	589	1
	23%	**38%b**	*22%*	*26%*	**27%e**	*21%*	*27%*	*23%*	*47%*	*10%*	-	*23%*	*15%*
Your mobile phone provider	**640**	70	560	10	223	370	46	611	25	1	-	637	3
	25%	*32%*	*24%*	*24%*	**28%e**	*23%*	*30%*	*25%*	*51%*	*12%*	-	*25%*	*34%*
Would not be happy to receive Phone call from any organisation	**824**	53	750	21	226	547	52	807	7	5	3	819	3
	32%	*24%*	*33%*	*50%*	*28%*	**34%d**	*33%*	*33%*	*14%*	*55%*	*47%*	*32%*	*32%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**578**	98	198	74	209	-	98	-	118	-	80	-	74	-	103	-	106
	23%	*24%*	**24%c**	*17%*	**24%c**	-	*24%*	-	**27%l**	-	*20%*	-	*17%*	-	*22%*	-	**25%l**
Your gas / electricity provider	**558**	97	197	67	197	-	97	-	103	-	94	-	67	-	105	-	92
	22%	**23%c**	**24%c**	*16%*	**22%c**	-	**23%l**	-	**24%l**	-	**24%l**	-	*16%*	-	*23%*	-	*22%*
Your local council or tax office	**550**	86	171	75	218	-	86	-	90	-	81	-	75	-	116	-	102
	22%	*21%*	*21%*	*17%*	**25%c**	-	*21%*	-	*21%*	-	*20%*	-	*17%*	-	**25%l**	-	*24%*
Your GP / medical or healthcare professional	**1418**	223	451	203	540	-	223	-	228	-	224	-	203	-	292	-	248
	56%	*54%*	*54%*	*47%*	**61%bc**	-	*54%*	-	*53%*	-	*56%*	-	*47%*	-	**63%fhl**	-	**60%l**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**427**	63	158	60	145	-	63	-	85	-	73	-	60	-	86	-	60
	17%	*15%*	*19%*	*14%*	*17%*	-	*15%*	-	*20%*	-	*18%*	-	*14%*	-	*19%*	-	*14%*
Your landline phone provider	**696**	118	243	92	243	-	118	-	115	-	128	-	92	-	133	-	110
	27%	*28%*	**29%c**	*21%*	*28%*	-	*28%*	-	*27%*	-	**32%l**	-	*21%*	-	*29%*	-	*27%*
Your paid TV provider	**466**	86	159	60	161	-	86	-	75	-	84	-	60	-	85	-	76
	18%	*21%*	*19%*	*14%*	*18%*	-	*21%*	-	*18%*	-	**21%l**	-	*14%*	-	*18%*	-	*18%*
Your broadband provider	**590**	84	192	81	234	-	84	-	103	-	89	-	81	-	120	-	114
	23%	*20%*	*23%*	*19%*	**27%c**	-	*20%*	-	*24%*	-	*22%*	-	*19%*	-	*26%*	-	**27%l**
Your mobile phone provider	**640**	114	207	97	223	-	114	-	101	-	106	-	97	-	121	-	102
	25%	*27%*	*25%*	*22%*	*25%*	-	*27%*	-	*24%*	-	*27%*	-	*22%*	-	*26%*	-	*24%*
Would not be happy to receive Phone call from any organisation	**824**	128	267	170	259	-	128	-	137	-	130	-	170	-	140	-	119
	32%	*31%*	*32%*	**39%d**	*29%*	-	*31%*	-	*32%*	-	*33%*	-	**39%np**	-	*30%*	-	*29%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	767 30%	-	767 30%	421 34%d	338 26%	119 36%ijk	109 34%ijk	205 39%ijk	122 33%ijk	102 23%	64 20%	46 18%	228 35%no	327 37%no	213 21%	110 19%	694 30%	70 31%	754 29%
Your gas / electricity provider	626 25%	-	626 25%	336 27%d	286 22%	104 31%ijk	87 27%jk	149 29%jk	101 27%jk	101 23%j	41 13%	43 17%	190 29%no	250 28%no	186 18%	85 15%	553 24%	73 32%	565 22%
Your local council or tax office	534 21%	-	534 21%	294 24%d	236 18%	87 26%ijk	97 30%hijk	150 29%ijk	78 21%jk	71 16%k	31 10%	20 8%	184 28%no	228 26%no	121 12%	51 9%	462 20%	70 31%p	475 18%
Your GP / medical or healthcare professional	1024 40%	-	1024 40%	511 41%	502 39%	152 46%jk	143 44%jk	228 44%jk	158 43%jk	178 40%k	100 32%	65 25%	295 45%no	385 43%no	344 34%	166 29%	917 40%	99 44%	987 38%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	683 27%	-	683 27%	351 28%	324 25%	129 39%ijk	107 33%ijk	169 32%ijk	118 32%ijk	104 24%jk	31 10%	25 10%	236 36%no	287 32%no	160 16%o	57 10%	602 26%	80 36%p	630 24%
Your landline phone provider	625 24%	-	625 24%	325 26%	293 23%	94 29%ijk	98 30%ijk	152 29%ijk	100 27%ijk	85 19%	55 17%	42 16%	191 29%no	252 28%no	182 18%	96 17%	553 24%	72 32%	584 23%
Your paid TV provider	621 24%	-	621 24%	329 27%d	285 22%	95 29%ijk	98 30%ijk	178 34%ijk	99 27%ijk	79 18%	44 14%	28 11%	193 30%no	277 31%no	151 15%	72 13%	551 24%	70 31%	551 21%
Your broadband provider	722 28%	-	722 28%	388 31%d	327 25%	112 34%ijk	116 36%ijk	186 36%ijk	104 28%jk	110 25%jk	51 16%	42 16%	228 35%no	290 33%no	203 20%	93 16%	645 28%	74 33%	666 26%
Your mobile phone provider	1178 46%	-	1178 46%	579 47%	585 45%	169 51%k	150 47%	248 48%	183 49%k	201 46%	128 41%	100 39%	319 49%no	430 48%no	429 42%	228 40%	1062 46%	111 49%	1204 47%
Would not be happy to receive Text message from any organisation	866 34%	-	866 34%	407 33%	458 35%	70 21%	92 28%	139 27%	120 32%e	169 38%efg	143 46%efgh	134 52%efghi	162 25%	259 29%	446 44%lm	277 48%lm	805 35%q	48 22%	900 35%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**767**	178	210	152	226	389	378	509	248	77	89	195	195	172	480	77	665
	30%	**36%bc**	*27%*	*28%*	*31%*	*30%*	*30%*	**34%h**	*24%*	*21%*	*27%*	**32%i**	**32%i**	**36%ij**	**31%i**	*22%*	**32%o**
Your gas / electricity provider	**626**	149	176	114	187	325	301	423	194	64	93	139	163	141	395	64	545
	25%	**30%bc**	*22%*	*21%*	*25%*	*25%*	*24%*	**28%h**	*19%*	*18%*	**28%i**	*22%*	**27%i**	**30%ik**	**25%i**	*18%*	**26%o**
Your local council or tax office	**534**	135	146	92	160	282	252	387	138	51	80	115	123	140	318	51	467
	21%	**28%bc**	*19%*	*17%*	*22%*	*22%*	*20%*	**26%h**	*14%*	*14%*	**24%i**	*19%*	*20%*	**29%ikln**	**20%i**	*14%*	**23%o**
Your GP / medical or healthcare professional	**1024**	208	297	202	317	506	519	643	369	114	122	250	275	196	647	115	858
	40%	*42%*	*38%*	*38%*	*43%*	*40%*	*41%*	**43%h**	*36%*	*32%*	*37%*	**40%i**	**45%i**	**41%i**	**41%i**	*32%*	**41%o**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**683**	169	196	131	186	365	317	502	175	56	84	149	174	183	407	56	597
	27%	**35%bcd**	*25%*	*24%*	*25%*	*29%*	*25%*	**34%h**	*17%*	*16%*	**25%i**	**24%i**	**28%i**	**39%ijkln**	**26%i**	*16%*	**29%o**
Your landline phone provider	**625**	157	179	109	181	336	289	419	200	63	77	163	160	131	401	63	543
	24%	**32%bcd**	*23%*	*20%*	*24%*	*26%*	*23%*	**28%h**	*20%*	*18%*	*23%*	**26%i**	**26%i**	**28%i**	**26%i**	*18%*	**26%o**
Your paid TV provider	**621**	153	167	110	192	319	302	440	173	55	88	152	142	151	382	56	544
	24%	**31%bc**	*21%*	*21%*	*26%*	*25%*	*24%*	**29%h**	*17%*	*16%*	**26%i**	**25%i**	**23%i**	**32%iln**	**24%i**	*16%*	**26%o**
Your broadband provider	**722**	167	195	149	210	363	359	488	225	82	83	179	180	160	442	82	614
	28%	**34%b**	*25%*	*28%*	*28%*	*28%*	*28%*	**33%h**	*22%*	*23%*	*25%*	*29%*	*29%*	**34%lj**	*28%*	*23%*	**30%o**
Your mobile phone provider	**1178**	241	358	242	336	599	579	708	456	133	164	279	286	233	729	133	984
	46%	*49%*	*45%*	*45%*	*45%*	*47%*	*45%*	*47%*	*45%*	*37%*	**49%i**	*45%*	**47%i**	**49%i**	**47%i**	*37%*	**48%o**
Would not be happy to receive Text message from any organisation	**866**	110	301	188	266	412	454	445	402	173	109	213	209	109	530	174	650
	34%	*22%*	**38%a**	**35%a**	**36%a**	*32%*	*36%*	*30%*	**39%g**	**49%jklmn**	**33%m**	**35%m**	**34%m**	*23%*	**34%m**	**49%p**	*31%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 21

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

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	767 30%	670 31%	97 26%	41 34%	650 30%	58 28%	37 31%	22 32%	28 27%	86 32%	68 32%	57 31%	66 29%	81 34%	113 33%	98 27%	53 24%	10 36%	47 27%
Your gas / electricity provider	626 25%	563 26%b	64 17%	24 20%	544 25%	41 20%	28 23%	13 19%	28 27%p	78 29%p	57 27%p	46 25%p	57 25%p	45 19%	121 35%mopr	80 22%	32 14%	6 22%	35 20%
Your local council or tax office	534 21%	475 22%b	59 16%	21 17%	464 22%g	34 17%	24 20%	11 16%	20 20%p	67 25%p	46 21%p	45 25%p	49 21%p	39 16%	98 29%mpr	75 21%p	26 11%	5 16%	30 17%
Your GP / medical or healthcare professional	1024 40%	896 41%b	128 34%	44 37%	879 41%	76 37%	46 37%	24 34%	40 40%	103 38%	103 48%or	78 43%	93 41%	88 37%	168 49%mopr	123 34%	82 36%	13 44%	64 36%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	683 27%	607 28%b	75 20%	27 23%	580 27%	48 23%	32 27%	22 32%e	24 24%	72 26%	55 26%	55 31%p	49 22%	63 27%	138 40%hijlmopr	85 24%	40 18%	6 23%	41 23%
Your landline phone provider	625 24%	555 25%b	70 19%	22 18%	533 25%	47 23%	30 25%	15 22%	26 26%p	89 33%lmopr	62 29%mop	51 28%p	49 21%	43 18%	112 33%lmopr	66 18%	35 16%	9 32%p	38 22%
Your paid TV provider	621 24%	548 25%	73 20%	25 21%	536 25%	42 20%	29 24%	14 21%	24 23%p	88 32%lmpr	59 28%lp	56 31%lpr	36 16%	50 21%p	102 30%lpr	93 26%lp	27 12%	7 24%	35 20%p
Your broadband provider	722 28%	627 29%	94 25%	38 31%	620 29%	51 25%	32 26%	19 27%	29 28%	80 29%p	57 27%	54 30%p	51 22%	49 21%	138 41%hijlmpr	120 33%mp	43 19%	7 26%	44 25%
Your mobile phone provider	1178 46%	1013 47%	165 44%	57 48%	987 46%	95 46%	61 50%	36 51%	47 47%	125 46%	113 53%mp	94 52%	106 47%	96 40%	168 49%	148 41%	89 40%	15 51%	80 46%
Would not be happy to receive Text message from any organisation	866 34%	709 33%	157 42%a	42 35%	734 34%	70 34%	41 33%	21 31%	35 35%n	87 32%	76 36%n	54 30%	83 36%n	88 37%n	79 23%	140 39%n	91 41%n	7 26%	62 36%n

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 21

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

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**767**	303	266	108	58	27	570	85	288	304	120	36	10	592	45
	30%	*32%*	*28%*	*31%*	*34%*	*32%*	*30%*	*33%*	*30%*	*32%*	*28%*	*30%*	*22%*	*31%*	*28%*
Your gas / electricity provider	**626**	240	224	86	47	27	464	74	260	250	82	23	9	509	31
	25%	*25%*	*23%*	*24%*	*28%*	*32%*	*24%*	*29%*	**27%j**	**26%j**	*19%*	*19%*	*20%*	**27%j**	*19%*
Your local council or tax office	**534**	207	190	79	31	24	397	55	205	228	66	22	8	433	30
	21%	*22%*	*20%*	*22%*	*18%*	*28%*	*21%*	*21%*	*21%*	**24%j**	*15%*	*18%*	*18%*	**23%j**	*18%*
Your GP / medical or healthcare professional	**1024**	384	390	144	70	29	774	99	400	395	153	54	14	795	67
	40%	*40%*	*40%*	*41%*	*41%*	*35%*	*40%*	*39%*	*42%*	*41%*	*36%*	*45%*	*31%*	*41%*	*41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**683**	248	257	98	48	30	505	78	262	286	100	24	7	548	31
	27%	*26%*	*27%*	*28%*	*28%*	*36%*	*26%*	*30%*	*27%*	**30%n**	*23%*	*20%*	*16%*	**29%n**	*19%*
Your landline phone provider	**625**	241	222	90	45	25	464	70	251	252	74	34	9	503	43
	24%	*25%*	*23%*	*26%*	*26%*	*30%*	*24%*	*28%*	**26%j**	**26%j**	*17%*	*28%*	*21%*	**26%j**	*26%*
Your paid TV provider	**621**	249	221	79	44	26	470	70	242	256	77	29	12	499	40
	24%	*26%*	*23%*	*23%*	*26%*	*31%*	*24%*	*27%*	**25%j**	**27%j**	*18%*	*24%*	*27%*	**26%j**	*25%*
Your broadband provider	**722**	284	277	85	49	23	562	72	292	292	90	26	14	584	39
	28%	*30%*	*29%*	*24%*	*28%*	*27%*	*29%*	*28%*	**31%j**	**30%j**	*21%*	*21%*	*31%*	**30%j**	*24%*
Your mobile phone provider	**1178**	440	460	138	88	43	900	131	445	489	163	48	18	934	66
	46%	*46%*	**48%c**	*39%*	*51%*	*51%*	**47%c**	**51%c**	**47%j**	**51%jn**	*38%*	*40%*	*40%*	**49%j**	*40%*
Would not be happy to receive Text message from any organisation	**866**	332	302	141	50	25	634	75	308	305	162	41	24	614	65
	34%	*35%*	*31%*	**40%bg**	*29%*	*30%*	*33%*	*29%*	*32%*	*32%*	*38%*	*34%*	**55%hikm**	*32%*	*40%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**767**	73	685	9	247	458	62	744	18	3	2	765	-
	30%	*34%*	*30%*	*21%*	*31%*	*29%*	**40%e**	*30%*	*37%*	*32%*	*35%*	*30%*	-
Your gas / electricity provider	**626**	65	557	4	215	364	48	611	11	2	3	624	-
	25%	*30%*	*24%*	*10%*	*27%*	*23%*	*31%*	*25%*	*22%*	*25%*	*53%*	*25%*	-
Your local council or tax office	**534**	65	465	4	178	308	47	508	21	2	2	532	-
	21%	**30%b**	*20%*	*10%*	*22%*	*19%*	**31%e**	*20%*	*43%*	*26%*	*35%*	*21%*	-
Your GP / medical or healthcare professional	**1024**	98	915	11	324	636	65	1000	20	2	2	1022	-
	40%	*45%*	*40%*	*25%*	*41%*	*40%*	*42%*	*40%*	*41%*	*25%*	*35%*	*40%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**683**	66	615	2	197	431	55	649	28	4	2	681	*
	27%	*30%*	*27%*	*4%*	*25%*	*27%*	**36%d**	*26%*	*57%*	*38%*	*35%*	*27%*	*1%*
Your landline phone provider	**625**	74	546	6	208	372	46	604	17	2	-	624	2
	24%	**34%b**	*24%*	*14%*	*26%*	*23%*	*30%*	*24%*	*36%*	*23%*	-	*25%*	*20%*
Your paid TV provider	**621**	62	554	5	197	373	51	607	11	3	-	621	-
	24%	*28%*	*24%*	*13%*	*25%*	*23%*	**33%e**	*24%*	*23%*	*27%*	-	*24%*	-
Your broadband provider	**722**	71	643	7	249	426	46	697	21	3	-	720	2
	28%	*33%*	*28%*	*17%*	*31%*	*27%*	*30%*	*28%*	*43%*	*30%*	-	*28%*	*20%*
Your mobile phone provider	**1178**	99	1068	11	368	745	65	1154	17	4	2	1175	2
	46%	*45%*	*47%*	*26%*	*46%*	*46%*	*42%*	*46%*	*34%*	*42%*	*35%*	*46%*	*20%*
Would not be happy to receive Text message from any organisation	**866**	59	783	24	239	575	52	845	9	3	3	857	6
	34%	*27%*	*34%*	*57%*	*30%*	**36%d**	*34%*	*34%*	*18%*	*32%*	*47%*	*34%*	*80%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 21

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**767**	119	241	130	277	-	119	-	107	-	134	-	130	-	144	-	132
	30%	*29%*	*29%*	*30%*	*31%*	-	*29%*	-	*25%*	-	**34%h**	-	*30%*	-	*31%*	-	*32%*
Your gas / electricity provider	**626**	96	197	111	223	-	96	-	89	-	108	-	111	-	108	-	114
	25%	*23%*	*24%*	*26%*	*25%*	-	*23%*	-	*21%*	-	*27%*	-	*26%*	-	*23%*	-	*28%*
Your local council or tax office	**534**	79	174	103	178	-	79	-	81	-	93	-	103	-	94	-	84
	21%	*19%*	*21%*	*24%*	*20%*	-	*19%*	-	*19%*	-	*23%*	-	*24%*	-	*20%*	-	*20%*
Your GP / medical or healthcare professional	**1024**	163	339	191	332	-	163	-	177	-	162	-	191	-	177	-	155
	40%	*39%*	*41%*	*44%*	*38%*	-	*39%*	-	*41%*	-	*41%*	-	*44%*	-	*38%*	-	*37%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**683**	105	205	137	236	-	105	-	93	-	111	-	137	-	120	-	116
	27%	*25%*	*25%*	*32%*	*27%*	-	*25%*	-	*22%*	-	*28%*	-	**32%h**	-	*26%*	-	*28%*
Your landline phone provider	**625**	97	183	107	239	-	97	-	85	-	97	-	107	-	121	-	117
	24%	*23%*	*22%*	*25%*	*27%*	-	*23%*	-	*20%*	-	*24%*	-	*25%*	-	*26%*	-	**28%h**
Your paid TV provider	**621**	88	205	113	214	-	88	-	100	-	106	-	113	-	107	-	107
	24%	*21%*	*25%*	*26%*	*24%*	-	*21%*	-	*23%*	-	*27%*	-	*26%*	-	*23%*	-	*26%*
Your broadband provider	**722**	112	233	126	251	-	112	-	107	-	126	-	126	-	124	-	128
	28%	*27%*	*28%*	*29%*	*29%*	-	*27%*	-	*25%*	-	*32%*	-	*29%*	-	*27%*	-	*31%*
Your mobile phone provider	**1178**	177	366	206	429	-	177	-	173	-	194	-	206	-	225	-	204
	46%	*43%*	*44%*	*48%*	*49%*	-	*43%*	-	*40%*	-	*49%*	-	*48%*	-	*49%*	-	**49%h**
Would not be happy to receive Text message from any organisation	**866**	151	281	146	288	-	151	-	166	-	115	-	146	-	157	-	131
	34%	*37%*	*34%*	*34%*	*33%*	-	*37%*	-	**39%i**	-	*29%*	-	*34%*	-	*34%*	-	*31%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 22

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	**1664**	-	1664	814	838	204	191	345	250	299	231	144	395	594	675	376	1519	136	1730
	65%	-	*65%*	*66%*	*65%*	*62%*	*59%*	**66%k**	**68%k**	**68%k**	**74%efk**	*56%*	*61%*	*67%*	*67%*	*66%*	*66%*	*60%*	*67%*
Your gas / electricity provider	**1753**	-	1753	835	904	174	204	329	276	331	249	190	378	605	770	439	1623	123	1792
	69%	-	*69%*	*67%*	*70%*	*53%*	*63%*	**63%e**	**75%efg**	**75%efg**	**80%efg**	**73%eg**	*58%*	**68%l**	**76%lm**	**77%lm**	**70%q**	*55%*	*69%*
Your local council or tax office	**1428**	-	1428	666	752	132	171	296	206	272	209	143	303	502	624	352	1317	99	1425
	56%	-	*56%*	*54%*	*58%*	*40%*	**53%e**	**57%e**	**56%e**	**62%e**	**67%efghk**	**55%e**	*47%*	**56%l**	**62%l**	**61%l**	**57%q**	*44%*	*55%*
Your GP / medical or healthcare professional	**1235**	-	1235	602	620	147	158	256	203	236	144	92	304	459	472	236	1118	106	1219
	48%	-	*48%*	*49%*	*48%*	*45%*	**49%k**	**49%k**	**55%ek**	**53%k**	*46%*	*35%*	*47%*	**52%o**	*47%*	*41%*	*48%*	*47%*	*47%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1511**	-	1511	706	789	183	180	321	240	276	190	122	363	561	587	311	1382	117	1566
	59%	-	*59%*	*57%*	*61%*	*56%*	*56%*	**62%k**	**65%k**	**63%k**	**61%k**	*47%*	*56%*	**63%lo**	*58%*	*54%*	*60%*	*52%*	*61%*
Your landline phone provider	**1516**	-	1516	707	797	127	168	299	248	295	222	157	295	547	673	378	1420	88	1587
	59%	-	*59%*	*57%*	*61%*	*39%*	**52%e**	**58%e**	**67%efg**	**67%efg**	**71%efg**	**60%e**	*45%*	**62%l**	**66%l**	**66%l**	**61%q**	*39%*	*61%*
Your paid TV provider	**1536**	-	1536	732	792	157	195	308	254	281	203	138	352	562	621	341	1427	101	1577
	60%	-	*60%*	*59%*	*61%*	*48%*	**61%e**	**59%e**	**69%egk**	**64%ek**	**65%ek**	*53%*	*54%*	**63%l**	**61%l**	*59%*	**62%q**	*45%*	*61%*
Your broadband provider	**1776**	-	1776	837	928	191	202	339	278	339	247	179	394	618	765	426	1642	125	1840
	70%	-	*70%*	*67%*	*72%*	*58%*	*63%*	*65%*	**75%efg**	**77%efg**	**79%efgk**	*69%*	*60%*	**69%l**	**75%lm**	**74%l**	**71%q**	*56%*	*71%*
Your mobile phone provider	**1601**	-	1601	773	819	170	198	304	259	299	221	150	368	563	670	371	1478	114	1659
	63%	-	*63%*	*62%*	*63%*	*52%*	*62%*	*58%*	**70%egk**	**68%egk**	**71%egk**	*58%*	*57%*	**63%l**	**66%l**	**65%l**	**64%q**	*51%*	*64%*
Would not be happy to receive Email/ online portal from any organisation	**352**	-	352	175	177	49	58	64	50	54	36	42	106	114	132	78	311	36	325
	14%	-	*14%*	*14%*	*14%*	*15%*	*18%*	*12%*	*13%*	*12%*	*11%*	*16%*	*16%*	*13%*	*13%*	*14%*	*13%*	*16%*	*13%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 22

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**1664**	325	530	332	477	855	809	978	666	215	207	394	440	313	1041	216	1380
	65%	*66%*	*67%*	*62%*	*64%*	*67%*	*63%*	*65%*	*65%*	*60%*	*62%*	*64%*	**72%ijk**	*66%*	*67%*	*60%*	*67%*
Your gas / electricity provider	**1753**	324	587	357	485	911	842	1000	730	216	222	433	451	339	1106	216	1476
	69%	*66%*	**75%acd**	*67%*	*66%*	**71%f**	*66%*	*67%*	*72%*	*61%*	*66%*	**70%l**	**74%l**	**71%l**	**71%l**	*60%*	**71%o**
Your local council or tax office	**1428**	261	469	288	409	730	698	838	574	180	191	343	367	263	902	180	1189
	56%	*53%*	*60%*	*54%*	*55%*	*57%*	*55%*	*56%*	*56%*	*50%*	*57%*	*56%*	**60%l**	*55%*	*58%*	*50%*	*57%*
Your GP / medical or healthcare professional	**1235**	254	390	226	365	643	591	763	453	154	163	280	311	249	753	155	1027
	48%	**52%c**	*49%*	*42%*	*49%*	*50%*	*46%*	**51%h**	*45%*	*43%*	*49%*	*45%*	*51%*	*52%*	*48%*	*43%*	*50%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1511**	307	494	295	415	801	710	916	571	163	191	357	398	308	946	163	1279
	59%	*63%*	**63%c**	*55%*	*56%*	**63%f**	*56%*	**61%h**	*56%*	*46%*	**57%i**	**58%i**	**65%ik**	**65%i**	**61%i**	*45%*	**62%o**
Your landline phone provider	**1516**	270	499	304	442	769	746	864	632	189	199	369	387	286	955	189	1266
	59%	*55%*	**63%a**	*57%*	*60%*	*60%*	*58%*	*58%*	*62%*	*53%*	*59%*	*60%*	**63%i**	*60%*	**61%i**	*53%*	**61%o**
Your paid TV provider	**1536**	277	494	308	457	770	765	923	589	194	196	358	414	286	968	194	1281
	60%	*56%*	*63%*	*57%*	*62%*	*60%*	*60%*	*62%*	*58%*	*54%*	*59%*	*58%*	**68%ijk**	*60%*	**62%i**	*54%*	**62%o**
Your broadband provider	**1776**	333	587	348	508	920	856	1020	727	228	223	440	458	320	1122	229	1472
	70%	*68%*	**75%c**	*65%*	*69%*	**72%f**	*67%*	*68%*	*71%*	*64%*	*67%*	*71%*	**75%ijm**	*67%*	**72%i**	*64%*	**71%o**
Your mobile phone provider	**1601**	300	529	309	463	830	772	955	621	210	204	386	414	301	1004	210	1326
	63%	*61%*	**67%c**	*58%*	*63%*	*65%*	*60%*	*64%*	*61%*	*59%*	*61%*	*63%*	**68%i**	*63%*	*64%*	*59%*	*64%*
Would not be happy to receive Email/ online portal from any organisation	**352**	49	97	88	118	146	206	203	138	78	54	78	63	49	196	78	245
	14%	*10%*	*12%*	**16%a**	**16%a**	*11%*	**16%e**	*14%*	*14%*	**22%klmn**	*16%*	*13%*	*10%*	*10%*	*13%*	**22%p**	*12%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 22

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

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	1664	1441	223	74	1394	143	84	43	65	160	147	117	146	150	234	217	158	16	127
	65%	66%b	59%	61%	65%	70%	69%	62%	64%	59%	69%	65%	64%	63%	69%	60%	70%	57%	72%lo
Your gas / electricity provider	1753	1500	252	79	1479	145	86	43	70	165	162	143	159	162	222	250	147	18	127
	69%	69%	67%	66%	69%	71%	70%	63%	69%	61%	76%l	79%lnpq	70%	68%	65%	69%	65%	63%	72%l
Your local council or tax office	1428	1227	201	57	1205	116	71	35	49	141	139	111	119	133	188	195	130	14	102
	56%	56%	53%	47%	56%	57%	59%	50%	49%	52%	65%hll	61%	52%	56%	55%	54%	58%	51%	58%
Your GP / medical or healthcare professional	1235	1067	168	51	1057	96	55	27	44	118	119	89	105	116	184	176	106	14	81
	48%	49%	45%	42%	49%g	47%	45%	40%	44%	43%	56%	49%	46%	49%	54%	49%	47%	50%	46%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1511	1302	209	68	1254	135	81	41	47	147	133	119	120	134	202	226	125	17	119
	59%	60%	56%	56%	58%	66%d	66%d	59%	47%	54%	62%h	66%hl	53%	57%	59%h	63%h	56%	58%	68%hilmp
Your landline phone provider	1516	1279	236	62	1277	130	73	36	62	150	159	121	127	147	182	193	137	19	111
	59%	59%	63%	52%	59%g	64%g	60%	52%	61%	55%	75%hilmnopr	67%no	56%	62%	53%	53%	61%	66%	63%
Your paid TV provider	1536	1297	239	71	1288	131	78	39	62	147	146	109	131	135	216	217	127	17	113
	60%	60%	64%	59%	60%	64%	64%	57%	61%	54%	68%lp	60%	57%	57%	63%	60%	56%	61%	64%
Your broadband provider	1776	1508	269	80	1485	153	93	45	69	156	172	128	149	162	233	249	167	23	130
	70%	69%	72%	66%	69%	75%g	77%dg	65%	68%	58%	81%hilmno	71%l	65%	68%	68%	69%	74%l	80%l	74%l
Your mobile phone provider	1601	1363	238	73	1339	142	77	44	69	160	147	128	130	142	199	215	150	19	123
	63%	63%	64%	60%	62%	69%d	63%	63%	68%	59%	69%	71%ln	57%	60%	58%	60%	66%	68%	70%ln
Would not be happy to receive Email/ online portal from any organisation	352	296	57	16	310	20	10	12	12	57	25	24	30	40	34	57	32	2	18
	14%	14%	15%	14%	14%f	10%	9%	17%ef	12%	21%nr	12%	13%	13%	17%	10%	16%	14%	7%	10%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**1664**	606	640	225	116	66	1246	182	631	633	274	77	33	1263	110
	65%	*64%*	*66%*	*64%*	*68%*	**79%acj**	*65%*	*71%*	*66%*	*66%*	*64%*	*64%*	*74%*	*66%*	*67%*
Your gas / electricity provider	**1753**	648	670	233	122	68	1318	190	642	684	280	83	39	1326	122
	69%	*68%*	*69%*	*66%*	*71%*	**81%c**	*69%*	*74%*	*67%*	*71%*	*65%*	*69%*	**89%hijkm**	*69%*	*74%*
Your local council or tax office	**1428**	525	544	198	99	52	1069	151	521	566	230	68	23	1087	92
	56%	*55%*	*56%*	*56%*	*58%*	*62%*	*56%*	*59%*	*55%*	*59%*	*54%*	*57%*	*53%*	*57%*	*56%*
Your GP / medical or healthcare professional	**1235**	455	473	166	84	48	928	132	470	467	200	57	26	938	83
	48%	*48%*	*49%*	*47%*	*49%*	*57%*	*48%*	*52%*	*49%*	*49%*	*47%*	*47%*	*59%*	*49%*	*50%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1511**	554	578	205	105	61	1131	166	573	589	223	75	30	1163	105
	59%	*58%*	*60%*	*58%*	*62%*	*72%*	*59%*	*65%*	**60%j**	**61%j**	*52%*	*62%*	*67%*	**61%j**	*64%*
Your landline phone provider	**1516**	592	562	210	87	56	1154	143	591	584	229	64	30	1175	94
	59%	**62%d**	*58%*	*60%*	*51%*	*66%*	*60%*	*56%*	**62%j**	*61%*	*53%*	*53%*	*69%*	**61%j**	*57%*
Your paid TV provider	**1536**	565	589	213	103	59	1154	161	573	604	243	70	32	1176	103
	60%	*59%*	*61%*	*61%*	*60%*	*70%*	*60%*	*63%*	*60%*	*63%*	*57%*	*59%*	*74%*	*61%*	*63%*
Your broadband provider	**1776**	659	676	241	122	71	1334	193	668	678	281	87	38	1346	126
	70%	*69%*	*70%*	*68%*	*71%*	**84%abcj**	*70%*	*75%*	*70%*	*70%*	*66%*	*73%*	**87%hijm**	*70%*	*77%*
Your mobile phone provider	**1601**	589	628	210	102	65	1217	167	597	617	258	77	32	1214	108
	63%	*62%*	*65%*	*60%*	*59%*	**77%acdi**	*63%*	*65%*	*62%*	*64%*	*60%*	*64%*	*72%*	*63%*	*66%*
Would not be happy to receive Email/ online portal from any organisation	**352**	132	115	70	20	4	247	23	124	116	81	16	4	240	20
	14%	*14%*	*12%*	**20%abefg**	*11%*	*4%*	*13%*	*9%*	*13%*	*12%*	**19%him**	*13%*	*8%*	*13%*	*12%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 22

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**1664**	132	1512	21	500	1070	95	1631	25	5	1	1661	2
	65%	*60%*	*66%*	*48%*	*63%*	*67%*	*61%*	*66%*	*51%*	*58%*	*18%*	*65%*	*29%*
Your gas / electricity provider	**1753**	131	1600	22	520	1138	94	1722	19	6	3	1747	3
	69%	*60%*	**70%a**	*52%*	*65%*	**71%df**	*61%*	*69%*	*40%*	*62%*	*53%*	*69%*	*34%*
Your local council or tax office	**1428**	109	1294	25	427	924	77	1403	18	5	1	1426	1
	56%	*50%*	*56%*	*58%*	*54%*	*58%*	*50%*	*57%*	*37%*	*50%*	*18%*	*56%*	*13%*
Your GP / medical or healthcare professional	**1235**	103	1118	13	373	790	72	1197	29	5	1	1231	3
	48%	*47%*	*49%*	*32%*	*47%*	*49%*	*47%*	*48%*	*59%*	*55%*	*18%*	*48%*	*33%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1511**	108	1387	16	437	987	86	1483	20	4	3	1507	1
	59%	*49%*	**61%a**	*37%*	*55%*	**62%d**	*56%*	*60%*	*41%*	*42%*	*53%*	*59%*	*13%*
Your landline phone provider	**1516**	119	1385	12	439	1008	69	1495	14	4	1	1513	1
	59%	*54%*	*60%*	*28%*	*55%*	**63%df**	*45%*	*60%*	*29%*	*41%*	*18%*	*60%*	*14%*
Your paid TV provider	**1536**	114	1401	20	463	998	76	1508	20	5	1	1532	3
	60%	*52%*	**61%a**	*48%*	*58%*	**62%f**	*49%*	*61%*	*40%*	*49%*	*18%*	*60%*	*33%*
Your broadband provider	**1776**	121	1639	17	529	1162	85	1748	22	4	1	1774	1
	70%	*55%*	**71%a**	*40%*	**67%f**	**72%df**	*55%*	*70%*	*45%*	*43%*	*18%*	*70%*	*13%*
Your mobile phone provider	**1601**	112	1471	18	473	1044	85	1574	19	6	1	1599	1
	63%	*51%*	**64%a**	*43%*	*59%*	**65%df**	*55%*	*63%*	*40%*	*63%*	*18%*	*63%*	*14%*
Would not be happy to receive Email/ online portal from any organisation	**352**	46	294	13	98	223	32	337	7	1	3	346	4
	14%	**21%b**	*13%*	*30%*	*12%*	*14%*	**21%d**	*14%*	*15%*	*12%*	*47%*	*14%*	*52%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**1664**	282	521	266	595	-	282	-	266	-	255	-	266	-	322	-	273
	65%	*68%*	*63%*	*62%*	*68%*	-	*68%*	-	*62%*	-	*64%*	-	*62%*	-	*69%*	-	*66%*
Your gas / electricity provider	**1753**	283	547	299	624	-	283	-	272	-	275	-	299	-	332	-	293
	69%	*68%*	*66%*	*69%*	*71%*	-	*68%*	-	*63%*	-	*69%*	-	*69%*	-	**72%h**	-	*70%*
Your local council or tax office	**1428**	231	447	232	518	-	231	-	218	-	229	-	232	-	274	-	244
	56%	*56%*	*54%*	*54%*	*59%*	-	*56%*	-	*51%*	-	*57%*	-	*54%*	-	*59%*	-	*59%*
Your GP / medical or healthcare professional	**1235**	180	397	218	441	-	180	-	211	-	186	-	218	-	231	-	209
	48%	*43%*	*48%*	*50%*	*50%*	-	*43%*	-	*49%*	-	*47%*	-	*50%*	-	*50%*	-	*50%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1511**	253	456	255	547	-	253	-	218	-	238	-	255	-	285	-	262
	59%	*61%*	*55%*	*59%*	**62%b**	-	**61%h**	-	*51%*	-	**60%h**	-	*59%*	-	**61%h**	-	**63%h**
Your landline phone provider	**1516**	240	490	268	518	-	240	-	242	-	248	-	268	-	281	-	236
	59%	*58%*	*59%*	*62%*	*59%*	-	*58%*	-	*56%*	-	*62%*	-	*62%*	-	*61%*	-	*57%*
Your paid TV provider	**1536**	244	486	263	543	-	244	-	245	-	241	-	263	-	290	-	252
	60%	*59%*	*59%*	*61%*	*62%*	-	*59%*	-	*57%*	-	*60%*	-	*61%*	-	*63%*	-	*61%*
Your broadband provider	**1776**	279	569	298	630	-	279	-	274	-	294	-	298	-	340	-	290
	70%	*67%*	*69%*	*69%*	*72%*	-	*67%*	-	*64%*	-	**74%h**	-	*69%*	-	**73%h**	-	*70%*
Your mobile phone provider	**1601**	255	493	270	583	-	255	-	252	-	241	-	270	-	303	-	280
	63%	*62%*	*59%*	*63%*	**66%b**	-	*62%*	-	*59%*	-	*60%*	-	*63%*	-	*65%*	-	**67%h**
Would not be happy to receive Email/ online portal from any organisation	**352**	67	124	56	105	-	67	-	77	-	46	-	56	-	66	-	40
	14%	*16%*	*15%*	*13%*	*12%*	-	**16%p**	-	**18%jp**	-	*12%*	-	*13%*	-	*14%*	-	*10%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	**68** *3%*	- -	68 *3%*	43 *3%*	25 *2%*	13 *4%*	14 *4%*	12 *2%*	6 *2%*	10 *2%*	8 *2%*	5 *2%*	27 *4%*	18 *2%*	23 *2%*	13 *2%*	51 *2%*	14 **6%p**	55 *2%*
Your gas / electricity provider	**30** *1%*	- -	30 *1%*	21 *2%*	9 *1%*	3 *1%*	5 *2%*	9 *2%*	5 *1%*	5 *1%*	* *	4 *1%*	9 *1%*	13 *2%*	8 *1%*	4 *1%*	23 *1%*	5 *2%*	26 *1%*
Your local council or tax office	**34** *1%*	- -	34 *1%*	25 **2%d**	8 *1%*	7 *2%*	4 *1%*	13 *3%*	2 *1%*	3 *1%*	2 *1%*	2 *1%*	11 *2%*	16 *2%*	7 *1%*	4 *1%*	24 *1%*	7 **3%p**	23 *1%*
Your GP / medical or healthcare professional	**49** *2%*	- -	49 *2%*	30 *2%*	18 *1%*	4 *1%*	5 *2%*	7 *1%*	3 *1%*	8 *2%*	11 *4%*	11 **4%gh**	9 *1%*	9 *1%*	31 **3%m**	22 **4%lm**	37 *2%*	9 *4%*	45 *2%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**25** *1%*	- -	25 *1%*	18 *1%*	7 *1%*	1 *	2 *1%*	8 *2%*	2 *1%*	2 *1%*	6 *2%*	4 *1%*	3 *	10 *1%*	12 *1%*	9 *2%*	21 *1%*	4 *2%*	26 *1%*
Your landline phone provider	**29** *1%*	- -	29 *1%*	18 *1%*	11 *1%*	5 *1%*	4 *1%*	9 *2%*	2 *	5 *1%*	4 *1%*	- -	9 *1%*	11 *1%*	9 *1%*	4 *1%*	21 *1%*	8 **3%p**	30 *1%*
Your paid TV provider	**39** *2%*	- -	39 *2%*	24 *2%*	14 *1%*	8 *2%*	5 *1%*	8 *1%*	7 *2%*	5 *1%*	4 *1%*	2 *1%*	13 *2%*	15 *2%*	11 *1%*	6 *1%*	29 *1%*	7 *3%*	33 *1%*
Your broadband provider	**31** *1%*	- -	31 *1%*	22 *2%*	9 *1%*	7 **2%l**	7 **2%l**	12 **2%l**	4 *1%*	* *	2 *1%*	- -	14 **2%no**	16 **2%n**	2 *	2 *	16 *1%*	13 **6%p**	24 *1%*
Your mobile phone provider	**20** *1%*	- -	20 *1%*	13 *1%*	7 *1%*	6 **2%l**	4 *1%*	6 *1%*	2 *	- -	2 *1%*	- -	10 **2%n**	8 *1%*	2 *	2 *	12 *1%*	8 **4%p**	19 *1%*
Would not be happy to receive Other from any organisation	**2363** *93%*	- -	2363 *93%*	1127 *91%*	1220 **94%c**	294 *90%*	295 *91%*	482 *93%*	348 *94%*	414 *94%*	290 *93%*	240 *93%*	589 *90%*	830 *93%*	944 *93%*	530 *93%*	2154 **93%q**	192 *86%*	2417 *94%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**68**	13	21	15	19	34	34	42	26	8	8	18	14	15	40	8	59
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*
Your gas / electricity provider	**30**	10	6	6	9	15	15	19	10	3	4	10	3	6	16	3	22
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
Your local council or tax office	**34**	18	3	3	9	21	13	27	7	2	1	9	4	16	14	2	30
	1%	**4%bcd**	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	**3%ln**	*1%*	*1%*	*1%*
Your GP / medical or healthcare professional	**49**	7	12	14	16	19	29	16	28	10	3	17	13	6	33	10	39
	2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	**3%g**	*3%*	*1%*	*3%*	*2%*	*1%*	*2%*	*3%*	*2%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**25**	4	8	5	8	12	13	16	9	5	4	6	7	3	17	5	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Your landline phone provider	**29**	7	7	6	10	14	15	20	9	3	4	6	8	5	18	3	23
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Your paid TV provider	**39**	12	13	2	12	25	14	28	10	7	2	11	10	6	23	7	29
	2%	**2%c**	*2%*	*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*
Your broadband provider	**31**	10	12	6	4	22	9	27	5	3	2	11	5	10	18	3	28
	1%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Your mobile phone provider	**20**	8	5	3	3	14	7	12	7	2	3	6	1	6	10	2	19
	1%	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Would not be happy to receive Other from any organisation	**2363**	456	736	493	679	1191	1172	1385	941	325	312	569	567	441	1449	326	1918
	93%	*93%*	*93%*	*92%*	*92%*	*93%*	*92%*	*93%*	*92%*	*91%*	*94%*	*92%*	*93%*	*93%*	*93%*	*91%*	*93%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 23

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

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	68 3%	56 3%	12 3%	2 2%	62 3%	3 2%	2 1%	* 1%	2 2%	5 2%	5 3%	6 3%	4 2%	5 2%	19 6%r	11 3%	4 2%	1 2%	2 1%
Your gas / electricity provider	30 1%	24 1%	7 2%	1 1%	27 1%	1 1%	2 2%	- -	2 2%l	4 2%	- -	- -	- -	1 1%	12 3%l	2 1%	5 2%	1 2%jkl	1 *
Your local council or tax office	34 1%	30 1%	4 1%	1 1%	32 1%	1 *	* *	1 1%	- -	6 2%	- -	3 2%	2 1%	1 *	13 4%jr	2 *	4 2%	1 2%j	* *
Your GP / medical or healthcare professional	49 2%	40 2%	8 2%	1 1%	43 2%	2 1%	2 2%	1 1%	1 1%	5 2%	- -	2 1%	6 2%	3 1%	6 2%	14 4%j	7 3%j	* *	2 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	25 1%	21 1%	4 1%	1 1%	21 1%	2 1%	1 1%	1 1%	1 1%	5 2%	- -	1 1%	1 1%	2 1%	4 1%	2 *	5 2%	1 2%j	1 1%
Your landline phone provider	29 1%	25 1%	4 1%	1 1%	26 1%	2 1%	1 1%	1 1%	2 2%	7 3%	- -	2 1%	- -	1 *	4 1%	2 *	8 4%jlo	- -	2 1%
Your paid TV provider	39 2%	36 2%	3 1%	1 *	36 2%	1 *	1 1%	1 1%	- -	7 3%o	- -	5 3%o	5 2%	9 4%jor	6 2%	- -	5 2%	- -	1 *
Your broadband provider	31 1%	29 1%	3 1%	* *	29 1%	2 1%	* *	* *	1 1%	3 1%	- -	4 2%	4 2%	2 1%	9 3%	4 1%	2 1%	1 2%	2 1%
Your mobile phone provider	20 1%	20 1%	1 *	* *	17 1%	1 1%	2 2%	* *	- -	1 *	1 1%	- -	4 2%	3 1%	6 2%	2 *	- -	- -	1 1%
Would not be happy to receive Other from any organisation	2363 93%	2019 93%	344 92%	115 96%	1987 92%	196 96%d	115 94%	66 95%	93 93%	248 91%	206 97%kp	164 91%	211 93%	217 92%	314 92%	333 92%	200 89%	27 95%	169 96%p

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**68**	30	28	5	3	1	58	4	36	18	11	1	1	53	2
	3%	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*
Your gas / electricity provider	**30**	10	13	4	3	1	22	4	19	6	3	1	*	25	1
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
Your local council or tax office	**34**	15	13	3	1	1	28	3	18	7	7	-	-	25	-
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	-	*1%*	-
Your GP / medical or healthcare professional	**49**	22	16	5	5	*	39	5	16	19	9	2	-	36	2
	2%	*2%*	*2%*	*1%*	*3%*	*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	*2%*	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**25**	9	8	4	2	2	17	4	5	12	5	*	2	17	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	***4%h***	*1%*	*1%*
Your landline phone provider	**29**	12	9	5	2	2	21	4	14	9	3	*	2	23	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*4%*	*1%*	*1%*
Your paid TV provider	**39**	11	16	8	*	3	27	3	12	11	12	2	2	23	4
	2%	*1%*	*2%*	*2%*	*	*4%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*4%*	*1%*	*2%*
Your broadband provider	**31**	9	16	3	2	2	25	4	10	10	7	1	2	20	2
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%*	*1%*	*1%*
Your mobile phone provider	**20**	11	8	1	*	-	19	*	11	5	4	*	-	16	*
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*	-	*1%*	*
Would not be happy to receive Other from any organisation	**2363**	882	890	322	162	80	1773	242	881	897	389	114	42	1778	155
	93%	*93%*	*92%*	*92%*	*95%*	*95%*	*92%*	*95%*	*92%*	*93%*	*91%*	*95%*	*95%*	*93%*	*95%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**68**	3	62	2	23	42	2	66	1	-	-	68	-
	3%	*1%*	*3%*	*5%*	*3%*	*3%*	*2%*	*3%*	*3%*	-	-	*3%*	-
Your gas / electricity provider	**30**	3	27	-	9	19	3	28	-	2	-	30	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	-	*23%*	-	*1%*	-
Your local council or tax office	**34**	4	30	-	10	20	4	31	3	-	-	34	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*6%*	-	-	*1%*	-
Your GP / medical or healthcare professional	**49**	2	46	-	23	23	2	47	2	-	-	49	-
	2%	*1%*	*2%*	-	*3%*	*1%*	*1%*	*2%*	*3%*	-	-	*2%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**25**	*	25	-	8	15	2	25	*	-	-	25	-
	1%	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	-	-	*1%*	-
Your landline phone provider	**29**	3	26	*	7	18	4	26	3	-	-	29	-
	1%	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*6%*	-	-	*1%*	-
Your paid TV provider	**39**	1	38	-	19	19	1	36	1	1	-	39	-
	2%	*	*2%*	-	*2%*	*1%*	*1%*	*1%*	*2%*	*16%*	-	*2%*	-
Your broadband provider	**31**	3	27	1	8	18	5	29	2	1	-	31	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*4%*	*7%*	-	*1%*	-
Your mobile phone provider	**20**	5	16	-	10	9	2	19	1	-	-	20	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
Would not be happy to receive Other from any organisation	**2363**	204	2119	40	721	1501	142	2302	41	7	5	2350	8
	93%	*93%*	*92%*	*94%*	*91%*	**94%d**	*92%*	*93%*	*84%*	*71%*	*100%*	*92%*	*100%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**68**	10	20	19	19	-	10	-	13	-	6	-	19	-	11	-	8
	3%	*2%*	*2%*	*4%*	*2%*	-	*2%*	-	*3%*	-	*2%*	-	*4%*	-	*2%*	-	*2%*
Your gas / electricity provider	**30**	1	13	6	11	-	1	-	10	-	3	-	6	-	5	-	6
	1%	*	*2%*	*1%*	*1%*	-	*	-	**2%f**	-	*1%*	-	*1%*	-	*1%*	-	*1%*
Your local council or tax office	**34**	1	19	2	12	-	1	-	15	-	4	-	2	-	7	-	5
	1%	*	**2%a**	*	*1%*	-	*	-	**4%fl**	-	*1%*	-	*	-	*2%*	-	*1%*
Your GP / medical or healthcare professional	**49**	6	23	1	18	-	6	-	15	-	8	-	1	-	11	-	7
	2%	*2%*	**3%c**	*	*2%*	-	*2%*	-	**4%l**	-	*2%*	-	*	-	*2%*	-	*2%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**25**	1	9	4	11	-	1	-	5	-	4	-	4	-	6	-	5
	1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
Your landline phone provider	**29**	3	12	4	11	-	3	-	8	-	3	-	4	-	6	-	4
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
Your paid TV provider	**39**	5	10	8	16	-	5	-	7	-	4	-	8	-	6	-	10
	2%	*1%*	*1%*	*2%*	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*
Your broadband provider	**31**	3	13	6	10	-	3	-	6	-	7	-	6	-	5	-	5
	1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*
Your mobile phone provider	**20**	5	5	1	9	-	5	-	5	-	-	-	1	-	6	-	3
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	-	-	*	-	*1%*	-	*1%*
Would not be happy to receive Other from any organisation	**2363**	393	750	398	822	-	393	-	382	-	369	-	398	-	435	-	387
	93%	*95%*	*90%*	*92%*	*93%*	-	**95%h**	-	*89%*	-	*92%*	-	*92%*	-	**94%h**	-	*93%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 24

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

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1265**	-	1265	606	651	148	171	267	180	248	166	85	319	447	499	251	1188	68	1265
Weighted Base	**1224**	-**	1224	631	582	159*	160*	269	180*	221	143*	93*	318	449	457	236	1118	98*	1265
Effective Base	**687**	-	687	343	340	79	93	155	99	132	82	50	171	254	263	132	637	47	1265
Post	**373**	-	373	188	184	43	48	62	55	76	61	28	91	117	165	89	338	34	408
	30%	-	*30%*	*30%*	*32%*	*27%*	*30%*	*23%*	*30%*	**34%g**	**43%eg**	*30%*	*29%*	*26%*	**36%m**	**38%m**	*30%*	*35%*	*32%*
Phone call	**140**	-	140	79	60	21	14	52	17	18	7	11	35	69	36	18	122	15	127
	11%	-	*11%*	*13%*	*10%*	*14%*	*8%*	**19%fhjl**	*9%*	*8%*	*5%*	*12%*	*11%*	**15%no**	*8%*	*8%*	*11%*	*15%*	*10%*
Text message	**142**	-	142	70	69	32	21	41	23	7	9	8	54	63	25	18	123	19	129
	12%	-	*12%*	*11%*	*12%*	**20%ij**	**13%l**	**15%l**	**13%l**	*3%*	*7%*	*9%*	**17%no**	**14%n**	*5%*	*8%*	*11%*	*19%*	*10%*
Email/ online portal	**555**	-	555	284	264	59	75	113	83	118	62	46	133	196	226	108	524	28	589
	45%	-	*45%*	*45%*	*45%*	*37%*	*47%*	*42%*	*46%*	**53%e**	*44%*	*49%*	*42%*	*44%*	*49%*	*46%*	**47%q**	*28%*	*47%*
Other	**8**	-	8	5	4	-	2	-	4	-	3	-	2	4	3	3	8	-	4
	1%	-	*1%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*	*1%*	*1%*	*1%*	*1%*	-	*
Don't know	**6**	-	6	5	1	3	-	1	-	2	*	-	3	1	2	*	3	3	8
	*	-	*	*1%*	*	*2%*	-	*	-	*1%*	*	-	*1%*	*	*	*	*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 24

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

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

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1265**	326	370	239	330	696	569	667	580	142	147	309	338	244	794	143	1058
Weighted Base	**1224**	264	367	226	366	632	592	732	475	151*	143*	289	325	245	757	152*	1020
Effective Base	**687**	147	206	130	205	353	334	376	311	83	83	172	175	130	429	83	571
Post	**373**	78	106	80	109	184	189	202	163	48	50	87	114	53	252	48	308
	30%	*29%*	*29%*	*35%*	*30%*	*29%*	*32%*	*28%*	*34%*	*32%*	**35%m**	*30%*	**35%m**	*22%*	**33%m**	*32%*	*30%*
Phone call	**140**	42	34	28	36	76	64	101	37	13	16	30	33	41	79	13	120
	11%	*16%*	*9%*	*12%*	*10%*	*12%*	*11%*	**14%h**	*8%*	*8%*	*11%*	*10%*	*10%*	**17%n**	*10%*	*8%*	*12%*
Text message	**142**	48	27	35	32	74	67	100	39	18	9	28	34	48	71	18	123
	12%	**18%bd**	*7%*	**15%b**	*9%*	*12%*	*11%*	**14%h**	*8%*	*12%*	*6%*	*10%*	*10%*	**19%klm**	*9%*	*12%*	*12%*
Email/ online portal	**555**	94	194	83	184	288	267	322	229	72	68	138	141	97	348	73	455
	45%	*35%*	**53%ac**	*37%*	**50%ac**	*46%*	*45%*	*44%*	*48%*	*48%*	*48%*	*48%*	*43%*	*39%*	*46%*	*48%*	*45%*
Other	**8**	3	6	-	-	8	-	5	3	-	-	-	2	6	2	-	8
	1%	*1%*	*2%*	-	-	**1%f**	-	*1%*	*1%*	-	-	-	*1%*	**3%kn**	*	-	*1%*
Don't know	**6**	*	1	-	5	1	5	2	4	1	*	4	*	*	5	1	5
	*	*	*	-	*1%*	*	*1%*	*	*1%*	*	*	*2%*	*	*	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 24

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

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

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1265**	836	429	193	601	277	218	169	52	64	70	66	68	65	77	69	70	42	235
Weighted Base	**1224**	1061	163	57*	1025	102	63	34	41*	121*	108*	93*	102*	113*	176*	165*	107*	13**	89
Effective Base	**687**	584	106	36	510	147	105	109	46	59	61	61	62	60	69	62	64	18	129
Post	**373**	320	53	15	308	28	26	12	10	36	31	20	35	46	45	47	38	7	21
	30%	*30%*	*33%*	*27%*	*30%*	*27%*	***42%de***	*34%*	*24%*	*30%*	*29%*	*21%*	*35%*	***40%kr***	*26%*	*29%*	*36%*	*52%*	*23%*
Phone call	**140**	125	15	9	121	12	4	3	4	10	7	13	15	12	35	11	14	1	11
	11%	*12%*	*9%*	*17%*	*12%*	*12%*	*7%*	*8%*	*11%*	*9%*	*6%*	*13%*	*15%*	*10%*	***20%lo***	*7%*	*13%*	*7%*	*13%*
Text message	**142**	126	16	6	127	6	5	4	5	12	8	13	13	16	29	18	13	*	6
	12%	*12%*	*10%*	*10%*	***12%e***	*6%*	*8%*	*12%*	*12%*	*10%*	*8%*	*14%*	*13%*	*14%*	***16%r***	*11%*	*13%*	*1%*	*6%*
Email/ online portal	**555**	478	77	26	457	56	27	16	22	61	61	47	39	40	64	83	41	5	51
	45%	*45%*	*47%*	*46%*	*45%*	***54%d***	*43%*	*46%*	*53%*	*50%*	***56%mnp***	*51%*	*38%*	*35%*	*36%*	*51%*	*38%*	*36%*	***57%lmnp***
Other	**8**	6	2	-	8	-	-	-	-	2	-	-	-	-	-	6	1	-	-
	1%	*1%*	*1%*	-	*1%*	-	-	-	-	*1%*	-	-	-	-	-	*3%*	*1%*	-	-
Don't know	**6**	6	*	-	4	1	*	*	-	-	2	-	-	-	3	-	-	1	1
	*	*1%*	*	-	*	*1%*	*1%*	*	-	-	*1%*	-	-	-	*1%*	-	-	*4%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 24

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

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1265**	494	521	140	70	31	1015	101	524	505	154	48	18	1029	66
Weighted Base	**1224**	479	481	141*	81*	34**	960	115*	477	493	169*	54*	15**	971	70*
Effective Base	**687**	263	281	84	38	17	543	56	274	273	88	32	10	547	43
Post	**373**	162	142	36	22	7	304	29	142	160	52	12	1	302	13
	30%	*34%*	*30%*	*26%*	*27%*	*20%*	*32%*	*25%*	*30%*	*33%*	*31%*	*22%*	*8%*	*31%*	*19%*
Phone call	**140**	57	60	14	4	5	117	9	64	49	15	8	2	113	10
	11%	*12%*	*13%*	*10%*	*5%*	*15%*	*12%*	*8%*	*13%*	*10%*	*9%*	*15%*	*11%*	*12%*	*14%*
Text message	**142**	51	63	16	6	7	114	13	72	51	16	2	1	123	2
	12%	*11%*	*13%*	*11%*	*7%*	*20%*	*12%*	*11%*	**15%n**	*10%*	*10%*	*3%*	*5%*	*13%*	*4%*
Email/ online portal	**555**	205	208	75	49	15	413	65	196	225	85	32	12	421	44
	45%	*43%*	*43%*	*53%*	**61%abf**	*46%*	*43%*	*56%*	*41%*	*46%*	*50%*	**60%h**	*77%*	*43%*	**63%hlm**
Other	**8**	4	5	-	-	-	8	-	4	5	-	-	-	8	-
	1%	*1%*	*1%*	-	-	-	*1%*	-	*1%*	*1%*	-	-	-	*1%*	-
Don't know	**6**	1	3	-	*	-	4	*	*	3	1	-	-	3	-
	*	*	*1%*	-	*	-	*	*	*	*1%*	*	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 24

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

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1265**	108	1139	18	418	783	64	1239	18	6	1	1263	1
Weighted Base	**1224**	108*	1103	13**	384	762	77*	1197	21**	4**	1**	1222	1**
Effective Base	**687**	63	620	5	225	420	43	671	12	3	1	686	1
Post	**373**	19	350	4	102	244	27	370	2	1	-	372	1
	30%	*18%*	**32%a**	*31%*	*26%*	*32%*	*35%*	*31%*	*7%*	*23%*	-	*30%*	*100%*
Phone call	**140**	22	111	7	52	75	13	134	6	*	-	140	-
	11%	**20%b**	*10%*	*56%*	*14%*	*10%*	*16%*	*11%*	*29%*	*4%*	-	*11%*	-
Text message	**142**	15	127	-	48	81	13	134	7	*	-	142	-
	12%	*14%*	*11%*	-	*12%*	*11%*	*17%*	*11%*	*35%*	*7%*	-	*12%*	-
Email/ online portal	**555**	50	504	1	178	352	24	546	6	3	1	554	-
	45%	*46%*	*46%*	*9%*	*46%*	*46%*	*32%*	*46%*	*29%*	*66%*	*100%*	*45%*	-
Other	**8**	2	7	-	2	7	-	8	-	-	-	8	-
	1%	*1%*	*1%*	-	*	*1%*	-	*1%*	-	-	-	*1%*	-
Don't know	**6**	-	5	*	2	3	*	6	-	-	-	6	-
	*	-	*	*3%*	*1%*	*	*	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 24

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

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1265**	221	407	206	431	-	221	-	189	-	218	-	206	-	210	-	221
Weighted Base	**1224**	227	359	204	433	-**	227	-**	175	-**	184	-**	204	-**	221	-**	213
Effective Base	**687**	115	232	105	242	-	115	-	107	-	125	-	105	-	119	-	124
Post	**373**	76	129	44	123	-	76	-	62	-	67	-	44	-	53	-	70
	30%	*34%*	**36%c**	*22%*	*28%*	-	*34%*	-	**35%l**	-	**37%ln**	-	*22%*	-	*24%*	-	*33%*
Phone call	**140**	20	47	27	45	-	20	-	22	-	26	-	27	-	21	-	23
	11%	*9%*	*13%*	*13%*	*10%*	-	*9%*	-	*13%*	-	*14%*	-	*13%*	-	*10%*	-	*11%*
Text message	**142**	31	44	15	51	-	31	-	27	-	17	-	15	-	31	-	20
	12%	*14%*	*12%*	*7%*	*12%*	-	*14%*	-	*16%*	-	*9%*	-	*7%*	-	*14%*	-	*9%*
Email/ online portal	**555**	96	136	112	211	-	96	-	64	-	72	-	112	-	112	-	99
	45%	*42%*	*38%*	**55%b**	**49%b**	-	*42%*	-	*36%*	-	*39%*	-	**55%hj**	-	**51%h**	-	*46%*
Other	**8**	-	2	4	3	-	-	-	-	-	2	-	4	-	3	-	-
	1%	-	*	*2%*	*1%*	-	-	-	-	-	*1%*	-	*2%*	-	*1%*	-	-
Don't know	**6**	4	1	2	*	-	4	-	-	-	1	-	2	-	-	-	*
	*******	*2%*	*	*1%*	*	-	*2%*	-	-	-	*	-	*1%*	-	-	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 25

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

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1125**	-	1125	542	576	125	146	232	170	225	135	92	271	402	452	227	1063	55	1125
Weighted Base	**1115**	-**	1115	559	546	140*	142*	233	178*	201	123*	99*	282	410	423	222	1023	86*	1125
Effective Base	**620**	-	620	300	315	71	82	133	94	118	69	55	152	226	242	124	578	40	1125
Post	**302**	-	302	154	143	40	44	63	43	50	49	14	85	106	112	63	285	18	324
	27%	-	*27%*	*28%*	*26%*	*29%*	**31%k**	*27%*	*24%*	*25%*	**40%hik**	*14%*	*30%*	*26%*	*26%*	*28%*	*28%*	*21%*	*29%*
Phone call	**121**	-	121	75	47	17	16	45	16	12	6	9	32	62	27	16	106	13	102
	11%	-	*11%*	*13%*	*9%*	*12%*	*11%*	**20%hij**	*9%*	*6%*	*5%*	*9%*	*11%*	**15%no**	*6%*	*7%*	*10%*	*15%*	*9%*
Text message	**96**	-	96	55	38	26	15	23	22	5	4	2	41	45	10	5	78	18	78
	9%	-	*9%*	*10%*	*7%*	**19%ijk**	**11%l**	**10%l**	**12%ijk**	*2%*	*3%*	*2%*	**15%no**	**11%no**	*2%*	*2%*	*8%*	**21%p**	*7%*
Email/ online portal	**591**	-	591	272	316	56	67	101	97	135	64	71	124	198	270	135	551	37	612
	53%	-	*53%*	*49%*	**58%c**	*40%*	*47%*	*43%*	*55%*	**67%efg**	*52%*	**72%efghi**	*44%*	*48%*	**64%lm**	**61%lm**	*54%*	*43%*	*54%*
Other	**1**	-	1	1	-	-	-	-	-	-	-	1	-	-	1	1	1	-	1
	*	-	*	*	-	-	-	-	-	-	-	*1%*	-	-	*	*1%*	*	-	*
Don't know	**3**	-	3	2	1	*	*	-	-	1	*	1	1	-	2	2	2	-	8
	*	-	*	*	*	*	*	-	-	*	*	*1%*	*	-	*1%*	*1%*	*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1125**	270	340	217	298	610	515	591	519	128	141	280	307	198	728	128	946
Weighted Base	**1115**	235	348	208	324	583	532	663	437	126*	153*	269	300	210	722	126*	952
Effective Base	**620**	125	192	117	187	316	304	335	287	75	83	161	160	107	402	75	520
Post	**302**	67	93	58	85	159	143	168	132	34	31	73	80	69	184	34	257
	27%	*28%*	*27%*	*28%*	*26%*	*27%*	*27%*	*25%*	*30%*	*27%*	*20%*	*27%*	*27%*	*33%*	*26%*	*27%*	*27%*
Phone call	**121**	38	27	26	31	65	57	89	32	11	16	28	31	34	75	11	109
	11%	**16%b**	*8%*	*12%*	*9%*	*11%*	*11%*	**13%h**	*7%*	*8%*	*10%*	*10%*	*10%*	*16%*	*10%*	*8%*	*11%*
Text message	**96**	33	13	12	38	46	50	64	29	17	15	18	21	23	54	17	79
	9%	**14%bc**	*4%*	*6%*	**12%b**	*8%*	*9%*	*10%*	*7%*	*13%*	*10%*	*7%*	*7%*	*11%*	*7%*	*13%*	*8%*
Email/ online portal	**591**	98	213	112	170	310	281	342	241	65	91	147	167	85	405	65	504
	53%	*41%*	**61%a**	*54%*	*52%*	*53%*	*53%*	*52%*	*55%*	*52%*	**60%m**	**55%m**	**56%m**	*40%*	**56%m**	*52%*	*53%*
Other	**1**	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1
	*	-	-	-	*	-	*	-	*	-	-	*1%*	-	-	*	-	*
Don't know	**3**	*	2	*	*	2	*	*	2	-	*	2	1	*	2	-	3
	*	*	*1%*	*	*	*	*	*	*1%*	-	*	*1%*	*	*	*	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 25

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

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

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1125**	749	376	163	549	243	189	144	52	58	69	61	64	59	70	63	53	40	203
Weighted Base	**1115**	973	142*	47*	939	92	53*	31*	40*	111*	109*	87*	101*	101*	159*	154*	78*	13**	79
Effective Base	**620**	526	99	33	465	128	88	88	47	54	61	56	58	55	63	57	49	17	111
Post	**302**	261	41	8	253	23	14	12	9	25	23	15	34	21	50	46	31	7	16
	27%	*27%*	*29%*	*16%*	*27%*	*25%*	*27%*	**39%de**	*23%*	*23%*	*21%*	*17%*	**34%k**	*21%*	*31%*	*30%*	**39%jkmr**	*53%*	*21%*
Phone call	**121**	107	15	8	109	5	5	3	6	20	14	10	11	12	24	6	5	1	5
	11%	*11%*	*10%*	*17%*	*12%*	*6%*	*9%*	*9%*	**16%or**	**18%or**	*13%*	*11%*	*11%*	*12%*	**15%o**	*4%*	*6%*	*5%*	*6%*
Text message	**96**	83	13	3	87	4	4	1	4	10	8	15	5	5	20	13	6	*	4
	9%	*9%*	*9%*	*6%*	*9%*	*4%*	*8%*	*4%*	*10%*	*9%*	*7%*	**18%lmr**	*5%*	*5%*	*13%*	*8%*	*8%*	*1%*	*5%*
Email/ online portal	**591**	518	73	29	488	59	29	15	20	55	63	47	51	63	64	89	36	6	54
	53%	*53%*	*51%*	*61%*	*52%*	**65%dg**	*55%*	*48%*	*51%*	*50%*	*58%*	*54%*	*51%*	**63%n**	*40%*	*58%*	*46%*	*42%*	**68%hilnp**
Other	**1**	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*1%*	-	-	-	-
Don't know	**3**	2	*	*	1	*	1	*	-	-	1	-	-	-	-	-	-	-	*
	*	*	*	*	*	*1%*	*1%*	*1%*	-	-	*1%*	-	-	-	-	-	-	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 25

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

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1125**	456	445	123	64	30	901	94	467	447	134	44	19	914	63
Weighted Base	**1115**	443	414	135*	79*	38**	857	117*	425	446	161*	51*	17**	871	68*
Effective Base	**620**	246	242	72	37	20	487	57	243	241	84	31	14	484	44
Post	**302**	127	111	34	21	5	238	26	120	123	46	6	1	243	7
	27%	*29%*	*27%*	*25%*	*27%*	*12%*	*28%*	*22%*	**28%kn**	**28%n**	**29%n**	*11%*	*8%*	**28%kn**	*10%*
Phone call	**121**	54	46	9	4	8	100	12	62	40	9	8	1	102	9
	11%	*12%*	*11%*	*7%*	*5%*	*22%*	*12%*	*11%*	**15%j**	*9%*	*5%*	*17%*	*5%*	*12%*	*14%*
Text message	**96**	26	39	12	13	6	65	19	37	41	13	3	1	79	4
	9%	*6%*	*9%*	*9%*	**16%a**	*16%*	*8%*	**16%af**	*9%*	*9%*	*8%*	*6%*	*4%*	*9%*	*6%*
Email/ online portal	**591**	234	218	80	39	19	452	58	206	242	93	34	13	447	46
	53%	*53%*	*53%*	*59%*	*50%*	*49%*	*53%*	*50%*	*48%*	*54%*	*58%*	*66%*	*74%*	*51%*	**68%hm**
Other	**1**	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	**2%af**	-	-	**1%f**	-	-	-	-	-	-	-
Don't know	**3**	2	*	*	-	-	2	-	*	*	-	-	1	1	1
	*	*	*	*	-	-	*	-	*	*	-	-	*9%*	*	**2%him**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 25

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

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1125**	89	1022	14	365	700	60	1103	13	7	2	1123	-
Weighted Base	**1115**	90*	1018	7**	350	694	71*	1093	14**	5**	3**	1112	-**
Effective Base	**620**	55	561	5	201	380	39	606	9	4	2	618	-
Post	**302**	22	275	5	97	188	18	298	1	2	2	301	-
	27%	*24%*	*27%*	*78%*	*28%*	*27%*	*25%*	*27%*	*10%*	*30%*	*66%*	*27%*	-
Phone call	**121**	15	107	-	47	60	15	119	2	1	-	121	-
	11%	*16%*	*10%*	-	*13%*	*9%*	**21%e**	*11%*	*11%*	*13%*	-	*11%*	-
Text message	**96**	10	86	-	31	48	17	89	6	*	-	96	-
	9%	*11%*	*8%*	-	*9%*	*7%*	**25%de**	*8%*	*43%*	*5%*	-	*9%*	-
Email/ online portal	**591**	44	546	1	175	396	21	583	5	3	1	591	-
	53%	*49%*	*54%*	*17%*	**50%f**	**57%f**	*29%*	*53%*	*36%*	*52%*	*34%*	*53%*	-
Other	**1**	-	1	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Don't know	**3**	*	2	*	*	2	*	3	-	-	-	3	-
	*	*	*	*6%*	*	*	*	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1125**	188	348	189	400	-	188	-	170	-	178	-	189	-	198	-	202
Weighted Base	**1115**	190*	331	189*	404	-**	190*	-**	165*	-**	167	-**	189*	-**	203	-**	201
Effective Base	**620**	93	206	99	226	-	93	-	98	-	108	-	99	-	112	-	114
Post	**302**	54	98	58	93	-	54	-	51	-	46	-	58	-	40	-	53
	27%	*28%*	*29%*	*30%*	*23%*	-	*28%*	-	*31%*	-	*28%*	-	*30%*	-	*20%*	-	*26%*
Phone call	**121**	17	49	13	42	-	17	-	22	-	28	-	13	-	18	-	24
	11%	*9%*	**15%c**	*7%*	*10%*	-	*9%*	-	*13%*	-	**17%l**	-	*7%*	-	*9%*	-	*12%*
Text message	**96**	20	23	13	40	-	20	-	11	-	12	-	13	-	22	-	18
	9%	*10%*	*7%*	*7%*	*10%*	-	*10%*	-	*7%*	-	*7%*	-	*7%*	-	*11%*	-	*9%*
Email/ online portal	**591**	98	160	106	228	-	98	-	81	-	79	-	106	-	122	-	106
	53%	*52%*	*48%*	*56%*	*56%*	-	*52%*	-	*49%*	-	*48%*	-	*56%*	-	*60%*	-	*53%*
Other	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*1%*	-	-
Don't know	**3**	1	2	-	*	-	1	-	*	-	2	-	-	-	-	-	*
	*	*1%*	*	-	*	-	*1%*	-	*	-	*1%*	-	-	-	-	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 26

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

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1029**	-	1029	482	542	113	132	223	144	201	136	80	245	367	417	216	962	60	1029
Weighted Base	**1047**	-**	1047	521	519	119*	128*	243	152*	192	126*	87*	246	395	406	213	950	90*	1029
Effective Base	**581**	-	581	284	293	63	72	135	76	114	73	49	135	211	236	122	535	43	1029
Post	**389**	-	389	195	191	38	48	78	46	63	77	39	86	124	180	116	358	28	404
	37%	-	*37%*	*38%*	*37%*	*32%*	*37%*	*32%*	*30%*	*33%*	**61%efghi**	*45%*	*35%*	*31%*	**44%m**	**55%lm**	*38%*	*31%*	*39%*
Phone call	**108**	-	108	67	41	17	6	46	13	10	7	9	23	59	27	17	89	20	81
	10%	-	*10%*	*13%*	*8%*	**15%fi**	*4%*	**19%fhij**	*9%*	*5%*	*6%*	*11%*	*9%*	**15%n**	*7%*	*8%*	*9%*	**22%p**	*8%*
Text message	**102**	-	102	57	43	28	21	26	19	6	2	-	50	45	8	2	90	12	80
	10%	-	*10%*	*11%*	*8%*	**24%gijk**	**17%ijk**	**11%ijk**	**12%ijk**	*3%*	*2%*	-	**20%mno**	**11%no**	*2%*	*1%*	*9%*	*14%*	*8%*
Email/ online portal	**443**	-	443	199	243	34	52	93	74	112	40	38	87	167	190	78	411	30	455
	42%	-	*42%*	*38%*	**47%c**	*29%*	*41%*	*38%*	**49%ej**	**58%efgj**	*31%*	*44%*	*35%*	*42%*	**47%l**	*37%*	*43%*	*33%*	*44%*
Other	**2**	-	2	2	-	-	1	-	-	2	-	-	1	-	2	-	2	-	2
	*	-	*	*	-	-	*	-	-	*1%*	-	-	*	-	*	-	*	-	*
Don't know	**1**	-	1	*	1	1	*	-	-	*	*	-	1	-	*	*	1	-	7
	*	-	*	*	*	*	*	-	-	*	*	-	*	-	*	*	*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1029**	251	312	183	283	563	466	541	471	125	132	253	266	184	651	125	852
Weighted Base	**1047**	221	327	186	313	548	499	629	402	121*	150*	248	269	201	667	121*	884
Effective Base	**581**	123	183	103	172	306	275	321	259	67	78	148	152	102	377	67	488
Post	**389**	75	123	80	112	198	192	200	183	44	56	105	105	58	265	44	328
	37%	*34%*	*38%*	*43%*	*36%*	*36%*	*38%*	*32%*	**46%g**	*36%*	*37%*	**42%m**	*39%*	*29%*	**40%m**	*36%*	*37%*
Phone call	**108**	37	31	16	25	68	41	80	27	9	19	11	28	36	59	9	95
	10%	**17%d**	*9%*	*9%*	*8%*	*12%*	*8%*	**13%h**	*7%*	*7%*	**13%k**	*5%*	*10%*	**18%ikn**	*9%*	*7%*	*11%*
Text message	**102**	37	22	9	34	59	43	75	25	16	18	17	26	24	61	16	85
	10%	**17%bc**	*7%*	*5%*	*11%*	*11%*	*9%*	**12%h**	*6%*	*13%*	*12%*	*7%*	*10%*	*12%*	*9%*	*13%*	*10%*
Email/ online portal	**443**	72	151	78	142	223	220	270	166	52	56	114	109	84	279	52	373
	42%	*33%*	**46%a**	*42%*	**45%a**	*41%*	*44%*	*43%*	*41%*	*43%*	*37%*	*46%*	*40%*	*42%*	*42%*	*43%*	*42%*
Other	**2**	-	-	2	-	-	2	2	-	-	-	1	2	-	2	-	2
	*	-	-	*1%*	-	-	*	*	-	-	-	*	*1%*	-	*	-	*
Don't know	**1**	*	*	-	*	1	*	1	*	-	*	*	*	*	1	-	1
	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 26

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

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

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1029**	704	325	135	510	211	184	124	45	53	64	57	56	60	64	59	52	32	179
Weighted Base	**1047**	909	138*	46**	881	86	55*	26*	36*	102*	103*	82*	88*	102*	145*	145*	78*	10**	76*
Effective Base	**581**	499	82	24	436	110	90	80	40	50	56	52	50	56	59	54	47	16	95
Post	**389**	336	53	21	317	35	25	13	13	33	36	12	38	46	42	60	36	6	29
	37%	*37%*	*39%*	*46%*	*36%*	*41%*	*46%*	**50%d**	**35%k**	*32%*	**35%k**	*15%*	**43%k**	**45%k**	*29%*	**42%k**	**47%k**	*63%*	**38%k**
Phone call	**108**	98	10	6	101	3	2	2	3	20	13	11	5	5	28	7	9	-	3
	10%	*11%*	*8%*	*12%*	**11%ei**	*4%*	*3%*	*7%*	*8%*	**20%lmor**	*12%*	*13%*	*5%*	*5%*	**20%lmor**	*5%*	*12%*	-	*5%*
Text message	**102**	90	13	1	92	5	4	1	1	9	3	11	11	5	33	14	6	1	4
	10%	*10%*	*9%*	*3%*	**10%g**	*6%*	*8%*	*3%*	*3%*	*9%*	*3%*	**13%j**	*12%*	*4%*	**23%hjmpr**	*10%*	*7%*	*7%*	*5%*
Email/ online portal	**443**	382	61	18	369	42	23	10	19	40	51	48	35	44	41	63	27	3	39
	42%	*42%*	*45%*	*39%*	*42%*	*49%*	*41%*	*38%*	**54%n**	*40%*	**50%n**	**58%np**	*40%*	*44%*	*28%*	*43%*	*34%*	*30%*	**52%n**
Other	**2**	2	-	-	2	-	1	-	-	-	-	-	-	2	-	-	-	-	-
	*	*	-	-	*	-	*1%*	-	-	-	-	-	-	*2%*	-	-	-	-	-
Don't know	**1**	1	*	-	-	*	*	1	-	-	-	-	-	-	-	-	-	-	*
	*	*	*	-	-	*	**1%d**	**2%d**	-	-	-	-	-	-	-	-	-	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1029	408	406	118	59	34	814	93	413	414	130	48	15	827	63
Weighted Base	1047	421	392	127*	68*	37**	812	104*	397	427	146*	54*	14**	824	68*
Effective Base	581	224	223	72	39	21	447	60	216	236	82	33	9	452	42
Post	389	156	148	51	24	10	303	34	138	174	56	14	2	312	16
	37%	*37%*	*38%*	*40%*	*36%*	*26%*	*37%*	*32%*	*35%*	**41%n**	*38%*	*27%*	*11%*	*38%*	*24%*
Phone call	108	52	42	9	3	2	94	5	51	36	13	6	*	87	7
	10%	*12%*	*11%*	*7%*	*5%*	*5%*	*12%*	*5%*	*13%*	*8%*	*9%*	*12%*	*2%*	*11%*	*10%*
Text message	102	40	36	13	5	8	76	13	35	48	15	4	*	83	4
	10%	*9%*	*9%*	*10%*	*7%*	*23%*	*9%*	*13%*	*9%*	*11%*	*10%*	*7%*	*1%*	*10%*	*6%*
Email/ online portal	443	171	166	53	35	17	337	52	170	168	62	29	12	338	41
	42%	*41%*	*42%*	*42%*	*52%*	*46%*	*41%*	*50%*	*43%*	*39%*	*42%*	*54%*	*86%*	*41%*	**61%hlm**
Other	2	2	1	-	-	-	2	-	2	-	-	-	-	2	-
	*	*	*	-	-	-	*	-	*1%*	-	-	-	-	*	-
Don't know	1	*	*	*	*	*	*	*	*	1	-	-	-	1	-
	*	*	*	*	*	*	*	*	*	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 26

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

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1029**	88	921	20	344	634	51	1007	15	6	1	1028	-
Weighted Base	**1047**	103*	929	15**	342	644	61*	1026	16**	4**	1**	1046	-**
Effective Base	**581**	56	519	6	194	354	33	567	10	3	1	580	-
Post	**389**	25	354	10	104	266	20	386	1	1	1	388	-
	37%	*24%*	**38%a**	*70%*	*30%*	**41%d**	*33%*	*38%*	*8%*	*27%*	*100%*	*37%*	-
Phone call	**108**	22	87	-	49	52	7	105	3	-	-	108	-
	10%	**21%b**	*9%*	-	**14%e**	*8%*	*12%*	*10%*	*19%*	-	-	*10%*	-
Text message	**102**	17	83	2	42	43	17	95	7	*	-	102	-
	10%	*17%*	*9%*	*13%*	**12%e**	*7%*	**28%de**	*9%*	*43%*	*7%*	-	*10%*	-
Email/ online portal	**443**	39	402	2	147	281	16	436	5	3	-	443	-
	42%	*38%*	*43%*	*15%*	*43%*	*44%*	*26%*	*43%*	*29%*	*66%*	-	*42%*	-
Other	**2**	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Don't know	**1**	-	1	*	*	*	*	1	*	-	-	1	-
	*	-	*	*3%*	*	*	*1%*	*	*1%*	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1029**	161	334	164	370	-	161	-	167	-	167	-	164	-	178	-	192
Weighted Base	**1047**	169*	327	160*	392	-**	169*	-**	168*	-**	159*	-**	160*	-**	194	-**	197
Effective Base	**581**	89	197	83	213	-	89	-	98	-	99	-	83	-	103	-	110
Post	**389**	58	140	52	140	-	58	-	76	-	64	-	52	-	66	-	74
	37%	*34%*	*43%*	*32%*	*36%*	-	*34%*	-	*45%*	-	*40%*	-	*32%*	-	*34%*	-	*37%*
Phone call	**108**	18	39	12	39	-	18	-	17	-	23	-	12	-	13	-	26
	10%	*11%*	*12%*	*7%*	*10%*	-	*11%*	-	*10%*	-	*14%*	-	*7%*	-	*7%*	-	*13%*
Text message	**102**	19	26	20	38	-	19	-	15	-	11	-	20	-	27	-	11
	10%	*11%*	*8%*	*13%*	*10%*	-	*11%*	-	*9%*	-	*7%*	-	*13%*	-	***14%p***	-	*6%*
Email/ online portal	**443**	74	121	76	173	-	74	-	60	-	61	-	76	-	86	-	87
	42%	*44%*	*37%*	*47%*	*44%*	-	*44%*	-	*36%*	-	*38%*	-	*47%*	-	*44%*	-	*44%*
Other	**2**	-	1	-	2	-	-	-	1	-	-	-	-	-	2	-	-
	*	-	*	-	*	-	-	-	*	-	-	-	-	-	*1%*	-	-
Don't know	**1**	1	*	*	*	-	1	-	-	-	*	-	*	-	*	-	*
	*	*	*	*	*	-	*	-	-	-	*	-	*	-	*	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1369**	-	1369	642	718	159	171	278	201	267	193	100	330	479	560	293	1285	73	1369
Weighted Base	**1345**	-**	1345	656	677	168*	175*	277	220	238	162*	103*	344	497	504	266	1223	111*	1369
Effective Base	**757**	-	757	357	394	84	96	165	113	145	97	61	180	276	303	158	701	52	1369
Post	**271**	-	271	126	145	39	33	48	44	44	42	21	72	92	107	63	249	22	295
	20%	-	*20%*	*19%*	*21%*	*23%*	*19%*	*17%*	*20%*	*18%*	*26%*	*21%*	*21%*	*19%*	*21%*	*24%*	*20%*	*20%*	*22%*
Phone call	**486**	-	486	236	250	56	58	101	68	81	68	54	115	169	203	121	437	44	533
	36%	-	*36%*	*36%*	*37%*	*33%*	*33%*	*36%*	*31%*	*34%*	*42%*	**52%efghi**	*33%*	*34%*	*40%*	**46%lm**	*36%*	*40%*	*39%*
Text message	**224**	-	224	106	111	31	32	52	42	37	16	14	62	94	68	30	202	20	183
	17%	-	*17%*	*16%*	*16%*	*18%*	*18%*	*19%*	*19%*	*16%*	*10%*	*13%*	*18%*	**19%o**	*13%*	*11%*	*17%*	*18%*	*13%*
Email/ online portal	**344**	-	344	173	166	42	52	73	65	70	29	13	94	138	113	42	316	25	339
	26%	-	*26%*	*26%*	*25%*	*25%*	**30%k**	**26%k**	**30%k**	**30%jk**	*18%*	*13%*	**27%o**	**28%o**	*22%*	*16%*	*26%*	*22%*	*25%*
Other	**11**	-	11	10	1	-	-	-	-	4	7	-	-	-	11	7	11	-	8
	1%	-	*1%*	**2%d**	*	-	-	-	-	*2%*	**4%efgh**	-	-	-	**2%lm**	**3%lm**	*1%*	-	*1%*
Don't know	**8**	-	8	3	4	*	-	3	1	2	*	2	*	4	4	2	8	-	11
	1%	-	*1%*	*1%*	*1%*	*	-	*1%*	*	*1%*	*	*2%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1369**	340	415	261	353	755	614	703	646	159	165	334	367	244	866	160	1134
Weighted Base	**1345**	266	416	270	392	683	662	802	522	161*	164*	313	367	248	843	162*	1114
Effective Base	**757**	150	236	147	223	387	371	406	356	99	95	187	197	128	478	99	618
Post	**271**	59	75	63	74	134	137	155	109	31	30	62	84	47	176	31	229
	20%	*22%*	*18%*	*23%*	*19%*	*20%*	*21%*	*19%*	*21%*	*19%*	*19%*	*20%*	*23%*	*19%*	*21%*	*19%*	*21%*
Phone call	**486**	93	154	105	134	247	239	265	218	64	63	104	150	78	317	64	400
	36%	*35%*	*37%*	*39%*	*34%*	*36%*	*36%*	*33%*	**42%g**	*39%*	*38%*	*33%*	*41%*	*31%*	*38%*	*39%*	*36%*
Text message	**224**	45	67	48	64	112	112	143	78	29	22	56	55	50	133	30	188
	17%	*17%*	*16%*	*18%*	*16%*	*16%*	*17%*	*18%*	*15%*	*18%*	*13%*	*18%*	*15%*	*20%*	*16%*	*18%*	*17%*
Email/ online portal	**344**	69	110	51	114	179	166	230	108	37	47	83	76	71	205	37	282
	26%	*26%*	*26%*	*19%*	**29%c**	*26%*	*25%*	**29%h**	*21%*	*23%*	*29%*	*26%*	*21%*	*28%*	*24%*	*23%*	*25%*
Other	**11**	*	7	1	3	7	4	3	7	-	1	4	2	-	7	-	7
	1%	*	*2%*	*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*	-	*1%*
Don't know	**8**	*	3	2	3	3	5	5	3	1	*	4	-	3	5	1	7
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*1%*	-	*1%*	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1369	914	455	202	675	291	234	169	65	70	86	68	80	72	82	78	74	53	238
Weighted Base	1345	1161	184	64*	1139	105	64	36	50*	132*	133*	95*	119*	122*	189*	182*	116*	17**	88
Effective Base	757	639	121	42	572	159	112	112	59	65	76	63	72	66	74	70	68	24	135
Post	271	226	45	11	220	25	19	7	12	30	24	11	26	31	33	25	28	6	19
	20%	*19%*	*25%*	*17%*	*19%*	*24%*	**29%d**	*20%*	*23%*	*23%*	*18%*	*12%*	*22%*	*25%*	*17%*	*14%*	*24%*	*37%*	*22%*
Phone call	486	406	80	31	403	42	24	17	18	29	61	34	47	48	68	51	46	3	39
	36%	*35%*	*44%*	*48%*	*35%*	*40%*	*37%*	**48%d**	*36%*	*22%*	**46%lo**	*36%*	**40%l**	**39%l**	*36%*	*28%*	**40%l**	*19%*	**44%lo**
Text message	224	203	21	8	203	12	5	4	6	15	20	19	18	10	47	52	17	4	8
	17%	*18%*	*11%*	*13%*	**18%f**	*11%*	*8%*	*10%*	*13%*	*11%*	*15%*	*20%*	*15%*	*8%*	**25%mr**	**28%himr**	*14%*	*22%*	*9%*
Email/ online portal	344	309	35	13	296	24	16	8	12	53	27	31	27	33	42	49	22	3	21
	26%	*27%*	*19%*	*21%*	*26%*	*23%*	*24%*	*22%*	*24%*	**40%jnpr**	*20%*	*33%*	*23%*	*27%*	*22%*	*27%*	*19%*	*19%*	*24%*
Other	11	9	2	*	10	-	1	-	-	3	-	-	-	-	-	5	1	-	-
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	-	*3%*	-	-	-	-	-	*3%*	*1%*	-	-
Don't know	8	8	*	*	7	1	1	*	2	2	2	-	-	-	-	-	2	1	*
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*	**4%no**	*1%*	*1%*	-	-	-	-	-	*1%*	*3%*	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1369	533	552	162	81	33	1085	114	567	536	179	53	24	1103	77
Weighted Base	1345	524	520	164*	92*	38**	1043	130*	530	520	201	62*	22**	1049	85*
Effective Base	757	290	300	97	47	20	589	67	301	292	107	35	17	593	51
Post	271	118	90	34	21	6	208	27	99	113	43	13	2	212	14
	20%	*23%*	*17%*	*21%*	*22%*	*17%*	*20%*	*21%*	*19%*	*22%*	*21%*	*20%*	*7%*	*20%*	*17%*
Phone call	486	191	204	50	29	10	395	40	201	185	70	20	9	386	29
	36%	*36%*	*39%*	*31%*	*32%*	*27%*	*38%*	*30%*	*38%*	*36%*	*35%*	*32%*	*40%*	*37%*	*34%*
Text message	224	74	99	32	14	5	173	19	89	91	39	4	1	180	5
	17%	*14%*	*19%*	*20%*	*15%*	*14%*	*17%*	*15%*	*17%*	**17%n**	**19%n**	*7%*	*3%*	**17%n**	*6%*
Email/ online portal	344	134	123	42	28	16	257	44	136	120	48	25	11	256	36
	26%	*26%*	*24%*	*26%*	*30%*	*42%*	*25%*	*34%*	*26%*	*23%*	*24%*	**41%im**	*49%*	*24%*	**43%hijm**
Other	11	4	2	5	-	-	6	-	3	7	1	-	-	9	-
	1%	*1%*	*	**3%bf**	-	-	*1%*	-	*	*1%*	*1%*	-	-	*1%*	-
Don't know	8	3	2	-	1	-	5	1	2	4	1	-	-	6	-
	1%	*	*	-	*1%*	-	*	*1%*	*	*1%*	*	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1369**	110	1236	23	435	864	70	1343	18	6	1	1367	1
Weighted Base	**1345**	110*	1222	13**	395	871	78*	1319	20**	4**	1**	1343	1**
Effective Base	**757**	64	683	11	241	472	46	741	12	3	1	755	1
Post	**271**	17	249	6	70	185	16	269	2	1	-	271	-
	20%	*15%*	*20%*	*47%*	*18%*	*21%*	*21%*	*20%*	*9%*	*25%*	-	*20%*	-
Phone call	**486**	48	433	5	150	309	27	473	12	*	1	485	-
	36%	*44%*	*35%*	*41%*	*38%*	*35%*	*35%*	*36%*	*61%*	*4%*	*100%*	*36%*	-
Text message	**224**	16	208	-	74	137	13	224	-	*	-	224	-
	17%	*14%*	*17%*	-	*19%*	*16%*	*16%*	*17%*	-	*7%*	-	*17%*	-
Email/ online portal	**344**	29	314	1	97	226	21	335	6	2	-	343	1
	26%	*26%*	*26%*	*9%*	*25%*	*26%*	*27%*	*25%*	*30%*	*63%*	-	*26%*	*100%*
Other	**11**	-	11	-	1	10	-	11	-	-	-	11	-
	1%	-	*1%*	-	*	*1%*	-	*1%*	-	-	-	*1%*	-
Don't know	**8**	-	7	*	3	5	*	8	-	-	-	8	-
	1%	-	*1%*	*3%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1369**	220	449	225	475	-	220	-	217	-	232	-	225	-	237	-	238
Weighted Base	**1345**	206	424	232	483	-**	206	-**	216	-**	208	-**	232	-**	252	-**	231
Effective Base	**757**	111	258	119	272	-	111	-	122	-	138	-	119	-	136	-	136
Post	**271**	48	81	44	98	-	48	-	43	-	38	-	44	-	46	-	52
	20%	*23%*	*19%*	*19%*	*20%*	-	*23%*	-	*20%*	-	*18%*	-	*19%*	-	*18%*	-	*22%*
Phone call	**486**	78	151	76	181	-	78	-	73	-	78	-	76	-	94	-	87
	36%	*38%*	*36%*	*33%*	*37%*	-	*38%*	-	*34%*	-	*37%*	-	*33%*	-	*37%*	-	*38%*
Text message	**224**	22	93	40	70	-	22	-	48	-	45	-	40	-	37	-	33
	17%	*11%*	**22%ad**	*17%*	*14%*	-	*11%*	-	**22%f**	-	**21%f**	-	*17%*	-	*15%*	-	*14%*
Email/ online portal	**344**	57	90	69	128	-	57	-	45	-	45	-	69	-	73	-	55
	26%	*28%*	*21%*	*30%*	*27%*	-	*28%*	-	*21%*	-	*22%*	-	*30%*	-	*29%*	-	*24%*
Other	**11**	-	7	-	4	-	-	-	5	-	1	-	-	-	2	-	2
	1%	-	*2%*	-	*1%*	-	-	-	*2%*	-	*1%*	-	-	-	*1%*	-	*1%*
Don't know	**8**	1	2	3	2	-	1	-	2	-	1	-	3	-	1	-	1
	1%	*	*1%*	*1%*	*	-	*	-	*1%*	-	*	-	*1%*	-	*	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**928**	-	928	457	463	120	121	216	140	172	106	53	241	356	331	159	870	52	928
Weighted Base	**949**	-**	949	496	444	122*	128*	227	165*	162*	86*	59*	251	392	307	145*	858	85*	928
Effective Base	**517**	-	517	263	249	64	69	131	78	94	50	35	133	207	178	85	481	36	928
Post	**211**	-	211	102	109	23	37	45	41	31	25	10	60	85	65	35	200	8	200
	22%	-	*22%*	*21%*	*25%*	*19%*	*29%*	*20%*	*25%*	*19%*	*29%*	*17%*	*24%*	*22%*	*21%*	*24%*	*23%*	*10%*	*22%*
Phone call	**117**	-	117	81	36	21	9	49	17	7	9	7	30	65	22	15	99	18	82
	12%	-	*12%*	**16%d**	*8%*	**17%i**	*7%*	**21%fhi**	*10%*	*4%*	*10%*	*11%*	*12%*	**17%n**	*7%*	*11%*	*12%*	*22%*	*9%*
Text message	**135**	-	135	71	62	26	21	28	30	13	12	5	47	58	30	17	113	22	131
	14%	-	*14%*	*14%*	*14%*	**21%l**	*16%*	*12%*	*18%*	*8%*	*14%*	*9%*	**19%n**	*15%*	*10%*	*12%*	*13%*	**26%p**	*14%*
Email/ online portal	**462**	-	462	236	220	47	60	106	71	104	39	35	108	177	177	74	425	34	488
	49%	-	*49%*	*48%*	*50%*	*39%*	*47%*	*47%*	*43%*	**64%afgbj**	*45%*	*59%*	*43%*	*45%*	**58%lm**	*51%*	*50%*	*40%*	*53%*
Other	**5**	-	5	1	4	1	1	-	2	1	*	-	2	2	1	*	5	*	7
	1%	-	*1%*	*	*1%*	*1%*	*	-	*1%*	*	*	-	*1%*	*1%*	*	*	*1%*	*	*1%*
Don't know	**19**	-	19	5	13	4	*	-	4	8	2	2	4	4	11	4	17	2	20
	2%	-	*2%*	*1%*	*3%*	*3%*	*	-	*2%*	**5%g**	*2%*	**3%g**	*2%*	*1%*	*4%*	*3%*	*2%*	*3%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**928**	245	293	161	229	538	390	531	388	98	112	229	241	194	582	98	790
Weighted Base	**949**	213	305	172*	259	518	431	629	311	90*	124*	228	244	216	595	90*	821
Effective Base	**517**	116	167	92	141	284	233	313	211	58	65	130	128	109	322	58	438
Post	**211**	46	57	57	51	103	108	134	73	20	34	41	65	39	140	20	183
	22%	*22%*	*19%*	**33%bd**	*20%*	*20%*	*25%*	*21%*	*24%*	*22%*	*27%*	*18%*	*27%*	*18%*	*24%*	*22%*	*22%*
Phone call	**117**	41	34	23	20	75	42	94	24	7	11	18	36	41	65	7	106
	12%	**19%bd**	*11%*	*13%*	*8%*	*14%*	*10%*	**15%h**	*8%*	*8%*	*9%*	*8%*	*15%*	**19%kn**	*11%*	*8%*	*13%*
Text message	**135**	40	35	26	33	76	59	95	39	16	16	31	30	39	77	16	117
	14%	*19%*	*12%*	*15%*	*13%*	*15%*	*14%*	*15%*	*12%*	*17%*	*13%*	*14%*	*12%*	*18%*	*13%*	*17%*	*14%*
Email/ online portal	**462**	84	174	63	142	257	204	293	164	43	54	132	109	95	295	43	397
	49%	*39%*	**57%ac**	*36%*	**55%ac**	*50%*	*47%*	*47%*	*53%*	*47%*	*44%*	**58%lm**	*45%*	*44%*	*50%*	*47%*	*48%*
Other	**5**	1	1	2	1	2	3	4	1	-	3	1	1	-	5	-	5
	1%	*	*	*1%*	*	*	*1%*	*1%*	*	-	*3%*	*	*	-	*1%*	-	*1%*
Don't know	**19**	2	4	1	12	6	14	9	10	5	5	5	3	1	13	5	14
	2%	*1%*	*1%*	*1%*	*5%*	*1%*	*3%*	*1%*	*3%*	**6%m**	*4%*	*2%*	*1%*	*1%*	*2%*	*6%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**928**	648	280	124	444	204	148	132	31	49	51	56	43	50	62	55	47	29	175
Weighted Base	**949**	831	118*	41**	790	87	45*	27*	24**	93*	84*	82*	71*	87*	143*	139*	67*	12**	75
Effective Base	**517**	445	73	24	380	116	78	84	28	45	45	52	39	46	56	50	44	14	103
Post	**211**	181	30	9	179	17	10	5	5	14	15	7	25	18	27	48	20	2	15
	22%	*22%*	*25%*	*23%*	*23%*	*20%*	*23%*	*18%*	*23%*	*15%*	*18%*	*9%*	**35%ik**	*21%*	*19%*	**34%ik**	**29%k**	*17%*	*20%*
Phone call	**117**	103	14	10	104	7	4	2	1	10	9	13	5	8	34	18	7	*	7
	12%	*12%*	*12%*	*25%*	*13%*	*8%*	*10%*	*7%*	*2%*	*11%*	*10%*	*16%*	*7%*	*9%*	**24%lr**	*13%*	*11%*	*1%*	*9%*
Text message	**135**	123	12	3	115	8	7	5	4	15	10	11	10	13	33	12	7	2	6
	14%	*15%*	*10%*	*8%*	*15%*	*9%*	*14%*	**19%o**	*18%*	*16%*	*12%*	*14%*	*14%*	*14%*	**23%or**	*8%*	*11%*	*14%*	*9%*
Email/ online portal	**462**	403	59	18	371	54	22	15	14	50	46	46	28	49	47	62	30	8	46
	49%	*48%*	*50%*	*44%*	*47%*	**62%d**	*49%*	*54%*	*57%*	**54%n**	**54%n**	**56%n**	*39%*	**56%n**	*33%*	*44%*	*45%*	*69%*	**61%ln**
Other	**5**	5	*	*	4	-	1	*	-	2	1	-	-	-	-	-	-	-	-
	1%	*1%*	*	*	*	-	**3%d**	*1%*	-	*3%*	*1%*	-	-	-	-	-	-	-	-
Don't know	**19**	16	3	*	18	1	1	*	-	1	3	5	4	-	2	-	3	-	1
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*4%*	**6%o**	*5%*	-	*1%*	-	*4%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**928**	366	370	98	56	32	736	88	387	380	100	39	13	767	52
Weighted Base	**949**	367	357	121*	63*	38**	724	100*	362	395	123*	47**	12**	756	59*
Effective Base	**517**	194	202	62	34	21	396	55	202	211	62	28	9	413	37
Post	**211**	85	82	26	10	5	168	16	78	91	31	8	-	170	8
	22%	*23%*	*23%*	*22%*	*16%*	*14%*	*23%*	*16%*	*22%*	*23%*	*26%*	*18%*	-	*22%*	*14%*
Phone call	**117**	49	42	9	11	6	91	17	51	44	15	3	1	95	3
	12%	*13%*	*12%*	*8%*	*18%*	*16%*	*13%*	*17%*	*14%*	*11%*	*12%*	*6%*	*5%*	*13%*	*6%*
Text message	**135**	53	49	19	7	7	102	15	62	56	11	4	1	118	5
	14%	*14%*	*14%*	*16%*	*12%*	*19%*	*14%*	*15%*	*17%*	*14%*	*9%*	*9%*	*7%*	*16%*	*9%*
Email/ online portal	**462**	174	177	60	32	16	351	48	163	194	63	30	8	357	38
	49%	*47%*	*50%*	*50%*	*51%*	*43%*	*49%*	*48%*	*45%*	*49%*	*51%*	*64%*	*65%*	*47%*	***64%hm***
Other	**5**	1	*	3	-	1	1	1	*	1	3	-	1	1	1
	1%	*	*	***3%bf***	-	*3%*	*	*1%*	*	*	***2%hm***	-	*9%*	*	***2%m***
Don't know	**19**	5	7	4	2	2	12	3	9	7	-	1	2	16	3
	2%	*1%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	-	*3%*	*14%*	*2%*	*5%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**928**	72	844	12	299	574	55	904	20	3	1	927	-
Weighted Base	**949**	78*	864	7**	288	595	66*	923	21**	3**	2**	947	-**
Effective Base	**517**	45	468	5	169	313	36	501	13	2	1	516	-
Post	**211**	12	196	2	61	130	20	207	3	1	-	211	-
	22%	*16%*	*23%*	*36%*	*21%*	*22%*	*30%*	*22%*	*14%*	*21%*	-	*22%*	-
Phone call	**117**	24	93	1	52	57	9	112	5	-	-	117	-
	12%	**30%b**	*11%*	*10%*	**18%e**	*10%*	*13%*	*12%*	*24%*	-	-	*12%*	-
Text message	**135**	10	124	*	40	80	15	127	8	-	-	135	-
	14%	*13%*	*14%*	*3%*	*14%*	*13%*	*23%*	*14%*	*38%*	-	-	*14%*	-
Email/ online portal	**462**	30	428	3	126	314	22	454	5	2	-	462	-
	49%	*39%*	*50%*	*45%*	*44%*	**53%f**	*33%*	*49%*	*24%*	*79%*	-	*49%*	-
Other	**5**	-	5	-	2	3	1	5	-	-	-	5	-
	1%	-	*1%*	-	*1%*	*	*1%*	*1%*	-	-	-	*1%*	-
Don't know	**19**	1	17	*	8	11	*	17	*	-	2	17	-
	2%	*2%*	*2%*	*6%*	*3%*	*2%*	*1%*	*2%*	*1%*	-	*100%*	*2%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : Those who are happy to receive more than one type of communication from Organisations you have a membership with (on even months)

		Quarter				Month											
	Total	Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**928**	168	293	154	313	-	168	-	132	-	161	-	154	-	149	-	164
Weighted Base	**949**	178*	292	163*	316	-**	178*	-**	135*	-**	157*	-**	163*	-**	161*	-**	156*
Effective Base	**517**	89	171	81	177	-	89	-	75	-	97	-	81	-	86	-	91
Post	**211**	44	69	27	71	-	44	-	32	-	37	-	27	-	31	-	39
	22%	*25%*	*24%*	*16%*	*22%*	-	*25%*	-	*24%*	-	*24%*	-	*16%*	-	*19%*	-	*25%*
Phone call	**117**	26	41	16	35	-	26	-	16	-	25	-	16	-	22	-	13
	12%	*14%*	*14%*	*10%*	*11%*	-	*14%*	-	*12%*	-	*16%*	-	*10%*	-	*14%*	-	*8%*
Text message	**135**	27	33	27	48	-	27	-	21	-	12	-	27	-	23	-	25
	14%	*15%*	*11%*	*17%*	*15%*	-	*15%*	-	*16%*	-	*7%*	-	*17%*	-	*14%*	-	*16%*
Email/ online portal	**462**	79	142	89	152	-	79	-	61	-	81	-	89	-	79	-	73
	49%	*44%*	*49%*	*55%*	*48%*	-	*44%*	-	*45%*	-	*52%*	-	*55%*	-	*49%*	-	*47%*
Other	**5**	1	1	1	2	-	1	-	1	-	*	-	1	-	-	-	2
	1%	*	*	*	*1%*	-	*	-	*1%*	-	*	-	*	-	-	-	*2%*
Don't know	**19**	2	6	4	8	-	2	-	4	-	2	-	4	-	6	-	2
	2%	*1%*	*2%*	*2%*	*3%*	-	*1%*	-	*3%*	-	*1%*	-	*2%*	-	*4%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1016**	-	1016	493	517	113	123	202	150	210	135	83	236	352	428	218	960	50	1016
Weighted Base	**992**	-**	992	496	487	115*	122*	211	160*	185	113*	85*	237	371	384	198	914	72*	1016
Effective Base	**564**	-	564	276	283	61	71	119	83	113	70	49	131	202	232	119	526	36	1016
Post	**250**	-	250	106	139	32	33	57	35	40	35	17	65	92	92	52	235	15	258
	25%	-	*25%*	*21%*	*28%*	*28%*	*27%*	*27%*	*22%*	*22%*	*31%*	*20%*	*28%*	*25%*	*24%*	*26%*	*26%*	*20%*	*25%*
Phone call	**131**	-	131	80	51	22	22	48	11	10	10	7	44	58	28	18	102	26	134
	13%	-	*13%*	*16%*	*10%*	**20%hi**	**18%hi**	**23%hijk**	*7%*	*6%*	*9%*	*9%*	**19%no**	**16%n**	*7%*	*9%*	*11%*	**36%p**	*13%*
Text message	**108**	-	108	66	40	30	19	23	21	7	6	3	49	44	16	9	93	15	89
	11%	-	*11%*	**13%d**	*8%*	**26%ghijk**	**15%ijk**	**11%l**	**13%l**	*4%*	*5%*	*4%*	**20%mno**	**12%no**	*4%*	*5%*	*10%*	**21%p**	*9%*
Email/ online portal	**494**	-	494	240	253	30	48	78	93	128	62	56	78	171	245	118	476	16	521
	50%	-	*50%*	*49%*	*52%*	*26%*	*39%*	*37%*	**58%efg**	**69%efg**	**55%eg**	**66%efg**	*33%*	**46%l**	**64%lm**	**59%lm**	**52%q**	*23%*	*51%*
Other	**2**	-	2	2	*	-	*	2	-	*	-	-	*	2	*	-	2	-	3
	*	-	*	*	*	-	*	*1%*	-	*	-	-	*	*1%*	*	-	*	-	*
Don't know	**7**	-	7	2	5	1	-	4	*	*	*	1	1	4	2	2	6	-	11
	1%	-	*1%*	*	*1%*	*	-	*2%*	*	*	*	*2%*	*	*1%*	*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 29

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

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

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1016**	246	306	184	280	552	464	532	470	117	119	264	258	187	641	117	844
Weighted Base	**992**	210	298	172*	312	508	484	588	392	119*	121*	247	248	196	616	119*	830
Effective Base	**564**	116	176	95	177	291	272	304	263	70	68	152	135	103	354	70	467
Post	**250**	51	79	41	78	130	119	130	115	29	27	71	58	51	157	29	211
	25%	*24%*	*26%*	*24%*	*25%*	*26%*	*25%*	*22%*	*29%*	*24%*	*23%*	*29%*	*24%*	*26%*	*25%*	*24%*	*25%*
Phone call	**131**	44	39	24	24	83	48	95	32	16	15	23	39	33	76	16	111
	13%	**21%d**	*13%*	*14%*	*8%*	**16%f**	*10%*	**16%h**	*8%*	*13%*	*12%*	*9%*	*16%*	*17%*	*12%*	*13%*	*13%*
Text message	**108**	35	17	16	39	52	56	73	34	11	15	21	21	33	57	11	90
	11%	**17%b**	*6%*	*9%*	**13%b**	*10%*	*12%*	*12%*	*9%*	*9%*	*12%*	*8%*	*9%*	**17%n**	*9%*	*9%*	*11%*
Email/ online portal	**494**	79	161	88	166	241	254	286	205	60	64	131	127	79	322	60	412
	50%	*38%*	**54%a**	*51%*	**53%a**	*47%*	*52%*	*49%*	*52%*	*50%*	*53%*	*53%*	*51%*	*40%*	**52%m**	*50%*	*50%*
Other	**2**	-	-	*	2	-	2	*	2	2	-	*	*	-	*	2	*
	*	-	-	*	*1%*	-	*	*	*1%*	**2%n**	-	*	*	-	*	**2%p**	*
Don't know	**7**	*	2	3	2	2	5	3	4	2	*	2	3	*	5	2	5
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

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

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1016**	660	356	149	489	206	188	133	37	51	71	58	53	52	59	54	54	37	169
Weighted Base	**992**	850	141*	35*	832	81	51*	28*	30*	97*	112*	84*	83*	88*	135*	125*	78*	13**	68*
Effective Base	**564**	468	99	34	421	107	85	79	33	47	63	53	47	48	53	49	51	17	90
Post	**250**	213	37	9	209	17	14	9	7	21	26	14	18	21	34	35	32	6	11
	25%	*25%*	*26%*	*25%*	*25%*	*21%*	*29%*	*32%*	*23%*	*22%*	*24%*	*16%*	*22%*	*24%*	*25%*	*28%*	**41%ijklr**	*43%*	*16%*
Phone call	**131**	111	20	6	113	6	7	4	4	19	15	12	13	6	27	11	7	1	5
	13%	*13%*	*14%*	*18%*	*14%*	*7%*	*15%*	**15%e**	*13%*	**20%r**	*13%*	*14%*	*15%*	*7%*	**20%r**	*9%*	*8%*	*7%*	*7%*
Text message	**108**	98	10	1	97	4	5	2	1	15	14	8	11	4	27	11	6	*	4
	11%	*12%*	*7%*	*2%*	*12%*	*5%*	*9%*	*7%*	*4%*	*16%*	*12%*	*10%*	*13%*	*5%*	**20%mr**	*9%*	*7%*	*4%*	*5%*
Email/ online portal	**494**	422	72	17	404	54	23	13	18	41	54	50	42	57	44	65	34	6	48
	50%	*50%*	*51%*	*48%*	*49%*	**67%dfg**	*46%*	*44%*	**59%n**	*43%*	*48%*	**59%n**	*50%*	**65%inp**	*33%*	*52%*	*43%*	*46%*	**71%ijnop**
Other	**2**	2	*	*	2	*	-	*	-	-	-	-	-	-	2	-	-	-	*
	*	*	*	*	*	*	-	*	-	-	-	-	-	-	*1%*	-	-	-	*
Don't know	**7**	5	2	2	6	*	1	*	-	-	3	-	-	-	-	3	-	*	*
	1%	*1%*	*2%*	**6%a**	*1%*	*1%*	*1%*	*1%*	-	-	*3%*	-	-	-	-	*2%*	-	*1%*	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1016	431	388	108	55	30	819	85	429	397	126	37	18	826	55
Weighted Base	992	416	359	116*	63*	34**	775	97*	403	391	133*	38**	16**	794	54*
Effective Base	564	238	210	62	33	19	447	52	228	218	76	24	13	446	36
Post	250	106	93	26	18	7	198	25	112	102	26	6	*	215	6
	25%	*25%*	*26%*	*23%*	*28%*	*20%*	*26%*	*26%*	**28%n**	*26%*	*19%*	*16%*	*1%*	**27%n**	*12%*
Phone call	131	57	47	11	9	7	104	16	65	48	12	3	1	113	4
	13%	*14%*	*13%*	*9%*	*14%*	*21%*	*13%*	*16%*	*16%*	*12%*	*9%*	*9%*	*5%*	*14%*	*8%*
Text message	108	38	41	11	9	9	79	18	44	42	15	3	2	86	5
	11%	*9%*	*11%*	*9%*	*15%*	*25%*	*10%*	**19%a**	*11%*	*11%*	*11%*	*8%*	*13%*	*11%*	*10%*
Email/ online portal	494	207	178	68	27	12	385	39	178	195	81	25	11	373	36
	50%	*50%*	*49%*	**59%g**	*43%*	*34%*	*50%*	*40%*	*44%*	*50%*	**60%hm**	*66%*	*72%*	*47%*	**68%hlm**
Other	2	2	-	*	-	-	2	-	2	*	*	-	-	2	-
	*	*	-	*	-	-	*	-	*	*	*	-	-	*	-
Don't know	7	6	*	-	*	-	6	*	2	3	-	-	1	5	1
	1%	*1%*	*	-	*	-	*1%*	*	*1%*	*1%*	-	-	*9%*	*1%*	*3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1016**	95	906	15	339	617	60	994	18	3	1	1015	-
Weighted Base	**992**	102*	882	8**	323	603	65*	969	19**	3**	1**	991	-**
Effective Base	**564**	59	499	6	186	342	36	549	12	2	1	563	-
Post	**250**	15	232	3	84	146	20	249	1	-	-	250	-
	25%	*15%*	*26%*	*42%*	*26%*	*24%*	*30%*	*26%*	*3%*	-	-	*25%*	-
Phone call	**131**	24	106	1	52	67	11	124	6	-	-	131	-
	13%	**23%b**	*12%*	*18%*	*16%*	*11%*	*17%*	*13%*	*34%*	-	-	*13%*	-
Text message	**108**	16	90	2	36	60	11	100	7	*	-	108	-
	11%	*16%*	*10%*	*26%*	*11%*	*10%*	*17%*	*10%*	*38%*	*10%*	-	*11%*	-
Email/ online portal	**494**	45	449	1	147	325	23	486	5	2	1	493	-
	50%	*44%*	*51%*	*7%*	*46%*	**54%f**	*35%*	*50%*	*25%*	*90%*	*100%*	*50%*	-
Other	**2**	2	*	-	2	*	*	2	*	-	-	2	-
	*	**2%b**	*	-	*1%*	*	*	*	*1%*	-	-	*	-
Don't know	**7**	-	6	1	2	5	*	7	-	-	-	7	-
	1%	-	*1%*	*7%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1016**	178	329	174	335	-	178	-	162	-	167	-	174	-	162	-	173
Weighted Base	**992**	172*	312	165*	343	-**	172*	-**	162*	-**	150	-**	165*	-**	169*	-**	174*
Effective Base	**564**	87	199	90	192	-	87	-	99	-	100	-	90	-	93	-	99
Post	**250**	52	82	41	75	-	52	-	38	-	44	-	41	-	29	-	46
	25%	*30%*	*26%*	*25%*	*22%*	-	**30%n**	-	*24%*	-	**29%n**	-	*25%*	-	*17%*	-	*26%*
Phone call	**131**	16	50	19	45	-	16	-	23	-	27	-	19	-	18	-	27
	13%	*9%*	*16%*	*12%*	*13%*	-	*9%*	-	*14%*	-	*18%*	-	*12%*	-	*11%*	-	*16%*
Text message	**108**	19	24	22	42	-	19	-	14	-	10	-	22	-	24	-	18
	11%	*11%*	*8%*	*13%*	*12%*	-	*11%*	-	*9%*	-	*7%*	-	*13%*	-	*14%*	-	*11%*
Email/ online portal	**494**	85	152	82	176	-	85	-	86	-	66	-	82	-	96	-	80
	50%	*49%*	*49%*	*50%*	*51%*	-	*49%*	-	*53%*	-	*44%*	-	*50%*	-	*57%*	-	*46%*
Other	**2**	-	*	-	2	-	-	-	*	-	*	-	-	-	2	-	-
	*	-	*	-	*1%*	-	-	-	*	-	*	-	-	-	*1%*	-	-
Don't know	**7**	1	3	-	3	-	1	-	-	-	3	-	-	-	*	-	3
	1%	*	*1%*	-	*1%*	-	*	-	-	-	*2%*	-	-	-	*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**892**	-	892	420	465	107	130	214	136	152	95	58	237	350	305	153	839	48	892
Weighted Base	**921**	-**	921	464	447	113*	132*	232	158*	139*	88*	60*	244	390	287	148*	843	73*	892
Effective Base	**506**	-	506	246	254	61	73	130	77	85	49	34	134	206	168	83	469	35	892
Post	**209**	-	209	88	116	27	32	47	33	24	30	16	58	80	71	47	193	16	209
	23%	-	*23%*	*19%*	*26%*	*24%*	*24%*	*20%*	*21%*	*17%*	**35%gl**	*28%*	*24%*	*21%*	*25%*	**32%m**	*23%*	*22%*	*23%*
Phone call	**97**	-	97	73	25	15	15	42	10	5	7	3	30	53	15	9	82	13	75
	11%	-	*11%*	**16%d**	*6%*	**13%i**	*11%*	**18%hik**	*6%*	*4%*	*8%*	*4%*	**12%n**	**14%n**	*5%*	*6%*	*10%*	*17%*	*8%*
Text message	**109**	-	109	62	45	21	23	27	26	4	5	3	44	53	12	7	87	22	83
	12%	-	*12%*	*13%*	*10%*	**19%ij**	**18%l**	**12%l**	**17%l**	*3%*	*5%*	*4%*	**18%no**	**14%no**	*4%*	*5%*	*10%*	**30%p**	*9%*
Email/ online portal	**496**	-	496	240	254	48	62	116	89	101	45	36	110	205	182	81	472	22	511
	54%	-	*54%*	*52%*	*57%*	*42%*	*47%*	*50%*	*56%*	**73%efghj**	*51%*	*60%*	*45%*	*52%*	**63%lm**	*55%*	**56%q**	*31%*	*57%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**10**	-	10	2	8	2	-	*	-	4	2	2	2	*	8	4	9	-	14
	1%	-	*1%*	*	*2%*	*2%*	-	*	-	*3%*	*2%*	**3%g**	*1%*	*	**3%m**	**2%m**	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

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

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**892**	213	271	162	246	484	408	512	365	99	103	228	237	170	568	99	750
Weighted Base	**921**	194	276	155*	296	470	451	599	306	100*	118*	228	242	185*	588	100*	786
Effective Base	**506**	107	155	86	158	262	244	304	202	56	63	133	133	94	328	56	430
Post	**209**	44	52	43	71	96	114	113	91	21	30	61	39	43	130	21	177
	23%	*23%*	*19%*	*27%*	*24%*	*20%*	*25%*	*19%*	**30%g**	*21%*	*25%*	**27%l**	*16%*	*23%*	*22%*	*21%*	*22%*
Phone call	**97**	39	19	16	24	58	39	75	22	10	10	14	28	33	52	10	85
	11%	**20%bd**	*7%*	*10%*	*8%*	*12%*	*9%*	*13%*	*7%*	*10%*	*9%*	*6%*	*12%*	**18%kn**	*9%*	*10%*	*11%*
Text message	**109**	38	24	16	31	62	47	79	25	17	13	26	20	31	59	17	90
	12%	**20%bd**	*9%*	*10%*	*10%*	*13%*	*10%*	*13%*	*8%*	*17%*	*11%*	*11%*	*8%*	*17%*	*10%*	*17%*	*11%*
Email/ online portal	**496**	71	176	79	170	247	250	329	162	51	64	122	151	78	338	51	426
	54%	*37%*	**64%a**	**51%a**	**57%a**	*52%*	*55%*	*55%*	*53%*	*51%*	*55%*	*54%*	**63%m**	*42%*	**58%m**	*51%*	*54%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**10**	2	6	2	*	8	2	2	6	1	*	5	4	*	9	1	9
	1%	*1%*	*2%*	*1%*	*	*2%*	*	*	*2%*	*1%*	*	*2%*	*1%*	*	*2%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

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

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	892	621	271	121	447	176	147	122	36	56	56	51	44	43	62	53	46	27	149
Weighted Base	921	803	119*	40**	780	71*	44*	26*	28*	106*	88*	73*	70*	73*	141*	131*	69*	10**	61*
Effective Base	506	438	68	20	382	99	80	78	32	52	49	47	40	40	57	48	43	15	84
Post	209	182	27	10	177	15	10	7	6	21	11	11	20	13	28	41	26	6	9
	23%	*23%*	*23%*	*24%*	*23%*	*21%*	*24%*	*29%*	*20%*	*20%*	*12%*	*14%*	*28%*	*18%*	*20%*	**31%jr**	**38%jkmnr**	*56%*	*15%*
Phone call	97	92	6	3	90	3	3	2	5	14	7	7	7	6	32	7	5	-	3
	11%	*11%*	*5%*	*8%*	**12%e**	*4%*	*6%*	*8%*	**17%r**	*13%*	*7%*	*9%*	*11%*	*8%*	**22%jor**	*6%*	*8%*	-	*5%*
Text message	109	93	16	5	98	4	5	1	1	10	9	9	6	7	32	21	3	1	4
	12%	*12%*	*13%*	*13%*	**13%g**	*6%*	**12%g**	*3%*	*2%*	*9%*	*10%*	*13%*	*9%*	*9%*	**23%hpr**	*16%*	*4%*	*6%*	*6%*
Email/ online portal	496	429	67	22	408	50	24	15	16	58	60	46	35	47	49	61	34	4	46
	54%	*53%*	*57%*	*54%*	*52%*	**69%d**	*56%*	*57%*	*55%*	**55%n**	**68%no**	**63%n**	*50%*	**64%n**	*35%*	*47%*	*50%*	*38%*	**75%hilnop**
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	10	7	2	*	8	-	1	1	2	3	1	-	1	-	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*1%*	-	*3%*	**3%e**	**6%knor**	*3%*	*2%*	-	*2%*	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**892**	344	359	104	51	32	703	83	364	360	111	33	18	724	51
Weighted Base	**921**	355	363	111*	56*	35**	718	90*	358	373	128*	39**	17**	731	56*
Effective Base	**506**	189	201	62	34	19	389	54	193	208	66	23	11	401	35
Post	**209**	94	74	25	10	5	169	15	87	85	32	5	-	172	5
	23%	*27%*	*20%*	*23%*	*18%*	*15%*	*23%*	*17%*	*24%*	*23%*	*25%*	*14%*	-	*24%*	*10%*
Phone call	**97**	42	41	4	5	5	83	10	45	35	8	5	2	81	7
	11%	*12%*	*11%*	*3%*	*9%*	*15%*	*12%*	*11%*	*13%*	*9%*	*7%*	*12%*	*11%*	*11%*	*12%*
Text message	**109**	38	41	16	7	7	79	14	46	38	18	2	5	84	7
	12%	*11%*	*11%*	*14%*	*13%*	*20%*	*11%*	*15%*	*13%*	*10%*	*14%*	*5%*	*30%*	*11%*	*12%*
Email/ online portal	**496**	174	204	65	34	17	378	51	174	212	70	27	8	386	36
	54%	*49%*	*56%*	*59%*	*61%*	*50%*	*53%*	*57%*	*49%*	*57%*	*55%*	*69%*	*50%*	*53%*	*64%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**10**	7	2	-	-	-	9	-	5	3	*	-	1	8	1
	1%	*2%*	*1%*	-	-	-	*1%*	-	*1%*	*1%*	*	-	*9%*	*1%*	*3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**892**	69	811	12	293	549	50	875	12	5	-	892	-
Weighted Base	**921**	70*	840	11**	286	579	56*	908	10**	3**	-**	921	-**
Effective Base	**506**	40	462	4	165	311	31	497	8	3	-	506	-
Post	**209**	11	189	9	63	127	20	208	*	1	-	209	-
	23%	*16%*	*23%*	*79%*	*22%*	*22%*	*35%*	*23%*	*1%*	*23%*	-	*23%*	-
Phone call	**97**	16	81	-	43	46	9	96	2	-	-	97	-
	11%	**24%b**	*10%*	-	**15%e**	*8%*	*16%*	*11%*	*17%*	-	-	*11%*	-
Text message	**109**	5	102	1	36	59	14	105	4	*	-	109	-
	12%	*8%*	*12%*	*12%*	*12%*	*10%*	**25%e**	*12%*	*37%*	*8%*	-	*12%*	-
Email/ online portal	**496**	36	459	1	142	341	13	489	4	2	-	496	-
	54%	*52%*	*55%*	*6%*	**50%f**	**59%f**	*24%*	*54%*	*45%*	*70%*	-	*54%*	-
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**10**	1	9	*	2	7	*	10	-	-	-	10	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**892**	155	290	149	298	-	155	-	145	-	145	-	149	-	144	-	154
Weighted Base	**921**	163*	285	165*	309	-**	163*	-**	142*	-**	143*	-**	165*	-**	148*	-**	161*
Effective Base	**506**	83	176	80	171	-	83	-	86	-	90	-	80	-	81	-	90
Post	**209**	46	64	35	65	-	46	-	27	-	36	-	35	-	29	-	36
	23%	*28%*	*22%*	*21%*	*21%*	-	*28%*	-	*19%*	-	*26%*	-	*21%*	-	*20%*	-	*22%*
Phone call	**97**	16	36	7	39	-	16	-	17	-	19	-	7	-	22	-	17
	11%	*10%*	**13%c**	*5%*	**12%c**	-	*10%*	-	*12%*	-	**13%l**	-	*5%*	-	**15%l**	-	*11%*
Text message	**109**	22	23	21	43	-	22	-	14	-	9	-	21	-	21	-	22
	12%	*14%*	*8%*	*13%*	*14%*	-	*14%*	-	*10%*	-	*7%*	-	*13%*	-	*14%*	-	*14%*
Email/ online portal	**496**	79	157	100	160	-	79	-	82	-	75	-	100	-	77	-	83
	54%	*49%*	*55%*	*61%*	*52%*	-	*49%*	-	*58%*	-	*53%*	-	*61%*	-	*52%*	-	*52%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**10**	1	4	2	3	-	1	-	1	-	3	-	2	-	*	-	3
	1%	*	*2%*	*1%*	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1129**	-	1129	535	585	125	151	247	165	226	133	82	276	412	441	215	1060	61	1129
Weighted Base	**1105**	-**	1105	554	538	128*	152*	252	170*	201	116*	86*	279	422	403	202	1007	88*	1129
Effective Base	**620**	-	620	306	307	69	85	143	88	121	66	50	153	231	237	117	571	44	1129
Post	**222**	-	222	100	119	36	30	51	32	35	30	8	66	83	72	38	203	17	243
	20%	-	*20%*	*18%*	*22%*	**28%k**	*20%*	*20%*	*19%*	*17%*	**26%k**	*9%*	*24%*	*20%*	*18%*	*19%*	*20%*	*20%*	*22%*
Phone call	**127**	-	127	88	40	14	18	50	21	10	7	8	32	71	25	15	112	12	111
	12%	-	*12%*	**16%d**	*7%*	*11%*	*12%*	**20%ij**	*12%*	*5%*	*6%*	*9%*	*11%*	**17%no**	*6%*	*7%*	*11%*	*14%*	*10%*
Text message	**136**	-	136	67	64	41	22	25	23	11	7	7	63	48	25	14	125	11	112
	12%	-	*12%*	*12%*	*12%*	**32%fghijk**	**14%il**	*10%*	**14%il**	*6%*	*6%*	*8%*	**22%mno**	**11%n**	*6%*	*7%*	*12%*	*13%*	*10%*
Email/ online portal	**609**	-	609	291	314	35	82	126	94	140	72	60	118	219	272	133	557	47	652
	55%	-	*55%*	*53%*	*58%*	*28%*	**54%e**	**50%e**	**55%e**	**69%efgh**	**63%e**	**70%eg**	*42%*	*52%*	**68%lm**	**66%lm**	*55%*	*53%*	*58%*
Other	**1**	-	1	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	2
	*	-	*	-	*	-	*	-	-	*	-	-	*	-	*	-	*	-	*
Don't know	**9**	-	9	8	1	*	-	-	-	5	*	3	*	-	8	3	8	-	9
	1%	-	*1%*	*1%*	*	*	-	-	-	*3%*	*	**3%g**	*	-	**2%m**	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

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

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1129**	275	346	206	302	621	508	601	512	137	129	298	294	202	721	137	939
Weighted Base	**1105**	227	344	203	331	571	533	662	424	135*	134*	280	284	206	698	135*	920
Effective Base	**620**	128	193	108	191	321	299	341	280	79	74	169	154	108	396	79	514
Post	**222**	47	67	39	69	114	108	124	94	30	22	62	43	44	127	30	175
	20%	*20%*	*19%*	*19%*	*21%*	*20%*	*20%*	*19%*	*22%*	*22%*	*17%*	*22%*	*15%*	*21%*	*18%*	*22%*	*19%*
Phone call	**127**	43	29	25	30	72	55	97	29	10	16	20	37	44	73	10	117
	12%	**19%bd**	*8%*	*12%*	*9%*	*13%*	*10%*	**15%h**	*7%*	*7%*	*12%*	*7%*	*13%*	**21%ikn**	*10%*	*7%*	*13%*
Text message	**136**	34	29	29	44	63	73	88	46	23	12	30	29	31	71	23	104
	12%	*15%*	*8%*	*14%*	*13%*	*11%*	*14%*	*13%*	*11%*	*17%*	*9%*	*11%*	*10%*	*15%*	*10%*	*17%*	*11%*
Email/ online portal	**609**	101	217	106	185	318	291	348	252	72	79	164	175	88	418	72	515
	55%	*45%*	**63%a**	*52%*	**56%a**	*56%*	*55%*	*53%*	*59%*	*53%*	**59%m**	**58%m**	**62%m**	*43%*	**60%m**	*53%*	*56%*
Other	**1**	1	-	1	-	1	1	1	1	1	-	1	-	-	1	1	1
	*	*	-	*	-	*	*	*	*	*1%*	-	*	-	-	*	*1%*	*
Don't know	**9**	2	2	3	2	4	5	5	4	*	5	3	*	*	8	*	8
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	**3%l**	*1%*	*	*	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

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

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1129**	747	382	168	536	238	197	158	44	56	67	60	54	53	73	69	60	44	194
Weighted Base	**1105**	951	154*	55*	923	91	56*	35*	34*	105*	105*	85*	85*	89*	166*	163*	90*	15**	76
Effective Base	**620**	524	98	34	459	127	96	95	39	52	58	56	49	49	67	63	55	20	107
Post	**222**	191	30	9	181	14	16	11	9	18	20	7	16	20	40	29	23	5	9
	20%	*20%*	*20%*	*16%*	*20%*	*16%*	**28%e**	**31%de**	**25%kr**	*17%*	*19%*	*9%*	*19%*	*22%*	**24%kr**	*18%*	**26%kr**	*37%*	*11%*
Phone call	**127**	117	11	8	112	6	6	3	2	14	11	7	12	3	36	10	16	1	5
	12%	*12%*	*7%*	*15%*	*12%*	*7%*	*11%*	*9%*	*6%*	*13%*	*11%*	*9%*	*14%*	*3%*	**21%mor**	*6%*	**18%mor**	*5%*	*7%*
Text message	**136**	108	28	8	120	8	5	3	2	20	9	13	5	10	29	25	6	1	7
	12%	*11%*	*18%*	*14%*	*13%*	*9%*	*9%*	*8%*	*7%*	*19%*	*9%*	*15%*	*6%*	*11%*	*17%*	*15%*	*7%*	*6%*	*9%*
Email/ online portal	**609**	525	84	30	502	61	29	18	21	53	62	57	51	57	60	96	44	7	54
	55%	*55%*	*55%*	*55%*	*54%*	**68%dfg**	*51%*	*51%*	**60%n**	*51%*	**59%n**	**67%n**	**61%n**	**64%n**	*36%*	**59%n**	*49%*	*47%*	**71%inp**
Other	**1**	1	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-
	*	*	-	-	*	*1%*	-	-	*2%*	-	-	-	-	-	-	-	-	*5%*	-
Don't know	**9**	8	*	*	7	1	1	-	-	-	3	-	-	-	1	3	-	-	1
	1%	*1%*	*	*	*1%*	*1%*	*1%*	-	-	-	*3%*	-	-	-	*1%*	*2%*	-	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1129**	458	453	116	66	31	911	97	470	455	131	42	20	925	62
Weighted Base	**1105**	441	432	123*	71*	32**	873	103*	432	447	145*	48**	20**	879	68*
Effective Base	**620**	243	244	67	44	19	488	63	244	248	79	28	14	492	42
Post	**222**	92	86	23	13	7	178	20	95	93	24	9	-	188	9
	20%	*21%*	*20%*	*19%*	*18%*	*22%*	*20%*	*19%*	*22%*	*21%*	*17%*	*19%*	-	*21%*	*14%*
Phone call	**127**	61	41	11	10	5	102	14	60	47	14	5	1	106	5
	12%	*14%*	*9%*	*9%*	*13%*	*15%*	*12%*	*14%*	*14%*	*10%*	*9%*	*10%*	*4%*	*12%*	*8%*
Text message	**136**	43	58	19	9	7	101	16	57	55	19	2	4	111	5
	12%	*10%*	*13%*	*16%*	*13%*	*23%*	*12%*	*16%*	*13%*	*12%*	*13%*	*4%*	*17%*	*13%*	*8%*
Email/ online portal	**609**	243	243	69	40	13	485	52	221	247	88	32	14	468	47
	55%	*55%*	*56%*	*56%*	*56%*	*40%*	*56%*	*51%*	*51%*	*55%*	*60%*	*67%*	*71%*	*53%*	**68%h**
Other	**1**	-	1	1	-	-	1	-	-	1	1	-	-	1	-
	*	-	*	*1%*	-	-	*	-	-	*	*	-	-	*	-
Don't know	**9**	2	5	-	*	-	7	*	-	5	-	-	1	5	1
	1%	*	*1%*	-	*	-	*1%*	*	-	*1%*	-	-	*7%*	*1%*	**2%h**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1129**	98	1017	14	389	675	65	1106	19	4	-	1129	-
Weighted Base	**1105**	98*	1000	7**	372	667	65*	1082	19**	3**	-**	1105	-**
Effective Base	**620**	58	557	6	213	369	39	606	12	3	-	620	-
Post	**222**	16	202	4	73	134	15	220	2	-	-	222	-
	20%	*16%*	*20%*	*48%*	*20%*	*20%*	*23%*	*20%*	*8%*	-	-	*20%*	-
Phone call	**127**	24	103	*	52	63	12	123	4	1	-	127	-
	12%	**24%b**	*10%*	*2%*	*14%*	*10%*	*19%*	*11%*	*19%*	*19%*	-	*12%*	-
Text message	**136**	10	124	1	58	67	11	127	9	*	-	136	-
	12%	*11%*	*12%*	*18%*	**16%e**	*10%*	*18%*	*12%*	*47%*	*8%*	-	*12%*	-
Email/ online portal	**609**	47	561	1	186	397	26	602	5	2	-	609	-
	55%	*49%*	*56%*	*16%*	*50%*	**60%df**	*40%*	*56%*	*26%*	*73%*	-	*55%*	-
Other	**1**	-	1	1	1	1	-	1	-	-	-	1	-
	*	-	*	*10%*	*	*	-	*	-	-	-	*	-
Don't know	**9**	-	8	*	3	5	*	9	-	-	-	9	-
	1%	-	*1%*	*6%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1129**	183	360	196	390	-	183	-	172	-	188	-	196	-	190	-	200
Weighted Base	**1105**	177*	348	189	391	-**	177*	-**	173	-**	175	-**	189	-**	190	-**	201
Effective Base	**620**	91	212	102	218	-	91	-	103	-	109	-	102	-	104	-	114
Post	**222**	37	73	37	75	-	37	-	27	-	46	-	37	-	23	-	53
	20%	*21%*	*21%*	*19%*	*19%*	-	*21%*	-	*16%*	-	**26%n**	-	*19%*	-	*12%*	-	**26%n**
Phone call	**127**	13	53	22	40	-	13	-	25	-	28	-	22	-	19	-	20
	12%	*7%*	*15%*	*11%*	*10%*	-	*7%*	-	*14%*	-	*16%*	-	*11%*	-	*10%*	-	*10%*
Text message	**136**	29	38	24	45	-	29	-	24	-	14	-	24	-	28	-	18
	12%	*16%*	*11%*	*13%*	*12%*	-	*16%*	-	*14%*	-	*8%*	-	*13%*	-	*15%*	-	*9%*
Email/ online portal	**609**	97	183	105	225	-	97	-	97	-	85	-	105	-	116	-	109
	55%	*55%*	*53%*	*55%*	*58%*	-	*55%*	-	*56%*	-	*49%*	-	*55%*	-	*61%*	-	*54%*
Other	**1**	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	*
Don't know	**9**	1	2	2	5	-	1	-	-	-	2	-	2	-	4	-	*
	1%	*	*	*1%*	*1%*	-	*	-	-	-	*1%*	-	*1%*	-	*2%*	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

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

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1189**	-	1189	574	607	133	168	249	185	219	151	84	301	434	454	235	1112	66	1189
Weighted Base	**1174**	-**	1174	604	558	147*	159*	254	190*	198	130*	94*	307	444	423	224	1054	108*	1189
Effective Base	**658**	-	658	329	324	76	94	143	98	120	78	51	169	241	248	129	608	48	1189
Post	**158**	-	158	76	82	22	28	28	23	23	30	4	50	51	56	34	149	8	177
	13%	-	*13%*	*13%*	*15%*	*15%*	**18%k**	*11%*	*12%*	*11%*	**23%gik**	*4%*	*16%*	*12%*	*13%*	*15%*	*14%*	*8%*	*15%*
Phone call	**143**	-	143	99	43	28	17	68	5	6	10	9	45	73	25	19	113	27	123
	12%	-	*12%*	**16%d**	*8%*	**19%hij**	**11%hi**	**27%fhijk**	*3%*	*3%*	*8%*	*10%*	**15%n**	**16%no**	*6%*	*9%*	*11%*	**25%p**	*10%*
Text message	**320**	-	320	149	168	54	30	55	66	59	34	21	84	121	115	56	280	39	294
	27%	-	*27%*	*25%*	*30%*	**37%fg**	*19%*	*22%*	**35%fg**	*30%*	*26%*	*23%*	*28%*	*27%*	*27%*	*25%*	*27%*	*36%*	*25%*
Email/ online portal	**541**	-	541	274	259	43	84	104	90	109	56	55	127	194	220	111	500	35	587
	46%	-	*46%*	*45%*	*46%*	*29%*	**53%e**	*41%*	**47%e**	**55%egq**	*43%*	**59%eg**	*41%*	*44%*	**52%l**	*50%*	**47%q**	*32%*	*49%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**12**	-	12	6	6	*	-	-	5	2	*	5	*	5	6	5	12	-	8
	1%	-	*1%*	*1%*	*1%*	*	-	-	*3%*	*1%*	*	**5%fg**	*	*1%*	*1%*	*2%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

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

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1189**	294	362	224	309	656	533	647	524	139	137	304	309	220	750	139	989
Weighted Base	**1174**	243	370	223	338	613	560	720	435	140*	143*	283	300	234	726	140*	978
Effective Base	**658**	137	206	125	190	343	315	370	287	77	81	174	162	121	416	77	548
Post	**158**	24	50	37	47	74	84	90	62	22	14	41	43	26	98	22	125
	13%	*10%*	*13%*	*17%*	*14%*	*12%*	*15%*	*12%*	*14%*	*16%*	*10%*	*14%*	*14%*	*11%*	*13%*	*16%*	*13%*
Phone call	**143**	56	38	22	27	94	49	110	31	7	15	35	39	41	89	7	130
	12%	**23%bcd**	*10%*	*10%*	*8%*	**15%f**	*9%*	**15%h**	*7%*	*5%*	*11%*	*12%*	*13%*	**17%l**	*12%*	*5%*	**13%o**
Text message	**320**	72	83	62	103	155	165	184	132	36	47	83	73	65	203	36	274
	27%	*30%*	*22%*	*28%*	*31%*	*25%*	*29%*	*26%*	*30%*	*26%*	*33%*	*29%*	*24%*	*28%*	*28%*	*26%*	*28%*
Email/ online portal	**541**	90	196	100	154	287	254	329	205	70	66	122	144	99	333	70	442
	46%	*37%*	**53%a**	*45%*	*46%*	*47%*	*45%*	*46%*	*47%*	*50%*	*47%*	*43%*	*48%*	*42%*	*46%*	*50%*	*45%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**12**	*	4	1	7	4	8	7	5	5	*	2	1	4	3	5	7
	1%	*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%n**	*	*1%*	*	*2%*	*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

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

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1189**	807	382	164	579	243	202	165	58	63	72	68	65	58	69	62	64	42	201
Weighted Base	**1174**	1020	153*	51**	985	93	60*	35	45*	118*	112*	96*	105*	97*	159*	154*	99*	14**	79
Effective Base	**658**	564	95	29	491	128	98	102	53	59	64	63	58	53	63	57	59	19	109
Post	**158**	139	19	7	129	10	10	8	8	20	9	8	16	17	22	13	17	4	6
	13%	*14%*	*12%*	*13%*	*13%*	*11%*	*16%*	**24%de**	*18%*	*17%*	*8%*	*8%*	*15%*	*18%*	*14%*	*9%*	*18%*	*29%*	*8%*
Phone call	**143**	130	12	7	126	6	7	3	3	18	14	7	17	7	37	11	13	*	6
	12%	*13%*	*8%*	*15%*	*13%*	*7%*	*12%*	*10%*	*7%*	*15%*	*13%*	*7%*	*16%*	*7%*	**23%hkmor**	*7%*	*13%*	*2%*	*7%*
Text message	**320**	279	42	10	284	19	10	7	11	27	40	26	20	29	57	53	21	2	17
	27%	*27%*	*27%*	*19%*	**29%f**	*21%*	*17%*	*20%*	*25%*	*23%*	**35%l**	*27%*	*19%*	*30%*	**36%l**	*34%*	*21%*	*15%*	*22%*
Email/ online portal	**541**	465	76	23	435	56	33	16	22	53	48	56	52	44	44	69	48	8	48
	46%	*46%*	*50%*	*44%*	*44%*	**60%dg**	*55%*	*46%*	**48%n**	**45%n**	*43%*	**58%n**	**50%n**	**46%n**	*27%*	**45%n**	**49%n**	*54%*	**62%ijno**
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**12**	7	5	5	10	1	*	*	1	-	2	-	-	-	-	8	-	-	1
	1%	*1%*	**3%a**	*9%*	*1%*	*1%*	*1%*	*	*2%*	-	*1%*	-	-	-	-	*5%*	-	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

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

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1189**	454	485	136	70	40	939	110	501	468	141	47	23	969	70
Weighted Base	**1174**	449	467	133*	73*	48**	916	121*	459	472	158*	54*	20**	932	73*
Effective Base	**658**	244	267	77	41	27	511	68	259	262	85	31	14	522	45
Post	**158**	60	69	17	6	6	129	12	74	61	17	5	-	135	5
	13%	*13%*	*15%*	*12%*	*8%*	*14%*	*14%*	*10%*	*16%*	*13%*	*11%*	*9%*	-	*15%*	*6%*
Phone call	**143**	66	50	11	8	8	116	16	71	41	15	9	4	113	13
	12%	*15%*	*11%*	*8%*	*11%*	*16%*	*13%*	*13%*	**16%i**	*9%*	*9%*	*17%*	*22%*	*12%*	*18%*
Text message	**320**	112	145	26	26	12	257	38	103	148	54	11	3	251	14
	27%	*25%*	**31%c**	*19%*	*35%*	*25%*	*28%*	*31%*	*22%*	**31%h**	**34%h**	*20%*	*18%*	*27%*	*19%*
Email/ online portal	**541**	206	199	80	32	22	405	54	207	215	73	30	12	422	41
	46%	*46%*	*43%*	**60%abf**	*44%*	*45%*	*44%*	*45%*	*45%*	*46%*	*46%*	*55%*	*60%*	*45%*	*56%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**12**	5	4	-	1	-	9	1	5	6	-	-	-	10	-
	1%	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

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

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1189	94	1080	15	394	733	62	1166	15	7	-	1188	1
Weighted Base	1174	91*	1071	12**	367	744	63*	1153	14**	5**	-**	1172	2**
Effective Base	658	54	601	5	214	406	39	645	8	5	-	657	1
Post	158	7	150	1	41	99	18	155	1	2	-	158	-
	13%	*8%*	*14%*	*5%*	*11%*	*13%*	**29%de**	*13%*	*11%*	*28%*	-	*13%*	-
Phone call	143	27	115	1	60	75	7	138	2	*	-	141	2
	12%	**30%b**	*11%*	*4%*	**16%e**	*10%*	*12%*	*12%*	*18%*	*3%*	-	*12%*	*100%*
Text message	320	28	289	3	107	196	17	312	8	*	-	320	-
	27%	*30%*	*27%*	*29%*	*29%*	*26%*	*28%*	*27%*	*59%*	*5%*	-	*27%*	-
Email/ online portal	541	29	509	2	150	372	19	536	2	3	-	541	-
	46%	*32%*	**48%a**	*19%*	*41%*	**50%df**	*31%*	*46%*	*12%*	*64%*	-	*46%*	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	-	7	5	10	2	*	12	-	-	-	12	-
	1%	-	*1%*	*42%*	**3%e**	*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

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

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1189**	202	359	204	424	-	202	-	171	-	188	-	204	-	205	-	219
Weighted Base	**1174**	199	347	200	428	-**	199	-**	166*	-**	181	-**	200	-**	218	-**	211
Effective Base	**658**	101	209	108	242	-	101	-	94	-	116	-	108	-	118	-	125
Post	**158**	25	50	24	58	-	25	-	22	-	28	-	24	-	20	-	38
	13%	*13%*	*14%*	*12%*	*14%*	-	*13%*	-	*13%*	-	*16%*	-	*12%*	-	*9%*	-	**18%n**
Phone call	**143**	30	39	19	54	-	30	-	17	-	22	-	19	-	30	-	23
	12%	*15%*	*11%*	*10%*	*13%*	-	*15%*	-	*11%*	-	*12%*	-	*10%*	-	*14%*	-	*11%*
Text message	**320**	66	91	45	118	-	66	-	51	-	40	-	45	-	61	-	58
	27%	*33%*	*26%*	*23%*	*28%*	-	*33%*	-	*31%*	-	*22%*	-	*23%*	-	*28%*	-	*27%*
Email/ online portal	**541**	77	163	104	197	-	77	-	76	-	87	-	104	-	107	-	90
	46%	*39%*	*47%*	*52%*	*46%*	-	*39%*	-	*46%*	-	*48%*	-	*52%*	-	*49%*	-	*43%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**12**	*	3	7	1	-	*	-	-	-	3	-	7	-	-	-	1
	1%	*	*1%*	**4%d**	*	-	*	-	-	-	*2%*	-	**4%n**	-	-	-	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**695**	-	695	320	371	79	84	104	111	130	94	93	163	214	317	187	626	63	725
	27%	-	*27%*	*26%*	*29%*	*24%*	*26%*	*20%*	**30%g**	**30%g**	**30%g**	**36%eg**	*25%*	*24%*	**31%lm**	**33%lm**	*27%*	*28%*	*28%*
Phone call	**263**	-	263	149	114	43	36	86	24	30	19	24	79	110	73	43	230	30	245
	10%	-	*10%*	**12%d**	*9%*	**13%hij**	*11%*	**17%hijk**	*7%*	*7%*	*6%*	*9%*	**12%no**	**12%no**	*7%*	*8%*	*10%*	*13%*	*9%*
Text message	**202**	-	202	107	93	44	28	61	31	10	14	13	72	93	37	27	173	29	189
	8%	-	*8%*	*9%*	*7%*	**13%ijk**	**9%l**	**12%ijk**	**8%l**	*2%*	*4%*	*5%*	**11%no**	**10%no**	*4%*	*5%*	*7%*	**13%p**	*7%*
Email/ online portal	**1152**	-	1152	556	587	125	137	229	171	225	162	103	262	400	490	265	1062	82	1194
	45%	-	*45%*	*45%*	*45%*	*38%*	*43%*	*44%*	*46%*	**51%ek**	**52%ek**	*40%*	*40%*	*45%*	**48%l**	*46%*	*46%*	*36%*	*46%*
Other	**33**	-	33	18	16	5	5	3	4	6	5	5	10	8	16	10	32	2	23
	1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
No preference	**178**	-	178	74	104	20	30	33	22	34	20	19	49	55	74	39	166	8	181
	7%	-	*7%*	*6%*	*8%*	*6%*	*9%*	*6%*	*6%*	*8%*	*6%*	*7%*	*8%*	*6%*	*7%*	*7%*	*7%*	*3%*	*7%*
Don't know	**31**	-	31	17	13	14	1	3	6	6	-	1	15	9	7	1	20	11	24
	1%	-	*1%*	*1%*	*1%*	**4%fgjk**	*	*1%*	*2%*	*1%*	-	*1%*	**2%no**	*1%*	*1%*	*	*1%*	**5%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**695**	130	215	148	202	345	349	364	314	105	103	175	164	100	442	105	547
	27%	*27%*	*27%*	*28%*	*27%*	*27%*	*27%*	*24%*	**31%g**	**29%m**	**31%m**	**28%m**	*27%*	*21%*	**28%m**	*29%*	*26%*
Phone call	**263**	74	69	56	64	143	119	187	69	31	31	53	58	76	141	31	217
	10%	**15%bd**	*9%*	*10%*	*9%*	*11%*	*9%*	**13%h**	*7%*	*9%*	*9%*	*9%*	*9%*	**16%ijkln**	*9%*	*9%*	*10%*
Text message	**202**	69	41	48	45	110	92	144	55	23	21	43	39	70	104	23	177
	8%	**14%bd**	*5%*	**9%b**	*6%*	*9%*	*7%*	**10%h**	*5%*	*6%*	*6%*	*7%*	*6%*	**15%ijkln**	*7%*	*6%*	*9%*
Email/ online portal	**1152**	195	387	230	341	582	571	678	463	147	149	280	293	208	723	148	951
	45%	*40%*	**49%a**	*43%*	*46%*	*46%*	*45%*	*45%*	*45%*	*41%*	*45%*	*45%*	*48%*	*44%*	*46%*	*41%*	*46%*
Other	**33**	4	12	6	11	16	17	22	12	6	4	5	9	6	18	6	28
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*
No preference	**178**	18	55	44	62	73	105	87	89	35	24	55	44	12	122	35	134
	7%	*4%*	*7%*	**8%a**	**8%a**	*6%*	*8%*	*6%*	**9%g**	**10%m**	**7%m**	**9%m**	**7%m**	*3%*	**8%m**	*10%*	*6%*
Don't know	**31**	1	9	6	16	9	21	13	16	10	2	6	3	4	11	10	15
	1%	*	*1%*	*1%*	**2%a**	*1%*	*2%*	*1%*	*2%*	**3%ln**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**695**	585	109	31	581	52	42	20	23	86	57	40	62	77	71	92	73	12	40
	27%	*27%*	*29%*	*25%*	*27%*	*25%*	**34%de**	*29%*	*23%*	**32%n**	*27%*	*22%*	*27%*	**32%nr**	*21%*	*25%*	**32%nr**	**41%hknr**	*23%*
Phone call	**263**	229	34	13	224	21	9	8	10	23	12	24	24	25	55	31	19	3	18
	10%	*11%*	*9%*	*11%*	*10%*	*10%*	*7%*	*12%*	*10%*	*8%*	*6%*	**13%j**	*11%*	*10%*	**16%j**	*9%*	*8%*	*11%*	*10%*
Text message	**202**	179	23	10	178	10	8	6	8	21	11	15	17	23	38	25	20	2	8
	8%	*8%*	*6%*	*9%*	*8%*	*5%*	*6%*	*9%*	*8%*	*8%*	*5%*	*8%*	*7%*	*10%*	**11%r**	*7%*	*9%*	*7%*	*4%*
Email/ online portal	**1152**	996	157	48	966	104	54	29	49	118	107	86	100	88	144	171	103	9	95
	45%	*46%*	*42%*	*40%*	*45%*	**51%g**	*44%*	*42%*	*49%*	*43%*	**50%mq**	*47%*	*44%*	*37%*	*42%*	*47%*	*46%*	*31%*	**54%mnq**
Other	**33**	22	11	2	32	1	*	*	1	2	5	1	4	4	6	6	4	-	1
	1%	*1%*	**3%a**	*1%*	*1%*	*	*	*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	*
No preference	**178**	147	31	14	148	16	8	6	11	15	16	11	16	19	24	31	6	3	13
	7%	*7%*	*8%*	*12%*	*7%*	*8%*	*7%*	*8%*	**11%p**	*6%*	*7%*	*6%*	*7%*	*8%*	*7%*	*8%*	*3%*	**10%p**	**8%p**
Don't know	**31**	21	10	2	29	1	1	*	-	7	4	4	4	1	3	6	-	*	1
	1%	*1%*	**3%a**	*2%*	*1%*	*	*1%*	*	-	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	-	*	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**695**	302	254	76	40	15	556	55	263	279	102	30	5	542	36
	27%	**32%bceg**	*26%*	*22%*	*24%*	*17%*	**29%c**	*22%*	*28%*	**29%l**	*24%*	*25%*	*12%*	**28%l**	*22%*
Phone call	**263**	103	111	25	14	9	214	22	111	96	34	14	2	208	16
	10%	*11%*	*11%*	*7%*	*8%*	*10%*	*11%*	*9%*	*12%*	*10%*	*8%*	*12%*	*4%*	*11%*	*10%*
Text message	**202**	78	77	26	12	9	154	21	91	75	27	7	1	166	8
	8%	*8%*	*8%*	*7%*	*7%*	*11%*	*8%*	*8%*	*10%*	*8%*	*6%*	*6%*	*2%*	*9%*	*5%*
Email/ online portal	**1152**	396	436	173	90	49	833	140	414	431	209	59	30	845	89
	45%	*42%*	*45%*	*49%*	**53%a**	**58%ad**	*43%*	**55%abf**	*43%*	*45%*	*49%*	*49%*	**68%hijm**	*44%*	**54%h**
Other	**33**	13	17	3	1	-	29	1	14	10	8	-	-	24	-
	1%	*1%*	*2%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
No preference	**178**	56	66	36	13	3	121	16	54	68	36	9	5	122	14
	7%	*6%*	*7%*	**10%a**	*8%*	*3%*	*6%*	*6%*	*6%*	*7%*	*8%*	*8%*	*12%*	*6%*	*9%*
Don't know	**31**	6	7	13	-	-	13	-	8	3	13	-	1	11	1
	1%	*1%*	*1%*	**4%abfg**	-	-	*1%*	-	*1%*	*	**3%him**	-	**3%l**	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**695**	46	641	7	199	454	41	682	7	3	-	692	3
	27%	*21%*	*28%*	*17%*	*25%*	*28%*	*27%*	*27%*	*15%*	*29%*	-	*27%*	*34%*
Phone call	**263**	40	213	9	93	152	18	251	12	*	-	263	-
	10%	**18%b**	*9%*	*22%*	*12%*	*9%*	*12%*	*10%*	*24%*	*2%*	-	*10%*	-
Text message	**202**	20	180	2	73	110	19	192	7	1	2	200	-
	8%	*9%*	*8%*	*4%*	*9%*	*7%*	*12%*	*8%*	*15%*	*10%*	*35%*	*8%*	-
Email/ online portal	**1152**	89	1049	14	358	737	57	1128	18	4	1	1150	1
	45%	*41%*	*46%*	*33%*	*45%*	*46%*	*37%*	*45%*	*37%*	*44%*	*18%*	*45%*	*14%*
Other	**33**	2	30	2	11	23	*	33	-	-	-	33	-
	1%	*1%*	*1%*	*4%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
No preference	**178**	13	157	9	55	110	13	171	2	1	3	174	1
	7%	*6%*	*7%*	*20%*	*7%*	*7%*	*8%*	*7%*	*3%*	*16%*	*47%*	*7%*	*14%*
Don't know	**31**	8	23	-	8	18	6	25	3	-	-	28	3
	1%	**4%b**	*1%*	-	*1%*	*1%*	**4%de**	*1%*	*6%*	-	-	*1%*	*38%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**695**	120	236	102	236	-	120	-	119	-	117	-	102	-	112	-	124
	27%	*29%*	*28%*	*24%*	*27%*	-	*29%*	-	*28%*	-	*29%*	-	*24%*	-	*24%*	-	*30%*
Phone call	**263**	43	95	39	86	-	43	-	58	-	36	-	39	-	35	-	51
	10%	*10%*	*11%*	*9%*	*10%*	-	*10%*	-	**14%n**	-	*9%*	-	*9%*	-	*8%*	-	*12%*
Text message	**202**	36	69	27	70	-	36	-	36	-	33	-	27	-	43	-	27
	8%	*9%*	*8%*	*6%*	*8%*	-	*9%*	-	*8%*	-	*8%*	-	*6%*	-	*9%*	-	*6%*
Email/ online portal	**1152**	174	352	202	424	-	174	-	178	-	174	-	202	-	239	-	186
	45%	*42%*	*42%*	*47%*	*48%*	-	*42%*	-	*41%*	-	*43%*	-	*47%*	-	**52%fh**	-	*45%*
Other	**33**	3	6	16	8	-	3	-	5	-	2	-	16	-	6	-	1
	1%	*1%*	*1%*	**4%abd**	*1%*	-	*1%*	-	*1%*	-	*	-	**4%fjp**	-	*1%*	-	*
No preference	**178**	30	62	40	46	-	30	-	29	-	33	-	40	-	23	-	23
	7%	*7%*	*7%*	**9%d**	*5%*	-	*7%*	-	*7%*	-	*8%*	-	*9%*	-	*5%*	-	*5%*
Don't know	**31**	8	9	5	9	-	8	-	4	-	5	-	5	-	5	-	4
	1%	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**568**	-	568	277	284	83	82	115	85	84	72	46	165	200	203	118	518	43	596
	22%	-	*22%*	*22%*	*22%*	*25%*	*25%*	*22%*	*23%*	*19%*	*23%*	*18%*	*25%*	*23%*	*20%*	*21%*	*22%*	*19%*	*23%*
Phone call	**263**	-	263	163	100	43	37	99	24	29	15	16	81	123	60	31	226	33	234
	10%	-	*10%*	**13%d**	*8%*	**13%hijk**	**12%j**	**19%fhijk**	*6%*	*7%*	*5%*	*6%*	**12%no**	**14%no**	*6%*	*5%*	*10%*	*15%*	*9%*
Text message	**149**	-	149	89	58	32	28	40	28	7	5	8	60	68	20	13	120	30	129
	6%	-	*6%*	**7%d**	*4%*	**10%ijk**	**9%ijk**	**8%ij**	**8%ij**	*2%*	*2%*	*3%*	**9%no**	**8%no**	*2%*	*2%*	*5%*	**13%p**	*5%*
Email/ online portal	**1344**	-	1344	621	717	122	148	220	211	273	201	169	270	431	643	369	1246	90	1384
	53%	-	*53%*	*50%*	**55%c**	*37%*	*46%*	*42%*	**57%efg**	**62%efg**	**64%efg**	**65%efg**	*41%*	**48%l**	**63%lm**	**64%lm**	**54%q**	*40%*	*54%*
Other	**13**	-	13	6	7	-	-	2	5	5	*	1	-	7	6	2	12	1	10
	1%	-	*1%*	*	*1%*	-	-	*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*
No preference	**185**	-	185	69	116	35	26	41	10	34	20	20	61	51	74	40	164	17	196
	7%	-	*7%*	*6%*	**9%c**	**11%h**	**8%h**	**8%h**	*3%*	**8%h**	*6%*	**8%h**	**9%m**	*6%*	*7%*	*7%*	*7%*	*8%*	*8%*
Don't know	**32**	-	32	16	15	13	1	3	6	8	*	-	15	9	8	*	23	8	32
	1%	-	*1%*	*1%*	*1%*	**4%fgjk**	*	*1%*	*2%*	*2%*	*	-	**2%o**	*1%*	*1%*	*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	568	104	166	130	168	270	298	327	233	89	70	134	122	104	326	90	434
	22%	*21%*	*21%*	*24%*	*23%*	*21%*	*23%*	*22%*	*23%*	*25%*	*21%*	*22%*	*20%*	*22%*	*21%*	*25%*	*21%*
Phone call	263	88	57	58	61	145	118	194	64	22	26	54	65	82	146	22	229
	10%	**18%bcd**	*7%*	*11%*	*8%*	*11%*	*9%*	**13%h**	*6%*	*6%*	*8%*	*9%*	*11%*	**17%ijkln**	*9%*	*6%*	**11%o**
Text message	149	55	21	30	43	76	73	106	41	20	28	23	34	39	85	20	126
	6%	**11%bcd**	*3%*	**6%b**	**6%b**	*6%*	*6%*	**7%h**	*4%*	*6%*	**9%k**	*4%*	*6%*	**8%k**	*5%*	*6%*	*6%*
Email/ online portal	1344	225	469	282	368	694	649	762	562	167	185	335	347	235	867	167	1127
	53%	*46%*	**60%ad**	*53%*	*50%*	*54%*	*51%*	*51%*	*55%*	*47%*	*55%*	*54%*	**57%l**	*49%*	**56%l**	*47%*	**54%o**
Other	13	2	*	2	9	2	11	7	6	3	-	3	-	2	3	3	5
	1%	*	*	*	**1%b**	*	**1%e**	*	*1%*	*1%*	-	*	-	*	*	*1%*	*
No preference	185	14	65	29	77	80	105	83	95	43	22	61	36	10	120	43	130
	7%	*3%*	**8%a**	*5%*	**10%ac**	*6%*	*8%*	*6%*	**9%g**	**12%lmn**	**7%m**	**10%m**	**6%m**	*2%*	**8%m**	**12%p**	*6%*
Don't know	32	3	9	6	14	12	20	15	17	13	2	7	6	4	14	13	19
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**4%jklmn**	*1%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	568	475	93	28	475	41	32	21	18	60	37	24	49	47	82	87	71	11	30
	22%	22%	25%	23%	22%	20%	26%	30%de	18%	22%	17%	13%	21%	20%	24%k	24%k	32%hjkmr	37%hjklmr	17%
Phone call	263	235	28	11	230	17	9	7	10	36	20	18	18	31	46	28	22	3	14
	10%	11%	8%	9%	11%	8%	7%	11%	10%	13%	9%	10%	8%	13%	13%	8%	10%	11%	8%
Text message	149	131	18	5	133	6	7	4	7	19	9	16	10	9	32	20	10	*	6
	6%	6%	5%	4%	6%e	3%	6%	5%	7%	7%	4%	9%r	4%	4%	9%r	6%	4%	*	3%
Email/ online portal	1344	1151	193	65	1128	118	66	31	53	122	128	106	126	129	154	196	114	12	106
	53%	53%	51%	54%	52%	58%g	54%	45%	53%	45%	60%in	59%in	55%	55%	45%	54%	50%	42%	61%inq
Other	13	8	5	*	12	1	*	-	1	3	-	-	-	1	3	-	4	1	-
	1%	*	1%a	*	1%	*	*	-	1%	1%	-	-	-	1%	1%	-	2%	2%jklor	-
No preference	185	154	31	11	154	18	7	6	12	25	18	12	21	17	19	25	4	2	17
	7%	7%	8%	9%	7%	9%	6%	8%	12%p	9%p	8%p	7%	9%p	7%p	6%	7%	2%	6%	9%p
Don't know	32	25	7	1	28	3	*	1	-	7	2	4	5	3	5	3	-	*	3
	1%	1%	2%	1%	1%	2%	*	1%	-	2%	1%	2%	2%	1%	1%	1%	-	*	2%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	568	247	195	69	41	8	442	49	234	211	84	26	2	445	28
	22%	**26%be**	*20%*	*20%*	**24%e**	*10%*	**23%e**	*19%*	**24%l**	**22%l**	**20%l**	**22%l**	*5%*	**23%l**	*17%*
Phone call	263	109	112	22	8	10	221	19	121	94	32	13	1	215	14
	10%	**11%c**	**12%c**	*6%*	*5%*	*12%*	**12%c**	*7%*	**13%j**	*10%*	*7%*	*10%*	*3%*	*11%*	*8%*
Text message	149	53	55	16	19	6	108	25	62	60	21	5	1	123	6
	6%	*6%*	*6%*	*5%*	**11%abcf**	*7%*	*6%*	**10%f**	*7%*	*6%*	*5%*	*5%*	*2%*	*6%*	*4%*
Email/ online portal	1344	478	521	192	90	54	999	145	469	523	232	69	35	992	104
	53%	*50%*	*54%*	*55%*	*53%*	**65%a**	*52%*	*57%*	*49%*	*54%*	*54%*	*57%*	**79%hijkm**	*52%*	**63%hm**
Other	13	5	4	2	1	*	10	2	9	1	1	-	-	10	-
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	-	-	*1%*	-
No preference	185	53	73	36	10	5	126	15	51	68	43	8	5	119	13
	7%	*6%*	*8%*	**10%a**	*6%*	*6%*	*7%*	*6%*	*5%*	*7%*	**10%hm**	*6%*	*11%*	*6%*	*8%*
Don't know	32	7	7	14	1	-	14	1	9	5	15	-	-	14	-
	1%	*1%*	*1%*	**4%abfg**	*1%*	-	*1%*	*	*1%*	*1%*	**3%him**	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**568**	41	516	11	172	365	31	557	7	3	2	566	-
	22%	*19%*	*23%*	*26%*	*22%*	*23%*	*20%*	*22%*	*14%*	*29%*	*35%*	*22%*	-
Phone call	**263**	49	210	4	109	133	21	248	15	1	-	263	-
	10%	**22%b**	*9%*	*8%*	**14%e**	*8%*	*14%*	*10%*	*30%*	*7%*	-	*10%*	-
Text message	**149**	16	132	1	59	71	19	143	6	*	-	149	-
	6%	*7%*	*6%*	*2%*	**7%e**	*4%*	**13%e**	*6%*	*13%*	*3%*	-	*6%*	-
Email/ online portal	**1344**	93	1235	16	383	899	62	1322	14	4	1	1340	3
	53%	*42%*	**54%a**	*38%*	*48%*	**56%df**	*40%*	*53%*	*28%*	*46%*	*18%*	*53%*	*34%*
Other	**13**	2	11	-	4	7	2	12	-	1	-	13	-
	1%	*1%*	*1%*	-	*1%*	*	*1%*	*	-	*16%*	-	*1%*	-
No preference	**185**	12	162	11	59	112	14	172	6	-	3	179	4
	7%	*6%*	*7%*	*26%*	*7%*	*7%*	*9%*	*7%*	*13%*	-	*47%*	*7%*	*46%*
Don't know	**32**	6	26	-	10	17	5	29	1	-	-	30	2
	1%	*3%*	*1%*	-	*1%*	*1%*	*3%*	*1%*	*2%*	-	-	*1%*	*20%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**568**	86	194	97	190	-	86	-	106	-	88	-	97	-	94	-	97
	22%	*21%*	*23%*	*23%*	*22%*	-	*21%*	-	*25%*	-	*22%*	-	*23%*	-	*20%*	-	*23%*
Phone call	**263**	42	108	30	82	-	42	-	60	-	48	-	30	-	40	-	43
	10%	*10%*	**13%c**	*7%*	*9%*	-	*10%*	-	**14%l**	-	*12%*	-	*7%*	-	*9%*	-	*10%*
Text message	**149**	30	39	21	59	-	30	-	14	-	25	-	21	-	31	-	28
	6%	*7%*	*5%*	*5%*	*7%*	-	**7%h**	-	*3%*	-	*6%*	-	*5%*	-	*7%*	-	*7%*
Email/ online portal	**1344**	207	413	232	492	-	207	-	212	-	201	-	232	-	276	-	216
	53%	*50%*	*50%*	*54%*	*56%*	-	*50%*	-	*49%*	-	*50%*	-	*54%*	-	**59%fhj**	-	*52%*
Other	**13**	-	4	5	4	-	-	-	4	-	1	-	5	-	1	-	3
	1%	-	*1%*	*1%*	*	-	-	-	*1%*	-	*	-	*1%*	-	*	-	*1%*
No preference	**185**	39	61	41	44	-	39	-	28	-	33	-	41	-	20	-	24
	7%	**9%d**	*7%*	**10%d**	*5%*	-	**9%n**	-	*6%*	-	*8%*	-	**10%n**	-	*4%*	-	*6%*
Don't know	**32**	10	10	4	7	-	10	-	7	-	4	-	4	-	2	-	5
	1%	*3%*	*1%*	*1%*	*1%*	-	*3%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**918**	-	918	436	473	106	94	167	154	151	136	110	200	321	397	246	830	76	981
	36%	-	*36%*	*35%*	*36%*	*32%*	*29%*	*32%*	**42%fg**	*34%*	**43%efg**	**42%fg**	*31%*	*36%*	**39%l**	**43%l**	*36%*	*34%*	*38%*
Phone call	**254**	-	254	150	104	36	28	84	26	31	20	29	64	110	80	49	220	33	232
	10%	-	*10%*	**12%d**	*8%*	*11%*	*9%*	**16%fhij**	*7%*	*7%*	*7%*	*11%*	*10%*	**12%n**	*8%*	*9%*	*10%*	*15%*	*9%*
Text message	**180**	-	180	109	69	49	40	55	25	8	3	1	89	80	12	4	150	31	137
	7%	-	*7%*	**9%d**	*5%*	**15%hijk**	**12%ijk**	**11%ijk**	**7%ijk**	*2%*	*1%*	*	**14%mno**	**9%no**	*1%*	*1%*	*6%*	**14%p**	*5%*
Email/ online portal	**979**	-	979	446	528	91	124	181	145	207	132	99	215	326	438	231	907	65	975
	38%	-	*38%*	*36%*	*41%*	*28%*	**38%e**	*35%*	**39%e**	**47%efg**	**42%e**	*38%*	*33%*	*37%*	**43%lm**	**40%l**	**39%q**	*29%*	*38%*
Other	**16**	-	16	9	7	2	2	4	-	5	2	1	4	4	9	3	15	2	14
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**162**	-	162	68	94	29	29	28	11	31	17	18	58	38	66	35	154	6	198
	6%	-	*6%*	*5%*	*7%*	**9%h**	**9%h**	*5%*	*3%*	*7%*	*5%*	*7%*	**9%m**	*4%*	*6%*	*6%*	*7%*	*3%*	*8%*
Don't know	**45**	-	45	21	23	16	5	2	9	8	3	1	21	11	13	4	33	11	44
	2%	-	*2%*	*2%*	*2%*	**5%gjk**	*2%*	*	**2%g**	*2%*	*1%*	*1%*	**3%mnq**	*1%*	*1%*	*1%*	*1%*	**5%p**	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**918**	156	292	213	257	448	470	497	408	128	133	230	221	139	584	129	733
	36%	*32%*	*37%*	**40%a**	*35%*	*35%*	*37%*	*33%*	**40%g**	*36%*	**40%m**	**37%m**	*36%*	*29%*	**37%m**	*36%*	*35%*
Phone call	**254**	76	61	54	64	136	118	176	73	26	34	50	55	74	139	26	217
	10%	**15%bd**	*8%*	*10%*	*9%*	*11%*	*9%*	**12%h**	*7%*	*7%*	*10%*	*8%*	*9%*	**16%ikln**	*9%*	*7%*	*10%*
Text message	**180**	70	37	25	49	107	73	137	40	24	27	31	38	58	97	24	155
	7%	**14%bcd**	*5%*	*5%*	*7%*	*8%*	*6%*	**9%h**	*4%*	*7%*	*8%*	*5%*	*6%*	**12%ikln**	*6%*	*7%*	*8%*
Email/ online portal	**979**	164	327	210	278	491	488	586	379	126	120	245	245	182	610	126	808
	38%	*33%*	**42%a**	*39%*	*38%*	*38%*	*38%*	*39%*	*37%*	*35%*	*36%*	*40%*	*40%*	*38%*	*39%*	*35%*	*39%*
Other	**16**	2	*	6	8	2	14	10	6	2	1	5	2	4	8	2	12
	1%	*	*	**1%b**	**1%b**	*	**1%e**	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
No preference	**162**	17	53	24	69	69	93	70	87	37	17	47	39	12	103	37	116
	6%	*3%*	*7%*	*4%*	**9%ac**	*5%*	*7%*	*5%*	**9%g**	**10%m**	*5%*	**8%m**	**6%m**	*2%*	**7%m**	**10%p**	*6%*
Don't know	**45**	6	18	6	15	24	20	17	25	14	2	8	10	7	20	14	28
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**4%jkn**	*1%*	*1%*	*2%*	*1%*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**918**	774	143	59	755	80	52	31	35	91	72	46	86	99	90	144	92	15	65
	36%	*36%*	*38%*	**49%a**	*35%*	*39%*	**42%d**	**45%d**	*35%*	*33%*	*34%*	*25%*	**38%kn**	**42%kn**	*26%*	**40%kn**	**41%kn**	**53%ijkn**	**37%kn**
Phone call	**254**	219	35	12	220	16	11	6	12	32	26	22	16	20	41	31	21	3	13
	10%	*10%*	*9%*	*10%*	*10%*	*8%*	*9%*	*9%*	*12%*	*12%*	*12%*	*12%*	*7%*	*9%*	*12%*	*9%*	*9%*	*12%*	*7%*
Text message	**180**	162	18	3	163	9	6	2	4	20	5	15	19	11	59	22	8	1	8
	7%	*7%*	*5%*	*2%*	**8%g**	*4%*	*5%*	*4%*	*4%*	*7%*	*2%*	**8%j**	**8%j**	*4%*	**17%hijklmopqr**	*6%*	*4%*	*2%*	*5%*
Email/ online portal	**979**	837	142	36	832	81	43	23	37	94	94	84	87	87	121	138	91	8	73
	38%	*38%*	*38%*	*30%*	*39%*	*40%*	*35%*	*33%*	*37%*	*34%*	*44%*	**47%q**	*38%*	*37%*	*35%*	*38%*	*40%*	*28%*	*42%*
Other	**16**	13	3	1	14	1	1	1	-	3	-	1	-	3	3	2	2	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	*1%*	*	*1%*	**2%jr**	-
No preference	**162**	137	25	7	132	16	9	5	13	23	14	9	15	12	21	18	8	1	15
	6%	*6%*	*7%*	*6%*	*6%*	*8%*	*7%*	*8%*	**12%kmop**	*9%*	*6%*	*5%*	*7%*	*5%*	*6%*	*5%*	*3%*	*2%*	**9%p**
Don't know	**45**	37	8	3	42	2	*	1	-	9	2	3	6	4	7	6	4	*	2
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*	*1%*	-	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**918**	378	347	112	50	23	725	72	358	356	138	41	12	713	53
	36%	***40%cg***	*36%*	*32%*	*29%*	*27%*	***38%g***	*28%*	*37%*	*37%*	*32%*	*34%*	*26%*	*37%*	*32%*
Phone call	**254**	98	108	23	20	5	206	25	105	82	43	20	1	187	20
	10%	*10%*	*11%*	*6%*	*12%*	*6%*	*11%*	*10%*	*11%*	*9%*	*10%*	***16%il***	*2%*	*10%*	*12%*
Text message	**180**	72	63	22	12	11	135	23	62	85	24	6	1	147	7
	7%	*8%*	*6%*	*6%*	*7%*	*13%*	*7%*	*9%*	*6%*	*9%*	*6%*	*5%*	*1%*	*8%*	*4%*
Email/ online portal	**979**	340	379	145	73	35	719	108	354	369	172	47	22	723	69
	38%	*36%*	*39%*	*41%*	*42%*	*42%*	*37%*	*42%*	*37%*	*38%*	*40%*	*39%*	*49%*	*38%*	*42%*
Other	**16**	6	7	1	1	-	14	1	9	2	3	-	-	12	-
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	-	-	*1%*	-
No preference	**162**	48	53	35	15	7	101	21	51	63	30	6	7	114	13
	6%	*5%*	*5%*	***10%abf***	*9%*	*8%*	*5%*	*8%*	*5%*	*7%*	*7%*	*5%*	***16%him***	*6%*	*8%*
Don't know	**45**	11	10	14	1	3	22	4	15	4	18	*	3	20	3
	2%	*1%*	*1%*	***4%abf***	*	*3%*	*1%*	*1%*	*2%*	*	***4%him***	*	***6%ikm***	*1%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	2554	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	1427	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	918	50	854	14	246	627	45	905	8	4	1	917	-
	36%	*23%*	**37%a**	*34%*	*31%*	**39%df**	*29%*	*36%*	*17%*	*39%*	*18%*	*36%*	-
Phone call	254	52	198	4	109	125	20	239	10	*	-	250	4
	10%	**24%b**	*9%*	*10%*	**14%e**	*8%*	*13%*	*10%*	*21%*	*5%*	-	*10%*	*52%*
Text message	180	24	154	2	77	80	23	165	13	*	2	178	-
	7%	*11%*	*7%*	*5%*	**10%e**	*5%*	**15%e**	*7%*	*27%*	*3%*	*35%*	*7%*	-
Email/ online portal	979	68	898	13	294	640	45	964	10	3	-	978	1
	38%	*31%*	*39%*	*30%*	*37%*	**40%f**	*29%*	*39%*	*21%*	*36%*	-	*38%*	*13%*
Other	16	4	12	-	3	11	2	13	3	-	-	16	-
	1%	*2%*	*1%*	-	*	*1%*	*1%*	*1%*	*6%*	-	-	*1%*	-
No preference	162	11	142	9	49	99	14	157	1	*	3	158	1
	6%	*5%*	*6%*	*22%*	*6%*	*6%*	*9%*	*6%*	*2%*	*2%*	*47%*	*6%*	*14%*
Don't know	45	10	35	-	16	22	7	39	3	1	-	43	2
	2%	**5%b**	*2%*	-	*2%*	*1%*	**4%e**	*2%*	*6%*	*16%*	-	*2%*	*21%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**918**	147	307	148	316	-	147	-	165	-	142	-	148	-	160	-	156
	36%	*35%*	*37%*	*34%*	*36%*	-	*35%*	-	*38%*	-	*36%*	-	*34%*	-	*35%*	-	*37%*
Phone call	**254**	43	93	36	83	-	43	-	50	-	43	-	36	-	33	-	49
	10%	*10%*	*11%*	*8%*	*9%*	-	*10%*	-	*12%*	-	*11%*	-	*8%*	-	*7%*	-	*12%*
Text message	**180**	27	60	30	63	-	27	-	30	-	30	-	30	-	41	-	22
	7%	*7%*	*7%*	*7%*	*7%*	-	*7%*	-	*7%*	-	*8%*	-	*7%*	-	*9%*	-	*5%*
Email/ online portal	**979**	159	297	165	357	-	159	-	142	-	155	-	165	-	196	-	161
	38%	*38%*	*36%*	*38%*	*41%*	-	*38%*	-	*33%*	-	*39%*	-	*38%*	-	**42%h**	-	*39%*
Other	**16**	1	9	1	5	-	1	-	7	-	2	-	1	-	3	-	2
	1%	*	*1%*	*	*1%*	-	*	-	*2%*	-	*1%*	-	*	-	*1%*	-	*
No preference	**162**	28	48	45	41	-	28	-	28	-	20	-	45	-	22	-	19
	6%	*7%*	*6%*	**10%bd**	*5%*	-	*7%*	-	*7%*	-	*5%*	-	**10%jnp**	-	*5%*	-	*5%*
Don't know	**45**	9	16	6	13	-	9	-	8	-	7	-	6	-	7	-	6
	2%	*2%*	*2%*	*1%*	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**467**	-	467	225	242	66	52	98	74	75	62	39	118	172	177	102	421	42	488
	18%	-	*18%*	*18%*	*19%*	*20%*	*16%*	*19%*	*20%*	*17%*	*20%*	*15%*	*18%*	*19%*	*17%*	*18%*	*18%*	*19%*	*19%*
Phone call	**905**	-	905	451	453	102	97	182	111	150	127	136	199	293	413	263	823	75	987
	35%	-	*35%*	*36%*	*35%*	*31%*	*30%*	*35%*	*30%*	*34%*	**41%fh**	**52%efghjl**	*31%*	*33%*	**41%lm**	**46%lm**	*36%*	*34%*	*38%*
Text message	**323**	-	323	159	157	57	46	84	48	45	22	21	103	132	88	43	283	38	272
	13%	-	*13%*	*13%*	*12%*	**17%ijk**	**14%j**	**16%ijk**	*13%*	*10%*	*7%*	*8%*	**16%no**	**15%no**	*9%*	*7%*	*12%*	*17%*	*11%*
Email/ online portal	**598**	-	598	289	302	75	97	117	103	110	65	30	172	220	205	95	537	53	578
	23%	-	*23%*	*23%*	*23%*	**23%k**	**30%jk**	**23%k**	**28%k**	**25%k**	**21%k**	*12%*	**26%no**	**25%o**	*20%*	*17%*	*23%*	*24%*	*22%*
Other	**33**	-	33	24	9	2	2	2	1	10	9	8	4	3	26	17	31	2	29
	1%	-	*1%*	**2%d**	*1%*	*1%*	*1%*	*	*	**2%g**	**3%g**	**3%gh**	*1%*	*	**3%lm**	**3%lm**	*1%*	*1%*	*1%*
No preference	**200**	-	200	76	124	18	28	33	23	45	29	25	46	56	98	53	192	6	203
	8%	-	*8%*	*6%*	**10%c**	*5%*	*9%*	*6%*	*6%*	*10%*	*9%*	*9%*	*7%*	*6%*	**10%m**	*9%*	**8%q**	*3%*	*8%*
Don't know	**28**	-	28	17	11	9	*	4	8	6	-	*	9	12	7	*	20	8	24
	1%	-	*1%*	*1%*	*1%*	**3%j**	*	*1%*	*2%*	*1%*	-	*	**1%o**	**1%o**	*1%*	*	*1%*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**467**	82	143	113	129	225	242	276	178	69	59	112	115	81	286	69	372
	18%	*17%*	*18%*	*21%*	*17%*	*18%*	*19%*	*18%*	*17%*	*19%*	*18%*	*18%*	*19%*	*17%*	*18%*	*19%*	*18%*
Phone call	**905**	190	283	184	248	474	432	497	397	126	131	200	237	162	568	127	740
	35%	*39%*	*36%*	*34%*	*34%*	*37%*	*34%*	*33%*	**39%g**	*35%*	*39%*	*32%*	*39%*	*34%*	*36%*	*35%*	*36%*
Text message	**323**	69	92	70	92	161	162	211	110	38	33	89	70	72	193	39	270
	13%	*14%*	*12%*	*13%*	*12%*	*13%*	*13%*	*14%*	*11%*	*11%*	*10%*	*14%*	*12%*	*15%*	*12%*	*11%*	*13%*
Email/ online portal	**598**	130	181	110	177	311	287	392	195	70	85	142	122	135	349	70	494
	23%	*27%*	*23%*	*20%*	*24%*	*24%*	*22%*	**26%h**	*19%*	*20%*	*25%*	*23%*	*20%*	**28%il**	*22%*	*20%*	*24%*
Other	**33**	2	9	11	11	11	21	8	23	6	2	10	9	2	21	6	23
	1%	*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	**2%g**	*2%*	*1%*	*2%*	*2%*	*	*1%*	*2%*	*1%*
No preference	**200**	17	69	43	71	86	114	94	104	36	22	58	51	20	131	36	153
	8%	*3%*	**9%a**	**8%a**	**10%a**	*7%*	*9%*	*6%*	**10%g**	**10%m**	*7%*	**9%m**	**8%m**	*4%*	**8%m**	*10%*	*7%*
Don't know	**28**	1	9	6	12	10	18	16	12	10	2	6	5	4	14	10	17
	1%	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%n**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	467	387	80	21	389	39	27	12	19	66	35	27	40	48	45	62	47	7	31
	18%	*18%*	*21%*	*17%*	*18%*	*19%*	*22%*	*17%*	*18%*	**24%n**	*16%*	*15%*	*18%*	*20%*	*13%*	*17%*	*21%*	*25%*	*18%*
Phone call	905	761	144	52	737	87	48	33	36	78	90	58	89	82	108	115	81	7	80
	35%	*35%*	*38%*	*43%*	*34%*	**43%d**	*40%*	**47%d**	*36%*	*29%*	**42%l**	*32%*	*39%*	*35%*	*32%*	*32%*	*36%*	*24%*	**45%lkmnoq**
Text message	323	290	34	15	286	22	10	6	10	24	29	26	26	20	71	56	26	6	15
	13%	*13%*	*9%*	*12%*	**13%fq**	*11%*	*8%*	*8%*	*10%*	*9%*	*14%*	*14%*	*11%*	*8%*	**21%hilmpr**	*15%*	*11%*	**22%lmr**	*9%*
Email/ online portal	598	523	75	21	518	41	26	13	21	72	45	49	49	56	90	87	48	6	35
	23%	*24%*	*20%*	*17%*	*24%*	*20%*	*21%*	*19%*	*21%*	*27%*	*21%*	*27%*	*22%*	*24%*	*26%*	*24%*	*22%*	*22%*	*20%*
Other	33	28	5	1	30	*	2	1	-	5	-	-	3	3	1	11	6	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*2%*	-	-	*2%*	*1%*	*	*3%*	*3%*	-	*
No preference	200	169	31	11	172	15	9	5	14	23	14	15	17	24	22	26	17	2	13
	8%	*8%*	*8%*	*9%*	*8%*	*7%*	*7%*	*8%*	**14%jt**	*8%*	*6%*	*8%*	*7%*	*10%*	*6%*	*7%*	*8%*	*6%*	*8%*
Don't know	28	21	7	*	26	1	*	*	1	4	1	6	4	4	3	3	-	-	1
	1%	*1%*	*2%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*	**3%p**	*2%*	*2%*	*1%*	*1%*	-	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**467**	201	154	58	33	12	355	45	185	179	60	27	5	364	32
	18%	**21%b**	*16%*	*16%*	*19%*	*14%*	*19%*	*17%*	*19%*	*19%*	*14%*	*23%*	*12%*	*19%*	*20%*
Phone call	**905**	353	369	95	63	23	722	87	355	343	147	39	14	698	53
	35%	**37%c**	**38%c**	*27%*	*37%*	*28%*	**38%c**	*34%*	*37%*	*36%*	*34%*	*32%*	*32%*	*36%*	*32%*
Text message	**323**	104	137	51	19	12	241	31	117	136	54	13	2	254	15
	13%	*11%*	*14%*	*15%*	*11%*	*14%*	*13%*	*12%*	*12%*	*14%*	*13%*	*11%*	*5%*	*13%*	*9%*
Email/ online portal	**598**	205	220	88	47	33	424	79	214	219	101	33	19	433	52
	23%	*21%*	*23%*	*25%*	*27%*	**39%abf**	*22%*	**31%abf**	*22%*	*23%*	*24%*	*27%*	**44%hijm**	*23%*	**32%hm**
Other	**33**	13	10	9	1	-	23	1	9	17	5	*	-	26	*
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	-	*1%*	*
No preference	**200**	71	74	37	7	5	145	12	67	65	46	8	4	132	11
	8%	*7%*	*8%*	*11%*	*4%*	*5%*	*8%*	*5%*	*7%*	*7%*	**11%m**	*7%*	*8%*	*7%*	*7%*
Don't know	**28**	6	4	15	1	-	10	1	8	2	15	*	-	11	*
	1%	*1%*	*	**4%abfg**	*	-	*1%*	*	*1%*	*	**3%him**	*	-	*1%*	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**467**	37	421	9	127	307	33	459	5	3	-	467	-
	18%	*17%*	*18%*	*21%*	*16%*	*19%*	*21%*	*18%*	*10%*	*28%*	-	*18%*	-
Phone call	**905**	81	809	15	294	563	48	881	20	2	1	903	1
	35%	*37%*	*35%*	*36%*	*37%*	*35%*	*31%*	*35%*	*41%*	*25%*	*18%*	*36%*	*18%*
Text message	**323**	29	293	1	122	186	16	317	4	*	2	321	-
	13%	*13%*	*13%*	*3%*	**15%e**	*12%*	*10%*	*13%*	*8%*	*3%*	*35%*	*13%*	-
Email/ online portal	**598**	52	538	7	176	383	38	575	16	4	-	595	3
	23%	*24%*	*23%*	*17%*	*22%*	*24%*	*25%*	*23%*	*33%*	*43%*	-	*23%*	*33%*
Other	**33**	2	31	-	14	17	2	31	2	-	-	33	-
	1%	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*3%*	-	-	*1%*	-
No preference	**200**	12	179	10	57	131	13	196	1	-	3	197	1
	8%	*5%*	*8%*	*23%*	*7%*	*8%*	*8%*	*8%*	*2%*	-	*47%*	*8%*	*11%*
Don't know	**28**	7	21	-	7	17	4	24	1	-	-	25	3
	1%	**3%b**	*1%*	-	*1%*	*1%*	*3%*	*1%*	*2%*	-	-	*1%*	*38%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**467**	78	145	86	158	-	78	-	81	-	65	-	86	-	71	-	87
	18%	*19%*	*18%*	*20%*	*18%*	-	*19%*	-	*19%*	-	*16%*	-	*20%*	-	*15%*	-	*21%*
Phone call	**905**	151	277	141	336	-	151	-	136	-	141	-	141	-	177	-	160
	35%	*36%*	*33%*	*33%*	*38%*	-	*36%*	-	*32%*	-	*35%*	-	*33%*	-	*38%*	-	*38%*
Text message	**323**	42	129	56	96	-	42	-	67	-	62	-	56	-	52	-	44
	13%	*10%*	***15%d***	*13%*	*11%*	-	*10%*	-	*16%*	-	*16%*	-	*13%*	-	*11%*	-	*11%*
Email/ online portal	**598**	93	183	106	216	-	93	-	95	-	88	-	106	-	126	-	90
	23%	*22%*	*22%*	*25%*	*25%*	-	*22%*	-	*22%*	-	*22%*	-	*25%*	-	*27%*	-	*22%*
Other	**33**	4	16	*	12	-	4	-	11	-	5	-	*	-	8	-	5
	1%	*1%*	***2%c***	*	*1%*	-	*1%*	-	***3%l***	-	*1%*	-	*	-	*2%*	-	*1%*
No preference	**200**	39	67	40	54	-	39	-	35	-	32	-	40	-	27	-	27
	8%	*9%*	*8%*	*9%*	*6%*	-	*9%*	-	*8%*	-	*8%*	-	*9%*	-	*6%*	-	*6%*
Don't know	**28**	7	11	3	7	-	7	-	5	-	6	-	3	-	2	-	4
	1%	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**429**	-	429	208	220	44	70	84	71	66	49	45	114	155	160	94	397	24	416
	17%	-	*17%*	*17%*	*17%*	*13%*	**22%e**	*16%*	*19%*	*15%*	*16%*	*17%*	*17%*	*17%*	*16%*	*16%*	*17%*	*11%*	*16%*
Phone call	**222**	-	222	161	61	38	31	80	30	12	14	17	68	110	44	32	185	36	175
	9%	-	*9%*	**13%d**	*5%*	**12%ij**	**9%l**	**15%hijk**	**8%l**	*3%*	*5%*	*7%*	**10%no**	**12%no**	*4%*	*6%*	*8%*	**16%p**	*7%*
Text message	**239**	-	239	123	114	59	37	52	41	31	12	7	96	93	50	19	200	39	220
	9%	-	*9%*	*10%*	*9%*	**18%gijk**	**12%jk**	**10%jk**	**11%jk**	*7%*	*4%*	*3%*	**15%no**	**10%no**	*5%*	*3%*	*9%*	**18%p**	*9%*
Email/ online portal	**1136**	-	1136	520	604	139	140	224	158	229	147	100	278	381	476	247	1039	88	1210
	44%	-	*44%*	*42%*	*47%*	*42%*	*43%*	*43%*	*43%*	**52%ghk**	*47%*	*39%*	*43%*	*43%*	*47%*	*43%*	*45%*	*39%*	*47%*
Other	**19**	-	19	8	11	1	1	4	4	3	2	4	2	8	8	6	19	*	22
	1%	-	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
No preference	**322**	-	322	134	186	34	35	62	42	57	48	43	69	104	148	91	293	24	349
	13%	-	*13%*	*11%*	**14%c**	*10%*	*11%*	*12%*	*11%*	*13%*	*15%*	*17%*	*11%*	*12%*	*15%*	**16%l**	*13%*	*11%*	*14%*
Don't know	**188**	-	188	86	102	14	9	14	24	43	41	43	23	38	127	84	176	12	189
	7%	-	*7%*	*7%*	*8%*	*4%*	*3%*	*3%*	**6%g**	**10%efg**	**13%efgh**	**17%efghj**	*4%*	*4%*	**13%lm**	**15%lm**	*8%*	*5%*	*7%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**429**	79	124	111	114	203	225	251	172	71	64	93	97	73	255	71	332
	17%	*16%*	*16%*	*21%*	*15%*	*16%*	*18%*	*17%*	*17%*	*20%*	*19%*	*15%*	*16%*	*15%*	*16%*	*20%*	*16%*
Phone call	**222**	85	56	47	34	141	81	176	44	21	18	29	59	84	107	21	191
	9%	**17%bcd**	*7%*	**9%d**	*5%*	**11%f**	*6%*	**12%h**	*4%*	*6%*	*5%*	*5%*	**10%k**	**18%ijkln**	*7%*	*6%*	*9%*
Text message	**239**	74	60	53	52	134	105	174	63	24	29	52	55	71	136	24	208
	9%	**15%bd**	*8%*	*10%*	*7%*	*10%*	*8%*	**12%h**	*6%*	*7%*	*9%*	*8%*	*9%*	**15%ikln**	*9%*	*7%*	*10%*
Email/ online portal	**1136**	219	386	210	321	605	531	677	441	120	135	284	303	218	722	120	960
	44%	*45%*	**49%c**	*39%*	*43%*	**47%f**	*42%*	*45%*	*43%*	*34%*	*40%*	**46%i**	**50%ij**	**46%i**	**46%i**	*34%*	**46%o**
Other	**19**	1	3	6	8	4	14	11	8	5	5	5	3	-	13	5	13
	1%	*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**2%m**	**1%m**	*1%*	*1%*	-	*1%*	*2%*	*1%*
No preference	**322**	25	102	71	124	127	195	143	170	60	55	110	59	15	224	61	247
	13%	*5%*	**13%a**	**13%a**	**17%a**	*10%*	**15%e**	*10%*	**17%g**	**17%lm**	**17%lm**	**18%lm**	**10%m**	*3%*	**14%lm**	**17%p**	*12%*
Don't know	**188**	8	56	39	85	64	124	63	120	55	28	43	33	14	104	55	119
	7%	*2%*	**7%a**	**7%a**	**12%ab**	*5%*	**10%e**	*4%*	**12%g**	**15%jklmn**	**8%m**	**7%m**	*5%*	*3%*	**7%m**	**15%p**	*6%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	429	361	68	23	363	35	20	11	16	50	34	19	41	41	45	72	44	5	29
	17%	17%	18%	19%	17%	17%	16%	16%	16%	18%	16%	11%	18%	17%	13%	20%k	19%	18%	17%
Phone call	222	195	26	11	196	12	9	5	4	17	17	24	9	18	57	31	19	1	10
	9%	9%	7%	9%	9%	6%	7%	7%	4%	6%	8%	13%hilr	4%	7%	17%hijlmpr	9%	8%	4%	6%
Text message	239	218	21	8	208	13	9	9	12	26	15	15	19	22	64	20	13	4	9
	9%	10%b	6%	6%	10%	7%	8%	13%e	12%or	10%	7%	8%	9%	9%	19%ijklmopr	6%	6%	14%	5%
Email/ online portal	1136	973	163	49	933	109	61	32	37	112	104	87	89	104	136	166	97	13	96
	44%	45%	43%	41%	43%	54%d	50%	46%	37%	41%	49%	48%	39%	44%	40%	46%	43%	45%	55%hilmnp
Other	19	15	4	1	16	1	2	1	1	4	1	1	-	2	1	-	5	1	*
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	-	1%	*	-	2%	2%lo	*
No preference	322	265	57	14	274	27	14	7	19	38	33	26	43	28	24	39	26	3	23
	13%	12%	15%	12%	13%	13%	11%	11%	19%no	14%	15%n	14%	19%n	12%	7%	11%	11%	11%	13%n
Don't know	188	151	37	14	170	8	7	4	10	25	10	8	26	23	13	32	22	1	6
	7%	7%	10%	12%	8%e	4%	6%	6%	10%nr	9%r	5%	5%	12%knr	10%nr	4%	9%	10%nr	4%	4%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**429**	200	148	42	24	9	348	33	171	165	60	23	4	336	26
	17%	***21%bcg***	*15%*	*12%*	*14%*	*11%*	***18%c***	*13%*	*18%*	*17%*	*14%*	*19%*	*9%*	*18%*	*16%*
Phone call	**222**	84	90	20	19	9	173	28	98	76	34	9	1	174	10
	9%	*9%*	*9%*	*6%*	*11%*	*11%*	*9%*	*11%*	*10%*	*8%*	*8%*	*8%*	*1%*	*9%*	*6%*
Text message	**239**	86	95	34	15	9	181	24	99	89	40	8	1	188	9
	9%	*9%*	*10%*	*10%*	*9%*	*11%*	*9%*	*9%*	*10%*	*9%*	*9%*	*7%*	*2%*	*10%*	*6%*
Email/ online portal	**1136**	406	443	158	80	42	849	122	416	438	183	59	25	854	84
	44%	*43%*	*46%*	*45%*	*47%*	*50%*	*44%*	*48%*	*44%*	*46%*	*43%*	*49%*	*58%*	*45%*	*51%*
Other	**19**	4	5	6	1	3	8	4	2	6	6	-	3	8	3
	1%	*	*	***2%f***	*1%*	***4%abf***	*	*2%*	*	*1%*	***1%h***	-	***6%hikm***	*	*2%*
No preference	**322**	102	130	52	26	5	232	32	102	132	63	12	8	233	20
	13%	*11%*	*13%*	*15%*	*15%*	*6%*	*12%*	*12%*	*11%*	*14%*	*15%*	*10%*	*18%*	*12%*	*12%*
Don't know	**188**	71	57	40	6	6	128	12	66	57	42	9	3	123	12
	7%	*7%*	*6%*	***11%bdfg***	*4%*	*7%*	*7%*	*5%*	*7%*	*6%*	*10%*	*7%*	*7%*	*6%*	*7%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	2554	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	1427	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	429	27	392	9	131	261	36	415	11	3	-	429	-
	17%	12%	17%	21%	17%	16%	24%	17%	22%	27%	-	17%	-
Phone call	222	41	180	1	98	108	16	212	8	-	-	220	2
	9%	19%b	8%	2%	12%e	7%	10%	9%	17%	-	-	9%	20%
Text message	239	26	213	*	73	147	19	221	16	2	-	239	*
	9%	12%	9%	1%	9%	9%	12%	9%	33%	18%	-	9%	1%
Email/ online portal	1136	78	1046	12	308	773	55	1121	9	4	1	1134	1
	44%	36%	46%a	28%	39%	48%df	36%	45%	19%	42%	18%	45%	13%
Other	19	-	19	-	7	10	2	19	-	-	-	19	-
	1%	-	1%	-	1%	1%	1%	1%	-	-	-	1%	-
No preference	322	23	286	13	102	199	20	312	4	*	4	316	1
	13%	10%	12%	31%	13%	12%	13%	13%	8%	2%	82%	12%	14%
Don't know	188	25	156	7	77	105	6	182	1	1	-	184	4
	7%	11%	7%	17%	10%e	7%	4%	7%	2%	12%	-	7%	52%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**429**	76	147	57	148	-	76	-	82	-	65	-	57	-	76	-	72
	17%	*18%*	*18%*	*13%*	*17%*	-	*18%*	-	*19%*	-	*16%*	-	*13%*	-	*16%*	-	*17%*
Phone call	**222**	40	87	30	65	-	40	-	46	-	41	-	30	-	40	-	25
	9%	*10%*	*11%*	*7%*	*7%*	-	*10%*	-	*11%*	-	*10%*	-	*7%*	-	*9%*	-	*6%*
Text message	**239**	34	70	47	87	-	34	-	40	-	30	-	47	-	42	-	45
	9%	*8%*	*9%*	*11%*	*10%*	-	*8%*	-	*9%*	-	*8%*	-	*11%*	-	*9%*	-	*11%*
Email/ online portal	**1136**	181	342	202	411	-	181	-	164	-	178	-	202	-	222	-	189
	44%	*44%*	*41%*	*47%*	*47%*	-	*44%*	-	*38%*	-	*45%*	-	*47%*	-	***48%h***	-	*45%*
Other	**19**	1	9	3	6	-	1	-	6	-	3	-	3	-	1	-	5
	1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*
No preference	**322**	48	114	58	102	-	48	-	57	-	58	-	58	-	50	-	52
	13%	*11%*	*14%*	*14%*	*12%*	-	*11%*	-	*13%*	-	*14%*	-	*14%*	-	*11%*	-	*13%*
Don't know	**188**	35	59	34	60	-	35	-	35	-	24	-	34	-	32	-	28
	7%	*8%*	*7%*	*8%*	*7%*	-	*8%*	-	*8%*	-	*6%*	-	*8%*	-	*7%*	-	*7%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	462	-	462	219	238	64	64	99	65	70	62	38	128	164	170	100	424	34	470
	18%	-	*18%*	*18%*	*18%*	*20%*	*20%*	*19%*	*18%*	*16%*	*20%*	*15%*	*20%*	*18%*	*17%*	*17%*	*18%*	*15%*	*18%*
Phone call	369	-	369	202	167	69	51	112	35	38	25	40	120	147	102	65	296	70	362
	14%	-	*14%*	*16%*	*13%*	**21%hij**	**16%ij**	**22%hij**	*9%*	*9%*	*8%*	**15%ij**	**18%no**	**17%no**	*10%*	*11%*	*13%*	**31%p**	*14%*
Text message	204	-	204	119	81	52	37	42	32	10	17	14	89	74	41	31	163	40	164
	8%	-	*8%*	**10%d**	*6%*	**16%ghijk**	**12%ij**	**8%i**	**9%i**	*2%*	*5%*	*5%*	**14%mno**	**8%n**	*4%*	*5%*	*7%*	**18%p**	*6%*
Email/ online portal	1143	-	1143	532	607	76	120	195	201	242	177	133	196	396	552	310	1083	52	1202
	45%	-	*45%*	*43%*	*47%*	*23%*	**37%e**	**37%e**	**54%efg**	**55%efg**	**57%efg**	**51%efg**	*30%*	**45%l**	**54%lm**	**54%lm**	**47%q**	*23%*	*47%*
Other	15	-	15	8	6	-	3	4	2	4	2	-	3	5	7	2	15	-	19
	1%	-	*1%*	*1%*	*	-	*1%*	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	-	*1%*
No preference	254	-	254	100	155	47	33	45	22	52	26	29	80	67	108	55	235	14	268
	10%	-	*10%*	*8%*	**12%c**	**14%h**	*10%*	*9%*	*6%*	**12%h**	*8%*	*11%*	**12%m**	*7%*	*11%*	*10%*	*10%*	*6%*	*10%*
Don't know	106	-	106	61	43	21	14	23	14	25	4	6	35	37	35	10	92	14	96
	4%	-	*4%*	*5%*	*3%*	**6%j**	*4%*	*4%*	*4%*	**6%j**	*1%*	*2%*	**5%o**	*4%*	*3%*	*2%*	*4%*	*6%*	*4%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**462**	85	146	102	130	231	231	260	193	69	56	111	99	94	267	69	365
	18%	*17%*	*19%*	*19%*	*18%*	*18%*	*18%*	*17%*	*19%*	*19%*	*17%*	*18%*	*16%*	*20%*	*17%*	*19%*	*18%*
Phone call	**369**	104	106	72	87	210	159	250	110	50	44	73	86	91	203	51	296
	14%	**21%bcd**	*13%*	*13%*	*12%*	**16%f**	*12%*	**17%h**	*11%*	*14%*	*13%*	*12%*	*14%*	**19%kn**	*13%*	*14%*	*14%*
Text message	**204**	72	41	38	53	113	91	134	69	20	32	48	43	50	123	20	176
	8%	**15%bcd**	*5%*	*7%*	*7%*	*9%*	*7%*	*9%*	*7%*	*5%*	*10%*	*8%*	*7%*	*11%*	*8%*	*5%*	*8%*
Email/ online portal	**1143**	185	386	246	325	571	572	655	474	140	161	283	296	199	740	140	958
	45%	*38%*	**49%a**	**46%a**	*44%*	*45%*	*45%*	*44%*	*47%*	*39%*	*48%*	*46%*	**49%l**	*42%*	**47%l**	*39%*	*46%*
Other	**15**	1	2	4	7	3	11	7	8	3	1	3	6	*	9	3	10
	1%	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*
No preference	**254**	30	82	53	90	111	143	125	121	44	28	80	55	25	163	44	192
	10%	*6%*	**10%a**	*10%*	**12%a**	*9%*	*11%*	*8%*	**12%g**	**12%m**	*8%*	**13%m**	*9%*	*5%*	**10%m**	*12%*	*9%*
Don't know	**106**	14	24	21	47	38	68	63	43	31	11	19	25	16	55	31	72
	4%	*3%*	*3%*	*4%*	**6%ab**	*3%*	**5%e**	*4%*	*4%*	**9%jklmn**	*3%*	*3%*	*4%*	*3%*	*4%*	**9%p**	*3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**462**	395	67	21	386	35	26	16	13	52	37	26	39	41	57	66	55	7	29
	18%	*18%*	*18%*	*17%*	*18%*	*17%*	*21%*	*23%*	*13%*	*19%*	*17%*	*15%*	*17%*	*17%*	*17%*	*18%*	**24%h**	*23%*	*16%*
Phone call	**369**	310	58	25	316	20	21	12	16	43	25	28	29	26	69	54	25	3	17
	14%	*14%*	*16%*	*21%*	**15%e**	*10%*	**17%e**	**17%e**	*16%*	*16%*	*12%*	*16%*	*13%*	*11%*	**20%mpr**	*15%*	*11%*	*10%*	*10%*
Text message	**204**	188	15	3	183	9	8	4	6	33	16	14	18	10	52	23	9	4	5
	8%	**9%b**	*4%*	*3%*	**8%e**	*4%*	*6%*	*6%*	*6%*	**12%mpr**	*8%*	**8%r**	**8%r**	*4%*	**15%hmopr**	*7%*	*4%*	**13%mpr**	*3%*
Email/ online portal	**1143**	964	179	47	953	111	52	27	50	105	108	92	98	121	122	155	102	13	98
	45%	*44%*	*48%*	*39%*	*44%*	**54%dfg**	*43%*	*39%*	**50%n**	*39%*	**51%n**	**51%in**	*43%*	**51%in**	*36%*	*43%*	*45%*	*44%*	**56%ilno**
Other	**15**	11	4	1	12	2	*	1	1	2	-	-	-	1	2	-	6	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	-	-	*	*1%*	-	**3%lo**	-	*1%*
No preference	**254**	221	33	15	211	22	12	8	12	26	17	14	30	25	25	44	18	3	19
	10%	*10%*	*9%*	*12%*	*10%*	*11%*	*10%*	*12%*	*12%*	*10%*	*8%*	*8%*	*13%*	*10%*	*7%*	*12%*	*8%*	*10%*	*11%*
Don't know	**106**	88	18	8	97	6	2	1	2	11	10	6	13	13	14	18	9	*	6
	4%	*4%*	*5%*	*6%*	**5%g**	*3%*	*2%*	*1%*	*2%*	*4%*	*5%*	*3%*	*6%*	*6%*	*4%*	*5%*	*4%*	*	*3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**462**	206	166	46	31	8	372	39	193	181	63	16	1	374	17
	18%	**22%ce**	*17%*	*13%*	*18%*	*10%*	**19%c**	*15%*	**20%ln**	**19%ln**	*15%*	*13%*	*2%*	**20%ln**	*10%*
Phone call	**369**	145	147	32	31	13	291	44	163	125	61	14	1	288	15
	14%	**15%c**	**15%c**	*9%*	**18%c**	*15%*	**15%c**	**17%c**	**17%l**	*13%*	*14%*	*12%*	*3%*	**15%l**	*9%*
Text message	**204**	68	82	27	18	9	150	27	77	79	26	18	2	156	20
	8%	*7%*	*9%*	*8%*	*10%*	*10%*	*8%*	*10%*	*8%*	*8%*	*6%*	**15%hjm**	*5%*	*8%*	**12%l**
Email/ online portal	**1143**	427	435	174	63	37	862	100	414	440	197	51	28	854	79
	45%	*45%*	*45%*	*49%*	*37%*	*44%*	*45%*	*39%*	*43%*	*46%*	*46%*	*42%*	**63%hm**	*45%*	*48%*
Other	**15**	6	5	2	-	2	11	2	8	5	*	-	2	13	2
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*	*	-	**4%j**	*1%*	*1%*
No preference	**254**	79	101	43	17	5	180	22	75	99	55	9	7	174	16
	10%	*8%*	*10%*	*12%*	*10%*	*6%*	*9%*	*9%*	*8%*	*10%*	**13%h**	*8%*	*15%*	*9%*	*10%*
Don't know	**106**	23	30	27	12	10	54	22	25	33	26	11	4	58	16
	4%	*2%*	*3%*	**8%abf**	**7%af**	**12%abf**	*3%*	**9%abf**	*3%*	*3%*	**6%hm**	**10%him**	**10%hm**	*3%*	**10%him**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**462**	30	425	8	146	280	36	450	10	2	-	462	-
	18%	*14%*	*19%*	*18%*	*18%*	*17%*	*23%*	*18%*	*22%*	*17%*	-	*18%*	-
Phone call	**369**	55	303	11	155	187	27	350	15	3	-	368	1
	14%	**25%b**	*13%*	*25%*	**19%e**	*12%*	*18%*	*14%*	*31%*	*27%*	-	*14%*	*15%*
Text message	**204**	26	175	3	72	118	14	191	11	*	-	202	2
	8%	*12%*	*8%*	*6%*	*9%*	*7%*	*9%*	*8%*	*22%*	*3%*	-	*8%*	*20%*
Email/ online portal	**1143**	80	1055	9	303	790	51	1132	6	4	1	1141	1
	45%	*36%*	**46%a**	*20%*	*38%*	**49%df**	*33%*	*46%*	*12%*	*38%*	*18%*	*45%*	*14%*
Other	**15**	3	11	-	6	8	*	14	1	-	-	15	-
	1%	*2%*	*	-	*1%*	*1%*	*	*1%*	*2%*	-	-	*1%*	-
No preference	**254**	18	224	13	81	156	17	246	4	*	3	251	1
	10%	*8%*	*10%*	*30%*	*10%*	*10%*	*11%*	*10%*	*8%*	*5%*	*47%*	*10%*	*14%*
Don't know	**106**	7	99	*	33	65	9	99	1	1	2	101	3
	4%	*3%*	*4%*	*	*4%*	*4%*	*6%*	*4%*	*3%*	*10%*	*35%*	*4%*	*38%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**462**	82	162	71	148	-	82	-	94	-	68	-	71	-	62	-	86
	18%	*20%*	*20%*	*16%*	*17%*	-	*20%*	-	**22%n**	-	*17%*	-	*16%*	-	*13%*	-	**21%n**
Phone call	**369**	56	150	46	116	-	56	-	73	-	78	-	46	-	58	-	58
	14%	*14%*	**18%cd**	*11%*	*13%*	-	*14%*	-	*17%*	-	**19%ln**	-	*11%*	-	*12%*	-	*14%*
Text message	**204**	35	48	35	87	-	35	-	24	-	24	-	35	-	44	-	43
	8%	*8%*	*6%*	*8%*	**10%b**	-	*8%*	-	*6%*	-	*6%*	-	*8%*	-	*9%*	-	*10%*
Email/ online portal	**1143**	178	365	199	401	-	178	-	185	-	181	-	199	-	236	-	165
	45%	*43%*	*44%*	*46%*	*46%*	-	*43%*	-	*43%*	-	*45%*	-	*46%*	-	**51%p**	-	*40%*
Other	**15**	1	4	2	8	-	1	-	4	-	*	-	2	-	4	-	4
	1%	*	*	*	*1%*	-	*	-	*1%*	-	*	-	*	-	*1%*	-	*1%*
No preference	**254**	46	77	56	75	-	46	-	41	-	36	-	56	-	42	-	32
	10%	*11%*	*9%*	*13%*	*8%*	-	*11%*	-	*10%*	-	*9%*	-	*13%*	-	*9%*	-	*8%*
Don't know	**106**	16	23	22	45	-	16	-	10	-	12	-	22	-	18	-	27
	4%	*4%*	*3%*	*5%*	*5%*	-	*4%*	-	*2%*	-	*3%*	-	*5%*	-	*4%*	-	**6%h**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	420	-	420	188	227	65	54	93	68	50	46	44	119	161	141	90	374	39	424
	16%	-	*16%*	*15%*	*18%*	**20%l**	*17%*	**18%l**	**18%l**	*11%*	*15%*	*17%*	*18%*	*18%*	*14%*	*16%*	*16%*	*18%*	*16%*
Phone call	244	-	244	156	88	47	42	84	23	18	19	10	89	107	47	29	200	41	211
	10%	-	*10%*	**13%d**	*7%*	**14%hijk**	**13%hijk**	**16%hijk**	*6%*	*4%*	*6%*	*4%*	**14%no**	**12%no**	*5%*	*5%*	*9%*	**18%p**	*8%*
Text message	183	-	183	107	72	39	36	50	32	9	9	8	75	82	27	17	143	40	150
	7%	-	*7%*	**9%d**	*6%*	**12%ijk**	**11%ijk**	**10%ijk**	**9%ijk**	*2%*	*3%*	*3%*	**11%no**	**9%no**	*3%*	*3%*	*6%*	**18%p**	*6%*
Email/ online portal	1232	-	1232	580	646	117	149	229	206	250	164	118	265	435	532	282	1157	68	1291
	48%	-	*48%*	*47%*	*50%*	*35%*	**46%e**	*44%*	**56%efg**	**57%efgk**	**52%e**	*45%*	*41%*	**49%l**	**52%l**	**49%l**	**50%q**	*30%*	*50%*
Other	24	-	24	11	13	5	1	4	5	5	2	2	6	9	9	4	20	4	19
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	270	-	270	114	156	35	33	45	20	67	31	39	68	65	137	70	253	14	294
	11%	-	*11%*	*9%*	*12%*	*11%*	*10%*	*9%*	*5%*	**15%gh**	*10%*	**15%gh**	*10%*	*7%*	**14%m**	**12%m**	*11%*	*6%*	*11%*
Don't know	181	-	181	84	96	22	7	15	15	41	41	38	29	31	121	80	162	18	192
	7%	-	*7%*	*7%*	*7%*	**7%f**	*2%*	*3%*	*4%*	**9%fgh**	**13%efgh**	**15%efgh**	*4%*	*3%*	**12%lm**	**14%lm**	*7%*	*8%*	*7%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**420**	80	126	87	127	206	214	234	177	62	64	105	82	73	251	62	328
	16%	*16%*	*16%*	*16%*	*17%*	*16%*	*17%*	*16%*	*17%*	*17%*	*19%*	*17%*	*13%*	*15%*	*16%*	*17%*	*16%*
Phone call	**244**	85	45	59	56	129	114	188	53	22	25	45	57	80	126	22	206
	10%	**17%bcd**	*6%*	**11%b**	*8%*	*10%*	*9%*	**13%h**	*5%*	*6%*	*7%*	*7%*	*9%*	**17%ijkln**	*8%*	*6%*	*10%*
Text message	**183**	70	44	28	40	114	69	135	44	20	27	39	30	61	97	21	160
	7%	**14%bcd**	*6%*	*5%*	*5%*	**9%f**	*5%*	**9%h**	*4%*	*6%*	*8%*	*6%*	*5%*	**13%ikln**	*6%*	*6%*	*8%*
Email/ online portal	**1232**	198	417	255	362	614	618	745	472	152	163	276	352	215	792	152	1030
	48%	*40%*	**53%a**	*48%*	**49%a**	*48%*	*48%*	*50%*	*46%*	*43%*	*49%*	*45%*	**58%ikmn**	*45%*	**51%l**	*43%*	*50%*
Other	**24**	3	7	1	12	10	13	14	9	7	1	8	4	2	13	7	15
	1%	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*	*1%*	*2%*	*1%*
No preference	**270**	36	95	54	86	131	139	119	145	49	36	96	48	20	181	49	204
	11%	*7%*	**12%a**	*10%*	*12%*	*10%*	*11%*	*8%*	**14%g**	**14%lm**	**11%m**	**16%lm**	*8%*	*4%*	**12%m**	*14%*	*10%*
Don't know	**181**	18	54	51	57	72	108	58	117	43	17	48	37	25	101	43	127
	7%	*4%*	*7%*	**10%a**	**8%a**	*6%*	**8%e**	*4%*	**11%g**	**12%jlmn**	*5%*	*8%*	*6%*	*5%*	*6%*	**12%p**	*6%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	**420**	363	58	21	349	33	22	16	15	50	25	22	34	28	52	68	53	10	23
	16%	*17%*	*15%*	*17%*	*16%*	*16%*	*18%*	**23%d**	*15%*	*19%*	*12%*	*12%*	*15%*	*12%*	*15%*	*19%*	**24%jkmr**	**35%hijklmnor**	*13%*
Phone call	**244**	218	25	10	215	12	10	7	12	26	11	14	24	24	62	22	19	2	10
	10%	*10%*	*7%*	*8%*	**10%e**	*6%*	*8%*	**10%e**	**12%jt**	*10%*	*5%*	*8%*	*10%*	*10%*	**18%ijkopr**	*6%*	*8%*	*6%*	*6%*
Text message	**183**	162	21	8	164	8	8	3	3	27	13	17	11	16	44	29	6	1	7
	7%	*7%*	*6%*	*7%*	**8%eg**	*4%*	*7%*	*4%*	*3%*	**10%pr**	*6%*	**9%p**	*5%*	*7%*	**13%hlpr**	*8%*	*3%*	*5%*	*4%*
Email/ online portal	**1232**	1032	200	56	1021	115	64	31	50	119	123	88	107	117	144	173	100	11	104
	48%	*47%*	*53%*	*47%*	*47%*	**56%dg**	*53%*	*45%*	*50%*	*44%*	**58%inp**	*49%*	*47%*	*49%*	*42%*	*48%*	*44%*	*40%*	**59%ilnopq**
Other	**24**	21	2	*	23	*	*	1	-	4	-	5	3	8	-	-	4	-	*
	1%	*1%*	*1%*	*	*1%*	*	*	*1%*	-	*1%*	-	**3%no**	*1%*	**3%no**	-	-	*2%*	-	*
No preference	**270**	228	43	14	229	22	11	9	17	34	20	17	26	27	23	39	25	3	19
	11%	*10%*	*11%*	*12%*	*11%*	*11%*	*9%*	*12%*	**17%n**	*12%*	*9%*	*10%*	*12%*	*11%*	*7%*	*11%*	*11%*	*9%*	*11%*
Don't know	**181**	154	26	11	157	13	7	4	3	12	21	17	23	18	16	29	19	1	12
	7%	*7%*	*7%*	*9%*	*7%*	*6%*	*5%*	*5%*	*3%*	*4%*	**10%h**	**9%h**	**10%h**	*8%*	*5%*	*8%*	*8%*	*5%*	*7%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**420**	184	141	52	34	6	325	40	184	155	57	19	1	339	20
	16%	**19%be**	*15%*	*15%*	*20%*	*8%*	*17%*	*16%*	**19%jl**	**16%l**	*13%*	**16%l**	*2%*	**18%l**	*12%*
Phone call	**244**	97	107	16	12	10	204	22	105	86	34	11	2	192	13
	10%	**10%c**	**11%c**	*5%*	*7%*	*12%*	**11%c**	*9%*	*11%*	*9%*	*8%*	*9%*	*5%*	*10%*	*8%*
Text message	**183**	83	61	21	12	7	144	18	73	74	25	6	5	147	11
	7%	*9%*	*6%*	*6%*	*7%*	*8%*	*7%*	*7%*	*8%*	*8%*	*6%*	*5%*	*11%*	*8%*	*7%*
Email/ online portal	**1232**	423	490	178	90	44	913	134	438	486	209	61	25	924	85
	48%	*44%*	**51%a**	*50%*	*53%*	*52%*	*48%*	*53%*	*46%*	*51%*	*49%*	*50%*	*56%*	*48%*	*52%*
Other	**24**	6	10	5	-	2	17	2	6	5	9	2	2	11	4
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*2%*	**4%im**	*1%*	*2%*
No preference	**270**	91	98	48	18	7	189	25	82	100	61	10	7	182	17
	11%	*10%*	*10%*	*14%*	*10%*	*8%*	*10%*	*10%*	*9%*	*10%*	**14%hm**	*9%*	*15%*	*9%*	*10%*
Don't know	**181**	69	59	33	6	8	128	14	67	55	33	11	3	122	14
	7%	*7%*	*6%*	*9%*	*3%*	*10%*	*7%*	*5%*	*7%*	*6%*	*8%*	*9%*	*7%*	*6%*	*8%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	2554	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	1427	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	420	36	373	12	119	267	34	417	2	2	-	420	*
	16%	*16%*	*16%*	*28%*	*15%*	*17%*	*22%*	*17%*	*3%*	*19%*	-	*17%*	*1%*
Phone call	244	39	202	3	102	123	19	230	12	1	-	243	1
	10%	**18%b**	*9%*	*7%*	**13%e**	*8%*	*12%*	*9%*	*25%*	*7%*	-	*10%*	*15%*
Text message	183	18	162	3	67	94	22	176	7	*	-	183	-
	7%	*8%*	*7%*	*7%*	*8%*	*6%*	**14%e**	*7%*	*14%*	*5%*	-	*7%*	-
Email/ online portal	1232	92	1128	12	360	825	48	1209	16	4	1	1228	3
	48%	*42%*	*49%*	*29%*	**45%f**	**51%df**	*31%*	*49%*	*32%*	*41%*	*18%*	*48%*	*33%*
Other	24	1	23	-	16	7	-	21	1	1	-	24	-
	1%	*	*1%*	-	**2%e**	*	-	*1%*	*2%*	*16%*	-	*1%*	-
No preference	270	14	244	12	79	170	21	259	8	*	3	266	1
	11%	*7%*	*11%*	*28%*	*10%*	*11%*	*13%*	*10%*	*16%*	*3%*	*47%*	*10%*	*14%*
Don't know	181	20	161	*	52	118	10	171	4	1	2	176	3
	7%	*9%*	*7%*	*	*7%*	*7%*	*7%*	*7%*	*8%*	*10%*	*35%*	*7%*	*38%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**420**	78	131	71	141	-	78	-	67	-	65	-	71	-	73	-	67
	16%	*19%*	*16%*	*16%*	*16%*	-	*19%*	-	*15%*	-	*16%*	-	*16%*	-	*16%*	-	*16%*
Phone call	**244**	44	97	17	85	-	44	-	53	-	44	-	17	-	44	-	41
	10%	**11%c**	**12%c**	*4%*	**10%c**	-	**11%l**	-	**12%l**	-	**11%l**	-	*4%*	-	**10%l**	-	**10%l**
Text message	**183**	32	53	28	70	-	32	-	33	-	19	-	28	-	36	-	34
	7%	*8%*	*6%*	*7%*	*8%*	-	*8%*	-	*8%*	-	*5%*	-	*7%*	-	*8%*	-	*8%*
Email/ online portal	**1232**	182	399	215	435	-	182	-	203	-	196	-	215	-	237	-	198
	48%	*44%*	*48%*	*50%*	*49%*	-	*44%*	-	*47%*	-	*49%*	-	*50%*	-	*51%*	-	*48%*
Other	**24**	4	7	3	10	-	4	-	4	-	2	-	3	-	3	-	7
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*2%*
No preference	**270**	43	87	63	78	-	43	-	43	-	43	-	63	-	34	-	43
	11%	*10%*	*10%*	**15%d**	*9%*	-	*10%*	-	*10%*	-	*11%*	-	**15%n**	-	*7%*	-	*10%*
Don't know	**181**	31	56	33	61	-	31	-	26	-	29	-	33	-	35	-	25
	7%	*8%*	*7%*	*8%*	*7%*	-	*8%*	-	*6%*	-	*7%*	-	*8%*	-	*8%*	-	*6%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	388	-	388	178	204	50	52	91	65	60	46	24	102	156	130	70	346	37	410
	15%	-	*15%*	*14%*	*16%*	*15%*	*16%*	**18%k**	**17%k**	*14%*	*15%*	*9%*	*16%*	**18%no**	*13%*	*12%*	*15%*	*17%*	*16%*
Phone call	310	-	310	187	122	56	42	89	37	33	24	31	97	125	87	55	266	41	269
	12%	-	*12%*	**15%d**	*9%*	**17%hij**	*13%*	**17%hij**	*10%*	*7%*	*8%*	*12%*	**15%no**	**14%n**	*9%*	*10%*	*12%*	**18%p**	*10%*
Text message	205	-	205	110	90	56	35	44	31	12	10	17	91	75	38	26	179	25	174
	8%	-	*8%*	*9%*	*7%*	**17%ghijk**	**11%ij**	**9%ij**	**8%ij**	*3%*	*3%*	*7%*	**14%mno**	**8%no**	*4%*	*5%*	*8%*	*11%*	*7%*
Email/ online portal	1405	-	1405	651	749	124	165	243	218	288	211	156	289	461	655	367	1300	96	1474
	55%	-	*55%*	*52%*	**58%c**	*38%*	**51%e**	*47%*	**59%eg**	**65%efg**	**67%efg**	**60%eg**	*44%*	**52%l**	**65%lm**	**64%lm**	**56%q**	*43%*	*57%*
Other	12	-	12	8	4	5	1	4	2	1	-	-	6	5	1	-	7	5	9
	*	-	*	*1%*	*	*1%*	*	*1%*	*	*	-	-	**1%n**	*1%*	*	-	*	**2%p**	*
No preference	194	-	194	85	109	25	26	39	12	42	20	29	52	51	91	49	182	8	206
	8%	-	*8%*	*7%*	*8%*	*8%*	**8%h**	**8%h**	*3%*	**9%h**	*6%*	**11%h**	*8%*	*6%*	**9%m**	*9%*	*8%*	*4%*	*8%*
Don't know	40	-	40	21	19	14	1	9	6	6	2	2	15	14	11	4	29	11	39
	2%	-	*2%*	*2%*	*1%*	**4%j**	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**5%p**	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**388**	84	107	78	119	191	197	223	158	66	41	97	66	83	205	66	291
	15%	*17%*	*14%*	*15%*	*16%*	*15%*	*15%*	*15%*	*16%*	**19%ln**	*12%*	*16%*	*11%*	**17%l**	*13%*	*18%*	*14%*
Phone call	**310**	82	69	77	81	152	158	216	88	37	47	49	82	85	178	37	263
	12%	**17%bd**	*9%*	**14%b**	*11%*	*12%*	*12%*	**14%h**	*9%*	*10%*	**14%k**	*8%*	**13%k**	**18%ikn**	*11%*	*10%*	*13%*
Text message	**205**	59	45	44	56	104	100	134	67	27	25	43	38	57	106	27	165
	8%	**12%bd**	*6%*	*8%*	*8%*	*8%*	*8%*	*9%*	*7%*	*8%*	*7%*	*7%*	*6%*	**12%kln**	*7%*	*8%*	*8%*
Email/ online portal	**1405**	239	489	280	398	728	678	802	582	173	189	357	378	229	924	174	1176
	55%	*49%*	**62%acd**	*52%*	*54%*	*57%*	*53%*	*54%*	*57%*	*48%*	*56%*	**58%lm**	**62%lm**	*48%*	**59%lm**	*49%*	**57%o**
Other	**12**	2	5	2	3	7	5	11	1	1	-	6	2	3	8	1	11
	*	*	*1%*	*	*	*1%*	*	*1%*	*	*	-	*1%*	*	*1%*	*	*	*1%*
No preference	**194**	19	63	45	67	82	112	92	99	39	28	58	40	14	126	39	143
	8%	*4%*	**8%a**	**8%a**	**9%a**	*6%*	*9%*	*6%*	**10%g**	**11%m**	**8%m**	**9%m**	**7%m**	*3%*	**8%m**	**11%p**	*7%*
Don't know	**40**	5	9	9	17	14	26	16	22	14	5	6	5	5	15	14	21
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	**4%kln**	*1%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	388	334	54	16	320	28	24	17	14	52	29	17	32	34	53	47	42	6	22
	15%	15%	14%	14%	15%	14%	19%	24%de	14%	19%k	14%	9%	14%	14%	16%	13%	19%k	21%	13%
Phone call	310	271	39	20	275	17	10	8	10	38	20	19	29	22	61	42	33	2	15
	12%	12%	10%	16%	13%	8%	8%	12%	10%	14%	10%	11%	13%	9%	18%mr	12%	15%	8%	8%
Text message	205	170	34	12	181	11	7	5	7	30	10	19	11	14	46	35	10	1	10
	8%	8%	9%	10%	8%	5%	6%	7%	7%	11%p	5%	11%	5%	6%	13%lmpr	10%	4%	3%	6%
Email/ online portal	1405	1194	211	62	1171	127	73	35	57	120	137	109	125	138	153	202	129	16	111
	55%	55%	56%	51%	54%	62%dg	60%g	50%	57%	44%	64%in	60%in	55%	58%in	45%	56%	57%in	55%	63%in
Other	12	12	-	-	11	1	-	-	1	2	-	-	3	-	2	2	2	1	*
	*	1%	-	-	1%	1%	-	-	1%	1%	-	-	1%	-	*	1%	1%	2%km	*
No preference	194	165	29	8	164	18	8	4	11	24	16	13	20	26	20	26	9	3	15
	8%	8%	8%	6%	8%	9%	6%	6%	11%p	9%	7%	7%	9%	11%p	6%	7%	4%	9%	9%
Don't know	40	32	8	3	37	2	*	1	1	7	1	4	8	3	6	6	2	*	2
	2%	1%	2%	2%	2%	1%	*	1%	1%	2%	*	2%	4%	1%	2%	2%	1%	1%	1%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**388**	174	142	39	21	8	316	28	169	151	46	15	1	320	16
	15%	***18%cg***	*15%*	*11%*	*12%*	*9%*	*16%*	*11%*	***18%jl***	***16%l***	*11%*	*13%*	*2%*	***17%jl***	*10%*
Phone call	**310**	124	127	34	15	8	251	23	126	117	43	18	1	243	19
	12%	*13%*	*13%*	*10%*	*9%*	*10%*	*13%*	*9%*	*13%*	*12%*	*10%*	*15%*	*2%*	*13%*	*12%*
Text message	**205**	84	69	24	19	8	154	26	90	76	28	6	4	166	10
	8%	*9%*	*7%*	*7%*	*11%*	*9%*	*8%*	*10%*	*9%*	*8%*	*6%*	*5%*	*9%*	*9%*	*6%*
Email/ online portal	**1405**	507	540	193	104	54	1047	157	508	524	247	73	33	1032	105
	55%	*53%*	*56%*	*55%*	*61%*	*64%*	*55%*	*62%*	*53%*	*54%*	*58%*	*60%*	***74%him***	*54%*	***64%hm***
Other	**12**	2	5	3	*	2	7	2	2	2	6	*	2	4	2
	*	*	*1%*	*1%*	*	*2%*	*	*1%*	*	*	***1%m***	*	***4%him***	*	*1%*
No preference	**194**	55	73	41	12	6	129	18	53	81	43	6	4	134	10
	8%	*6%*	*8%*	***12%af***	*7%*	*7%*	*7%*	*7%*	*6%*	*8%*	***10%h***	*5%*	*10%*	*7%*	*6%*
Don't know	**40**	5	11	18	1	-	16	1	7	10	16	1	-	18	1
	2%	*1%*	*1%*	***5%abfg***	*1%*	-	*1%*	*	*1%*	*1%*	***4%him***	*1%*	-	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**388**	39	342	7	125	235	28	381	5	2	-	388	*
	15%	*18%*	*15%*	*17%*	*16%*	*15%*	*18%*	*15%*	*10%*	*26%*	-	*15%*	*1%*
Phone call	**310**	52	249	9	110	173	27	296	12	1	-	309	1
	12%	**24%b**	*11%*	*20%*	*14%*	*11%*	**18%e**	*12%*	*24%*	*7%*	-	*12%*	*15%*
Text message	**205**	19	181	4	95	95	15	189	13	*	-	203	2
	8%	*9%*	*8%*	*10%*	**12%e**	*6%*	*9%*	*8%*	*27%*	*3%*	-	*8%*	*20%*
Email/ online portal	**1405**	90	1304	11	389	956	61	1386	14	4	1	1403	1
	55%	*41%*	**57%a**	*26%*	*49%*	**60%df**	*40%*	*56%*	*28%*	*43%*	*18%*	*55%*	*13%*
Other	**12**	2	10	1	6	5	2	9	2	1	-	12	-
	*	*1%*	*	*2%*	*1%*	*	*1%*	*	*4%*	*7%*	-	*	-
No preference	**194**	7	176	11	57	122	15	186	2	*	4	188	1
	8%	*3%*	*8%*	*26%*	*7%*	*8%*	*10%*	*7%*	*4%*	*5%*	*82%*	*7%*	*11%*
Don't know	**40**	10	30	*	15	19	6	35	1	1	-	37	3
	2%	**5%b**	*1%*	*	*2%*	*1%*	**4%e**	*1%*	*2%*	*10%*	-	*1%*	*41%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**388**	66	137	66	118	-	66	-	71	-	66	-	66	-	43	-	76
	15%	*16%*	*17%*	*15%*	*13%*	-	**16%n**	-	**16%n**	-	**17%n**	-	**15%n**	-	*9%*	-	**18%n**
Phone call	**310**	39	113	43	115	-	39	-	64	-	49	-	43	-	57	-	58
	12%	*9%*	*14%*	*10%*	*13%*	-	*9%*	-	*15%*	-	*12%*	-	*10%*	-	*12%*	-	*14%*
Text message	**205**	45	65	30	65	-	45	-	37	-	28	-	30	-	35	-	30
	8%	*11%*	*8%*	*7%*	*7%*	-	*11%*	-	*9%*	-	*7%*	-	*7%*	-	*8%*	-	*7%*
Email/ online portal	**1405**	217	447	231	510	-	217	-	224	-	224	-	231	-	291	-	219
	55%	*52%*	*54%*	*54%*	*58%*	-	*52%*	-	*52%*	-	*56%*	-	*54%*	-	**63%hlp**	-	*53%*
Other	**12**	3	5	2	2	-	3	-	2	-	4	-	2	-	1	-	1
	*******	*1%*	*1%*	*1%*	***	-	*1%*	-	***	-	*1%*	-	*1%*	-	***	-	***
No preference	**194**	34	53	52	54	-	34	-	26	-	27	-	52	-	32	-	22
	8%	*8%*	*6%*	**12%bd**	*6%*	-	*8%*	-	*6%*	-	*7%*	-	**12%hjnp**	-	*7%*	-	*5%*
Don't know	**40**	10	9	7	14	-	10	-	7	-	2	-	7	-	5	-	9
	2%	*3%*	*1%*	*2%*	*2%*	-	*3%*	-	*2%*	-	***	-	*2%*	-	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**304**	-	304	145	159	45	42	58	50	43	43	24	87	108	109	66	271	30	297
	12%	-	*12%*	*12%*	*12%*	*14%*	*13%*	*11%*	*14%*	*10%*	*14%*	*9%*	*13%*	*12%*	*11%*	*12%*	*12%*	*13%*	*12%*
Phone call	**302**	-	302	195	107	53	39	119	19	27	17	28	92	138	72	45	246	53	270
	12%	-	*12%*	**16%d**	*8%*	**16%hij**	**12%hij**	**23%fhijk**	*5%*	*6%*	*5%*	*11%*	**14%no**	**16%no**	*7%*	*8%*	*11%*	**24%p**	*10%*
Text message	**579**	-	579	259	313	102	52	104	95	103	63	60	154	198	227	124	520	57	567
	23%	-	*23%*	*21%*	*24%*	**31%fgj**	*16%*	*20%*	**26%f**	*23%*	*20%*	*23%*	*24%*	*22%*	*22%*	*22%*	*23%*	*25%*	*22%*
Email/ online portal	**1135**	-	1135	539	586	105	153	199	177	225	164	113	257	376	502	277	1054	71	1205
	44%	-	*44%*	*43%*	*45%*	*32%*	**47%eg**	*38%*	**48%eg**	**51%eg**	**52%eg**	**44%e**	*39%*	*42%*	**50%lm**	**48%l**	**46%q**	*32%*	*47%*
Other	**6**	-	6	5	1	1	3	2	*	-	*	-	4	2	*	*	6	-	7
	*	-	*	*	*	*	*1%*	*	*	-	*	-	*1%*	*	*	*	*	-	*
No preference	**187**	-	187	73	114	19	32	30	24	37	22	23	51	54	82	45	174	9	193
	7%	-	*7%*	*6%*	**9%c**	*6%*	*10%*	*6%*	*6%*	*8%*	*7%*	*9%*	*8%*	*6%*	*8%*	*8%*	*8%*	*4%*	*7%*
Don't know	**41**	-	41	24	17	5	1	8	4	7	4	11	7	13	22	15	37	4	42
	2%	-	*2%*	*2%*	*1%*	*2%*	*	*2%*	*1%*	*2%*	*1%*	**4%f**	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**304**	47	89	73	95	136	168	175	122	54	32	80	66	45	178	54	225
	12%	*9%*	*11%*	*14%*	*13%*	*11%*	*13%*	*12%*	*12%*	*15%*	*10%*	*13%*	*11%*	*9%*	*11%*	*15%*	*11%*
Phone call	**302**	103	74	58	68	176	126	224	73	29	33	69	61	100	163	29	263
	12%	**21%bcd**	*9%*	*11%*	*9%*	**14%f**	*10%*	**15%h**	*7%*	*8%*	*10%*	*11%*	*10%*	**21%ijkln**	*10%*	*8%*	*13%*
Text message	**579**	125	161	124	170	286	293	313	258	68	93	137	128	113	357	68	481
	23%	*25%*	*20%*	*23%*	*23%*	*22%*	*23%*	*21%*	*25%*	*19%*	**28%l**	*22%*	*21%*	*24%*	*23%*	*19%*	*23%*
Email/ online portal	**1135**	191	389	232	322	581	554	676	443	150	149	270	302	195	720	151	932
	44%	*39%*	**49%a**	*43%*	*44%*	*45%*	*43%*	*45%*	*44%*	*42%*	*45%*	*44%*	**49%m**	*41%*	*46%*	*42%*	*45%*
Other	**6**	2	*	2	2	2	3	4	2	*	2	*	-	4	2	*	5
	*	*	*	*	*	*	*	*	*	*	*1%*	*	-	*1%*	*	*	*
No preference	**187**	21	61	38	66	83	104	87	95	46	20	47	48	15	115	46	133
	7%	*4%*	*8%*	*7%*	**9%a**	*6%*	*8%*	*6%*	**9%g**	**13%jkmn**	*6%*	**8%m**	**8%m**	*3%*	**7%m**	**13%p**	*6%*
Don't know	**41**	2	13	10	16	15	26	15	25	10	6	15	5	4	26	10	30
	2%	*	*2%*	*2%*	**2%a**	*1%*	*2%*	*1%*	**2%g**	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	304	266	38	16	258	20	14	12	12	40	18	15	27	34	39	35	37	4	16
	12%	12%	10%	13%	12%	10%	12%	17%de	12%	15%	8%	9%	12%	14%	11%	10%	17%r	15%	9%
Phone call	302	270	32	11	265	14	16	8	11	36	20	17	28	25	71	30	27	3	10
	12%	12%	9%	9%	12%e	7%	13%e	11%	11%	13%r	9%	9%	12%r	10%	21%hjkmor	8%	12%r	12%	6%
Text message	579	499	80	25	501	40	23	15	19	57	60	43	50	51	94	89	37	5	35
	23%	23%	21%	21%	23%	20%	19%	22%	19%	21%	28%p	24%	22%	21%	27%p	25%	16%	18%	20%
Email/ online portal	1135	960	175	52	936	111	58	30	48	114	97	94	96	100	115	159	113	13	98
	44%	44%	47%	43%	43%	54%dg	48%	43%	48%n	42%	46%	52%n	42%	42%	34%	44%	50%n	47%	56%ilmnq
Other	6	5	*	*	5	*	*	-	-	-	-	-	1	3	2	-	-	-	*
	*	*	*	*	*	*	*	-	-	-	-	-	*	1%	*	-	-	-	*
No preference	187	145	42	16	158	18	7	4	11	21	16	8	18	22	19	34	8	2	16
	7%	7%	11%a	13%a	7%	9%	6%	6%	11%p	8%	8%	4%	8%	9%	6%	10%	4%	8%	9%p
Don't know	41	32	9	2	36	2	3	1	-	2	2	4	7	3	2	13	3	*	1
	2%	1%	2%	1%	2%	1%	3%	1%	-	1%	1%	2%	3%	1%	*	4%	1%	*	1%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**304**	131	105	34	20	9	236	29	131	108	39	18	4	239	21
	12%	*14%*	*11%*	*10%*	*12%*	*11%*	*12%*	*11%*	*14%*	*11%*	*9%*	*15%*	*9%*	*12%*	*13%*
Phone call	**302**	135	116	28	11	12	250	23	148	92	37	18	4	240	22
	12%	**14%cd**	*12%*	*8%*	*7%*	*14%*	**13%c**	*9%*	**15%ij**	*10%*	*9%*	*15%*	*10%*	*13%*	*13%*
Text message	**579**	198	250	59	51	15	449	66	195	257	95	19	5	453	24
	23%	*21%*	**26%ac**	*17%*	**30%c**	*18%*	**23%c**	**26%c**	*20%*	**27%hkn**	*22%*	*15%*	*12%*	**24%n**	*15%*
Email/ online portal	**1135**	412	423	176	73	45	835	117	405	435	200	54	26	839	79
	44%	*43%*	*44%*	*50%*	*42%*	*53%*	*43%*	*46%*	*42%*	*45%*	*47%*	*45%*	*58%*	*44%*	*48%*
Other	**6**	2	4	-	-	-	6	-	5	1	-	-	-	6	-
	*	*	*	-	-	-	*	-	*1%*	*	-	-	-	*	-
No preference	**187**	66	59	35	17	3	125	20	60	61	42	13	3	121	16
	7%	*7%*	*6%*	*10%*	*10%*	*4%*	*7%*	*8%*	*6%*	*6%*	*10%*	*11%*	*8%*	*6%*	*10%*
Don't know	**41**	9	10	20	-	-	19	-	11	8	15	-	1	20	1
	2%	*1%*	*1%*	**6%abdfg**	-	-	*1%*	-	*1%*	*1%*	**4%him**	-	*3%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	2554	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	1427	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	304	23	277	4	82	194	29	299	3	2	-	304	-
	12%	10%	12%	10%	10%	12%	19%d	12%	6%	25%	-	12%	-
Phone call	302	53	245	5	121	157	24	285	14	1	-	299	3
	12%	24%b	11%	11%	15%e	10%	15%	11%	29%	9%	-	12%	34%
Text message	579	55	517	7	199	349	31	562	14	*	2	577	-
	23%	25%	23%	18%	25%	22%	20%	23%	30%	3%	35%	23%	-
Email/ online portal	1135	67	1056	12	313	769	53	1116	13	4	1	1133	1
	44%	31%	46%a	28%	39%	48%df	34%	45%	26%	45%	18%	45%	14%
Other	6	3	2	-	3	1	2	4	1	-	-	6	-
	*	2%b	*	-	*	*	1%e	*	2%	-	-	*	-
No preference	187	13	160	14	67	107	12	179	3	2	3	183	1
	7%	6%	7%	34%	8%	7%	8%	7%	5%	17%	47%	7%	11%
Don't know	41	6	35	-	11	26	4	37	1	-	-	38	3
	2%	3%	2%	-	1%	2%	3%	1%	2%	-	-	1%	41%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**304**	42	105	44	112	-	42	-	63	-	43	-	44	-	42	-	70
	12%	*10%*	*13%*	*10%*	*13%*	-	*10%*	-	*15%*	-	*11%*	-	*10%*	-	*9%*	-	**17%jn**
Phone call	**302**	60	100	42	100	-	60	-	53	-	47	-	42	-	56	-	44
	12%	*14%*	*12%*	*10%*	*11%*	-	*14%*	-	*12%*	-	*12%*	-	*10%*	-	*12%*	-	*11%*
Text message	**579**	102	178	89	210	-	102	-	89	-	89	-	89	-	114	-	95
	23%	*25%*	*21%*	*21%*	*24%*	-	*25%*	-	*21%*	-	*22%*	-	*21%*	-	*25%*	-	*23%*
Email/ online portal	**1135**	170	359	200	406	-	170	-	178	-	181	-	200	-	225	-	181
	44%	*41%*	*43%*	*46%*	*46%*	-	*41%*	-	*41%*	-	*45%*	-	*46%*	-	*49%*	-	*44%*
Other	**6**	2	2	*	2	-	2	-	2	-	-	-	*	-	2	-	-
	*	*	*	*	*	-	*	-	*	-	-	-	*	-	*	-	-
No preference	**187**	31	69	47	40	-	31	-	39	-	30	-	47	-	18	-	22
	7%	*7%*	**8%d**	**11%d**	*5%*	-	*7%*	-	**9%n**	-	*8%*	-	**11%np**	-	*4%*	-	*5%*
Don't know	**41**	7	16	9	10	-	7	-	7	-	9	-	9	-	7	-	3
	2%	*2%*	*2%*	*2%*	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	695 27%	- -	695 27%	320 26%	371 29%	79 24%	84 26%	104 20%	111 30%g	130 30%g	94 30%g	93 36%eg	163 25%	214 24%	317 31%lm	187 33%lm	626 27%	63 28%	725 28%
Your gas / electricity provider	568 22%	- -	568 22%	277 22%	284 22%	83 25%	82 25%	115 22%	85 23%	84 19%	72 23%	46 18%	165 25%	200 23%	203 20%	118 21%	518 22%	43 19%	596 23%
Your local council or tax office	918 36%	- -	918 36%	436 35%	473 36%	106 32%	94 29%	167 32%	154 42%fg	151 34%	136 43%efg	110 42%fg	200 31%	321 36%	397 39%l	246 43%l	830 36%	76 34%	981 38%
Your GP / medical or healthcare professional	467 18%	- -	467 18%	225 18%	242 19%	66 20%	52 16%	98 19%	74 20%	75 17%	62 20%	39 15%	118 18%	172 19%	177 17%	102 18%	421 18%	42 19%	488 19%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	429 17%	- -	429 17%	208 17%	220 17%	44 13%	70 22%e	84 16%	71 19%	66 15%	49 16%	45 17%	114 17%	155 17%	160 16%	94 16%	397 17%	24 11%	416 16%
Your landline phone provider	462 18%	- -	462 18%	219 18%	238 18%	64 20%	64 20%	99 19%	65 18%	70 16%	62 20%	38 15%	128 20%	164 18%	170 17%	100 17%	424 18%	34 15%	470 18%
Your paid TV provider	420 16%	- -	420 16%	188 15%	227 18%	65 20%l	54 17%	93 18%l	68 18%l	50 11%	46 15%	44 17%	119 18%	161 18%	141 14%	90 16%	374 16%	39 18%	424 16%
Your broadband provider	388 15%	- -	388 15%	178 14%	204 16%	50 15%	52 16%	91 18%k	65 17%k	60 14%	46 15%	24 9%	102 16%	156 18%no	130 13%	70 12%	346 15%	37 17%	410 16%
Your mobile phone provider	304 12%	- -	304 12%	145 12%	159 12%	45 14%	42 13%	58 11%	50 14%	43 10%	43 14%	24 9%	87 13%	108 12%	109 11%	66 12%	271 12%	30 13%	297 12%
Would not be happy to receive Post from any organisation	1247 49%	- -	1247 49%	610 49%	632 49%	149 45%	152 47%	266 51%	184 50%	233 53%	149 48%	115 44%	301 46%	450 51%	496 49%	264 46%	1136 49%	102 45%	1237 48%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**695**	130	215	148	202	345	349	364	314	105	103	175	164	100	442	105	547
	27%	*27%*	*27%*	*28%*	*27%*	*27%*	*27%*	*24%*	**31%g**	**29%m**	**31%m**	**28%m**	*27%*	*21%*	**28%m**	*29%*	*26%*
Your gas / electricity provider	**568**	104	166	130	168	270	298	327	233	89	70	134	122	104	326	90	434
	22%	*21%*	*21%*	*24%*	*23%*	*21%*	*23%*	*22%*	*23%*	*25%*	*21%*	*22%*	*20%*	*22%*	*21%*	*25%*	*21%*
Your local council or tax office	**918**	156	292	213	257	448	470	497	408	128	133	230	221	139	584	129	733
	36%	*32%*	*37%*	**40%a**	*35%*	*35%*	*37%*	*33%*	**40%g**	*36%*	**40%m**	**37%m**	*36%*	*29%*	**37%m**	*36%*	*35%*
Your GP / medical or healthcare professional	**467**	82	143	113	129	225	242	276	178	69	59	112	115	81	286	69	372
	18%	*17%*	*18%*	*21%*	*17%*	*18%*	*19%*	*18%*	*17%*	*19%*	*18%*	*18%*	*19%*	*17%*	*18%*	*19%*	*18%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	79	124	111	114	203	225	251	172	71	64	93	97	73	255	71	332
	17%	*16%*	*16%*	*21%*	*15%*	*16%*	*18%*	*17%*	*17%*	*20%*	*19%*	*15%*	*16%*	*15%*	*16%*	*20%*	*16%*
Your landline phone provider	**462**	85	146	102	130	231	231	260	193	69	56	111	99	94	267	69	365
	18%	*17%*	*19%*	*19%*	*18%*	*18%*	*18%*	*17%*	*19%*	*19%*	*17%*	*18%*	*16%*	*20%*	*17%*	*19%*	*18%*
Your paid TV provider	**420**	80	126	87	127	206	214	234	177	62	64	105	82	73	251	62	328
	16%	*16%*	*16%*	*16%*	*17%*	*16%*	*17%*	*16%*	*17%*	*17%*	*19%*	*17%*	*13%*	*15%*	*16%*	*17%*	*16%*
Your broadband provider	**388**	84	107	78	119	191	197	223	158	66	41	97	66	83	205	66	291
	15%	*17%*	*14%*	*15%*	*16%*	*15%*	*15%*	*15%*	*16%*	**19%lm**	*12%*	*16%*	*11%*	**17%l**	*13%*	*18%*	*14%*
Your mobile phone provider	**304**	47	89	73	95	136	168	175	122	54	32	80	66	45	178	54	225
	12%	*9%*	*11%*	*14%*	*13%*	*11%*	*13%*	*12%*	*12%*	*15%*	*10%*	*13%*	*11%*	*9%*	*11%*	*15%*	*11%*
Would not be happy to receive Post from any organisation	**1247**	222	402	245	379	624	624	748	481	179	154	302	306	231	763	179	1016
	49%	*45%*	*51%*	*46%*	*51%*	*49%*	*49%*	*50%*	*47%*	*50%*	*46%*	*49%*	*50%*	*49%*	*49%*	*50%*	*49%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	695	585	109	31	581	52	42	20	23	86	57	40	62	77	71	92	73	12	40
	27%	27%	29%	25%	27%	25%	34%de	29%	23%	32%n	27%	22%	27%	32%nr	21%	25%	32%nr	41%hknr	23%
Your gas / electricity provider	568	475	93	28	475	41	32	21	18	60	37	24	49	47	82	87	71	11	30
	22%	22%	25%	23%	22%	20%	26%	30%de	18%	22%	17%	13%	21%	20%	24%k	24%k	32%hjkmr	37%hjklmr	17%
Your local council or tax office	918	774	143	59	755	80	52	31	35	91	72	46	86	99	90	144	92	15	65
	36%	36%	38%	49%a	35%	39%	42%d	45%d	35%	33%	34%	25%	38%kn	42%kn	26%	40%kn	41%kn	53%ijkn	37%kn
Your GP / medical or healthcare professional	467	387	80	21	389	39	27	12	19	66	35	27	40	48	45	62	47	7	31
	18%	18%	21%	17%	18%	19%	22%	17%	18%	24%n	16%	15%	18%	20%	13%	17%	21%	25%	18%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	429	361	68	23	363	35	20	11	16	50	34	19	41	41	45	72	44	5	29
	17%	17%	18%	19%	17%	17%	16%	16%	16%	18%	16%	11%	18%	17%	13%	20%k	19%	18%	17%
Your landline phone provider	462	395	67	21	386	35	26	16	13	52	37	26	39	41	57	66	55	7	29
	18%	18%	18%	17%	18%	17%	21%	23%	13%	19%	17%	15%	17%	17%	17%	18%	24%h	23%	16%
Your paid TV provider	420	363	58	21	349	33	22	16	15	50	25	22	34	28	52	68	53	10	23
	16%	17%	15%	17%	16%	16%	18%	23%d	15%	19%	12%	12%	15%	12%	15%	19%	24%jkmr	35%hijklmnor	13%
Your broadband provider	388	334	54	16	320	28	24	17	14	52	29	17	32	34	53	47	42	6	22
	15%	15%	14%	14%	15%	14%	19%	24%de	14%	19%k	14%	9%	14%	14%	16%	13%	19%k	21%	13%
Your mobile phone provider	304	266	38	16	258	20	14	12	12	40	18	15	27	34	39	35	37	4	16
	12%	12%	10%	13%	12%	10%	12%	17%de	12%	15%	8%	9%	12%	14%	11%	10%	17%r	15%	9%
Would not be happy to receive Post from any organisation	1247	1065	182	51	1066	96	55	31	56	129	112	112	118	97	167	175	100	8	88
	49%	49%	48%	42%	49%	47%	45%	44%	55%mq	48%q	53%q	62%imnopqr	52%q	41%	49%q	49%q	44%	27%	50%q

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**695**	302	254	76	40	15	556	55	263	279	102	30	5	542	36
	27%	**32%bcdeg**	*26%*	*22%*	*24%*	*17%*	**29%c**	*22%*	*28%*	**29%l**	*24%*	*25%*	*12%*	**28%l**	*22%*
Your gas / electricity provider	**568**	247	195	69	41	8	442	49	234	211	84	26	2	445	28
	22%	**26%be**	*20%*	*20%*	**24%e**	*10%*	**23%e**	*19%*	**24%l**	**22%l**	**20%l**	**22%l**	*5%*	**23%l**	*17%*
Your local council or tax office	**918**	378	347	112	50	23	725	72	358	356	138	41	12	713	53
	36%	**40%cg**	*36%*	*32%*	*29%*	*27%*	**38%g**	*28%*	*37%*	*37%*	*32%*	*34%*	*26%*	*37%*	*32%*
Your GP / medical or healthcare professional	**467**	201	154	58	33	12	355	45	185	179	60	27	5	364	32
	18%	**21%b**	*16%*	*16%*	*19%*	*14%*	*19%*	*17%*	*19%*	*19%*	*14%*	*23%*	*12%*	*19%*	*20%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	200	148	42	24	9	348	33	171	165	60	23	4	336	26
	17%	**21%bcg**	*15%*	*12%*	*14%*	*11%*	**18%c**	*13%*	*18%*	*17%*	*14%*	*19%*	*9%*	*18%*	*16%*
Your landline phone provider	**462**	206	166	46	31	8	372	39	193	181	63	16	1	374	17
	18%	**22%ce**	*17%*	*13%*	*18%*	*10%*	**19%c**	*15%*	**20%ln**	**19%ln**	*15%*	*13%*	*2%*	**20%ln**	*10%*
Your paid TV provider	**420**	184	141	52	34	6	325	40	184	155	57	19	1	339	20
	16%	**19%be**	*15%*	*15%*	*20%*	*8%*	*17%*	*16%*	**19%jl**	**16%l**	*13%*	**16%l**	*2%*	**18%jl**	*12%*
Your broadband provider	**388**	174	142	39	21	8	316	28	169	151	46	15	1	320	16
	15%	**18%cg**	*15%*	*11%*	*12%*	*9%*	*16%*	*11%*	**18%jl**	**16%l**	*11%*	*13%*	*2%*	**17%jl**	*10%*
Your mobile phone provider	**304**	131	105	34	20	9	236	29	131	108	39	18	4	239	21
	12%	*14%*	*11%*	*10%*	*12%*	*11%*	*12%*	*11%*	*14%*	*11%*	*9%*	*15%*	*9%*	*12%*	*13%*
Would not be happy to receive Post from any organisation	**1247**	412	472	202	91	54	884	145	455	450	231	58	30	905	87
	49%	*43%*	*49%*	**57%abj**	*53%*	**64%abj**	*46%*	**57%af**	*48%*	*47%*	*54%*	*48%*	**67%hlm**	*47%*	*53%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**695**	46	641	7	199	454	41	682	7	3	-	692	3
	27%	*21%*	*28%*	*17%*	*25%*	*28%*	*27%*	*27%*	*15%*	*29%*	-	*27%*	*34%*
Your gas / electricity provider	**568**	41	516	11	172	365	31	557	7	3	2	566	-
	22%	*19%*	*23%*	*26%*	*22%*	*23%*	*20%*	*22%*	*14%*	*29%*	*35%*	*22%*	-
Your local council or tax office	**918**	50	854	14	246	627	45	905	8	4	1	917	-
	36%	*23%*	***37%a***	*34%*	*31%*	***39%df***	*29%*	*36%*	*17%*	*39%*	*18%*	*36%*	-
Your GP / medical or healthcare professional	**467**	37	421	9	127	307	33	459	5	3	-	467	-
	18%	*17%*	*18%*	*21%*	*16%*	*19%*	*21%*	*18%*	*10%*	*28%*	-	*18%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	27	392	9	131	261	36	415	11	3	-	429	-
	17%	*12%*	*17%*	*21%*	*17%*	*16%*	*24%*	*17%*	*22%*	*27%*	-	*17%*	-
Your landline phone provider	**462**	30	425	8	146	280	36	450	10	2	-	462	-
	18%	*14%*	*19%*	*18%*	*18%*	*17%*	*23%*	*18%*	*22%*	*17%*	-	*18%*	-
Your paid TV provider	**420**	36	373	12	119	267	34	417	2	2	-	420	*
	16%	*16%*	*16%*	*28%*	*15%*	*17%*	*22%*	*17%*	*3%*	*19%*	-	*17%*	*1%*
Your broadband provider	**388**	39	342	7	125	235	28	381	5	2	-	388	*
	15%	*18%*	*15%*	*17%*	*16%*	*15%*	*18%*	*15%*	*10%*	*26%*	-	*15%*	*1%*
Your mobile phone provider	**304**	23	277	4	82	194	29	299	3	2	-	304	-
	12%	*10%*	*12%*	*10%*	*10%*	*12%*	***19%d***	*12%*	*6%*	*25%*	-	*12%*	-
Would not be happy to receive Post from any organisation	**1247**	125	1100	22	383	778	85	1206	31	3	3	1239	5
	49%	*57%*	*48%*	*52%*	*48%*	*49%*	*55%*	*49%*	*64%*	*33%*	*47%*	*49%*	*65%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**695**	120	236	102	236	-	120	-	119	-	117	-	102	-	112	-	124
	27%	*29%*	*28%*	*24%*	*27%*	-	*29%*	-	*28%*	-	*29%*	-	*24%*	-	*24%*	-	*30%*
Your gas / electricity provider	**568**	86	194	97	190	-	86	-	106	-	88	-	97	-	94	-	97
	22%	*21%*	*23%*	*23%*	*22%*	-	*21%*	-	*25%*	-	*22%*	-	*23%*	-	*20%*	-	*23%*
Your local council or tax office	**918**	147	307	148	316	-	147	-	165	-	142	-	148	-	160	-	156
	36%	*35%*	*37%*	*34%*	*36%*	-	*35%*	-	*38%*	-	*36%*	-	*34%*	-	*35%*	-	*37%*
Your GP / medical or healthcare professional	**467**	78	145	86	158	-	78	-	81	-	65	-	86	-	71	-	87
	18%	*19%*	*18%*	*20%*	*18%*	-	*19%*	-	*19%*	-	*16%*	-	*20%*	-	*15%*	-	*21%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	76	147	57	148	-	76	-	82	-	65	-	57	-	76	-	72
	17%	*18%*	*18%*	*13%*	*17%*	-	*18%*	-	*19%*	-	*16%*	-	*13%*	-	*16%*	-	*17%*
Your landline phone provider	**462**	82	162	71	148	-	82	-	94	-	68	-	71	-	62	-	86
	18%	*20%*	*20%*	*16%*	*17%*	-	*20%*	-	***22%n***	-	*17%*	-	*16%*	-	*13%*	-	***21%n***
Your paid TV provider	**420**	78	131	71	141	-	78	-	67	-	65	-	71	-	73	-	67
	16%	*19%*	*16%*	*16%*	*16%*	-	*19%*	-	*15%*	-	*16%*	-	*16%*	-	*16%*	-	*16%*
Your broadband provider	**388**	66	137	66	118	-	66	-	71	-	66	-	66	-	43	-	76
	15%	*16%*	*17%*	*15%*	*13%*	-	***16%n***	-	***16%n***	-	***17%n***	-	***15%n***	-	*9%*	-	***18%n***
Your mobile phone provider	**304**	42	105	44	112	-	42	-	63	-	43	-	44	-	42	-	70
	12%	*10%*	*13%*	*10%*	*13%*	-	*10%*	-	*15%*	-	*11%*	-	*10%*	-	*9%*	-	***17%fjln***
Would not be happy to receive Post from any organisation	**1247**	209	395	212	432	-	209	-	200	-	196	-	212	-	234	-	197
	49%	*50%*	*48%*	*49%*	*49%*	-	*50%*	-	*46%*	-	*49%*	-	*49%*	-	*51%*	-	*47%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	**263**	-	263	149	114	43	36	86	24	30	19	24	79	110	73	43	230	30	245
	10%	-	*10%*	12%d	*9%*	13%hij	*11%*	17%hijk	*7%*	*7%*	*6%*	*9%*	12%no	12%no	*7%*	*8%*	*10%*	*13%*	*9%*
Your gas / electricity provider	**263**	-	263	163	100	43	37	99	24	29	15	16	81	123	60	31	226	33	234
	10%	-	*10%*	13%d	*8%*	13%hijk	12%j	19%fhijk	*6%*	*7%*	*5%*	*6%*	12%no	14%no	*6%*	*5%*	*10%*	*15%*	*9%*
Your local council or tax office	**254**	-	254	150	104	36	28	84	26	31	20	29	64	110	80	49	220	33	232
	10%	-	*10%*	12%d	*8%*	*11%*	*9%*	16%hij	*7%*	*7%*	*7%*	*11%*	*10%*	12%n	*8%*	*9%*	*10%*	*15%*	*9%*
Your GP / medical or healthcare professional	**905**	-	905	451	453	102	97	182	111	150	127	136	199	293	413	263	823	75	987
	35%	-	*35%*	*36%*	*35%*	*31%*	*30%*	*35%*	*30%*	*34%*	41%fh	52%efghij	*31%*	*33%*	41%lm	46%lm	*36%*	*34%*	*38%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**222**	-	222	161	61	38	31	80	30	12	14	17	68	110	44	32	185	36	175
	9%	-	*9%*	13%d	*5%*	12%ij	9%i	15%hijk	8%i	*3%*	*5%*	*7%*	10%no	12%no	*4%*	*6%*	*8%*	16%p	*7%*
Your landline phone provider	**369**	-	369	202	167	69	51	112	35	38	25	40	120	147	102	65	296	70	362
	14%	-	*14%*	*16%*	*13%*	21%hij	16%ij	22%hij	*9%*	*9%*	*8%*	15%ij	18%no	17%no	*10%*	*11%*	*13%*	31%p	*14%*
Your paid TV provider	**244**	-	244	156	88	47	42	84	23	18	19	10	89	107	47	29	200	41	211
	10%	-	*10%*	13%d	*7%*	14%hijk	13%hijk	16%hijk	*6%*	*4%*	*6%*	*4%*	14%no	12%no	*5%*	*5%*	*9%*	18%p	*8%*
Your broadband provider	**310**	-	310	187	122	56	42	89	37	33	24	31	97	125	87	55	266	41	269
	12%	-	*12%*	15%d	*9%*	17%hij	*13%*	17%hij	*10%*	*7%*	*8%*	*12%*	15%no	14%n	*9%*	*10%*	*12%*	18%p	*10%*
Your mobile phone provider	**302**	-	302	195	107	53	39	119	19	27	17	28	92	138	72	45	246	53	270
	12%	-	*12%*	16%d	*8%*	16%hij	12%hij	23%fhijk	*5%*	*6%*	*5%*	*11%*	14%no	16%no	*7%*	*8%*	*11%*	24%p	*10%*
Would not be happy to receive Phone call from any organisation	**1354**	-	1354	610	730	169	185	225	233	262	175	106	353	458	544	281	1253	87	1344
	53%	-	*53%*	*49%*	56%c	*51%*	57%gk	*43%*	63%egk	60%gk	56%gk	*41%*	*54%*	*51%*	*54%*	*49%*	54%q	*39%*	*52%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**263**	74	69	56	64	143	119	187	69	31	31	53	58	76	141	31	217
	10%	**15%bd**	*9%*	*10%*	*9%*	*11%*	*9%*	**13%h**	*7%*	*9%*	*9%*	*9%*	*9%*	**16%ijkln**	*9%*	*9%*	*10%*
Your gas / electricity provider	**263**	88	57	58	61	145	118	194	64	22	26	54	65	82	146	22	229
	10%	**18%bcd**	*7%*	*11%*	*8%*	*11%*	*9%*	**13%h**	*6%*	*6%*	*8%*	*9%*	*11%*	**17%ijkln**	*9%*	*6%*	**11%o**
Your local council or tax office	**254**	76	61	54	64	136	118	176	73	26	34	50	55	74	139	26	217
	10%	**15%bd**	*8%*	*10%*	*9%*	*11%*	*9%*	**12%h**	*7%*	*7%*	*10%*	*8%*	*9%*	**16%ikln**	*9%*	*7%*	*10%*
Your GP / medical or healthcare professional	**905**	190	283	184	248	474	432	497	397	126	131	200	237	162	568	127	740
	35%	*39%*	*36%*	*34%*	*34%*	*37%*	*34%*	*33%*	**39%g**	*35%*	*39%*	*32%*	*39%*	*34%*	*36%*	*35%*	*36%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**222**	85	56	47	34	141	81	176	44	21	18	29	59	84	107	21	191
	9%	**17%bcd**	*7%*	**9%d**	*5%*	**11%f**	*6%*	**12%h**	*4%*	*6%*	*5%*	*5%*	**10%k**	**18%ijkln**	*7%*	*6%*	*9%*
Your landline phone provider	**369**	104	106	72	87	210	159	250	110	50	44	73	86	91	203	51	296
	14%	**21%bcd**	*13%*	*13%*	*12%*	**16%f**	*12%*	**17%h**	*11%*	*14%*	*13%*	*12%*	*14%*	**19%kn**	*13%*	*14%*	*14%*
Your paid TV provider	**244**	85	45	59	56	129	114	188	53	22	25	45	57	80	126	22	206
	10%	**17%bcd**	*6%*	**11%b**	*8%*	*10%*	*9%*	**13%h**	*5%*	*6%*	*7%*	*7%*	*9%*	**17%ijkln**	*8%*	*6%*	*10%*
Your broadband provider	**310**	82	69	77	81	152	158	216	88	37	47	49	82	85	178	37	263
	12%	**17%bd**	*9%*	**14%b**	*11%*	*12%*	*12%*	**14%h**	*9%*	*10%*	**14%k**	*8%*	**13%k**	**18%ikn**	*11%*	*10%*	*13%*
Your mobile phone provider	**302**	103	74	58	68	176	126	224	73	29	33	69	61	100	163	29	263
	12%	**21%bcd**	*9%*	*11%*	*9%*	**14%f**	*10%*	**15%h**	*7%*	*8%*	*10%*	*11%*	*10%*	**21%ijkln**	*10%*	*8%*	*13%*
Would not be happy to receive Phone call from any organisation	**1354**	198	430	284	442	628	727	778	552	203	179	348	312	214	839	203	1075
	53%	*40%*	**55%a**	**53%a**	**60%a**	*49%*	**57%e**	*52%*	*54%*	**57%m**	*54%*	**56%m**	*51%*	*45%*	**54%m**	*57%*	*52%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	263 *10%*	229 *11%*	34 *9%*	13 *11%*	224 *10%*	21 *10%*	9 *7%*	8 *12%*	10 *10%*	23 *8%*	12 *6%*	24 **13%j**	24 *11%*	25 *10%*	55 **16%j**	31 *9%*	19 *8%*	3 *11%*	18 *10%*
Your gas / electricity provider	263 *10%*	235 *11%*	28 *8%*	11 *9%*	230 *11%*	17 *8%*	9 *7%*	7 *11%*	10 *10%*	36 *13%*	20 *9%*	18 *10%*	18 *8%*	31 *13%*	46 *13%*	28 *8%*	22 *10%*	3 *11%*	14 *8%*
Your local council or tax office	254 *10%*	219 *10%*	35 *9%*	12 *10%*	220 *10%*	16 *8%*	11 *9%*	6 *9%*	12 *12%*	32 *12%*	26 *12%*	22 *12%*	16 *7%*	20 *9%*	41 *12%*	31 *9%*	21 *9%*	3 *12%*	13 *7%*
Your GP / medical or healthcare professional	905 *35%*	761 *35%*	144 *38%*	52 *43%*	737 *34%*	87 **43%d**	48 *40%*	33 **47%d**	36 *36%*	78 *29%*	90 **42%l**	58 *32%*	89 *39%*	82 *35%*	108 *32%*	115 *32%*	81 *36%*	7 *24%*	80 **45%klmnoq**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	222 *9%*	195 *9%*	26 *7%*	11 *9%*	196 *9%*	12 *6%*	9 *7%*	5 *7%*	4 *4%*	17 *6%*	17 *8%*	24 **13%hilr**	9 *4%*	18 *7%*	57 **17%hijlmpr**	31 *9%*	19 *8%*	1 *4%*	10 *6%*
Your landline phone provider	369 *14%*	310 *14%*	58 *16%*	25 *21%*	316 **15%e**	20 *10%*	21 **17%e**	12 **17%e**	16 *16%*	43 *16%*	25 *12%*	28 *16%*	29 *13%*	26 *11%*	69 **20%mpr**	54 *15%*	25 *11%*	3 *10%*	17 *10%*
Your paid TV provider	244 *10%*	218 *10%*	25 *7%*	10 *8%*	215 **10%e**	12 *6%*	10 *8%*	7 **10%e**	12 **12%jr**	26 *10%*	11 *5%*	14 *8%*	24 *10%*	24 *10%*	62 **18%ijkopr**	22 *6%*	19 *8%*	2 *6%*	10 *6%*
Your broadband provider	310 *12%*	271 *12%*	39 *10%*	20 *16%*	275 *13%*	17 *8%*	10 *8%*	8 *12%*	10 *10%*	38 *14%*	20 *10%*	19 *11%*	29 *13%*	22 *9%*	61 **18%mr**	42 *12%*	33 *15%*	2 *8%*	15 *8%*
Your mobile phone provider	302 *12%*	270 *12%*	32 *9%*	11 *9%*	265 **12%e**	14 *7%*	16 **13%e**	8 *11%*	11 *11%*	36 **13%r**	20 *9%*	17 *9%*	28 **12%r**	25 *10%*	71 **21%hjkmor**	30 *8%*	27 **12%r**	3 *12%*	10 *6%*
Would not be happy to receive Phone call from any organisation	1354 *53%*	1149 *53%*	206 *55%*	57 *47%*	1160 *54%*	101 *49%*	61 *50%*	33 *47%*	56 *55%*	162 **60%nr**	108 *51%*	96 *53%*	114 *50%*	127 *53%*	150 *44%*	215 **60%nr**	132 **59%nr**	18 **63%n**	83 *47%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	263 *10%*	103 *11%*	111 *11%*	25 *7%*	14 *8%*	9 *10%*	214 *11%*	22 *9%*	111 *12%*	96 *10%*	34 *8%*	14 *12%*	2 *4%*	208 *11%*	16 *10%*
Your gas / electricity provider	263 *10%*	109 **11%c**	112 **12%c**	22 *6%*	8 *5%*	10 *12%*	221 **12%c**	19 *7%*	121 **13%l**	94 *10%*	32 *7%*	13 *10%*	1 *3%*	215 *11%*	14 *8%*
Your local council or tax office	254 *10%*	98 *10%*	108 *11%*	23 *6%*	20 *12%*	5 *6%*	206 *11%*	25 *10%*	105 *11%*	82 *9%*	43 *10%*	20 **16%jl**	1 *2%*	187 *10%*	20 *12%*
Your GP / medical or healthcare professional	905 *35%*	353 **37%c**	369 **38%c**	95 *27%*	63 *37%*	23 *28%*	722 **38%c**	87 *34%*	355 *37%*	343 *36%*	147 *34%*	39 *32%*	14 *32%*	698 *36%*	53 *32%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	222 *9%*	84 *9%*	90 *9%*	20 *6%*	19 *11%*	9 *11%*	173 *9%*	28 *11%*	98 *10%*	76 *8%*	34 *8%*	9 *8%*	1 *1%*	174 *9%*	10 *6%*
Your landline phone provider	369 *14%*	145 **15%c**	147 **15%c**	32 *9%*	31 **18%c**	13 *15%*	291 **15%c**	44 **17%c**	163 **17%l**	125 *13%*	61 *14%*	14 *12%*	1 *3%*	288 **15%l**	15 *9%*
Your paid TV provider	244 *10%*	97 **10%c**	107 **11%c**	16 *5%*	12 *7%*	10 *12%*	204 **11%c**	22 *9%*	105 *11%*	86 *9%*	34 *8%*	11 *9%*	2 *5%*	192 *10%*	13 *8%*
Your broadband provider	310 *12%*	124 *13%*	127 *13%*	34 *10%*	15 *9%*	8 *10%*	251 *13%*	23 *9%*	126 *13%*	117 *12%*	43 *10%*	18 *15%*	1 *2%*	243 *13%*	19 *12%*
Your mobile phone provider	302 *12%*	135 **14%cd**	116 *12%*	28 *8%*	11 *7%*	12 *14%*	250 **13%c**	23 *9%*	148 **15%jl**	92 *10%*	37 *9%*	18 *15%*	4 *10%*	240 *13%*	22 *13%*
Would not be happy to receive Phone call from any organisation	1354 *53%*	461 *48%*	496 *51%*	234 **67%abdfg**	86 *50%*	53 **63%a**	957 *50%*	139 *54%*	474 *50%*	517 *54%*	237 *55%*	67 *56%*	26 *59%*	991 *52%*	93 *57%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**263**	40	213	9	93	152	18	251	12	*	-	263	-
	10%	**18%b**	*9%*	*22%*	*12%*	*9%*	*12%*	*10%*	*24%*	*2%*	-	*10%*	-
Your gas / electricity provider	**263**	49	210	4	109	133	21	248	15	1	-	263	-
	10%	**22%b**	*9%*	*8%*	**14%e**	*8%*	*14%*	*10%*	*30%*	*7%*	-	*10%*	-
Your local council or tax office	**254**	52	198	4	109	125	20	239	10	*	-	250	4
	10%	**24%b**	*9%*	*10%*	**14%e**	*8%*	*13%*	*10%*	*21%*	*5%*	-	*10%*	*52%*
Your GP / medical or healthcare professional	**905**	81	809	15	294	563	48	881	20	2	1	903	1
	35%	*37%*	*35%*	*36%*	*37%*	*35%*	*31%*	*35%*	*41%*	*25%*	*18%*	*36%*	*18%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**222**	41	180	1	98	108	16	212	8	-	-	220	2
	9%	**19%b**	*8%*	*2%*	**12%e**	*7%*	*10%*	*9%*	*17%*	-	-	*9%*	*20%*
Your landline phone provider	**369**	55	303	11	155	187	27	350	15	3	-	368	1
	14%	**25%b**	*13%*	*25%*	**19%e**	*12%*	*18%*	*14%*	*31%*	*27%*	-	*14%*	*15%*
Your paid TV provider	**244**	39	202	3	102	123	19	230	12	1	-	243	1
	10%	**18%b**	*9%*	*7%*	**13%e**	*8%*	*12%*	*9%*	*25%*	*7%*	-	*10%*	*15%*
Your broadband provider	**310**	52	249	9	110	173	27	296	12	1	-	309	1
	12%	**24%b**	*11%*	*20%*	*14%*	*11%*	**18%e**	*12%*	*24%*	*7%*	-	*12%*	*15%*
Your mobile phone provider	**302**	53	245	5	121	157	24	285	14	1	-	299	3
	12%	**24%b**	*11%*	*11%*	**15%e**	*10%*	*15%*	*11%*	*29%*	*9%*	-	*12%*	*34%*
Would not be happy to receive Phone call from any organisation	**1354**	85	1246	24	364	906	84	1331	10	5	4	1346	4
	53%	*39%*	**54%a**	*56%*	*46%*	**56%d**	*55%*	*54%*	*21%*	*58%*	*82%*	*53%*	*45%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**263**	43	95	39	86	-	43	-	58	-	36	-	39	-	35	-	51
	10%	*10%*	*11%*	*9%*	*10%*	-	*10%*	-	**14%n**	-	*9%*	-	*9%*	-	*8%*	-	*12%*
Your gas / electricity provider	**263**	42	108	30	82	-	42	-	60	-	48	-	30	-	40	-	43
	10%	*10%*	**13%c**	*7%*	*9%*	-	*10%*	-	**14%l**	-	*12%*	-	*7%*	-	*9%*	-	*10%*
Your local council or tax office	**254**	43	93	36	83	-	43	-	50	-	43	-	36	-	33	-	49
	10%	*10%*	*11%*	*8%*	*9%*	-	*10%*	-	*12%*	-	*11%*	-	*8%*	-	*7%*	-	*12%*
Your GP / medical or healthcare professional	**905**	151	277	141	336	-	151	-	136	-	141	-	141	-	177	-	160
	35%	*36%*	*33%*	*33%*	*38%*	-	*36%*	-	*32%*	-	*35%*	-	*33%*	-	*38%*	-	*38%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**222**	40	87	30	65	-	40	-	46	-	41	-	30	-	40	-	25
	9%	*10%*	*11%*	*7%*	*7%*	-	*10%*	-	*11%*	-	*10%*	-	*7%*	-	*9%*	-	*6%*
Your landline phone provider	**369**	56	150	46	116	-	56	-	73	-	78	-	46	-	58	-	58
	14%	*14%*	**18%cd**	*11%*	*13%*	-	*14%*	-	*17%*	-	**19%ln**	-	*11%*	-	*12%*	-	*14%*
Your paid TV provider	**244**	44	97	17	85	-	44	-	53	-	44	-	17	-	44	-	41
	10%	**11%c**	**12%c**	*4%*	**10%c**	-	**11%l**	-	**12%l**	-	**11%l**	-	*4%*	-	**10%l**	-	**10%l**
Your broadband provider	**310**	39	113	43	115	-	39	-	64	-	49	-	43	-	57	-	58
	12%	*9%*	*14%*	*10%*	*13%*	-	*9%*	-	*15%*	-	*12%*	-	*10%*	-	*12%*	-	*14%*
Your mobile phone provider	**302**	60	100	42	100	-	60	-	53	-	47	-	42	-	56	-	44
	12%	*14%*	*12%*	*10%*	*11%*	-	*14%*	-	*12%*	-	*12%*	-	*10%*	-	*12%*	-	*11%*
Would not be happy to receive Phone call from any organisation	**1354**	205	433	257	459	-	205	-	227	-	206	-	257	-	243	-	217
	53%	*50%*	*52%*	**60%a**	*52%*	-	*50%*	-	*53%*	-	*52%*	-	**60%f**	-	*52%*	-	*52%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	**202** *8%*	- -	202 *8%*	107 *9%*	93 *7%*	44 **13%ijk**	28 **9%l**	61 **12%ijk**	31 **8%l**	10 *2%*	14 *4%*	13 *5%*	72 **11%no**	93 **10%no**	37 *4%*	27 *5%*	173 *7%*	29 **13%p**	189 *7%*
Your gas / electricity provider	**149** *6%*	- -	149 *6%*	89 **7%d**	58 *4%*	32 **10%ijk**	28 **9%ijk**	40 **8%ij**	28 **8%ij**	7 *2%*	5 *2%*	8 *3%*	60 **9%no**	68 **8%no**	20 *2%*	13 *2%*	120 *5%*	30 **13%p**	129 *5%*
Your local council or tax office	**180** *7%*	- -	180 *7%*	109 **9%d**	69 *5%*	49 **15%hijk**	40 **12%ijk**	55 **11%ijk**	25 **7%ijk**	8 *2%*	3 *1%*	1 *	89 **14%mno**	80 **9%no**	12 *1%*	4 *1%*	150 *6%*	31 **14%p**	137 *5%*
Your GP / medical or healthcare professional	**323** *13%*	- -	323 *13%*	159 *13%*	157 *12%*	57 **17%ijk**	46 **14%ij**	84 **16%ijk**	48 *13%*	45 *10%*	22 *7%*	21 *8%*	103 **16%no**	132 **15%no**	88 *9%*	43 *7%*	283 *12%*	38 *17%*	272 *11%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**239** *9%*	- -	239 *9%*	123 *10%*	114 *9%*	59 **18%gijk**	37 **12%ijk**	52 **10%ijk**	41 **11%ijk**	31 *7%*	12 *4%*	7 *3%*	96 **15%no**	93 **10%no**	50 *5%*	19 *3%*	200 *9%*	39 **18%p**	220 *9%*
Your landline phone provider	**204** *8%*	- -	204 *8%*	119 **10%d**	81 *6%*	52 **16%ghijk**	37 **12%ij**	42 **8%i**	32 **9%i**	10 *2%*	17 *5%*	14 *5%*	89 **14%mno**	74 **8%n**	41 *4%*	31 *5%*	163 *7%*	40 **18%p**	164 *6%*
Your paid TV provider	**183** *7%*	- -	183 *7%*	107 **9%d**	72 *6%*	39 **12%ijk**	36 **11%ijk**	50 **10%ijk**	32 **9%ijk**	9 *2%*	9 *3%*	8 *3%*	75 **11%no**	82 **9%no**	27 *3%*	17 *3%*	143 *6%*	40 **18%p**	150 *6%*
Your broadband provider	**205** *8%*	- -	205 *8%*	110 *9%*	90 *7%*	56 **17%ghijk**	35 **11%ij**	44 **9%ij**	31 **8%ij**	12 *3%*	10 *3%*	17 *7%*	91 **14%mno**	75 **8%no**	38 *4%*	26 *5%*	179 *8%*	25 *11%*	174 *7%*
Your mobile phone provider	**579** *23%*	- -	579 *23%*	259 *21%*	313 *24%*	102 **31%fgj**	52 *16%*	104 *20%*	95 **26%f**	103 *23%*	63 *20%*	60 *23%*	154 *24%*	198 *22%*	227 *22%*	124 *22%*	520 *23%*	57 *25%*	567 *22%*
Would not be happy to receive Text message from any organisation	**1537** *60%*	- -	1537 *60%*	746 *60%*	785 *61%*	150 *46%*	183 **57%e**	280 *54%*	221 **60%e**	304 **69%efgh**	221 **71%efgh**	178 **69%efg**	333 *51%*	501 *56%*	704 **69%lm**	399 **70%lm**	1426 **62%q**	93 *41%*	1636 *63%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**202**	69	41	48	45	110	92	144	55	23	21	43	39	70	104	23	177
	8%	***14%bd***	*5%*	***9%b***	*6%*	*9%*	*7%*	***10%h***	*5%*	*6%*	*6%*	*7%*	*6%*	***15%ijkln***	*7%*	*6%*	*9%*
Your gas / electricity provider	**149**	55	21	30	43	76	73	106	41	20	28	23	34	39	85	20	126
	6%	***11%bcd***	*3%*	***6%b***	***6%b***	*6%*	*6%*	***7%h***	*4%*	*6%*	***9%k***	*4%*	*6%*	***8%k***	*5%*	*6%*	*6%*
Your local council or tax office	**180**	70	37	25	49	107	73	137	40	24	27	31	38	58	97	24	155
	7%	***14%bcd***	*5%*	*5%*	*7%*	*8%*	*6%*	***9%h***	*4%*	*7%*	*8%*	*5%*	*6%*	***12%ikln***	*6%*	*7%*	*8%*
Your GP / medical or healthcare professional	**323**	69	92	70	92	161	162	211	110	38	33	89	70	72	193	39	270
	13%	*14%*	*12%*	*13%*	*12%*	*13%*	*13%*	*14%*	*11%*	*11%*	*10%*	*14%*	*12%*	*15%*	*12%*	*11%*	*13%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**239**	74	60	53	52	134	105	174	63	24	29	52	55	71	136	24	208
	9%	***15%bd***	*8%*	*10%*	*7%*	*10%*	*8%*	***12%h***	*6%*	*7%*	*9%*	*8%*	*9%*	***15%ikln***	*9%*	*7%*	*10%*
Your landline phone provider	**204**	72	41	38	53	113	91	134	69	20	32	48	43	50	123	20	176
	8%	***15%bcd***	*5%*	*7%*	*7%*	*9%*	*7%*	*9%*	*7%*	*5%*	*10%*	*8%*	*7%*	*11%*	*8%*	*5%*	*8%*
Your paid TV provider	**183**	70	44	28	40	114	69	135	44	20	27	39	30	61	97	21	160
	7%	***14%bcd***	*6%*	*5%*	*5%*	***9%f***	*5%*	***9%h***	*4%*	*6%*	*8%*	*6%*	*5%*	***13%ikln***	*6%*	*6%*	*8%*
Your broadband provider	**205**	59	45	44	56	104	100	134	67	27	25	43	38	57	106	27	165
	8%	***12%bd***	*6%*	*8%*	*8%*	*8%*	*8%*	*9%*	*7%*	*8%*	*7%*	*7%*	*6%*	***12%kln***	*7%*	*8%*	*8%*
Your mobile phone provider	**579**	125	161	124	170	286	293	313	258	68	93	137	128	113	357	68	481
	23%	*25%*	*20%*	*23%*	*23%*	*22%*	*23%*	*21%*	*25%*	*19%*	***28%l***	*22%*	*21%*	*24%*	*23%*	*19%*	*23%*
Would not be happy to receive Text message from any organisation	**1537**	228	514	320	475	742	795	858	649	248	191	375	390	232	957	249	1212
	60%	*47%*	***65%a***	***60%a***	***64%a***	*58%*	*62%*	*57%*	***64%g***	***70%jkmn***	*57%*	***61%m***	***64%m***	*49%*	***61%m***	***70%p***	*59%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	202	179	23	10	178	10	8	6	8	21	11	15	17	23	38	25	20	2	8
	8%	8%	6%	9%	8%	5%	6%	9%	8%	8%	5%	8%	7%	10%	11%r	7%	9%	7%	4%
Your gas / electricity provider	149	131	18	5	133	6	7	4	7	19	9	16	10	9	32	20	10	*	6
	6%	6%	5%	4%	6%e	3%	6%	5%	7%	7%	4%	9%r	4%	4%	9%r	6%	4%	*	3%
Your local council or tax office	180	162	18	3	163	9	6	2	4	20	5	15	19	11	59	22	8	1	8
	7%	7%	5%	2%	8%g	4%	5%	4%	4%	7%	2%	8%j	8%j	4%	17%hijklmopqr	6%	4%	2%	5%
Your GP / medical or healthcare professional	323	290	34	15	286	22	10	6	10	24	29	26	26	20	71	56	26	6	15
	13%	13%	9%	12%	13%fg	11%	8%	8%	10%	9%	14%	14%	11%	8%	21%hilmpr	15%	11%	22%imr	9%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	239	218	21	8	208	13	9	9	12	26	15	15	19	22	64	20	13	4	9
	9%	10%b	6%	6%	10%	7%	8%	13%e	12%or	10%	7%	8%	9%	9%	19%ijklmopr	6%	6%	14%	5%
Your landline phone provider	204	188	15	3	183	9	8	4	6	33	16	14	18	10	52	23	9	4	5
	8%	9%b	4%	3%	8%e	4%	6%	6%	6%	12%mpr	8%	8%r	8%r	4%	15%hmopr	7%	4%	13%mpr	3%
Your paid TV provider	183	162	21	8	164	8	8	3	3	27	13	17	11	16	44	29	6	1	7
	7%	7%	6%	7%	8%eg	4%	7%	4%	3%	10%pr	6%	9%p	5%	7%	13%hlpr	8%	3%	5%	4%
Your broadband provider	205	170	34	12	181	11	7	5	7	30	10	19	11	14	46	35	10	1	10
	8%	8%	9%	10%	8%	5%	6%	7%	7%	11%p	5%	11%	5%	6%	13%jlmpr	10%	4%	3%	6%
Your mobile phone provider	579	499	80	25	501	40	23	15	19	57	60	43	50	51	94	89	37	5	35
	23%	23%	21%	21%	23%	20%	19%	22%	19%	21%	28%p	24%	22%	21%	27%p	25%	16%	18%	20%
Would not be happy to receive Text message from any organisation	1537	1290	247	78	1279	133	81	44	63	156	134	114	147	152	148	212	152	14	119
	60%	59%	66%	65%	59%	65%	66%d	64%	63%n	57%n	63%n	63%n	65%n	64%n	43%	59%n	68%nq	50%	68%nq

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**202**	78	77	26	12	9	154	21	91	75	27	7	1	166	8
	8%	*8%*	*8%*	*7%*	*7%*	*11%*	*8%*	*8%*	*10%*	*8%*	*6%*	*6%*	*2%*	*9%*	*5%*
Your gas / electricity provider	**149**	53	55	16	19	6	108	25	62	60	21	5	1	123	6
	6%	*6%*	*6%*	*5%*	**11%abcf**	*7%*	*6%*	**10%f**	*7%*	*6%*	*5%*	*5%*	*2%*	*6%*	*4%*
Your local council or tax office	**180**	72	63	22	12	11	135	23	62	85	24	6	1	147	7
	7%	*8%*	*6%*	*6%*	*7%*	*13%*	*7%*	*9%*	*6%*	*9%*	*6%*	*5%*	*1%*	*8%*	*4%*
Your GP / medical or healthcare professional	**323**	104	137	51	19	12	241	31	117	136	54	13	2	254	15
	13%	*11%*	*14%*	*15%*	*11%*	*14%*	*13%*	*12%*	*12%*	*14%*	*13%*	*11%*	*5%*	*13%*	*9%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**239**	86	95	34	15	9	181	24	99	89	40	8	1	188	9
	9%	*9%*	*10%*	*10%*	*9%*	*11%*	*9%*	*9%*	*10%*	*9%*	*9%*	*7%*	*2%*	*10%*	*6%*
Your landline phone provider	**204**	68	82	27	18	9	150	27	77	79	26	18	2	156	20
	8%	*7%*	*9%*	*8%*	*10%*	*10%*	*8%*	*10%*	*8%*	*8%*	*6%*	**15%hjm**	*5%*	*8%*	**12%j**
Your paid TV provider	**183**	83	61	21	12	7	144	18	73	74	25	6	5	147	11
	7%	*9%*	*6%*	*6%*	*7%*	*8%*	*7%*	*7%*	*8%*	*8%*	*6%*	*5%*	*11%*	*8%*	*7%*
Your broadband provider	**205**	84	69	24	19	8	154	26	90	76	28	6	4	166	10
	8%	*9%*	*7%*	*7%*	*11%*	*9%*	*8%*	*10%*	*9%*	*8%*	*6%*	*5%*	*9%*	*9%*	*6%*
Your mobile phone provider	**579**	198	250	59	51	15	449	66	195	257	95	19	5	453	24
	23%	*21%*	**26%ac**	*17%*	**30%c**	*18%*	**23%c**	**26%c**	*20%*	**27%hkn**	*22%*	*15%*	*12%*	**24%n**	*15%*
Would not be happy to receive Text message from any organisation	**1537**	579	543	240	95	59	1122	154	569	546	270	80	36	1116	116
	60%	*61%*	*56%*	**68%bdf**	*56%*	*70%*	*58%*	*60%*	*60%*	*57%*	*63%*	*67%*	**81%hijm**	*58%*	**71%him**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**202**	20	180	2	73	110	19	192	7	1	2	200	-
	8%	*9%*	*8%*	*4%*	*9%*	*7%*	*12%*	*8%*	*15%*	*10%*	*35%*	*8%*	-
Your gas / electricity provider	**149**	16	132	1	59	71	19	143	6	*	-	149	-
	6%	*7%*	*6%*	*2%*	**7%e**	*4%*	**13%e**	*6%*	*13%*	*3%*	-	*6%*	-
Your local council or tax office	**180**	24	154	2	77	80	23	165	13	*	2	178	-
	7%	*11%*	*7%*	*5%*	**10%e**	*5%*	**15%e**	*7%*	*27%*	*3%*	*35%*	*7%*	-
Your GP / medical or healthcare professional	**323**	29	293	1	122	186	16	317	4	*	2	321	-
	13%	*13%*	*13%*	*3%*	**15%e**	*12%*	*10%*	*13%*	*8%*	*3%*	*35%*	*13%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**239**	26	213	*	73	147	19	221	16	2	-	239	*
	9%	*12%*	*9%*	*1%*	*9%*	*9%*	*12%*	*9%*	*33%*	*18%*	-	*9%*	*1%*
Your landline phone provider	**204**	26	175	3	72	118	14	191	11	*	-	202	2
	8%	*12%*	*8%*	*6%*	*9%*	*7%*	*9%*	*8%*	*22%*	*3%*	-	*8%*	*20%*
Your paid TV provider	**183**	18	162	3	67	94	22	176	7	*	-	183	-
	7%	*8%*	*7%*	*7%*	*8%*	*6%*	**14%e**	*7%*	*14%*	*5%*	-	*7%*	-
Your broadband provider	**205**	19	181	4	95	95	15	189	13	*	-	203	2
	8%	*9%*	*8%*	*10%*	**12%e**	*6%*	*9%*	*8%*	*27%*	*3%*	-	*8%*	*20%*
Your mobile phone provider	**579**	55	517	7	199	349	31	562	14	*	2	577	-
	23%	*25%*	*23%*	*18%*	*25%*	*22%*	*20%*	*23%*	*30%*	*3%*	*35%*	*23%*	-
Would not be happy to receive Text message from any organisation	**1537**	116	1392	29	434	1013	90	1508	13	7	4	1527	6
	60%	*53%*	*61%*	*68%*	*55%*	**63%d**	*58%*	*61%*	*26%*	*73%*	*65%*	*60%*	*80%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**202**	36	69	27	70	-	36	-	36	-	33	-	27	-	43	-	27
	8%	*9%*	*8%*	*6%*	*8%*	-	*9%*	-	*8%*	-	*8%*	-	*6%*	-	*9%*	-	*6%*
Your gas / electricity provider	**149**	30	39	21	59	-	30	-	14	-	25	-	21	-	31	-	28
	6%	*7%*	*5%*	*5%*	*7%*	-	***7%h***	-	*3%*	-	*6%*	-	*5%*	-	*7%*	-	*7%*
Your local council or tax office	**180**	27	60	30	63	-	27	-	30	-	30	-	30	-	41	-	22
	7%	*7%*	*7%*	*7%*	*7%*	-	*7%*	-	*7%*	-	*8%*	-	*7%*	-	*9%*	-	*5%*
Your GP / medical or healthcare professional	**323**	42	129	56	96	-	42	-	67	-	62	-	56	-	52	-	44
	13%	*10%*	***16%d***	*13%*	*11%*	-	*10%*	-	*16%*	-	*16%*	-	*13%*	-	*11%*	-	*11%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**239**	34	70	47	87	-	34	-	40	-	30	-	47	-	42	-	45
	9%	*8%*	*9%*	*11%*	*10%*	-	*8%*	-	*9%*	-	*8%*	-	*11%*	-	*9%*	-	*11%*
Your landline phone provider	**204**	35	48	35	87	-	35	-	24	-	24	-	35	-	44	-	43
	8%	*8%*	*6%*	*8%*	***10%b***	-	*8%*	-	*6%*	-	*6%*	-	*8%*	-	*9%*	-	*10%*
Your paid TV provider	**183**	32	53	28	70	-	32	-	33	-	19	-	28	-	36	-	34
	7%	*8%*	*6%*	*7%*	*8%*	-	*8%*	-	*8%*	-	*5%*	-	*7%*	-	*8%*	-	*8%*
Your broadband provider	**205**	45	65	30	65	-	45	-	37	-	28	-	30	-	35	-	30
	8%	*11%*	*8%*	*7%*	*7%*	-	*11%*	-	*9%*	-	*7%*	-	*7%*	-	*8%*	-	*7%*
Your mobile phone provider	**579**	102	178	89	210	-	102	-	89	-	89	-	89	-	114	-	95
	23%	*25%*	*21%*	*21%*	*24%*	-	*25%*	-	*21%*	-	*22%*	-	*21%*	-	*25%*	-	*23%*
Would not be happy to receive Text message from any organisation	**1537**	255	485	274	523	-	255	-	258	-	227	-	274	-	273	-	250
	60%	*62%*	*58%*	*64%*	*60%*	-	*62%*	-	*60%*	-	*57%*	-	*64%*	-	*59%*	-	*60%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	**1152**	-	1152	556	587	125	137	229	171	225	162	103	262	400	490	265	1062	82	1194
	45%	-	*45%*	*45%*	*45%*	*38%*	*43%*	*44%*	*46%*	**51%ek**	**52%ek**	*40%*	*40%*	*45%*	**48%l**	*46%*	*46%*	*36%*	*46%*
Your gas / electricity provider	**1344**	-	1344	621	717	122	148	220	211	273	201	169	270	431	643	369	1246	90	1384
	53%	-	*53%*	*50%*	**55%c**	*37%*	*46%*	*42%*	**57%efg**	**62%efg**	**64%efg**	**65%efg**	*41%*	**48%l**	**63%lm**	**64%lm**	**54%q**	*40%*	*54%*
Your local council or tax office	**979**	-	979	446	528	91	124	181	145	207	132	99	215	326	438	231	907	65	975
	38%	-	*38%*	*36%*	*41%*	*28%*	**38%e**	*35%*	**39%e**	**47%eg**	**42%e**	*38%*	*33%*	*37%*	**43%lm**	**40%l**	**39%q**	*29%*	*38%*
Your GP / medical or healthcare professional	**598**	-	598	289	302	75	97	117	103	110	65	30	172	220	205	95	537	53	578
	23%	-	*23%*	*23%*	*23%*	**23%k**	**30%jk**	**23%k**	**28%k**	**25%k**	**21%k**	*12%*	**26%no**	**25%o**	*20%*	*17%*	*23%*	*24%*	*22%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1136**	-	1136	520	604	139	140	224	158	229	147	100	278	381	476	247	1039	88	1210
	44%	-	*44%*	*42%*	*47%*	*42%*	*43%*	*43%*	*43%*	**52%eghk**	*47%*	*39%*	*43%*	*43%*	*47%*	*43%*	*45%*	*39%*	*47%*
Your landline phone provider	**1143**	-	1143	532	607	76	120	195	201	242	177	133	196	396	552	310	1083	52	1202
	45%	-	*45%*	*43%*	*47%*	*23%*	**37%e**	**37%e**	**54%efg**	**55%efg**	**57%efg**	**51%efg**	*30%*	**45%l**	**54%lm**	**54%lm**	**47%q**	*23%*	*47%*
Your paid TV provider	**1232**	-	1232	580	646	117	149	229	206	250	164	118	265	435	532	282	1157	68	1291
	48%	-	*48%*	*47%*	*50%*	*35%*	**46%e**	*44%*	**56%eg**	**57%efgk**	**52%e**	*45%*	*41%*	**49%l**	**52%l**	**49%l**	**50%q**	*30%*	*50%*
Your broadband provider	**1405**	-	1405	651	749	124	165	243	218	288	211	156	289	461	655	367	1300	96	1474
	55%	-	*55%*	*52%*	**58%c**	*38%*	**51%e**	*47%*	**59%eg**	**65%efg**	**67%efg**	**60%eg**	*44%*	**52%l**	**65%lm**	**64%lm**	**56%q**	*43%*	*57%*
Your mobile phone provider	**1135**	-	1135	539	586	105	153	199	177	225	164	113	257	376	502	277	1054	71	1205
	44%	-	*44%*	*43%*	*45%*	*32%*	**47%eg**	*38%*	**48%eg**	**51%eg**	**52%eg**	**44%e**	*39%*	*42%*	**50%lm**	**48%l**	**46%q**	*32%*	*47%*
Would not be happy to receive Email/ online portal from any organisation	**641**	-	641	326	312	95	91	135	97	98	66	60	186	232	224	126	570	61	609
	25%	-	*25%*	*26%*	*24%*	*29%*	*28%*	*26%*	*26%*	*22%*	*21%*	*23%*	**28%n**	*26%*	*22%*	*22%*	*25%*	*27%*	*24%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**1152**	195	387	230	341	582	571	678	463	147	149	280	293	208	723	148	951
	45%	*40%*	**49%a**	*43%*	*46%*	*46%*	*45%*	*45%*	*45%*	*41%*	*45%*	*45%*	*48%*	*44%*	*46%*	*41%*	*46%*
Your gas / electricity provider	**1344**	225	469	282	368	694	649	762	562	167	185	335	347	235	867	167	1127
	53%	*46%*	**60%acd**	*53%*	*50%*	*54%*	*51%*	*51%*	*55%*	*47%*	*55%*	*54%*	**57%i**	*49%*	**56%i**	*47%*	**54%o**
Your local council or tax office	**979**	164	327	210	278	491	488	586	379	126	120	245	245	182	610	126	808
	38%	*33%*	**42%a**	*39%*	*38%*	*38%*	*38%*	*39%*	*37%*	*35%*	*36%*	*40%*	*40%*	*38%*	*39%*	*35%*	*39%*
Your GP / medical or healthcare professional	**598**	130	181	110	177	311	287	392	195	70	85	142	122	135	349	70	494
	23%	*27%*	*23%*	*20%*	*24%*	*24%*	*22%*	**26%h**	*19%*	*20%*	*25%*	*23%*	*20%*	**28%ll**	*22%*	*20%*	*24%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1136**	219	386	210	321	605	531	677	441	120	135	284	303	218	722	120	960
	44%	*45%*	**49%c**	*39%*	*43%*	**47%f**	*42%*	*45%*	*43%*	*34%*	*40%*	**46%i**	**50%ij**	**46%i**	**46%i**	*34%*	**46%o**
Your landline phone provider	**1143**	185	386	246	325	571	572	655	474	140	161	283	296	199	740	140	958
	45%	*38%*	**49%a**	**46%a**	*44%*	*45%*	*45%*	*44%*	*47%*	*39%*	*48%*	*46%*	**49%i**	*42%*	**47%i**	*39%*	*46%*
Your paid TV provider	**1232**	198	417	255	362	614	618	745	472	152	163	276	352	215	792	152	1030
	48%	*40%*	**53%a**	*48%*	**49%a**	*48%*	*48%*	*50%*	*46%*	*43%*	*49%*	*45%*	**58%ikmn**	*45%*	**51%i**	*43%*	*50%*
Your broadband provider	**1405**	239	489	280	398	728	678	802	582	173	189	357	378	229	924	174	1176
	55%	*49%*	**62%acd**	*52%*	*54%*	*57%*	*53%*	*54%*	*57%*	*48%*	*56%*	**58%im**	**62%im**	*48%*	**59%im**	*49%*	**57%o**
Your mobile phone provider	**1135**	191	389	232	322	581	554	676	443	150	149	270	302	195	720	151	932
	44%	*39%*	**49%a**	*43%*	*44%*	*45%*	*43%*	*45%*	*44%*	*42%*	*45%*	*44%*	**49%m**	*41%*	*46%*	*42%*	*45%*
Would not be happy to receive Email/ online portal from any organisation	**641**	117	173	145	206	289	352	359	265	122	93	138	134	111	365	122	477
	25%	*24%*	*22%*	*27%*	**28%b**	*23%*	**28%e**	*24%*	*26%*	**34%klmn**	*28%*	*22%*	*22%*	*23%*	*23%*	**34%p**	*23%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	**1152**	996	157	48	966	104	54	29	49	118	107	86	100	88	144	171	103	9	95
	45%	*46%*	*42%*	*40%*	*45%*	**51%g**	*44%*	*42%*	*49%*	*43%*	**50%mq**	*47%*	*44%*	*37%*	*42%*	*47%*	*46%*	*31%*	**54%mnq**
Your gas / electricity provider	**1344**	1151	193	65	1128	118	66	31	53	122	128	106	126	129	154	196	114	12	106
	53%	*53%*	*51%*	*54%*	*52%*	**58%g**	*54%*	*45%*	*53%*	*45%*	**60%ln**	**59%ln**	*55%*	*55%*	*45%*	*54%*	*50%*	*42%*	**61%lnq**
Your local council or tax office	**979**	837	142	36	832	81	43	23	37	94	94	84	87	87	121	138	91	8	73
	38%	*38%*	*38%*	*30%*	*39%*	*40%*	*35%*	*33%*	*37%*	*34%*	*44%*	**47%q**	*38%*	*37%*	*35%*	*38%*	*40%*	*28%*	*42%*
Your GP / medical or healthcare professional	**598**	523	75	21	518	41	26	13	21	72	45	49	49	56	90	87	48	6	35
	23%	*24%*	*20%*	*17%*	*24%*	*20%*	*21%*	*19%*	*21%*	*27%*	*21%*	*27%*	*22%*	*24%*	*26%*	*24%*	*22%*	*22%*	*20%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1136**	973	163	49	933	109	61	32	37	112	104	87	89	104	136	166	97	13	96
	44%	*45%*	*43%*	*41%*	*43%*	**54%d**	*50%*	*46%*	*37%*	*41%*	*49%*	*48%*	*39%*	*44%*	*40%*	*46%*	*43%*	*45%*	**55%hilmnp**
Your landline phone provider	**1143**	964	179	47	953	111	52	27	50	105	108	92	98	121	122	155	102	13	98
	45%	*44%*	*48%*	*39%*	*44%*	**54%dg**	*43%*	*39%*	**50%n**	*39%*	**51%n**	**51%ln**	*43%*	**51%ln**	*36%*	*43%*	*45%*	*44%*	**56%ilno**
Your paid TV provider	**1232**	1032	200	56	1021	115	64	31	50	119	123	88	107	117	144	173	100	11	104
	48%	*47%*	*53%*	*47%*	*47%*	**56%dg**	*53%*	*45%*	*50%*	*44%*	**58%lnp**	*49%*	*47%*	*49%*	*42%*	*48%*	*44%*	*40%*	**59%ilnopq**
Your broadband provider	**1405**	1194	211	62	1171	127	73	35	57	120	137	109	125	138	153	202	129	16	111
	55%	*55%*	*56%*	*51%*	*54%*	**62%dg**	**60%g**	*50%*	*57%*	*44%*	**64%ln**	**60%ln**	*55%*	**58%ln**	*45%*	*56%*	**57%ln**	*55%*	**63%ln**
Your mobile phone provider	**1135**	960	175	52	936	111	58	30	48	114	97	94	96	100	115	159	113	13	98
	44%	*44%*	*47%*	*43%*	*43%*	**54%dg**	*48%*	*43%*	**48%n**	*42%*	*46%*	**52%n**	*42%*	*42%*	*34%*	*44%*	**50%n**	*47%*	**56%ilmno**
Would not be happy to receive Email/ online portal from any organisation	**641**	546	95	27	557	39	24	21	26	86	50	41	52	62	89	94	56	9	30
	25%	*25%*	*25%*	*22%*	**26%ef**	*19%*	*19%*	**31%ef**	*26%*	**32%r**	*23%*	*23%*	*23%*	*26%*	**26%r**	**26%r**	*25%*	**33%r**	*17%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**1152**	396	436	173	90	49	833	140	414	431	209	59	30	845	89
	45%	*42%*	*45%*	*49%*	**53%a**	**58%af**	*43%*	**55%abf**	*43%*	*45%*	*49%*	*49%*	**68%hijm**	*44%*	**54%h**
Your gas / electricity provider	**1344**	478	521	192	90	54	999	145	469	523	232	69	35	992	104
	53%	*50%*	*54%*	*55%*	*53%*	**65%a**	*52%*	*57%*	*49%*	*54%*	*54%*	*57%*	**79%hijkm**	*52%*	**63%hm**
Your local council or tax office	**979**	340	379	145	73	35	719	108	354	369	172	47	22	723	69
	38%	*36%*	*39%*	*41%*	*42%*	*42%*	*37%*	*42%*	*37%*	*38%*	*40%*	*39%*	*49%*	*38%*	*42%*
Your GP / medical or healthcare professional	**598**	205	220	88	47	33	424	79	214	219	101	33	19	433	52
	23%	*21%*	*23%*	*25%*	*27%*	**39%abf**	*22%*	**31%abf**	*22%*	*23%*	*24%*	*27%*	**44%hijm**	*23%*	**32%hm**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1136**	406	443	158	80	42	849	122	416	438	183	59	25	854	84
	44%	*43%*	*46%*	*45%*	*47%*	*50%*	*44%*	*48%*	*44%*	*46%*	*43%*	*49%*	*58%*	*45%*	*51%*
Your landline phone provider	**1143**	427	435	174	63	37	862	100	414	440	197	51	28	854	79
	45%	*45%*	*45%*	*49%*	*37%*	*44%*	*45%*	*39%*	*43%*	*46%*	*46%*	*42%*	**63%hm**	*45%*	*48%*
Your paid TV provider	**1232**	423	490	178	90	44	913	134	438	486	209	61	25	924	85
	48%	*44%*	**51%a**	*50%*	*53%*	*52%*	*48%*	*53%*	*46%*	*51%*	*49%*	*50%*	*56%*	*48%*	*52%*
Your broadband provider	**1405**	507	540	193	104	54	1047	157	508	524	247	73	33	1032	105
	55%	*53%*	*56%*	*55%*	*61%*	*64%*	*55%*	*62%*	*53%*	*54%*	*58%*	*60%*	**74%him**	*54%*	**64%hm**
Your mobile phone provider	**1135**	412	423	176	73	45	835	117	405	435	200	54	26	839	79
	44%	*43%*	*44%*	*50%*	*42%*	*53%*	*43%*	*46%*	*42%*	*45%*	*47%*	*45%*	*58%*	*44%*	*48%*
Would not be happy to receive Email/ online portal from any organisation	**641**	242	228	98	40	18	470	58	240	246	103	27	6	486	33
	25%	*25%*	*24%*	*28%*	*23%*	*21%*	*24%*	*23%*	*25%*	*26%*	*24%*	*22%*	*15%*	*25%*	*20%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**1152**	89	1049	14	358	737	57	1128	18	4	1	1150	1
	45%	*41%*	*46%*	*33%*	*45%*	*46%*	*37%*	*45%*	*37%*	*44%*	*18%*	*45%*	*14%*
Your gas / electricity provider	**1344**	93	1235	16	383	899	62	1322	14	4	1	1340	3
	53%	*42%*	**54%a**	*38%*	*48%*	**56%df**	*40%*	*53%*	*28%*	*46%*	*18%*	*53%*	*34%*
Your local council or tax office	**979**	68	898	13	294	640	45	964	10	3	-	978	1
	38%	*31%*	*39%*	*30%*	*37%*	**40%f**	*29%*	*39%*	*21%*	*36%*	-	*38%*	*13%*
Your GP / medical or healthcare professional	**598**	52	538	7	176	383	38	575	16	4	-	595	3
	23%	*24%*	*23%*	*17%*	*22%*	*24%*	*25%*	*23%*	*33%*	*43%*	-	*23%*	*33%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1136**	78	1046	12	308	773	55	1121	9	4	1	1134	1
	44%	*36%*	**46%a**	*28%*	*39%*	**48%df**	*36%*	*45%*	*19%*	*42%*	*18%*	*45%*	*13%*
Your landline phone provider	**1143**	80	1055	9	303	790	51	1132	6	4	1	1141	1
	45%	*36%*	**46%a**	*20%*	*38%*	**49%df**	*33%*	*46%*	*12%*	*38%*	*18%*	*45%*	*14%*
Your paid TV provider	**1232**	92	1128	12	360	825	48	1209	16	4	1	1228	3
	48%	*42%*	*49%*	*29%*	**45%f**	**51%df**	*31%*	*49%*	*32%*	*41%*	*18%*	*48%*	*33%*
Your broadband provider	**1405**	90	1304	11	389	956	61	1386	14	4	1	1403	1
	55%	*41%*	**57%a**	*26%*	*49%*	**60%df**	*40%*	*56%*	*28%*	*43%*	*18%*	*55%*	*13%*
Your mobile phone provider	**1135**	67	1056	12	313	769	53	1116	13	4	1	1133	1
	44%	*31%*	**46%a**	*28%*	*39%*	**48%df**	*34%*	*45%*	*26%*	*45%*	*18%*	*45%*	*14%*
Would not be happy to receive Email/ online portal from any organisation	**641**	72	552	17	203	390	48	618	10	3	4	631	5
	25%	**33%b**	*24%*	*40%*	*26%*	*24%*	*31%*	*25%*	*21%*	*31%*	*82%*	*25%*	*66%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	**1152**	174	352	202	424	-	174	-	178	-	174	-	202	-	239	-	186
	45%	*42%*	*42%*	*47%*	*48%*	-	*42%*	-	*41%*	-	*43%*	-	*47%*	-	**52%fh**	-	*45%*
Your gas / electricity provider	**1344**	207	413	232	492	-	207	-	212	-	201	-	232	-	276	-	216
	53%	*50%*	*50%*	*54%*	*56%*	-	*50%*	-	*49%*	-	*50%*	-	*54%*	-	**59%fhi**	-	*52%*
Your local council or tax office	**979**	159	297	165	357	-	159	-	142	-	155	-	165	-	196	-	161
	38%	*38%*	*36%*	*38%*	*41%*	-	*38%*	-	*33%*	-	*39%*	-	*38%*	-	**42%h**	-	*39%*
Your GP / medical or healthcare professional	**598**	93	183	106	216	-	93	-	95	-	88	-	106	-	126	-	90
	23%	*22%*	*22%*	*25%*	*25%*	-	*22%*	-	*22%*	-	*22%*	-	*25%*	-	*27%*	-	*22%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1136**	181	342	202	411	-	181	-	164	-	178	-	202	-	222	-	189
	44%	*44%*	*41%*	*47%*	*47%*	-	*44%*	-	*38%*	-	*45%*	-	*47%*	-	**48%h**	-	*45%*
Your landline phone provider	**1143**	178	365	199	401	-	178	-	185	-	181	-	199	-	236	-	165
	45%	*43%*	*44%*	*46%*	*46%*	-	*43%*	-	*43%*	-	*45%*	-	*46%*	-	**51%p**	-	*40%*
Your paid TV provider	**1232**	182	399	215	435	-	182	-	203	-	196	-	215	-	237	-	198
	48%	*44%*	*48%*	*50%*	*49%*	-	*44%*	-	*47%*	-	*49%*	-	*50%*	-	*51%*	-	*48%*
Your broadband provider	**1405**	217	447	231	510	-	217	-	224	-	224	-	231	-	291	-	219
	55%	*52%*	*54%*	*54%*	*58%*	-	*52%*	-	*52%*	-	*56%*	-	*54%*	-	**63%fhip**	-	*53%*
Your mobile phone provider	**1135**	170	359	200	406	-	170	-	178	-	181	-	200	-	225	-	181
	44%	*41%*	*43%*	*46%*	*46%*	-	*41%*	-	*41%*	-	*45%*	-	*46%*	-	*49%*	-	*44%*
Would not be happy to receive Email/ online portal from any organisation	**641**	110	213	102	216	-	110	-	122	-	91	-	102	-	116	-	100
	25%	*27%*	*26%*	*24%*	*25%*	-	*27%*	-	*28%*	-	*23%*	-	*24%*	-	*25%*	-	*24%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Your bank / building society	**33**	-	33	18	16	5	5	3	4	6	5	5	10	8	16	10	32	2	23
	1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Your gas / electricity provider	**13**	-	13	6	7	-	-	2	5	5	*	1	-	7	6	2	12	1	10
	1%	-	*1%*	*	*1%*	-	-	*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*
Your local council or tax office	**16**	-	16	9	7	2	2	4	-	5	2	1	4	4	9	3	15	2	14
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Your GP / medical or healthcare professional	**33**	-	33	24	9	2	2	2	1	10	9	8	4	3	26	17	31	2	29
	1%	-	*1%*	**2%d**	*1%*	*1%*	*1%*	*	*	**2%g**	**3%g**	**3%gh**	*1%*	*	**3%lm**	**3%lm**	*1%*	*1%*	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	-	19	8	11	1	1	4	4	3	2	4	2	8	8	6	19	*	22
	1%	-	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Your landline phone provider	**15**	-	15	8	6	-	3	4	2	4	2	-	3	5	7	2	15	-	19
	1%	-	*1%*	*1%*	*	-	*1%*	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	-	*1%*
Your paid TV provider	**24**	-	24	11	13	5	1	4	5	5	2	2	6	9	9	4	20	4	19
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Your broadband provider	**12**	-	12	8	4	5	1	4	2	1	-	-	6	5	1	-	7	5	9
	*	-	*	*1%*	*	*1%*	*	*1%*	*	*	-	-	**1%n**	*1%*	*	-	*	**2%p**	*
Your mobile phone provider	**6**	-	6	5	1	1	3	2	*	-	*	-	4	2	*	*	6	-	7
	*	-	*	*	*	*	*1%*	*	*	-	*	-	*1%*	*	*	*	*	-	*
Would not be happy to receive Other from any organisation	**2434**	-	2434	1173	1245	313	310	500	353	414	298	246	623	853	958	543	2199	214	2477
	95%	-	*95%*	*95%*	*96%*	*95%*	*96%*	*96%*	*95%*	*94%*	*95%*	*95%*	*96%*	*96%*	*94%*	*95%*	*95%*	*96%*	*96%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Your bank / building society	**33** *1%*	4 *1%*	12 *2%*	6 *1%*	11 *2%*	16 *1%*	17 *1%*	22 *1%*	12 *1%*	6 *2%*	4 *1%*	5 *1%*	9 *2%*	6 *1%*	18 *1%*	6 *2%*	28 *1%*
Your gas / electricity provider	**13** *1%*	2 *	* *	2 *	9 **1%b**	2 *	11 **1%e**	7 *	6 *1%*	3 *1%*	- -	3 *	- -	2 *	3 *	3 *1%*	5 *
Your local council or tax office	**16** *1%*	2 *	* *	6 **1%b**	8 **1%b**	2 *	14 **1%e**	10 *1%*	6 *1%*	2 *1%*	1 *	5 *1%*	2 *	4 *1%*	8 *1%*	2 *1%*	12 *1%*
Your GP / medical or healthcare professional	**33** *1%*	2 *	9 *1%*	11 *2%*	11 *1%*	11 *1%*	21 *2%*	8 *1%*	23 **2%g**	6 *2%*	2 *1%*	10 *2%*	9 *2%*	2 *	21 *1%*	6 *2%*	23 *1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19** *1%*	1 *	3 *	6 *1%*	8 *1%*	4 *	14 *1%*	11 *1%*	8 *1%*	5 **2%m**	5 **1%m**	5 *1%*	3 *1%*	- -	13 *1%*	5 *2%*	13 *1%*
Your landline phone provider	**15** *1%*	1 *	2 *	4 *1%*	7 *1%*	3 *	11 *1%*	7 *	8 *1%*	3 *1%*	1 *	3 *	6 *1%*	* *	9 *1%*	3 *1%*	10 *
Your paid TV provider	**24** *1%*	3 *1%*	7 *1%*	1 *	12 *2%*	10 *1%*	13 *1%*	14 *1%*	9 *1%*	7 *2%*	1 *	8 *1%*	4 *1%*	2 *	13 *1%*	7 *2%*	15 *1%*
Your broadband provider	**12** *	2 *	5 *1%*	2 *	3 *	7 *1%*	5 *	11 *1%*	1 *	1 *	- -	6 *1%*	2 *	3 *1%*	8 *	1 *	11 *1%*
Your mobile phone provider	**6** *	2 *	* *	2 *	2 *	2 *	3 *	4 *	2 *	* *	2 *1%*	* *	- -	4 *1%*	2 *	* *	5 *
Would not be happy to receive Other from any organisation	**2434** *95%*	474 *97%*	759 *96%*	506 *94%*	694 *94%*	1234 **97%f**	1200 *94%*	1427 *95%*	967 *95%*	330 *92%*	323 *97%*	591 *96%*	582 *95%*	459 **97%l**	1496 **96%l**	331 *93%*	1985 **96%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Your bank / building society	**33**	22	11	2	32	1	*	*	1	2	5	1	4	4	6	6	4	-	1
	1%	*1%*	**3%a**	*1%*	*1%*	*	*	*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	*
Your gas / electricity provider	**13**	8	5	*	12	1	*	-	1	3	-	-	-	1	3	-	4	1	-
	1%	*	**1%a**	*	*1%*	*	*	-	*1%*	*1%*	-	-	-	*1%*	*1%*	-	*2%*	**2%jklor**	-
Your local council or tax office	**16**	13	3	1	14	1	1	1	-	3	-	1	-	3	3	2	2	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	*1%*	*	*1%*	**2%lr**	-
Your GP / medical or healthcare professional	**33**	28	5	1	30	*	2	1	-	5	-	-	3	3	1	11	6	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*2%*	-	-	*2%*	*1%*	*	*3%*	*3%*	-	*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	15	4	1	16	1	2	1	1	4	1	1	-	2	1	-	5	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	-	*2%*	**2%lo**	*
Your landline phone provider	**15**	11	4	1	12	2	*	1	1	2	-	-	-	1	2	-	6	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	-	-	*	*1%*	-	**3%lo**	-	*1%*
Your paid TV provider	**24**	21	2	*	23	*	*	1	-	4	-	5	3	8	-	-	4	-	*
	1%	*1%*	*1%*	*	*1%*	*	*	*1%*	-	*1%*	-	**3%no**	*1%*	**3%no**	-	-	*2%*	-	*
Your broadband provider	**12**	12	-	-	11	1	-	-	1	2	-	-	3	-	2	2	2	1	*
	*	*1%*	-	-	*1%*	*1%*	-	-	*1%*	*1%*	-	-	*1%*	-	*	*1%*	*1%*	**2%km**	*
Your mobile phone provider	**6**	5	*	*	5	*	*	-	-	-	-	-	1	3	2	-	-	-	*
	*	*	*	*	*	*	*	-	-	-	-	-	*	*1%*	*	-	-	-	*
Would not be happy to receive Other from any organisation	**2434**	2082	352	117	2049	199	118	67	98	253	207	175	218	220	331	343	204	27	172
	95%	*96%*	*94%*	*97%*	*95%*	*98%*	*97%*	*96%*	**98%p**	*93%*	**97%p**	*97%*	*96%*	*93%*	**97%p**	*95%*	*91%*	*95%*	**98%imp**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Your bank / building society	**33**	13	17	3	1	-	29	1	14	10	8	-	-	24	-
	1%	*1%*	*2%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
Your gas / electricity provider	**13**	5	4	2	1	*	10	2	9	1	1	-	-	10	-
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	-	-	*1%*	-
Your local council or tax office	**16**	6	7	1	1	-	14	1	9	2	3	-	-	12	-
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	-	-	*1%*	-
Your GP / medical or healthcare professional	**33**	13	10	9	1	-	23	1	9	17	5	*	-	26	*
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	-	*1%*	*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	4	5	6	1	3	8	4	2	6	6	-	3	8	3
	1%	*	*	**2%f**	*1%*	**4%abf**	*	*2%*	*	*1%*	**1%h**	-	**6%hikm**	*	*2%*
Your landline phone provider	**15**	6	5	2	-	2	11	2	8	5	*	-	2	13	2
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*	*	-	**4%jl**	*1%*	*1%*
Your paid TV provider	**24**	6	10	5	-	2	17	2	6	5	9	2	2	11	4
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*2%*	**4%lm**	*1%*	*2%*
Your broadband provider	**12**	2	5	3	*	2	7	2	2	2	6	*	2	4	2
	*	*	*1%*	*1%*	*	*2%*	*	*1%*	*	*	**1%m**	*	**4%him**	*	*1%*
Your mobile phone provider	**6**	2	4	-	-	-	6	-	5	1	-	-	-	6	-
	*	*	*	-	-	-	*	-	*1%*	*	-	-	-	*	-
Would not be happy to receive Other from any organisation	**2434**	907	925	326	169	81	1831	250	910	924	399	117	41	1834	159
	95%	*95%*	*96%*	*93%*	**99%c**	*96%*	*95%*	**98%c**	*95%*	*96%*	*93%*	*98%*	*94%*	*96%*	*97%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Your bank / building society	**33**	2	30	2	11	23	*	33	-	-	-	33	-
	1%	*1%*	*1%*	*4%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
Your gas / electricity provider	**13**	2	11	-	4	7	2	12	-	1	-	13	-
	1%	*1%*	*1%*	-	*1%*	*	*1%*	*	-	*16%*	-	*1%*	-
Your local council or tax office	**16**	4	12	-	3	11	2	13	3	-	-	16	-
	1%	*2%*	*1%*	-	*	*1%*	*1%*	*1%*	*6%*	-	-	*1%*	-
Your GP / medical or healthcare professional	**33**	2	31	-	14	17	2	31	2	-	-	33	-
	1%	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*3%*	-	-	*1%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**19**	-	19	-	7	10	2	19	-	-	-	19	-
	1%	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Your landline phone provider	**15**	3	11	-	6	8	*	14	1	-	-	15	-
	1%	*2%*	*	-	*1%*	*1%*	*	*1%*	*2%*	-	-	*1%*	-
Your paid TV provider	**24**	1	23	-	16	7	-	21	1	1	-	24	-
	1%	*	*1%*	-	**2%e**	*	-	*1%*	*2%*	*16%*	-	*1%*	-
Your broadband provider	**12**	2	10	1	6	5	2	9	2	1	-	12	-
	*	*1%*	*	*2%*	*1%*	*	*1%*	*	*4%*	*7%*	-	*	-
Your mobile phone provider	**6**	3	2	-	3	1	2	4	1	-	-	6	-
	*	**2%b**	*	-	*	*	**1%e**	*	*2%*	-	-	*	-
Would not be happy to receive Other from any organisation	**2434**	208	2185	40	741	1542	150	2370	44	7	5	2421	8
	95%	*95%*	*95%*	*95%*	*93%*	**96%d**	*97%*	*95%*	*90%*	*78%*	*100%*	*95%*	*100%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	2581	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	2554	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	1427	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Your bank / building society	33 *1%*	3 *1%*	6 *1%*	16 **4%abd**	8 *1%*	- -	3 *1%*	- -	5 *1%*	- -	2 *	- -	16 **4%ljp**	- -	6 *1%*	- -	1 *
Your gas / electricity provider	13 *1%*	- -	4 *1%*	5 *1%*	4 *	- -	- -	- -	4 *1%*	- -	1 *	- -	5 *1%*	- -	1 *	- -	3 *1%*
Your local council or tax office	16 *1%*	1 *	9 *1%*	1 *	5 *1%*	- -	1 *	- -	7 *2%*	- -	2 *1%*	- -	1 *	- -	3 *1%*	- -	2 *
Your GP / medical or healthcare professional	33 *1%*	4 *1%*	16 **2%c**	* *	12 *1%*	- -	4 *1%*	- -	11 **3%l**	- -	5 *1%*	- -	* *	- -	8 *2%*	- -	5 *1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	19 *1%*	1 *	9 *1%*	3 *1%*	6 *1%*	- -	1 *	- -	6 *1%*	- -	3 *1%*	- -	3 *1%*	- -	1 *	- -	5 *1%*
Your landline phone provider	15 *1%*	1 *	4 *	2 *	8 *1%*	- -	1 *	- -	4 *1%*	- -	* *	- -	2 *	- -	4 *1%*	- -	4 *1%*
Your paid TV provider	24 *1%*	4 *1%*	7 *1%*	3 *1%*	10 *1%*	- -	4 *1%*	- -	4 *1%*	- -	2 *1%*	- -	3 *1%*	- -	3 *1%*	- -	7 *2%*
Your broadband provider	12 *	3 *1%*	5 *1%*	2 *1%*	2 *	- -	3 *1%*	- -	2 *	- -	4 *1%*	- -	2 *1%*	- -	1 *	- -	1 *
Your mobile phone provider	6 *	2 *	2 *	* *	2 *	- -	2 *	- -	2 *	- -	- -	- -	* *	- -	2 *	- -	- -
Would not be happy to receive Other from any organisation	2434 *95%*	403 *97%*	785 *95%*	407 *94%*	840 *96%*	- -	403 *97%*	- -	401 *93%*	- -	384 *96%*	- -	407 *94%*	- -	443 *96%*	- -	397 *95%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 47

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	1166	-	1166	558	603	89	113	236	145	224	187	170	203	381	582	358	1083	76	1244
	46%	-	46%	45%	46%	27%	35%	45%ef	39%e	51%efh	60%efgh	66%efghi	31%	43%l	57%lm	62%lm	47%q	34%	48%
Slightly agree (4)	929	-	929	450	472	131	133	189	160	160	88	68	264	349	316	156	841	83	915
	36%	-	36%	36%	36%	40%jk	41%jk	36%k	43%jk	36%k	28%	26%	41%no	39%no	31%	27%	36%	37%	35%
Neither agree nor disagree (3)	323	-	323	155	166	68	53	70	34	45	34	19	121	104	98	53	284	33	303
	13%	-	13%	12%	13%	21%ghijk	17%hk	13%	9%	10%	11%	7%	19%mno	12%	10%	9%	12%	15%	12%
Slightly disagree (2)	74	-	74	47	26	21	11	17	16	4	3	1	33	33	8	4	54	18	62
	3%	-	3%	4%d	2%	6%ijk	4%	3%	4%ijk	1%	1%	1%	5%no	4%no	1%	1%	2%	8%p	2%
Strongly disagree (1)	40	-	40	22	18	11	8	8	7	4	1	*	19	15	6	2	30	10	38
	2%	-	2%	2%	1%	3%jk	2%	2%	2%	1%	*	*	3%no	2%	1%	*	1%	5%p	1%
Don't know	22	-	22	9	12	7	4	1	8	3	-	-	11	8	3	-	17	5	19
	1%	-	1%	1%	1%	2%gj	1%	*	2%g	1%	-	-	2%no	1%	*	-	1%	2%	1%
NET Agree	2095	-	2095	1008	1075	221	246	425	305	384	276	239	467	730	898	514	1924	159	2159
	82%	-	82%	81%	83%	67%	76%	82%e	83%e	87%ef	88%ef	92%efgh	72%	82%l	89%lm	90%lm	83%q	71%	84%
NET Disagree	113	-	113	69	44	32	19	24	23	9	4	2	52	48	14	6	84	28	100
	4%	-	4%	6%d	3%	10%gijk	6%ijk	5%jk	6%ijk	2%	1%	1%	8%no	5%no	1%	1%	4%	12%p	4%
Mean	4.23	-	4.23	4.20	4.26	3.83	4.04e	4.21e	4.16e	4.36efgh	4.46efgh	4.57efghi	3.94	4.19l	4.44lm	4.51lm	4.26q	3.90	4.27
Std Dev.	0.89	-	0.89	0.92	0.86	1.02	0.94	0.90	0.91	0.79	0.75	0.67	0.99	0.90	0.75	0.72	0.86	1.11	0.87
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.09	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	**1166**	245	371	255	295	616	550	615	531	159	150	268	289	229	708	159	951
		46%	**50%d**	**47%d**	**47%d**	*40%*	*48%*	*43%*	*41%*	**52%g**	*44%*	*45%*	*43%*	*47%*	*48%*	*45%*	*45%*	*46%*
Slightly agree	(4)	**929**	165	289	200	275	454	475	587	334	105	128	229	235	174	592	105	781
		36%	*34%*	*37%*	*37%*	*37%*	*36%*	*37%*	**39%h**	*33%*	*29%*	*38%*	*37%*	**39%l**	*37%*	**38%l**	*29%*	**38%o**
Neither agree nor disagree	(3)	**323**	50	80	60	133	130	194	195	118	73	31	79	63	53	173	73	231
		13%	*10%*	*10%*	*11%*	**18%abc**	*10%*	**15%e**	*13%*	*12%*	**20%jklmn**	*9%*	*13%*	*10%*	*11%*	*11%*	**20%p**	*11%*
Slightly disagree	(2)	**74**	18	22	8	25	40	33	55	18	12	18	21	10	12	49	12	60
		3%	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	**4%h**	*2%*	*3%*	**5%l**	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*
Strongly disagree	(1)	**40**	11	16	5	8	27	13	28	12	6	5	12	8	7	24	6	31
		2%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
Don't know		**22**	*	10	8	4	10	12	13	5	3	3	8	4	*	15	3	15
		1%	*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Agree		**2095**	410	660	454	570	1070	1024	1202	865	263	278	498	525	403	1300	264	1731
		82%	**84%d**	**84%d**	**85%d**	*77%*	*84%*	*80%*	*80%*	**85%g**	*74%*	**83%l**	*81%*	**86%l**	**85%l**	**83%l**	*74%*	**84%o**
NET Disagree		**113**	30	38	13	32	68	46	84	30	18	23	33	18	19	73	18	92
		4%	**6%c**	*5%*	*3%*	*4%*	*5%*	*4%*	**6%h**	*3%*	*5%*	**7%l**	*5%*	*3%*	*4%*	*5%*	*5%*	*4%*
Mean		**4.23**	4.25	**4.26d**	**4.31d**	4.12	4.26	4.20	4.15	**4.34g**	4.13	4.21	4.18	**4.30i**	4.28	4.24	4.13	4.25
Std Dev.		**0.89**	0.95	0.90	0.81	0.89	0.92	0.86	0.92	0.84	0.96	0.92	0.92	0.82	0.87	0.88	0.96	0.88
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.04	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 47

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	1166	969	197	67	962	109	61	33	43	129	104	80	97	112	142	146	110	16	93
		46%	44%	52%a	56%a	45%	54%d	50%	47%	43%	47%	49%	44%	42%	47%	42%	40%	49%	56%	53%no
Slightly agree	(4)	929	802	127	42	793	68	45	23	35	90	70	58	84	93	129	160	74	9	58
		36%	37%	34%	35%	37%	33%	37%	34%	35%	33%	33%	32%	37%	39%	38%	44%kr	33%	33%	33%
Neither agree nor disagree	(3)	323	282	41	7	290	16	7	10	19	41	23	33	38	24	41	37	34	*	16
		13%	13%	11%	6%	13%ef	8%	6%	15%ef	19%moqr	15%q	11%	18%qr	16%qr	10%	12%	10%	15%q	2%	9%
Slightly disagree	(2)	74	71	3	*	59	6	8	1	2	5	6	4	6	4	18	9	4	2	4
		3%	3%b	1%	*	3%	3%	7%deg	2%	2%	2%	3%	2%	3%	2%	5%	2%	2%	7%m	2%
Strongly disagree	(1)	40	35	4	*	34	5	*	1	1	3	7	4	4	3	6	4	3	1	4
		2%	2%	1%	*	2%	2%	*	1%	1%	1%	3%	2%	2%	1%	2%	1%	1%	2%	2%
Don't know		22	19	3	3	20	*	1	1	-	5	2	2	-	1	4	5	-	-	*
		1%	1%	1%	2%	1%	*	*	2%e	-	2%	1%	1%	-	1%	1%	1%	-	-	*
NET Agree		2095	1771	324	109	1755	177	106	56	78	218	174	138	180	205	271	306	184	25	152
		82%	81%	86%	91%a	81%	87%d	87%d	81%	78%	80%	82%	76%	79%	86%k	80%	85%	82%	89%	86%hk
NET Disagree		113	106	7	1	93	10	9	2	3	8	13	8	10	7	24	13	7	3	8
		4%	5%b	2%	1%	4%	5%	7%g	3%	3%	3%	6%	4%	4%	3%	7%	4%	3%	9%	4%
Mean		4.23	4.20	4.37a	4.49a	4.21	4.33d	4.30	4.27	4.16	4.26	4.23	4.15	4.15	4.30	4.14	4.22	4.26	4.34	4.33
Std Dev.		0.89	0.90	0.80	0.67	0.89	0.91	0.88	0.86	0.89	0.86	0.98	0.94	0.91	0.82	0.95	0.82	0.88	0.99	0.90
Std Error		0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.05	0.08	0.07	0.08	0.08	0.07	0.07	0.08	0.07	0.07	0.11	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	**1166**	688	339	71	47	20	1027	67	648	376	89	32	11	1024	43
		46%	***72%bcdefg***	***35%cg***	*20%*	*27%*	*24%*	***53%bcdeg***	*26%*	***68%ijklmn***	***39%jn***	*21%*	*27%*	*25%*	***53%ijkln***	*26%*
Slightly agree	(4)	**929**	203	492	119	80	27	696	107	237	442	176	47	15	679	62
		36%	*21%*	***51%acef***	***34%a***	***47%acf***	*32%*	***36%a***	***42%a***	*25%*	***46%hm***	***41%h***	***39%h***	*33%*	***35%h***	***38%h***
Neither agree nor disagree	(3)	**323**	40	92	139	27	14	131	42	46	93	125	34	9	139	43
		13%	*4%*	***9%a***	***39%abdefg***	***16%af***	***17%af***	***7%a***	***16%abf***	*5%*	***10%h***	***29%him***	***28%him***	***19%hm***	*7%*	***26%him***
Slightly disagree	(2)	**74**	14	25	15	10	8	39	19	12	33	21	4	4	45	8
		3%	*1%*	*3%*	***4%a***	***6%af***	***10%abf***	*2%*	***7%abf***	*1%*	***3%h***	***5%hm***	*3%*	***9%hm***	*2%*	***5%h***
Strongly disagree	(1)	**40**	8	14	2	5	11	22	16	8	13	11	3	5	21	7
		2%	*1%*	*1%*	*1%*	*3%*	***14%abcdf***	*1%*	***6%abcf***	*1%*	*1%*	***3%h***	*2%*	***10%hijm***	*1%*	***4%him***
Don't know		**22**	1	5	6	2	3	5	5	5	4	6	-	1	9	1
		1%	*	*	***2%af***	***1%a***	***3%abf***	*	***2%af***	*1%*	*	*1%*	-	*3%*	*	*1%*
NET Agree		**2095**	891	831	190	126	47	1722	174	885	818	265	79	26	1703	105
		82%	***94%bcdefg***	***86%cdeg***	*54%*	***74%ce***	*56%*	***90%bcdeg***	***68%c***	***93%ijklmn***	***85%jkln***	*62%*	*66%*	*58%*	***89%ijkln***	*64%*
NET Disagree		**113**	22	39	17	15	20	61	35	19	46	32	7	9	66	15
		4%	*2%*	*4%*	*5%*	***9%abf***	***23%abcdf***	*3%*	***14%abcf***	*2%*	***5%h***	***8%hm***	*6%*	***19%hijkm***	*3%*	***9%hm***
Mean		**4.23**	**4.63bcdefg**	**4.16cdeg**	3.70	**3.90e**	3.44	**4.39bcdeg**	3.75	**4.58ijklmn**	**4.18jkln**	3.73	3.85	3.55	**4.38ijkln**	3.77
Std Dev.		**0.89**	0.71	0.81	0.86	0.97	1.34	0.80	1.12	0.72	0.85	0.94	0.94	1.28	0.81	1.04
Std Error		**0.02**	0.02	0.03	0.05	0.08	0.15	0.02	0.07	0.02	0.03	0.05	0.09	0.18	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**1166**	106	1040	20	378	732	56	1152	9	3	1	1164	1
		46%	*48%*	*45%*	*48%*	**47%f**	*46%*	*36%*	*46%*	*18%*	*36%*	*18%*	*46%*	*15%*
Slightly agree	(4)	**929**	71	847	10	270	612	47	905	15	3	4	923	2
		36%	*33%*	*37%*	*24%*	*34%*	*38%*	*30%*	*36%*	*31%*	*31%*	*82%*	*36%*	*20%*
Neither agree nor disagree	(3)	**323**	29	287	7	97	187	39	305	13	*	-	318	5
		13%	*13%*	*13%*	*17%*	*12%*	*12%*	**25%de**	*12%*	*27%*	*2%*	-	*13%*	*62%*
Slightly disagree	(2)	**74**	3	69	2	28	37	9	66	6	1	-	74	-
		3%	*1%*	*3%*	*6%*	*3%*	*2%*	**6%e**	*3%*	*13%*	*15%*	-	*3%*	-
Strongly disagree	(1)	**40**	8	30	2	16	22	2	33	5	1	-	40	-
		2%	*3%*	*1%*	*5%*	*2%*	*1%*	*1%*	*1%*	*10%*	*16%*	-	*2%*	-
Don't know		**22**	3	19	-	7	13	1	22	-	-	-	22	*
		1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*3%*
NET Agree		**2095**	177	1887	31	647	1345	103	2056	24	6	5	2086	3
		82%	*81%*	*82%*	*72%*	**81%f**	**84%f**	*66%*	*83%*	*49%*	*67%*	*100%*	*82%*	*35%*
NET Disagree		**113**	10	99	5	44	58	11	99	11	3	-	113	-
		4%	*5%*	*4%*	*11%*	*6%*	*4%*	*7%*	*4%*	*24%*	*31%*	-	*4%*	-
Mean		**4.23**	4.23	4.23	4.04	**4.22f**	**4.26f**	3.95	4.25	3.33	3.57	4.18	4.23	3.52
Std Dev.		**0.89**	0.97	0.88	1.18	0.94	0.85	0.99	0.87	1.22	1.57	0.42	0.89	0.81
Std Error		**0.02**	0.07	0.02	0.17	0.03	0.02	0.08	0.02	0.19	0.39	0.25	0.02	0.31

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**1166**	194	385	174	412	-	194	-	226	-	160	-	174	-	224	-	188
		46%	*47%*	*46%*	*40%*	*47%*	-	*47%*	-	**52%jl**	-	*40%*	-	*40%*	-	*48%*	-	*45%*
Slightly agree	(4)	**929**	139	329	154	307	-	139	-	154	-	175	-	154	-	158	-	148
		36%	*33%*	*40%*	*36%*	*35%*	-	*33%*	-	*36%*	-	**44%fn**	-	*36%*	-	*34%*	-	*36%*
Neither agree nor disagree	(3)	**323**	57	74	75	118	-	57	-	36	-	38	-	75	-	60	-	59
		13%	*14%*	*9%*	**17%b**	**13%b**	-	*14%*	-	*8%*	-	*10%*	-	**17%hl**	-	*13%*	-	**14%h**
Slightly disagree	(2)	**74**	12	24	16	22	-	12	-	9	-	15	-	16	-	11	-	11
		3%	*3%*	*3%*	*4%*	*2%*	-	*3%*	-	*2%*	-	*4%*	-	*4%*	-	*2%*	-	*3%*
Strongly disagree	(1)	**40**	8	15	6	10	-	8	-	5	-	10	-	6	-	7	-	3
		2%	*2%*	*2%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*3%*	-	*1%*	-	*1%*	-	*1%*
Don't know		**22**	4	2	6	10	-	4	-	1	-	1	-	6	-	4	-	6
		1%	*1%*	*	*1%*	*1%*	-	*1%*	-	*	-	*	-	*1%*	-	*1%*	-	*2%*
NET Agree		**2095**	333	714	329	719	-	333	-	380	-	335	-	329	-	383	-	336
		82%	*80%*	**86%ac**	*76%*	*82%*	-	*80%*	-	**88%flp**	-	**84%l**	-	*76%*	-	*83%*	-	*81%*
NET Disagree		**113**	21	39	22	32	-	21	-	14	-	25	-	22	-	17	-	14
		4%	*5%*	*5%*	*5%*	*4%*	-	*5%*	-	*3%*	-	*6%*	-	*5%*	-	*4%*	-	*3%*
Mean		**4.23**	4.21	**4.26c**	4.12	4.25	-	4.21	-	**4.37jl**	-	4.15	-	4.12	-	4.27	-	4.24
Std Dev.		**0.89**	0.93	0.88	0.92	0.87	-	0.93	-	0.82	-	0.92	-	0.92	-	0.88	-	0.85
Std Error		**0.02**	0.05	0.03	0.04	0.03	-	0.05	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 48

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	740	-	740	381	354	120	89	173	106	132	71	49	209	279	252	120	645	82	709
	29%	-	29%	31%	27%	37%jk	28%	33%jk	29%k	30%k	23%	19%	32%no	31%no	25%	21%	28%	37%	27%
Slightly agree (4)	870	-	870	430	432	109	133	182	120	137	120	68	242	302	325	188	802	68	895
	34%	-	34%	35%	33%	33%	41%ik	35%	33%	31%	38%k	26%	37%	34%	32%	33%	35%	30%	35%
Neither agree nor disagree (3)	543	-	543	257	285	54	64	97	74	99	78	75	119	171	253	154	498	41	564
	21%	-	21%	21%	22%	17%	20%	19%	20%	23%	25%	29%eg	18%	19%	25%lm	27%lm	22%	18%	22%
Slightly disagree (2)	251	-	251	111	140	35	28	35	54	37	21	40	64	89	98	61	226	23	261
	10%	-	10%	9%	11%	11%	9%	7%	15%gij	8%	7%	15%gij	10%	10%	10%	11%	10%	10%	10%
Strongly disagree (1)	139	-	139	58	79	8	4	32	13	33	22	27	11	45	82	49	128	9	141
	5%	-	5%	5%	6%	2%	1%	6%f	4%	8%ef	7%ef	10%efh	2%	5%l	8%lm	9%l	6%	4%	5%
Don't know	12	-	12	3	7	2	4	*	2	2	1	-	6	2	3	1	11	1	11
	*	-	*	*	1%	1%	1%	*	1%	1%	*	-	1%	*	*	*	*	*	*
NET Agree	1610	-	1610	811	786	229	222	355	226	268	191	117	451	581	577	309	1446	150	1604
	63%	-	63%	65%	61%	70%k	69%k	68%k	61%k	61%k	61%k	45%	69%no	65%no	57%	54%	63%	67%	62%
NET Disagree	390	-	390	169	219	43	32	67	67	70	43	67	75	134	180	110	354	32	402
	15%	-	15%	14%	17%	13%	10%	13%	18%f	16%	14%	26%efgij	12%	15%	18%l	19%l	15%	14%	16%
Mean	3.72	-	3.72	3.78d	3.65	3.92hijk	3.86jk	3.83k	3.69k	3.68k	3.63k	3.28	3.89no	3.77no	3.56	3.47	3.70	3.85	3.69
Std Dev.	1.14	-	1.14	1.12	1.17	1.08	0.96	1.15	1.14	1.20	1.11	1.23	1.03	1.15	1.19	1.18	1.14	1.15	1.14
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.05	0.05	0.06	0.05	0.06	0.08	0.04	0.04	0.04	0.05	0.02	0.10	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 48

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	740	183	204	134	219	387	353	471	253	98	78	164	174	176	415	98	601
		29%	37%bcd	26%	25%	30%	30%	28%	32%h	25%	27%	23%	27%	28%	37%ijkln	27%	27%	29%
Slightly agree	(4)	870	182	285	172	230	467	403	533	327	104	105	206	221	173	532	105	720
		34%	37%	36%	32%	31%	37%f	32%	36%	32%	29%	31%	33%	36%	36%	34%	29%	35%
Neither agree nor disagree	(3)	543	60	176	134	172	236	307	281	250	83	89	141	131	71	361	83	436
		21%	12%	22%a	25%a	23%a	18%	24%e	19%	25%g	23%m	27%m	23%m	21%m	15%	23%m	23%	21%
Slightly disagree	(2)	251	38	83	61	68	122	130	138	110	42	35	61	65	40	161	42	202
		10%	8%	11%	11%	9%	10%	10%	9%	11%	12%	11%	10%	11%	9%	10%	12%	10%
Strongly disagree	(1)	139	26	35	31	47	61	78	65	73	28	24	39	19	15	83	28	100
		5%	5%	4%	6%	6%	5%	6%	4%	7%g	8%lm	7%lm	6%	3%	3%	5%	8%	5%
Don't know		12	*	5	3	3	5	6	5	5	1	2	6	1	*	9	1	9
		*	*	1%	1%	*	*	1%	*	1%	*	1%	1%	*	*	1%	*	*
NET Agree		1610	366	489	306	449	854	755	1004	580	202	183	370	395	349	947	203	1322
		63%	75%bcd	62%	57%	61%	67%f	59%	67%h	57%	57%	55%	60%	65%j	73%ijkln	61%	57%	64%o
NET Disagree		390	65	118	92	115	182	207	203	183	70	60	100	84	56	244	71	302
		15%	13%	15%	17%	16%	14%	16%	14%	18%g	20%m	18%	16%	14%	12%	16%	20%	15%
Mean		3.72	3.93bcd	3.69	3.59	3.69	3.78f	3.65	3.81h	3.57	3.57	3.53	3.65	3.76j	3.95ijkln	3.67	3.57	3.74o
Std Dev.		1.14	1.14	1.10	1.15	1.17	1.12	1.16	1.11	1.18	1.23	1.17	1.16	1.08	1.07	1.13	1.23	1.13
Std Error		0.02	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.05	0.04	0.05	0.03	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 48

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	740	638	103	33	630	55	31	24	28	81	67	59	39	78	119	101	57	2	53
		29%	29%	27%	28%	29%	27%	25%	35%f	28%lq	30%lq	31%lq	33%lq	17%	33%lq	35%lq	28%lq	25%q	9%	30%lq
Slightly agree	(4)	870	760	110	36	733	74	43	20	33	102	61	55	89	75	128	116	74	14	61
		34%	35%	29%	30%	34%	36%	35%	29%	33%	38%	29%	30%	39%	31%	38%	32%	33%	48%k	34%
Neither agree nor disagree	(3)	543	457	85	31	461	39	29	13	29	53	47	41	48	49	44	103	46	6	33
		21%	21%	23%	26%	21%	19%	24%	19%	29%nr	20%	22%	23%n	21%	20%	13%	29%nr	20%	21%	19%
Slightly disagree	(2)	251	198	53	14	203	28	12	8	5	16	18	18	32	23	44	24	22	5	23
		10%	9%	14%a	12%	9%	14%d	10%	12%	5%	6%	9%	10%	14%hlo	10%	13%hi	7%	10%	19%hlo	13%hlo
Strongly disagree	(1)	139	114	25	6	121	7	7	3	5	19	18	8	15	12	5	13	26	1	6
		5%	5%	7%	5%	6%	4%	6%	4%	5%	7%n	8%n	4%	7%n	5%	2%	4%	11%knor	4%	3%
Don't know		12	11	*	-	11	*	-	1	1	1	1	-	4	1	-	3	-	-	*
		*	1%	*	-	*	*	-	1%	1%	*	1%	-	2%	1%	-	1%	-	-	*
NET Agree		1610	1398	212	69	1363	130	73	44	61	183	128	113	129	153	246	217	131	16	114
		63%	64%b	57%	57%	63%	63%	60%	64%	61%	67%	60%	63%	57%	64%	72%hjlop	60%	58%	57%	65%
NET Disagree		390	312	78	20	324	35	19	11	10	34	36	26	47	35	50	38	48	6	29
		15%	14%	21%a	17%	15%	17%	16%	16%	10%	13%	17%	14%	21%ho	15%	15%	10%	21%ho	23%ho	16%
Mean		3.72	3.74b	3.57	3.63	3.72	3.70	3.63	3.79	3.75	3.78l	3.67	3.77l	3.47	3.78l	3.91lpq	3.75l	3.51	3.39	3.75l
Std Dev.		1.14	1.13	1.21	1.15	1.15	1.12	1.14	1.18	1.07	1.14	1.24	1.14	1.14	1.16	1.07	1.06	1.29	1.03	1.12
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.07	0.09	0.10	0.11	0.10	0.09	0.10	0.09	0.09	0.11	0.11	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	740	320	240	64	61	47	560	108	348	229	86	33	27	577	60
		29%	34%bc	25%	18%	35%bc	56%abcdf	29%c	42%bcf	36%ijm	24%	20%	28%	62%hijkmn	30%ij	37%ij
Slightly agree	(4)	870	276	394	115	49	30	670	79	253	410	151	36	14	663	50
		34%	29%	41%adfg	33%	29%	35%	35%a	31%	26%	43%hkmn	35%h	30%	31%	35%h	30%
Neither agree nor disagree	(3)	543	189	192	118	32	3	381	35	178	193	124	31	3	371	34
		21%	20%e	20%e	34%abdefg	19%e	3%	20%e	14%e	19%	20%	29%hilm	26%l	6%	19%	20%
Slightly disagree	(2)	251	87	98	43	20	3	185	23	92	87	55	16	*	179	16
		10%	9%	10%	12%	12%	4%	10%	9%	10%	9%	13%	13%	1%	9%	10%
Strongly disagree	(1)	139	81	41	7	9	2	121	10	84	40	9	4	-	124	4
		5%	8%bc	4%	2%	5%	2%	6%c	4%	9%ijn	4%	2%	4%	-	6%j	3%
Don't know		12	-	3	5	-	-	3	-	-	3	5	-	-	3	-
		*	-	*	1%af	-	-	*	-	-	*	1%hm	-	-	*	-
NET Agree		1610	596	633	180	110	77	1230	187	601	639	237	69	41	1240	110
		63%	63%c	65%c	51%	64%c	91%abcdfg	64%c	73%acf	63%j	66%j	55%	57%	93%hijkmn	65%j	67%
NET Disagree		390	168	139	50	29	5	306	34	176	127	63	20	*	303	21
		15%	18%e	14%	14%	17%	6%	16%	13%	18%il	13%l	15%l	17%l	1%	16%l	13%
Mean		3.72	3.70	3.72c	3.54	3.78	4.39abcdfg	3.71	3.98abcf	3.72	3.73	3.59	3.65	4.53hijkmn	3.73	3.88j
Std Dev.		1.14	1.25	1.08	0.99	1.19	0.89	1.17	1.14	1.29	1.05	1.01	1.13	0.67	1.17	1.10
Std Error		0.02	0.04	0.03	0.05	0.10	0.10	0.03	0.07	0.04	0.03	0.05	0.11	0.09	0.03	0.09

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**740**	71	657	11	270	436	34	726	10	4	-	740	-
		29%	*33%*	*29%*	*27%*	***34%ef***	*27%*	*22%*	*29%*	*20%*	*45%*	-	*29%*	-
Slightly agree	(4)	**870**	69	793	7	242	578	49	850	15	2	2	868	-
		34%	*32%*	*35%*	*18%*	*30%*	***36%d***	*32%*	*34%*	*32%*	*18%*	*35%*	*34%*	-
Neither agree nor disagree	(3)	**543**	41	488	13	153	346	44	519	12	2	3	532	8
		21%	*19%*	*21%*	*32%*	*19%*	*22%*	***28%d***	*21%*	*25%*	*18%*	*47%*	*21%*	*97%*
Slightly disagree	(2)	**251**	22	224	5	87	147	18	240	9	1	1	250	-
		10%	*10%*	*10%*	*11%*	*11%*	*9%*	*11%*	*10%*	*19%*	*11%*	*18%*	*10%*	-
Strongly disagree	(1)	**139**	13	121	5	42	89	8	135	2	1	-	138	*
		5%	*6%*	*5%*	*11%*	*5%*	*6%*	*5%*	*5%*	*5%*	*8%*	-	*5%*	*3%*
Don't know		**12**	2	9	1	3	7	1	12	-	-	-	12	-
		*	*1%*	*	*2%*	*	*	*1%*	*	-	-	-	*	-
NET Agree		**1610**	140	1450	19	512	1015	83	1577	25	6	2	1608	-
		63%	*64%*	*63%*	*44%*	*64%*	*63%*	*54%*	*64%*	*51%*	*63%*	*35%*	*63%*	-
NET Disagree		**390**	35	345	9	128	236	26	375	12	2	1	389	*
		15%	*16%*	*15%*	*22%*	*16%*	*15%*	*17%*	*15%*	*24%*	*19%*	*18%*	*15%*	*3%*
Mean		**3.72**	3.76	3.72	3.39	3.77	3.71	3.55	3.73	3.42	3.82	3.17	3.72	2.94
Std Dev.		**1.14**	1.19	1.14	1.31	1.18	1.13	1.12	1.14	1.16	1.39	0.78	1.15	0.36
Std Error		**0.02**	0.08	0.02	0.20	0.04	0.03	0.09	0.02	0.18	0.35	0.45	0.02	0.13

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**740**	101	249	114	276	-	101	-	122	-	128	-	114	-	157	-	119
		29%	*24%*	*30%*	*26%*	*31%*	-	*24%*	-	*28%*	-	*32%*	-	*26%*	-	**34%f**	-	*29%*
Slightly agree	(4)	**870**	143	285	152	290	-	143	-	137	-	148	-	152	-	137	-	153
		34%	*34%*	*34%*	*35%*	*33%*	-	*34%*	-	*32%*	-	*37%*	-	*35%*	-	*30%*	-	*37%*
Neither agree nor disagree	(3)	**543**	95	164	92	191	-	95	-	87	-	77	-	92	-	92	-	99
		21%	*23%*	*20%*	*21%*	*22%*	-	*23%*	-	*20%*	-	*19%*	-	*21%*	-	*20%*	-	*24%*
Slightly disagree	(2)	**251**	46	74	59	71	-	46	-	46	-	28	-	59	-	43	-	28
		10%	*11%*	*9%*	**14%d**	*8%*	-	*11%*	-	*11%*	-	*7%*	-	**14%jp**	-	*9%*	-	*7%*
Strongly disagree	(1)	**139**	26	56	10	46	-	26	-	38	-	19	-	10	-	33	-	13
		5%	**6%c**	**7%c**	*2%*	*5%*	-	**6%l**	-	**9%lp**	-	*5%*	-	*2%*	-	**7%lp**	-	*3%*
Don't know		**12**	4	1	3	4	-	4	-	1	-	-	-	3	-	-	-	4
		*	*1%*	*	*1%*	*	-	*1%*	-	*	-	-	-	*1%*	-	-	-	*1%*
NET Agree		**1610**	243	534	266	567	-	243	-	258	-	276	-	266	-	294	-	272
		63%	*59%*	*64%*	*62%*	*64%*	-	*59%*	-	*60%*	-	**69%fh**	-	*62%*	-	*64%*	-	*66%*
NET Disagree		**390**	72	130	70	117	-	72	-	84	-	47	-	70	-	77	-	41
		15%	*17%*	*16%*	*16%*	*13%*	-	**17%p**	-	**19%lp**	-	*12%*	-	**16%p**	-	**17%p**	-	*10%*
Mean		**3.72**	3.60	3.72	3.70	3.78	-	3.60	-	3.60	-	**3.85fh**	-	3.70	-	3.74	-	**3.82fh**
Std Dev.		**1.14**	1.16	1.18	1.08	1.13	-	1.16	-	1.25	-	1.09	-	1.08	-	1.22	-	1.02
Std Error		**0.02**	0.06	0.04	0.05	0.04	-	0.06	-	0.06	-	0.05	-	0.05	-	0.06	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	**770**	-	770	374	391	76	84	175	108	154	98	74	161	283	326	172	713	53	799
	30%	-	*30%*	*30%*	*30%*	*23%*	*26%*	**34%e**	*29%*	**35%ef**	*31%*	*29%*	*25%*	**32%l**	**32%l**	*30%*	*31%*	*24%*	*31%*
Slightly agree (4)	**888**	-	888	457	424	119	120	179	146	141	105	77	239	325	323	182	787	93	899
	35%	-	*35%*	*37%*	*33%*	*36%*	*37%*	*35%*	*40%*	*32%*	*33%*	*30%*	*37%*	*37%*	*32%*	*32%*	*34%*	*41%*	*35%*
Neither agree nor disagree (3)	**482**	-	482	219	262	60	62	110	57	75	63	56	122	166	193	119	441	34	484
	19%	-	*19%*	*18%*	*20%*	*18%*	*19%*	*21%*	*15%*	*17%*	*20%*	*22%*	*19%*	*19%*	*19%*	*21%*	*19%*	*15%*	*19%*
Slightly disagree (2)	**242**	-	242	115	126	36	32	32	33	43	26	40	67	66	109	67	218	23	245
	9%	-	*9%*	*9%*	*10%*	*11%*	*10%*	*6%*	*9%*	*10%*	*8%*	**16%g**	*10%*	*7%*	*11%*	**12%m**	*9%*	*10%*	*9%*
Strongly disagree (1)	**150**	-	150	71	79	28	22	20	25	26	21	8	50	45	55	29	133	17	129
	6%	-	*6%*	*6%*	*6%*	**9%gk**	*7%*	*4%*	*7%*	*6%*	*7%*	*3%*	*8%*	*5%*	*5%*	*5%*	*6%*	*7%*	*5%*
Don't know	**23**	-	23	6	16	9	3	3	*	3	-	4	13	3	6	4	17	5	25
	1%	-	*1%*	*	*1%*	**3%hj**	*1%*	*1%*	*	*1%*	-	*2%*	**2%m**	*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Agree	**1658**	-	1658	830	815	196	204	355	254	295	203	151	400	608	650	354	1500	145	1698
	65%	-	*65%*	*67%*	*63%*	*59%*	*63%*	**68%k**	*69%*	*67%*	*65%*	*58%*	*61%*	**68%l**	*64%*	*62%*	*65%*	*65%*	*66%*
NET Disagree	**392**	-	392	186	204	64	53	52	59	69	48	48	117	111	164	96	351	39	374
	15%	-	*15%*	*15%*	*16%*	**19%g**	**16%g**	*10%*	*16%*	**16%g**	*15%*	**19%g**	**18%m**	*12%*	*16%*	*17%*	*15%*	*18%*	*14%*
Mean	**3.75**	-	3.75	3.77	3.72	3.56	3.67	**3.89efk**	3.75	**3.81e**	3.74	3.66	3.62	**3.83l**	3.75	3.71	3.75	3.65	3.78
Std Dev.	**1.16**	-	1.16	1.15	1.17	1.22	1.16	1.07	1.17	1.19	1.18	1.14	1.19	1.11	1.17	1.16	1.16	1.17	1.14
Std Error	**0.02**	-	0.02	0.03	0.03	0.07	0.07	0.05	0.06	0.05	0.06	0.08	0.05	0.04	0.04	0.05	0.02	0.10	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 49

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	770	175	252	136	207	427	344	462	297	106	94	170	167	178	431	107	621
		30%	36%cd	32%	25%	28%	33%f	27%	31%	29%	30%	28%	28%	27%	37%jkln	28%	30%	30%
Slightly agree	(4)	888	176	259	202	251	435	453	542	333	96	124	226	220	163	570	97	745
		35%	36%	33%	38%	34%	34%	35%	36%	33%	27%	37%l	37%l	36%l	34%	37%l	27%	36%o
Neither agree nor disagree	(3)	482	61	133	126	162	194	288	260	210	79	67	128	119	61	314	79	383
		19%	12%	17%	23%ab	22%a	15%	23%o	17%	21%	22%m	20%m	21%m	20%m	13%	20%m	22%	18%
Slightly disagree	(2)	242	46	79	49	69	125	118	138	102	39	23	54	66	48	143	39	193
		9%	9%	10%	9%	9%	10%	9%	9%	10%	11%	7%	9%	11%	10%	9%	11%	9%
Strongly disagree	(1)	150	31	52	22	45	83	66	81	66	31	22	31	36	24	88	31	113
		6%	6%	7%	4%	6%	7%	5%	5%	6%	9%	6%	5%	6%	5%	6%	9%	5%
Don't know		23	2	13	2	6	15	8	11	11	5	4	8	2	1	14	5	15
		1%	*	2%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%
NET Agree		1658	351	511	338	458	861	796	1004	630	202	217	397	387	341	1001	204	1366
		65%	72%cd	65%	63%	62%	67%f	62%	67%h	62%	57%	65%	64%	63%	72%iln	64%	57%	66%o
NET Disagree		392	77	131	71	113	208	184	219	168	70	45	84	102	72	231	70	306
		15%	16%	17%	13%	15%	16%	14%	15%	16%	20%	13%	14%	17%	15%	15%	20%	15%
Mean		3.75	3.85	3.75	3.72	3.69	3.79	3.70	3.79	3.69	3.59	3.74	3.74	3.68	3.89iln	3.72	3.59	3.76
Std Dev.		1.16	1.19	1.20	1.07	1.15	1.20	1.12	1.14	1.18	1.26	1.14	1.11	1.16	1.17	1.13	1.26	1.14
Std Error		0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.05	0.06	0.03	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	**770**	647	123	32	646	65	35	24	24	91	56	52	66	85	92	102	77	10	55
		30%	*30%*	*33%*	*27%*	*30%*	*32%*	*29%*	*35%*	*24%*	*33%*	*26%*	*29%*	*29%*	*36%*	*27%*	*28%*	*34%*	*35%*	*31%*
Slightly agree	(4)	**888**	781	107	44	751	67	47	23	33	94	62	61	81	70	148	124	80	9	58
		35%	**36%b**	*29%*	*37%*	*35%*	*33%*	*39%*	*33%*	*32%*	*34%*	*29%*	*34%*	*35%*	*29%*	**43%jmr**	*34%*	*35%*	*31%*	*33%*
Neither agree nor disagree	(3)	**482**	400	82	16	411	40	19	12	23	44	54	41	54	50	49	63	32	6	34
		19%	*18%*	*22%*	*14%*	*19%*	*20%*	*16%*	*17%*	*23%*	*16%*	**25%np**	*23%*	**24%p**	*21%*	*14%*	*17%*	*14%*	*20%*	*20%*
Slightly disagree	(2)	**242**	197	46	16	198	22	14	8	10	19	24	20	12	13	25	48	27	2	20
		9%	*9%*	*12%*	*13%*	*9%*	*11%*	*11%*	*12%*	*9%*	*7%*	*11%*	*11%*	*5%*	*6%*	*7%*	**13%lm**	*12%*	*8%*	**11%l**
Strongly disagree	(1)	**150**	134	16	11	134	8	6	2	9	20	14	7	14	17	26	19	9	2	6
		6%	*6%*	*4%*	*9%*	*6%*	*4%*	*5%*	*3%*	**9%r**	*7%*	*6%*	*4%*	*6%*	*7%*	*8%*	*5%*	*4%*	*6%*	*3%*
Don't know		**23**	20	3	1	19	2	1	*	2	5	3	-	2	1	2	5	-	-	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%p**	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	*1%*
NET Agree		**1658**	1428	230	76	1397	132	82	47	57	185	118	113	146	155	240	225	157	19	113
		65%	*66%*	*61%*	*63%*	*65%*	*65%*	*67%*	*67%*	*57%*	**68%j**	*55%*	*63%*	*64%*	*65%*	**70%hj**	*63%*	**70%hj**	*66%*	*65%*
NET Disagree		**392**	331	61	27	332	30	20	11	18	38	38	27	26	30	50	68	37	4	26
		15%	*15%*	*16%*	*22%*	*15%*	*15%*	*16%*	*15%*	*18%*	*14%*	*18%*	*15%*	*11%*	*13%*	*15%*	*19%*	*16%*	*14%*	*15%*
Mean		**3.75**	3.75	3.74	3.59	3.74	3.79	3.76	3.84	3.55	3.81	3.58	3.73	3.76	3.82	3.75	3.68	3.84	3.82	3.79
Std Dev.		**1.16**	1.16	1.16	1.27	1.17	1.13	1.14	1.13	1.22	1.19	1.19	1.10	1.11	1.19	1.15	1.18	1.15	1.20	1.12
Std Error		**0.02**	0.03	0.04	0.07	0.03	0.05	0.05	0.06	0.11	0.10	0.10	0.10	0.09	0.10	0.09	0.10	0.09	0.13	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	770	430	213	58	40	25	643	66	391	252	73	33	14	643	47
		30%	**45%bcdefg**	*22%*	*17%*	*24%*	**30%c**	**33%bc**	**26%c**	**41%ijkmn**	**26%j**	*17%*	*28%*	*31%*	**34%ij**	**29%j**
Slightly agree	(4)	888	254	449	105	49	25	702	74	275	407	147	36	12	683	48
		35%	*27%*	**46%acdefg**	*30%*	*28%*	*30%*	**37%a**	*29%*	*29%*	**42%hjmn**	*34%*	*30%*	*28%*	**36%h**	*29%*
Neither agree nor disagree	(3)	482	132	159	137	33	11	290	44	142	164	133	23	6	306	29
		19%	*14%*	*16%*	**39%abdefg**	*19%*	*13%*	*15%*	*17%*	*15%*	*17%*	**31%hilmn**	*19%*	*14%*	*16%*	*17%*
Slightly disagree	(2)	242	86	89	29	31	7	175	38	90	81	47	19	5	171	23
		9%	*9%*	*9%*	*8%*	**18%abcf**	*8%*	*9%*	**15%af**	*9%*	*8%*	*11%*	*16%*	*11%*	*9%*	*14%*
Strongly disagree	(1)	150	50	49	17	17	14	99	31	54	50	24	8	6	103	14
		6%	*5%*	*5%*	*5%*	*10%*	**17%abcf**	*5%*	**12%abcf**	*6%*	*5%*	*6%*	*7%*	**13%il**	*5%*	*9%*
Don't know		23	1	10	6	2	1	11	3	3	9	5	1	1	11	3
		1%	*	*1%*	**2%a**	*1%*	*2%*	*1%*	**1%a**	*	*1%*	*1%*	*1%*	**3%h**	*1%*	*2%*
NET Agree		1658	683	662	164	89	50	1345	139	667	659	220	69	26	1326	95
		65%	**72%cdg**	**68%cdg**	*46%*	*52%*	*60%*	**70%cdg**	*55%*	**70%jkn**	**69%jn**	*51%*	*58%*	*59%*	**69%jkn**	*58%*
NET Disagree		392	137	137	46	47	22	274	69	144	130	71	27	11	274	38
		15%	*14%*	*14%*	*13%*	**28%abcf**	**26%abcf**	*14%*	**27%abcf**	*15%*	*14%*	*17%*	*22%*	*24%*	*14%*	**23%jm**
Mean		3.75	**3.97bcdefg**	**3.72cdg**	3.46	3.39	3.48	**3.85bcdeg**	3.42	**3.90jkn**	**3.77j**	3.47	3.57	3.54	**3.84jn**	3.56
Std Dev.		1.16	1.20	1.07	1.02	1.30	1.45	1.14	1.35	1.20	1.09	1.08	1.25	1.41	1.15	1.29
Std Error		0.02	0.04	0.03	0.06	0.11	0.16	0.03	0.09	0.04	0.03	0.06	0.12	0.20	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**770**	86	670	14	299	442	29	760	5	5	-	770	*
		30%	***39%b***	*29%*	*34%*	***38%ef***	*28%*	*19%*	*31%*	*10%*	*52%*	-	*30%*	*1%*
Slightly agree	(4)	**888**	69	811	8	245	571	71	865	20	1	1	887	-
		35%	*32%*	*35%*	*19%*	*31%*	*36%*	***46%de***	*35%*	*41%*	*13%*	*18%*	*35%*	-
Neither agree nor disagree	(3)	**482**	31	440	11	117	327	38	463	8	*	4	471	7
		19%	*14%*	*19%*	*25%*	*15%*	***20%d***	***25%d***	*19%*	*16%*	*2%*	*82%*	*19%*	*82%*
Slightly disagree	(2)	**242**	20	216	7	75	154	13	231	10	2	-	242	-
		9%	*9%*	*9%*	*16%*	*9%*	*10%*	*8%*	*9%*	*20%*	*17%*	-	*10%*	-
Strongly disagree	(1)	**150**	12	135	3	54	94	2	144	4	2	-	149	*
		6%	*5%*	*6%*	*7%*	***7%f***	*6%*	*1%*	*6%*	*9%*	*17%*	-	*6%*	*3%*
Don't know		**23**	*	22	-	6	16	1	19	2	-	-	21	1
		1%	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*4%*	-	-	*1%*	*15%*
NET Agree		**1658**	155	1480	22	544	1013	100	1626	25	6	1	1657	*
		65%	*71%*	*65%*	*53%*	*68%*	*63%*	*65%*	*65%*	*51%*	*64%*	*18%*	*65%*	*1%*
NET Disagree		**392**	32	351	10	129	248	15	375	14	3	-	392	*
		15%	*15%*	*15%*	*22%*	*16%*	*15%*	*10%*	*15%*	*29%*	*34%*	-	*15%*	*3%*
Mean		**3.75**	3.90	3.73	3.57	**3.84e**	3.70	3.73	3.76	3.25	3.66	3.18	3.75	2.95
Std Dev.		**1.16**	1.18	1.15	1.29	1.22	1.15	0.91	1.16	1.18	1.71	0.42	1.16	0.45
Std Error		**0.02**	0.08	0.02	0.19	0.04	0.03	0.07	0.02	0.18	0.43	0.25	0.02	0.17

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree (5)	**770**	116	270	116	268	-	116	-	156	-	114	-	116	-	142	-	126
	30%	*28%*	*33%*	*27%*	*30%*	-	*28%*	-	***36%l***	-	*29%*	-	*27%*	-	*31%*	-	*30%*
Slightly agree (4)	**888**	140	285	168	294	-	140	-	134	-	151	-	168	-	166	-	129
	35%	*34%*	*34%*	*39%*	*33%*	-	*34%*	-	*31%*	-	*38%*	-	*39%*	-	*36%*	-	*31%*
Neither agree nor disagree (3)	**482**	83	148	74	176	-	83	-	80	-	69	-	74	-	78	-	97
	19%	*20%*	*18%*	*17%*	*20%*	-	*20%*	-	*19%*	-	*17%*	-	*17%*	-	*17%*	-	*23%*
Slightly disagree (2)	**242**	46	65	48	84	-	46	-	36	-	29	-	48	-	48	-	36
	9%	*11%*	*8%*	*11%*	*10%*	-	*11%*	-	*8%*	-	*7%*	-	*11%*	-	*10%*	-	*9%*
Strongly disagree (1)	**150**	25	58	25	42	-	25	-	25	-	34	-	25	-	22	-	20
	6%	*6%*	*7%*	*6%*	*5%*	-	*6%*	-	*6%*	-	*8%*	-	*6%*	-	*5%*	-	*5%*
Don't know	**23**	3	3	*	16	-	3	-	*	-	3	-	*	-	8	-	8
	1%	*1%*	*	*	***2%b***	-	*1%*	-	*	-	*1%*	-	*	-	*2%*	-	***2%h***
NET Agree	**1658**	257	555	284	562	-	257	-	290	-	265	-	284	-	308	-	254
	65%	*62%*	*67%*	*66%*	*64%*	-	*62%*	-	*67%*	-	*66%*	-	*66%*	-	*66%*	-	*61%*
NET Disagree	**392**	71	123	73	126	-	71	-	61	-	63	-	73	-	70	-	56
	15%	*17%*	*15%*	*17%*	*14%*	-	*17%*	-	*14%*	-	*16%*	-	*17%*	-	*15%*	-	*13%*
Mean	**3.75**	3.68	3.78	3.70	3.77	-	3.68	-	3.84	-	3.71	-	3.70	-	3.79	-	3.75
Std Dev.	**1.16**	1.17	1.19	1.15	1.13	-	1.17	-	1.17	-	1.20	-	1.15	-	1.14	-	1.13
Std Error	**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.06	-	0.06	-	0.06	-	0.06	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base		2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base		1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree	(5)	396	-	396	229	164	53	66	116	43	54	47	17	119	159	118	64	334	59	353
		16%	-	*16%*	18%d	*13%*	16%k	21%hik	22%hik	*12%*	*12%*	15%k	*6%*	18%no	18%no	*12%*	*11%*	*14%*	26%p	*14%*
Slightly agree	(4)	648	-	648	315	330	118	95	146	80	104	64	42	213	227	209	105	577	65	643
		25%	-	*25%*	*25%*	*25%*	36%hijk	29%jk	28%k	*22%*	*24%*	*20%*	*16%*	33%mno	25%o	*21%*	*18%*	*25%*	*29%*	*25%*
Neither agree nor disagree	(3)	653	-	653	323	326	74	82	116	122	94	76	89	156	238	259	165	594	49	637
		26%	-	*26%*	*26%*	*25%*	*22%*	*25%*	*22%*	33%egl	*21%*	*24%*	34%egl	*24%*	*27%*	*26%*	*29%*	*26%*	*22%*	*25%*
Slightly disagree	(2)	472	-	472	225	243	52	51	79	75	92	71	51	103	154	215	122	437	34	506
		18%	-	*18%*	*18%*	*19%*	*16%*	*16%*	*15%*	*20%*	*21%*	23%g	*20%*	*16%*	*17%*	21%l	*21%*	*19%*	*15%*	*20%*
Strongly disagree	(1)	374	-	374	145	227	30	24	61	50	94	55	61	53	111	210	116	359	13	429
		15%	-	*15%*	*12%*	17%c	*9%*	*7%*	*12%*	*13%*	21%efgh	17%ef	24%efgh	*8%*	12%l	21%lm	20%lm	16%q	*6%*	*17%*
Don't know		11	-	11	3	6	3	4	1	*	3	-	-	7	1	3	-	7	4	13
		*	-	*	*	*	*1%*	*1%*	*	*	*1%*	-	-	*1%*	*	*	-	*	2%p	*1%*
NET Agree		1044	-	1044	544	495	170	161	263	123	158	111	58	332	385	327	169	912	124	996
		41%	-	*41%*	44%d	*38%*	52%hijk	50%hijk	51%hijk	33%k	36%k	35%k	*23%*	51%mno	43%no	*32%*	*30%*	*39%*	55%p	*39%*
NET Disagree		846	-	846	370	470	82	75	140	125	186	126	112	157	264	424	238	796	47	935
		33%	-	*33%*	*30%*	36%c	*25%*	*23%*	*27%*	34%f	42%efg	40%efg	43%efg	*24%*	*30%*	42%lm	42%lm	35%q	*21%*	*36%*
Mean		3.09	-	3.09	3.21d	2.97	3.34hijk	3.41hijk	3.34hijk	2.97k	2.85	2.93k	2.62	3.37mno	3.19no	2.81	2.79	3.04	3.56p	2.99
Std Dev.		1.28	-	1.28	1.27	1.29	1.19	1.20	1.30	1.19	1.33	1.32	1.19	1.19	1.27	1.30	1.27	1.28	1.20	1.29
Std Error		0.03	-	0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.06	0.07	0.08	0.05	0.04	0.04	0.05	0.03	0.10	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	396	125	104	74	93	229	167	284	105	37	35	68	92	131	195	37	335
		16%	25%bcd	13%	14%	13%	18%f	13%	19%h	10%	10%	10%	11%	15%	28%ijkln	12%	10%	16%o
Slightly agree	(4)	648	136	206	128	179	341	307	405	236	95	69	168	156	129	393	95	529
		25%	28%	26%	24%	24%	27%	24%	27%	23%	27%	21%	27%	26%	27%	25%	27%	26%
Neither agree nor disagree	(3)	653	79	195	136	244	274	379	356	287	103	108	185	116	96	409	104	510
		26%	16%	25%a	25%a	33%abc	21%	30%e	24%	28%	29%lm	32%lm	30%lm	19%	20%	26%l	29%	25%
Slightly disagree	(2)	472	85	145	104	138	230	242	252	213	64	59	106	158	59	322	64	390
		18%	17%	18%	19%	19%	18%	19%	17%	21%g	18%	18%	17%	26%ijkm	13%	21%m	18%	19%
Strongly disagree	(1)	374	66	133	93	82	199	175	194	172	56	63	84	88	59	234	56	298
		15%	14%	17%d	17%d	11%	16%	14%	13%	17%g	16%	19%	14%	14%	12%	15%	16%	14%
Don't know		11	*	5	1	4	5	6	4	6	2	1	6	*	1	7	2	8
		*	*	1%	*	1%	*	*	*	1%	*	*	1%	*	*	*	*	*
NET Agree		1044	261	310	202	272	570	474	689	341	132	104	236	248	260	588	133	864
		41%	53%bcd	39%	38%	37%	45%f	37%	46%h	33%	37%	31%	38%	41%j	55%ijkln	38%	37%	42%
NET Disagree		846	151	278	197	220	429	417	446	385	119	122	190	245	118	557	119	687
		33%	31%	35%	37%d	30%	34%	33%	30%	38%g	33%m	36%m	31%	40%km	25%	36%m	33%	33%
Mean		3.09	3.34bcd	3.00	2.97	3.09	3.13	3.04	3.22h	2.89	2.99	2.86	3.05	3.01	3.45ijkln	2.99	2.99	3.10
Std Dev.		1.28	1.38	1.29	1.30	1.17	1.33	1.23	1.29	1.24	1.22	1.24	1.20	1.30	1.34	1.25	1.22	1.29
Std Error		0.03	0.05	0.05	0.06	0.05	0.04	0.04	0.04	0.04	0.07	0.07	0.05	0.05	0.06	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	396	347	49	19	350	21	14	11	15	50	20	42	14	37	88	54	30	1	20
		16%	*16%*	*13%*	*16%*	**16%e**	*10%*	*12%*	*16%*	**15%l**	**18%jl**	*10%*	**23%jlpqr**	*6%*	**16%l**	**26%hjlmopqr**	**15%l**	**13%l**	*4%*	*11%*
Slightly agree	(4)	648	566	82	26	546	55	30	17	23	74	59	51	67	47	83	93	50	8	48
		25%	*26%*	*22%*	*21%*	*25%*	*27%*	*24%*	*24%*	*23%*	*27%*	*28%*	*28%*	*30%*	*20%*	*24%*	*26%*	*22%*	*27%*	*27%*
Neither agree nor disagree	(3)	653	565	87	23	558	44	34	16	26	79	51	37	59	76	78	99	53	6	38
		26%	*26%*	*23%*	*19%*	*26%*	*22%*	*28%*	*23%*	*26%*	*29%*	*24%*	*21%*	*26%*	**32%kr**	*23%*	*27%*	*24%*	*22%*	*22%*
Slightly disagree	(2)	472	398	74	22	389	44	26	13	22	26	49	28	46	49	56	63	49	5	38
		18%	*18%*	*20%*	*18%*	*18%*	*21%*	*22%*	*18%*	**22%l**	*10%*	**23%l**	*15%*	**20%l**	**21%l**	*16%*	*18%*	**22%l**	*19%*	**22%l**
Strongly disagree	(1)	374	292	82	31	306	39	17	12	15	42	33	23	43	27	33	49	42	8	31
		15%	*13%*	**22%a**	**26%a**	*14%*	**19%d**	*14%*	*17%*	*15%*	*15%*	*15%*	*12%*	**19%n**	*11%*	*10%*	*14%*	**19%n**	**27%kmno**	**18%n**
Don't know		11	10	*	*	9	*	1	1	-	1	1	-	-	1	3	3	-	-	*
		*	*	*	*	*	*	*1%*	*1%*	-	*	*1%*	-	-	*1%*	*1%*	*1%*	-	-	*
NET Agree		1044	913	131	45	896	77	44	28	38	124	79	93	81	84	170	147	80	9	68
		41%	**42%b**	*35%*	*37%*	*42%*	*38%*	*36%*	*40%*	*37%*	*46%*	*37%*	**52%hjlmpqr**	*36%*	*35%*	**50%hjlmpr**	*41%*	*36%*	*32%*	*39%*
NET Disagree		846	690	156	53	695	83	43	24	37	68	82	50	88	77	89	112	92	13	70
		33%	*32%*	**42%a**	**44%a**	*32%*	**41%d**	*36%*	*35%*	**37%l**	*25%*	**38%ln**	*28%*	**39%ln**	*32%*	*26%*	*31%*	**41%ikn**	**46%ikn**	**40%ikn**
Mean		3.09	**3.13b**	2.85	2.84	**3.11e**	2.88	2.98	3.04	3.00	**3.24lpqr**	2.93	**3.34hjlpqr**	2.84	3.07	**3.40hjlmpqr**	**3.11q**	2.90	2.63	2.93
Std Dev.		1.28	1.27	1.34	1.43	1.28	1.29	1.23	1.34	1.28	1.29	1.23	1.32	1.21	1.22	1.30	1.26	1.31	1.29	1.29
Std Error		0.03	0.03	0.05	0.08	0.04	0.06	0.06	0.07	0.11	0.11	0.11	0.12	0.10	0.10	0.11	0.10	0.11	0.14	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	**396**	188	108	24	33	40	296	73	178	116	39	33	25	294	58
		16%	**20%bcf**	*11%*	*7%*	**20%bc**	**47%abcdfg**	**15%bc**	**29%abcf**	**19%ij**	*12%*	*9%*	**27%ijm**	**57%hijkmn**	**15%j**	**35%hijm**
Slightly agree	(4)	**648**	192	289	86	58	19	481	76	177	311	113	25	9	489	34
		25%	*20%*	**30%af**	*24%*	**34%a**	*22%*	**25%a**	**30%a**	*19%*	**32%hmn**	**26%h**	*21%*	*19%*	**25%h**	*21%*
Neither agree nor disagree	(3)	**653**	175	257	159	40	10	431	50	193	241	162	32	8	433	40
		26%	*18%*	**27%ae**	**45%abdefg**	*23%*	*12%*	*22%*	*19%*	*20%*	*25%*	**38%hilmn**	*27%*	*18%*	*23%*	*25%*
Slightly disagree	(2)	**472**	176	205	53	32	6	380	38	186	174	87	23	1	360	24
		18%	**18%e**	**21%e**	*15%*	*19%*	*7%*	**20%e**	*15%*	**19%l**	**18%l**	**20%l**	**19%l**	*2%*	**19%l**	*14%*
Strongly disagree	(1)	**374**	221	106	26	8	9	328	18	220	117	25	7	1	337	9
		15%	**23%bcdfg**	*11%*	*7%*	*5%*	*11%*	**17%bcdg**	*7%*	**23%ijklmn**	**12%jn**	*6%*	*6%*	*3%*	**18%ijkln**	*5%*
Don't know		**11**	*	3	3	*	-	3	*	1	3	3	-	-	4	-
		*	*	*	**1%a**	*	-	*	*	*	*	*1%*	-	-	*	-
NET Agree		**1044**	381	397	110	91	59	777	150	356	428	152	58	34	783	92
		41%	**40%c**	**41%c**	*31%*	**53%abcf**	**70%abcf**	**40%c**	**59%abcf**	*37%*	**44%hj**	*35%*	*48%*	**77%hijkmn**	*41%*	**56%hijm**
NET Disagree		**846**	397	311	79	40	16	708	56	406	291	112	30	2	697	32
		33%	**42%bcdeg**	**32%ceg**	*23%*	*23%*	*19%*	**37%cdeg**	*22%*	**42%ijklmn**	**30%ln**	**26%l**	**25%l**	*6%*	**36%ijln**	*20%*
Mean		**3.09**	2.95	3.09	3.08	**3.45abcf**	**3.87abcf**	3.02	**3.59abcf**	2.90	**3.14h**	**3.13h**	**3.45hjm**	**4.25hijkmn**	3.02	**3.66hijm**
Std Dev.		**1.28**	1.45	1.18	0.98	1.14	1.38	1.32	1.24	1.43	1.21	1.03	1.24	1.05	1.33	1.24
Std Error		**0.03**	0.05	0.04	0.05	0.09	0.15	0.03	0.08	0.04	0.04	0.05	0.12	0.15	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 50

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**396**	47	344	5	144	229	23	382	11	3	-	396	-
		16%	*21%*	*15%*	*12%*	*18%*	*14%*	*15%*	*15%*	*24%*	*27%*	-	*16%*	-
Slightly agree	(4)	**648**	68	568	12	209	401	38	632	15	1	-	648	-
		25%	*31%*	*25%*	*29%*	*26%*	*25%*	*25%*	*25%*	*32%*	*10%*	-	*26%*	-
Neither agree nor disagree	(3)	**653**	39	600	14	186	413	54	625	12	4	4	642	7
		26%	*18%*	**26%a**	*33%*	*23%*	*26%*	**35%d**	*25%*	*25%*	*41%*	*82%*	*25%*	*83%*
Slightly disagree	(2)	**472**	33	435	4	154	298	20	462	6	2	-	471	1
		18%	*15%*	*19%*	*10%*	*19%*	*19%*	*13%*	*19%*	*13%*	*21%*	-	*19%*	*15%*
Strongly disagree	(1)	**374**	32	335	6	101	255	18	370	3	-	1	373	*
		15%	*15%*	*15%*	*15%*	*13%*	*16%*	*11%*	*15%*	*6%*	-	*18%*	*15%*	*3%*
Don't know		**11**	*	10	-	1	8	2	11	-	-	-	11	-
		*	*	*	-	*	*1%*	*1%*	*	-	-	-	*	-
NET Agree		**1044**	114	913	18	353	630	62	1014	27	4	-	1044	-
		41%	**52%b**	*40%*	*42%*	*44%*	*39%*	*40%*	*41%*	*55%*	*38%*	-	*41%*	-
NET Disagree		**846**	65	770	11	256	553	37	832	9	2	1	843	1
		33%	*30%*	*34%*	*26%*	*32%*	**34%f**	*24%*	*34%*	*19%*	*21%*	*18%*	*33%*	*17%*
Mean		**3.09**	3.29	3.07	3.13	3.18	3.03	3.20	3.08	3.54	3.44	2.64	3.09	2.80
Std Dev.		**1.28**	1.35	1.28	1.23	1.29	1.29	1.19	1.29	1.17	1.17	0.85	1.28	0.50
Std Error		**0.03**	0.09	0.03	0.18	0.04	0.03	0.10	0.03	0.18	0.29	0.49	0.03	0.18

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**396**	67	159	52	119	-	67	-	69	-	90	-	52	-	75	-	44
		16%	*16%*	**19%cd**	*12%*	*14%*	-	*16%*	-	*16%*	-	**23%lp**	-	*12%*	-	*16%*	-	*11%*
Slightly agree	(4)	**648**	88	200	104	257	-	88	-	103	-	97	-	104	-	131	-	127
		25%	*21%*	*24%*	*24%*	**29%a**	-	*21%*	-	*24%*	-	*24%*	-	*24%*	-	*28%*	-	**30%f**
Neither agree nor disagree	(3)	**653**	108	179	125	240	-	108	-	95	-	84	-	125	-	118	-	122
		26%	*26%*	*22%*	**29%b**	**27%b**	-	*26%*	-	*22%*	-	*21%*	-	**29%j**	-	*25%*	-	**29%j**
Slightly disagree	(2)	**472**	88	152	88	144	-	88	-	79	-	74	-	88	-	75	-	69
		18%	*21%*	*18%*	*20%*	*16%*	-	*21%*	-	*18%*	-	*18%*	-	*20%*	-	*16%*	-	*17%*
Strongly disagree	(1)	**374**	60	138	60	115	-	60	-	85	-	54	-	60	-	65	-	50
		15%	*14%*	*17%*	*14%*	*13%*	-	*14%*	-	**20%p**	-	*13%*	-	*14%*	-	*14%*	-	*12%*
Don't know		**11**	4	1	2	4	-	4	-	*	-	1	-	2	-	-	-	4
		*	*1%*	*	*	*	-	*1%*	-	*	-	*	-	*	-	-	-	*1%*
NET Agree		**1044**	155	359	155	376	-	155	-	171	-	187	-	155	-	205	-	171
		41%	*37%*	*43%*	*36%*	*43%*	-	*37%*	-	*40%*	-	**47%fl**	-	*36%*	-	*44%*	-	*41%*
NET Disagree		**846**	148	291	149	259	-	148	-	164	-	127	-	149	-	140	-	119
		33%	*36%*	*35%*	*34%*	*29%*	-	*36%*	-	**38%p**	-	*32%*	-	*34%*	-	*30%*	-	*29%*
Mean		**3.09**	3.03	3.11	3.00	3.14	-	3.03	-	2.98	-	**3.24hl**	-	3.00	-	3.16	-	3.11
Std Dev.		**1.28**	1.29	1.36	1.22	1.23	-	1.29	-	1.36	-	1.35	-	1.22	-	1.28	-	1.18
Std Error		**0.03**	0.06	0.05	0.06	0.04	-	0.06	-	0.07	-	0.07	-	0.06	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	**820**	-	820	392	424	69	83	159	104	156	127	122	152	262	405	249	766	51	852
	32%	-	*32%*	*32%*	*33%*	*21%*	*26%*	**31%e**	*28%*	**35%ef**	**41%efgh**	**47%efghi**	*23%*	**30%l**	**40%lm**	**43%lm**	**33%q**	*23%*	*33%*
Slightly agree (4)	**848**	-	848	414	428	90	105	187	134	135	111	85	195	321	331	197	769	69	842
	33%	-	*33%*	*33%*	*33%*	*27%*	*33%*	*36%*	*36%*	*31%*	*36%*	*33%*	*30%*	*36%*	*33%*	*34%*	*33%*	*31%*	*33%*
Neither agree nor disagree (3)	**506**	-	506	256	250	100	74	104	61	77	54	36	174	165	167	90	441	57	497
	20%	-	*20%*	*21%*	*19%*	**30%ghijk**	**23%k**	*20%*	*16%*	*18%*	*17%*	*14%*	**27%mno**	*19%*	*17%*	*16%*	*19%*	*26%*	*19%*
Slightly disagree (2)	**206**	-	206	87	115	40	31	36	34	41	13	11	71	70	65	24	185	20	216
	8%	-	*8%*	*7%*	*9%*	**12%jk**	**10%j**	*7%*	*9%*	**9%j**	*4%*	*4%*	**11%no**	**8%o**	*6%*	*4%*	*8%*	*9%*	*8%*
Strongly disagree (1)	**145**	-	145	80	65	30	20	30	28	28	7	2	49	59	37	9	121	22	146
	6%	-	*6%*	*6%*	*5%*	**9%jk**	**6%k**	**6%k**	**8%jk**	**6%jk**	*2%*	*1%*	**8%no**	**7%no**	*4%*	*2%*	*5%*	*10%*	*6%*
Don't know	**30**	-	30	12	15	*	9	4	8	4	*	4	10	12	8	4	26	5	28
	1%	-	*1%*	*1%*	*1%*	*	**3%ej**	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Agree	**1667**	-	1667	806	852	159	188	345	238	291	239	207	347	584	736	446	1535	120	1694
	65%	-	*65%*	*65%*	*66%*	*48%*	*58%*	**66%e**	**64%e**	**66%e**	**76%efghi**	**80%efghi**	*53%*	**66%l**	**73%lm**	**78%lm**	**66%q**	*54%*	*66%*
NET Disagree	**350**	-	350	167	180	70	51	66	62	69	20	13	121	128	101	33	307	42	362
	14%	-	*14%*	*13%*	*14%*	**21%gjk**	**16%jk**	**13%jk**	**17%jk**	**16%jk**	*6%*	*5%*	**19%no**	**14%no**	**10%o**	*6%*	*13%*	*19%*	*14%*
Mean	**3.79**	-	3.79	3.77	3.80	3.39	3.64	**3.79e**	**3.70e**	**3.80e**	**4.08efghi**	**4.23efghi**	3.51	**3.75l**	**4.00lm**	**4.15lmn**	**3.82q**	3.49	3.80
Std Dev.	**1.15**	-	1.15	1.16	1.14	1.20	1.16	1.13	1.20	1.20	0.97	0.90	1.19	1.16	1.08	0.94	1.14	1.22	1.16
Std Error	**0.02**	-	0.02	0.03	0.03	0.07	0.07	0.05	0.06	0.05	0.05	0.06	0.05	0.04	0.03	0.04	0.02	0.10	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	820	144	276	193	207	420	400	430	374	124	107	179	186	168	472	125	648
		32%	29%	35%d	36%d	28%	33%	31%	29%	37%g	35%	32%	29%	31%	35%	30%	35%	31%
Slightly agree	(4)	848	185	266	163	234	451	397	502	331	107	111	200	226	153	537	107	702
		33%	38%	34%	30%	32%	35%	31%	34%	33%	30%	33%	32%	37%	32%	34%	30%	34%
Neither agree nor disagree	(3)	506	83	132	98	193	215	291	304	194	78	69	146	102	77	317	78	402
		20%	17%	17%	18%	26%abc	17%	23%e	20%	19%	22%	21%	24%lm	17%	16%	20%	22%	19%
Slightly disagree	(2)	206	46	61	44	54	108	98	131	72	26	28	44	52	41	124	26	169
		8%	9%	8%	8%	7%	8%	8%	9%	7%	7%	9%	7%	9%	9%	8%	7%	8%
Strongly disagree	(1)	145	30	41	28	45	71	74	109	36	17	17	33	39	36	90	17	126
		6%	6%	5%	5%	6%	6%	6%	7%h	4%	5%	5%	5%	6%	8%	6%	5%	6%
Don't know		30	2	12	9	7	14	16	18	10	5	2	15	5	*	21	5	23
		1%	*	1%	2%	1%	1%	1%	1%	1%	1%	*	2%m	1%	*	1%	1%	1%
NET Agree		1667	329	542	356	441	870	797	932	705	231	218	379	412	321	1009	232	1350
		65%	67%d	69%d	66%	60%	68%f	62%	62%	69%g	65%	65%	61%	67%	68%	65%	65%	65%
NET Disagree		350	76	103	73	99	179	172	239	108	43	46	77	91	77	214	43	295
		14%	16%	13%	14%	13%	14%	13%	16%h	11%	12%	14%	13%	15%	16%	14%	12%	14%
Mean		3.79	3.75	3.87d	3.85	3.69	3.82	3.76	3.69	3.93g	3.84	3.79	3.74	3.77	3.79	3.76	3.84	3.77
Std Dev.		1.15	1.16	1.14	1.16	1.14	1.15	1.15	1.19	1.08	1.13	1.14	1.12	1.16	1.23	1.14	1.13	1.16
Std Error		0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.05	0.06	0.03	0.06	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	**820**	676	143	48	691	65	41	23	28	91	61	54	75	74	106	124	78	12	53
		32%	*31%*	**38%a**	*40%*	*32%*	*32%*	*34%*	*33%*	*27%*	*33%*	*29%*	*30%*	*33%*	*31%*	*31%*	*34%*	*35%*	*43%*	*30%*
Slightly agree	(4)	**848**	739	108	30	720	68	36	23	38	82	77	63	77	90	114	108	72	10	58
		33%	*34%*	*29%*	*25%*	*33%*	*33%*	*30%*	*33%*	*37%*	*30%*	*36%*	*35%*	*34%*	*38%*	*33%*	*30%*	*32%*	*35%*	*33%*
Neither agree nor disagree	(3)	**506**	440	66	19	435	39	20	12	21	54	41	40	49	36	72	74	46	2	37
		20%	*20%*	*18%*	*15%*	*20%*	*19%*	*17%*	*17%*	*21%*	*20%*	*19%*	*22%*	*22%*	*15%*	*21%*	*21%*	*20%*	*8%*	*21%*
Slightly disagree	(2)	**206**	172	34	10	169	18	12	7	7	22	18	11	19	25	32	20	16	2	16
		8%	*8%*	*9%*	*8%*	*8%*	*9%*	*10%*	*10%*	*7%*	*8%*	*8%*	*6%*	*8%*	*11%*	*9%*	*5%*	*7%*	*6%*	*9%*
Strongly disagree	(1)	**145**	123	22	14	118	12	11	4	7	16	13	11	7	11	12	29	13	1	11
		6%	*6%*	*6%*	**11%a**	*5%*	*6%*	*9%*	*6%*	*7%*	*6%*	*6%*	*6%*	*3%*	*5%*	*4%*	*8%*	*6%*	*2%*	*6%*
Don't know		**30**	28	2	-	26	2	2	1	1	7	3	3	1	1	4	6	-	2	*
		1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*2%*	-	**6%hlmnpr**	*
NET Agree		**1667**	1416	252	78	1411	133	77	46	65	173	138	116	153	163	220	232	150	22	111
		65%	*65%*	*67%*	*65%*	*65%*	*65%*	*63%*	*67%*	*65%*	*64%*	*65%*	*64%*	*67%*	*69%*	*65%*	*64%*	*67%*	*77%*	*63%*
NET Disagree		**350**	295	55	24	287	30	23	11	14	39	31	21	25	36	44	48	29	2	27
		14%	*14%*	*15%*	*20%*	*13%*	*15%*	**19%d**	*15%*	*14%*	*14%*	*14%*	*12%*	*11%*	*15%*	*13%*	*13%*	*13%*	*9%*	*16%*
Mean		**3.79**	3.78	3.85	3.74	3.80	3.77	3.70	3.80	3.71	3.79	3.74	3.78	3.86	3.80	3.80	3.79	3.83	**4.16hr**	3.72
Std Dev.		**1.15**	1.14	1.19	1.36	1.14	1.17	1.28	1.19	1.16	1.18	1.14	1.12	1.06	1.13	1.09	1.21	1.16	1.02	1.18
Std Error		**0.02**	0.03	0.04	0.07	0.03	0.05	0.06	0.07	0.10	0.10	0.10	0.10	0.09	0.10	0.09	0.10	0.10	0.11	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 51

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	820	494	234	55	24	14	727	37	462	258	78	13	4	720	17
		32%	**52%bcdefg**	**24%cdg**	*16%*	*14%*	*16%*	**38%bcdeg**	*15%*	**48%ijklmn**	**27%jkln**	*18%*	*11%*	*8%*	**38%ijkln**	*10%*
Slightly agree	(4)	848	265	424	97	40	13	690	53	272	405	119	37	8	677	44
		33%	*28%*	**44%acdefg**	*28%*	*23%*	*15%*	**36%acdeg**	*21%*	*28%*	**42%hjlmn**	*28%*	*31%*	*17%*	**35%hjl**	*27%*
Neither agree nor disagree	(3)	506	107	179	140	54	12	286	67	111	185	154	27	10	296	37
		20%	*11%*	**18%a**	**40%abefg**	**32%abef**	*15%*	**15%a**	**26%abf**	*12%*	**19%h**	**36%hikmn**	**22%h**	**23%h**	**15%h**	**23%h**
Slightly disagree	(2)	206	46	69	42	36	12	115	48	55	71	47	24	5	126	29
		8%	*5%*	*7%*	**12%abf**	**21%abcf**	**14%af**	*6%*	**19%abf**	*6%*	*7%*	**11%hm**	**20%hijm**	*11%*	*7%*	**18%hijm**
Strongly disagree	(1)	145	37	50	10	17	31	87	48	52	40	21	14	15	92	30
		6%	*4%*	*5%*	*3%*	**10%acf**	**36%abcdfg**	*5%*	**19%abcf**	*5%*	*4%*	*5%*	**12%hijm**	**35%hijkm**	*5%*	**18%hijm**
Don't know		30	4	11	7	*	2	15	3	4	3	8	5	2	7	7
		1%	*	*1%*	**2%a**	*	**3%a**	*1%*	*1%*	*	*	**2%him**	**4%him**	**5%him**	*	**4%him**
NET Agree		1667	759	658	152	64	27	1417	90	734	663	197	49	11	1396	61
		65%	**80%bcdefg**	**68%cdeg**	*43%*	*37%*	*32%*	**74%bcdeg**	*35%*	**77%ijkln**	**69%jkln**	**46%l**	*41%*	*26%*	**73%jkln**	*37%*
NET Disagree		350	83	119	53	53	43	202	96	107	111	69	39	20	218	59
		14%	*9%*	*12%*	**15%a**	**31%abcf**	**51%abcdf**	*11%*	**37%abcf**	*11%*	*12%*	*16%*	**32%hijm**	**46%hijm**	*11%*	**36%hijm**
Mean		3.79	**4.19bcdefg**	**3.76cdeg**	**3.42deg**	**3.10e**	2.59	**3.97bcdeg**	2.94	**4.09ijklmn**	**3.80jkln**	**3.44kln**	**3.08l**	2.51	**3.95ijkln**	2.93
Std Dev.		1.15	1.07	1.06	1.00	1.18	1.53	1.09	1.32	1.15	1.05	1.07	1.22	1.39	1.11	1.29
Std Error		0.02	0.03	0.03	0.05	0.10	0.17	0.02	0.09	0.04	0.03	0.06	0.12	0.20	0.02	0.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**820**	89	719	13	293	490	37	808	8	2	1	818	1
		32%	**40%b**	*31%*	*30%*	**37%ef**	*31%*	*24%*	*33%*	*16%*	*22%*	*18%*	*32%*	*15%*
Slightly agree	(4)	**848**	75	761	12	264	522	61	828	15	2	3	845	-
		33%	*34%*	*33%*	*28%*	*33%*	*33%*	*40%*	*33%*	*31%*	*24%*	*47%*	*33%*	-
Neither agree nor disagree	(3)	**506**	38	457	11	126	344	35	478	20	3	-	501	5
		20%	*17%*	*20%*	*25%*	*16%*	**21%d**	*23%*	*19%*	*42%*	*27%*	-	*20%*	*62%*
Slightly disagree	(2)	**206**	9	191	6	55	140	11	197	2	3	2	202	2
		8%	*4%*	*8%*	*13%*	*7%*	*9%*	*7%*	*8%*	*5%*	*27%*	*35%*	*8%*	*20%*
Strongly disagree	(1)	**145**	8	135	1	51	88	7	141	4	-	-	145	*
		6%	*4%*	*6%*	*3%*	*6%*	*5%*	*4%*	*6%*	*8%*	-	-	*6%*	*3%*
Don't know		**30**	*	30	*	7	20	3	30	-	-	-	30	-
		1%	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
NET Agree		**1667**	164	1479	24	557	1012	98	1636	22	4	4	1663	1
		65%	**75%b**	*65%*	*58%*	**70%e**	*63%*	*63%*	*66%*	*46%*	*46%*	*65%*	*65%*	*15%*
NET Disagree		**350**	17	326	7	105	227	18	338	6	3	2	347	2
		14%	*8%*	**14%a**	*16%*	*13%*	*14%*	*12%*	*14%*	*12%*	*27%*	*35%*	*14%*	*22%*
Mean		**3.79**	**4.04b**	3.77	3.69	**3.88e**	3.75	3.73	3.80	3.42	3.41	3.47	3.79	3.06
Std Dev.		**1.15**	1.04	1.16	1.14	1.17	1.15	1.05	1.15	1.06	1.16	1.27	1.15	1.03
Std Error		**0.02**	0.07	0.02	0.17	0.04	0.03	0.09	0.02	0.16	0.29	0.73	0.02	0.36

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**820**	138	285	124	273	-	138	-	166	-	120	-	124	-	142	-	131
		32%	*33%*	*34%*	*29%*	*31%*	-	*33%*	-	**39%jl**	-	*30%*	-	*29%*	-	*31%*	-	*32%*
Slightly agree	(4)	**848**	116	300	142	290	-	116	-	160	-	140	-	142	-	159	-	130
		33%	*28%*	**36%a**	*33%*	*33%*	-	*28%*	-	**37%f**	-	*35%*	-	*33%*	-	*34%*	-	*31%*
Neither agree nor disagree	(3)	**506**	83	136	96	192	-	83	-	72	-	64	-	96	-	91	-	100
		20%	*20%*	*16%*	*22%*	**22%b**	-	*20%*	-	*17%*	-	*16%*	-	*22%*	-	*20%*	-	**24%hj**
Slightly disagree	(2)	**206**	39	68	37	61	-	39	-	24	-	44	-	37	-	36	-	25
		8%	*10%*	*8%*	*9%*	*7%*	-	*10%*	-	*6%*	-	**11%hp**	-	*9%*	-	*8%*	-	*6%*
Strongly disagree	(1)	**145**	30	36	26	53	-	30	-	8	-	28	-	26	-	32	-	21
		6%	*7%*	*4%*	*6%*	*6%*	-	**7%h**	-	*2%*	-	**7%h**	-	**6%h**	-	**7%h**	-	*5%*
Don't know		**30**	8	4	7	11	-	8	-	*	-	4	-	7	-	3	-	8
		1%	*2%*	*1%*	*2%*	*1%*	-	**2%h**	-	*	-	*1%*	-	*2%*	-	*1%*	-	**2%h**
NET Agree		**1667**	254	585	266	562	-	254	-	326	-	260	-	266	-	301	-	261
		65%	*61%*	**71%acd**	*62%*	*64%*	-	*61%*	-	**76%fjlnp**	-	*65%*	-	*62%*	-	*65%*	-	*63%*
NET Disagree		**350**	70	104	63	114	-	70	-	32	-	72	-	63	-	68	-	46
		14%	*17%*	*13%*	*15%*	*13%*	-	**17%h**	-	*7%*	-	**18%hp**	-	**15%h**	-	**15%h**	-	*11%*
Mean		**3.79**	3.72	3.89	3.71	3.77	-	3.72	-	**4.05fjlnp**	-	3.71	-	3.71	-	3.74	-	3.80
Std Dev.		**1.15**	1.24	1.10	1.15	1.15	-	1.24	-	0.97	-	1.21	-	1.15	-	1.18	-	1.11
Std Error		**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.05	-	0.06	-	0.06	-	0.06	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	**322**	-	322	188	131	46	44	83	46	46	35	22	91	129	103	57	276	43	294
	13%	-	*13%*	**15%d**	*10%*	*14%*	*14%*	**16%k**	*12%*	*10%*	*11%*	*8%*	*14%*	**14%n**	*10%*	*10%*	*12%*	**19%p**	*11%*
Slightly agree (4)	**711**	-	711	367	342	85	91	158	104	118	86	70	176	261	274	156	652	54	640
	28%	-	*28%*	*30%*	*26%*	*26%*	*28%*	*30%*	*28%*	*27%*	*27%*	*27%*	*27%*	*29%*	*27%*	*27%*	*28%*	*24%*	*25%*
Neither agree nor disagree (3)	**534**	-	534	238	293	92	65	114	64	84	59	57	156	177	200	116	473	55	533
	21%	-	*21%*	*19%*	*23%*	**28%hl**	*20%*	*22%*	*17%*	*19%*	*19%*	*22%*	*24%*	*20%*	*20%*	*20%*	*20%*	*25%*	*21%*
Slightly disagree (2)	**501**	-	501	221	278	40	63	93	83	96	73	54	103	176	222	126	469	33	590
	20%	-	*20%*	*18%*	*21%*	*12%*	*20%*	*18%*	**23%e**	**22%e**	**23%e**	**21%e**	*16%*	*20%*	**22%l**	**22%l**	*20%*	*15%*	*23%*
Strongly disagree (1)	**473**	-	473	221	246	63	58	70	71	93	61	57	121	141	211	118	430	35	509
	19%	-	*19%*	*18%*	*19%*	*19%*	*18%*	*13%*	*19%*	**21%g**	*19%*	**22%g**	*19%*	*16%*	**21%m**	*21%*	*19%*	*16%*	*20%*
Don't know	**13**	-	13	4	7	2	2	2	2	4	-	-	4	4	4	-	9	3	15
	*	-	*	*	*1%*	*1%*	*1%*	*	*	*1%*	-	-	*1%*	*	*	-	*	*2%*	*1%*
NET Agree	**1033**	-	1033	555	473	131	135	241	150	164	121	92	266	390	376	212	928	98	934
	40%	-	*40%*	**45%d**	*36%*	*40%*	*42%*	**46%lk**	*41%*	*37%*	*39%*	*35%*	*41%*	**44%n**	*37%*	*37%*	*40%*	*44%*	*36%*
NET Disagree	**975**	-	975	443	524	104	121	163	154	189	133	111	224	317	433	244	898	68	1099
	38%	-	*38%*	*36%*	*40%*	*32%*	*37%*	*31%*	**42%eg**	**43%eg**	**43%eg**	**43%eg**	*34%*	*36%*	**43%lm**	**43%lm**	*39%*	*30%*	*43%*
Mean	**2.96**	-	2.96	**3.06d**	2.87	3.03	3.00	**3.18hijk**	2.92	2.83	2.88	2.79	**3.02n**	**3.07no**	2.84	2.84	2.95	3.17	2.85
Std Dev.	**1.31**	-	1.31	1.34	1.28	1.32	1.33	1.28	1.33	1.32	1.31	1.29	1.32	1.31	1.31	1.30	1.31	1.34	1.31
Std Error	**0.03**	-	0.03	0.04	0.04	0.08	0.08	0.06	0.07	0.06	0.07	0.09	0.05	0.04	0.04	0.05	0.03	0.11	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	322	79	104	63	77	183	140	221	94	34	33	67	71	94	171	34	267
		13%	16%d	13%	12%	10%	14%	11%	15%h	9%	9%	10%	11%	12%	20%ijkln	11%	9%	13%
Slightly agree	(4)	711	162	216	132	200	378	332	428	269	100	84	143	183	168	409	100	588
		28%	33%c	27%	25%	27%	30%	26%	29%	26%	28%	25%	23%	30%k	35%ijkn	26%	28%	28%
Neither agree nor disagree	(3)	534	78	159	124	173	237	297	300	226	90	68	144	122	76	335	91	417
		21%	16%	20%	23%a	23%a	19%	23%e	20%	22%	25%m	20%	23%m	20%	16%	21%	25%	20%
Slightly disagree	(2)	501	89	158	108	147	247	255	288	209	59	80	156	114	66	350	59	421
		20%	18%	20%	20%	20%	19%	20%	19%	21%	16%	24%m	25%ilm	19%	14%	22%m	16%	20%
Strongly disagree	(1)	473	82	148	108	135	230	243	255	212	68	69	103	119	72	291	68	371
		19%	17%	19%	20%	18%	18%	19%	17%	21%	19%	21%	17%	20%	15%	19%	19%	18%
Don't know		13	1	3	1	7	4	9	3	8	6	1	4	-	*	4	6	5
		*	*	*	*	1%	*	1%	*	1%	2%lmn	*	1%	-	*	*	2%p	*
NET Agree		1033	241	320	195	277	561	472	649	362	134	117	210	254	262	580	134	855
		40%	49%bcd	41%	36%	37%	44%f	37%	43%h	36%	38%	35%	34%	42%k	55%ijkln	37%	38%	41%
NET Disagree		975	171	306	216	282	477	498	543	421	126	149	259	234	137	641	126	792
		38%	35%	39%	40%	38%	37%	39%	36%	41%	35%	44%m	42%m	38%m	29%	41%m	35%	38%
Mean		2.96	3.13cd	2.96	2.88	2.91	3.03	2.90	3.05h	2.82	2.93	2.80	2.86	2.95	3.31ijkln	2.88	2.93	2.98
Std Dev.		1.31	1.35	1.33	1.31	1.27	1.34	1.29	1.32	1.29	1.27	1.29	1.26	1.32	1.34	1.29	1.27	1.31
Std Error		0.03	0.05	0.05	0.06	0.05	0.04	0.04	0.04	0.04	0.07	0.07	0.05	0.05	0.06	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	322	278	45	19	277	24	14	7	12	52	22	23	15	45	62	29	16	2	21
		13%	13%	12%	16%	13%	12%	12%	11%	12%	19%jlop	10%	13%	7%	19%lop	18%lop	8%	7%	9%	12%
Slightly agree	(4)	711	603	107	31	615	48	34	14	26	70	62	42	58	51	101	132	72	5	43
		28%	28%	29%	26%	26%g	24%	28%	20%	26%	26%	29%	23%	26%	22%	30%	36%kmr	32%	19%	24%
Neither agree nor disagree	(3)	534	474	60	16	457	39	25	13	22	58	33	44	52	38	80	87	44	5	34
		21%	22%b	16%	13%	21%	19%	20%	19%	21%	21%	16%	24%	23%	16%	23%	24%	19%	19%	19%
Slightly disagree	(2)	501	427	75	21	398	53	32	18	20	39	53	27	49	57	54	58	41	11	43
		20%	20%	20%	17%	18%	26%d	26%d	26%d	20%	14%	25%l	15%	21%	24%l	16%	16%	18%	38%hiklnop	24%kn
Strongly disagree	(1)	473	385	88	33	401	39	17	16	21	51	43	45	52	43	40	53	53	4	35
		19%	18%	24%a	28%a	19%	19%	14%	23%f	21%n	19%	20%	25%no	23%n	18%	12%	15%	23%n	16%	20%n
Don't know		13	12	1	-	11	*	1	1	-	2	1	-	2	1	3	2	-	-	*
		*	1%	*	-	1%	*	1%	1%e	-	1%	1%	-	1%	1%	1%	*	-	-	*
NET Agree		1033	881	152	50	891	72	48	21	38	122	84	65	73	97	163	161	88	8	64
		40%	40%	40%	42%	41%g	35%	39%	31%	37%	45%l	39%	36%	32%	41%	48%lqr	45%l	39%	28%	37%
NET Disagree		975	812	163	54	799	93	49	34	41	90	95	72	101	101	94	111	94	15	78
		38%	37%	43%	45%	37%	46%d	40%	49%df	41%n	33%	45%no	40%n	44%no	42%no	28%	31%	42%n	54%ino	44%ino
Mean		2.96	2.98	2.85	2.84	2.98g	2.82	2.97g	2.69	2.87	3.12l	2.85	2.84	2.71	2.99	3.27hjklpqr	3.08l	2.81	2.67	2.85
Std Dev.		1.31	1.30	1.37	1.47	1.32	1.31	1.25	1.33	1.33	1.39	1.32	1.37	1.26	1.40	1.27	1.20	1.30	1.22	1.33
Std Error		0.03	0.03	0.05	0.08	0.04	0.06	0.06	0.07	0.12	0.12	0.11	0.12	0.10	0.12	0.10	0.10	0.11	0.13	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 52

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	322	188	95	12	18	9	283	27	162	94	33	24	7	256	31
		13%	**20%bcdfg**	**10%c**	*3%*	**11%c**	**11%c**	**15%bc**	**11%c**	**17%ij**	*10%*	*8%*	**20%ij**	*16%*	**13%ij**	**19%ij**
Slightly agree	(4)	711	271	299	72	45	16	570	61	233	303	112	33	12	536	45
		28%	**28%c**	**31%c**	*20%*	*26%*	*19%*	**30%c**	*24%*	*24%*	**31%h**	*26%*	*27%*	*27%*	*28%*	*27%*
Neither agree nor disagree	(3)	534	136	200	139	41	12	336	53	141	207	151	18	6	348	23
		21%	*14%*	**21%a**	**39%abdefg**	**24%a**	*15%*	*17%*	*21%*	*15%*	**21%h**	**35%hiklmn**	*15%*	*13%*	*18%*	*14%*
Slightly disagree	(2)	501	140	230	78	42	10	370	52	167	227	68	35	3	394	38
		20%	*15%*	**24%aef**	**22%a**	**25%a**	*11%*	**19%a**	*20%*	*17%*	**24%hjl**	*16%*	**29%hjl**	*8%*	*21%*	*23%*
Strongly disagree	(1)	473	218	142	49	25	32	360	57	251	127	61	11	16	378	27
		19%	**23%bc**	*15%*	*14%*	*15%*	**38%abcdfg**	**19%b**	**22%bc**	**26%ijkmn**	*13%*	*14%*	*9%*	**36%ijkmn**	**20%ik**	*16%*
Don't know		13	*	1	2	-	5	1	5	*	4	4	-	-	4	-
		*	*	*	**1%f**	-	**6%abcdf**	*	**2%abf**	*	*	**1%h**	-	-	*	-
NET Agree		1033	459	394	83	63	25	853	88	395	397	144	57	19	793	76
		40%	**48%bcdeg**	**41%c**	*24%*	**37%c**	*30%*	**44%ceg**	**34%c**	**41%j**	*41%*	*34%*	**47%j**	*43%*	**41%j**	**46%j**
NET Disagree		975	359	372	127	67	42	730	109	418	354	129	46	19	772	65
		38%	*38%*	*38%*	*36%*	*39%*	*50%*	*38%*	*43%*	**44%ij**	*37%*	*30%*	*38%*	*43%*	**40%j**	*39%*
Mean		2.96	**3.07ceg**	**2.98ce**	2.77	2.93	2.50	**3.02ce**	2.80	2.88	3.01	2.97	3.21	2.80	2.95	3.10
Std Dev.		1.31	1.46	1.24	1.04	1.23	1.48	1.35	1.33	1.46	1.22	1.14	1.30	1.56	1.35	1.38
Std Error		0.03	0.05	0.04	0.06	0.10	0.16	0.03	0.09	0.05	0.04	0.06	0.13	0.22	0.03	0.11

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**322**	54	258	10	129	169	24	313	7	3	-	322	-
		13%	***25%b***	*11%*	*23%*	***16%e***	*11%*	*16%*	*13%*	*14%*	*29%*	-	*13%*	-
Slightly agree	(4)	**711**	61	640	9	210	449	51	687	19	*	3	706	2
		28%	*28%*	*28%*	*22%*	*26%*	*28%*	*33%*	*28%*	*39%*	*2%*	*47%*	*28%*	*20%*
Neither agree nor disagree	(3)	**534**	40	477	17	171	326	37	511	13	2	2	526	6
		21%	*18%*	*21%*	*39%*	*22%*	*20%*	*24%*	*21%*	*26%*	*16%*	*35%*	*21%*	*78%*
Slightly disagree	(2)	**501**	27	470	4	144	335	22	493	6	3	-	501	-
		20%	*12%*	***21%a***	*9%*	*18%*	*21%*	*14%*	*20%*	*13%*	*27%*	-	*20%*	-
Strongly disagree	(1)	**473**	34	436	3	136	318	19	467	2	2	1	472	*
		19%	*16%*	*19%*	*7%*	*17%*	*20%*	*12%*	*19%*	*5%*	*26%*	*18%*	*19%*	*3%*
Don't know		**13**	2	11	-	4	7	1	11	2	-	-	13	-
		*	*1%*	*	-	*1%*	*	*1%*	*	*4%*	-	-	*	-
NET Agree		**1033**	116	898	19	339	618	75	1000	26	3	3	1029	2
		40%	***53%b***	*39%*	*45%*	*43%*	*39%*	*49%*	*40%*	*53%*	*31%*	*47%*	*40%*	*20%*
NET Disagree		**975**	61	907	7	281	653	41	960	8	5	1	974	*
		38%	*28%*	***40%a***	*16%*	*35%*	***41%f***	*26%*	*39%*	*17%*	*53%*	*18%*	*38%*	*3%*
Mean		**2.96**	**3.34b**	2.92	3.45	**3.06e**	2.88	**3.26e**	2.95	3.46	2.81	3.11	2.96	3.14
Std Dev.		**1.31**	1.39	1.30	1.16	1.34	1.30	1.24	1.32	1.06	1.66	1.20	1.32	0.58
Std Error		**0.03**	0.09	0.03	0.17	0.05	0.03	0.10	0.03	0.17	0.41	0.69	0.03	0.20

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**322**	43	126	67	86	-	43	-	69	-	57	-	67	-	55	-	31
		13%	*10%*	**15%d**	**16%d**	*10%*	-	*10%*	-	**16%p**	-	**14%p**	-	**16%p**	-	*12%*	-	*8%*
Slightly agree	(4)	**711**	114	232	111	253	-	114	-	120	-	112	-	111	-	126	-	127
		28%	*28%*	*28%*	*26%*	*29%*	-	*28%*	-	*28%*	-	*28%*	-	*26%*	-	*27%*	-	*31%*
Neither agree nor disagree	(3)	**534**	84	166	97	187	-	84	-	85	-	81	-	97	-	102	-	85
		21%	*20%*	*20%*	*22%*	*21%*	-	*20%*	-	*20%*	-	*20%*	-	*22%*	-	*22%*	-	*21%*
Slightly disagree	(2)	**501**	109	135	79	179	-	109	-	68	-	66	-	79	-	90	-	89
		20%	**26%b**	*16%*	*18%*	*20%*	-	**26%hl**	-	*16%*	-	*17%*	-	*18%*	-	*19%*	-	*21%*
Strongly disagree	(1)	**473**	62	167	76	169	-	62	-	87	-	80	-	76	-	88	-	81
		19%	*15%*	*20%*	*18%*	*19%*	-	*15%*	-	*20%*	-	*20%*	-	*18%*	-	*19%*	-	*20%*
Don't know		**13**	3	4	*	5	-	3	-	1	-	4	-	*	-	4	-	2
		*****	*1%*	*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*
NET Agree		**1033**	157	358	178	339	-	157	-	190	-	169	-	178	-	181	-	159
		40%	*38%*	*43%*	*41%*	*39%*	-	*38%*	-	*44%*	-	*42%*	-	*41%*	-	*39%*	-	*38%*
NET Disagree		**975**	171	301	155	347	-	171	-	155	-	146	-	155	-	177	-	170
		38%	*41%*	*36%*	*36%*	*40%*	-	*41%*	-	*36%*	-	*37%*	-	*36%*	-	*38%*	-	*41%*
Mean		**2.96**	2.92	3.02	3.03	2.90	-	2.92	-	3.04	-	3.00	-	3.03	-	2.94	-	2.85
Std Dev.		**1.31**	1.25	1.37	1.33	1.28	-	1.25	-	1.38	-	1.36	-	1.33	-	1.31	-	1.26
Std Error		**0.03**	0.06	0.05	0.06	0.04	-	0.06	-	0.07	-	0.07	-	0.06	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 53

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	571	-	571	288	279	50	58	123	69	120	91	59	108	193	270	150	520	43	566
	22%	-	22%	23%	22%	15%	18%	24%e	19%	27%efh	29%efh	23%	17%	22%	27%l	26%l	23%	19%	22%
Slightly agree (4)	870	-	870	399	465	127	104	180	134	141	101	83	231	314	325	184	777	91	879
	34%	-	34%	32%	36%	39%	32%	35%	36%	32%	32%	32%	35%	35%	32%	32%	34%	41%	34%
Neither agree nor disagree (3)	638	-	638	322	311	99	88	131	85	88	66	80	188	216	234	146	577	51	636
	25%	-	25%	26%	24%	30%l	27%	25%	23%	20%	21%	31%l	29%	24%	23%	26%	25%	23%	25%
Slightly disagree (2)	273	-	273	124	149	25	42	53	45	52	30	26	67	99	108	56	253	19	301
	11%	-	11%	10%	11%	8%	13%	10%	12%	12%	10%	10%	10%	11%	11%	10%	11%	9%	12%
Strongly disagree (1)	182	-	182	96	86	23	27	31	30	37	23	11	50	61	71	34	168	13	181
	7%	-	7%	8%	7%	7%	8%	6%	8%	8%	7%	4%	8%	7%	7%	6%	7%	6%	7%
Don't know	20	-	20	12	7	5	3	*	7	2	1	1	8	7	5	3	14	6	18
	1%	-	1%	1%	1%	2%g	1%	*	2%g	1%	*	1%	1%	1%	1%	*	1%	3%p	1%
NET Agree	1441	-	1441	686	745	177	162	303	203	261	192	142	339	506	595	334	1296	135	1445
	56%	-	56%	55%	57%	54%	50%	58%	55%	59%	61%f	55%	52%	57%	59%l	58%	56%	60%	56%
NET Disagree	455	-	455	220	234	47	69	85	75	89	53	36	116	160	179	90	421	32	482
	18%	-	18%	18%	18%	14%	21%	16%	20%	20%	17%	14%	18%	18%	18%	16%	18%	14%	19%
Mean	3.54	-	3.54	3.54	3.55	3.48	3.39	3.60	3.46	3.58	3.66f	3.60	3.44	3.54	3.61l	3.63l	3.53	3.61	3.53
Std Dev.	1.16	-	1.16	1.18	1.15	1.06	1.17	1.13	1.17	1.24	1.20	1.07	1.12	1.15	1.19	1.15	1.17	1.08	1.16
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.07	0.05	0.06	0.06	0.06	0.07	0.05	0.04	0.04	0.05	0.02	0.09	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	571	119	184	121	147	303	268	328	229	84	69	125	121	134	314	84	451
		22%	24%	23%	23%	20%	24%	21%	22%	23%	24%	21%	20%	20%	28%kln	20%	24%	22%
Slightly agree	(4)	870	195	259	179	237	455	415	526	336	93	121	208	241	151	570	93	735
		34%	40%d	33%	33%	32%	36%	33%	35%	33%	26%	36%l	34%	39%l	32%	36%l	26%	36%o
Neither agree nor disagree	(3)	638	99	168	128	243	267	371	356	274	124	93	164	111	108	367	125	485
		25%	20%	21%	24%	33%abc	21%	29%e	24%	27%	35%klmn	28%l	27%l	18%	23%	24%l	35%p	23%
Slightly disagree	(2)	273	44	103	58	68	147	127	165	102	25	32	73	86	46	191	25	240
		11%	9%	13%	11%	9%	11%	10%	11%	10%	7%	10%	12%	14%l	10%	12%l	7%	12%
Strongly disagree	(1)	182	31	70	43	37	102	80	112	65	26	16	43	48	34	107	26	145
		7%	6%	9%d	8%	5%	8%	6%	8%	6%	7%	5%	7%	8%	7%	7%	7%	7%
Don't know		20	2	3	7	8	5	15	7	12	5	3	5	4	2	12	5	14
		1%	*	*	1%	1%	*	1%	*	1%	1%	1%	1%	1%	*	1%	1%	1%
NET Agree		1441	314	443	300	383	757	683	854	565	177	190	333	361	286	884	177	1186
		56%	64%bcd	56%	56%	52%	59%f	54%	57%	56%	50%	57%	54%	59%l	60%l	57%	49%	57%o
NET Disagree		455	75	173	101	105	248	207	277	167	51	48	115	135	80	298	51	385
		18%	15%	22%ad	19%	14%	19%	16%	19%	16%	14%	14%	19%	22%lj	17%	19%	14%	19%
Mean		3.54	3.67	3.49	3.52	3.53	3.56	3.53	3.53	3.56	3.53	3.59	3.49	3.49	3.65	3.51	3.52	3.54
Std Dev.		1.16	1.13	1.23	1.19	1.07	1.20	1.12	1.17	1.14	1.14	1.07	1.15	1.19	1.19	1.15	1.14	1.16
Std Error		0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.06	0.03	0.06	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	**571**	501	69	19	479	45	29	18	23	68	49	34	42	67	75	76	44	5	40
		22%	*23%*	*18%*	*16%*	*22%*	*22%*	*24%*	*25%*	*23%*	*25%*	*23%*	*19%*	*19%*	*28%*	*22%*	*21%*	*19%*	*17%*	*23%*
Slightly agree	(4)	**870**	736	134	49	743	69	37	21	33	86	71	73	83	73	135	112	77	11	58
		34%	*34%*	*36%*	*41%*	*34%*	*34%*	*30%*	*30%*	*33%*	*32%*	*33%*	*41%*	*36%*	*31%*	*40%*	*31%*	*34%*	*39%*	*33%*
Neither agree nor disagree	(3)	**638**	538	100	23	542	49	30	17	25	47	55	46	67	46	81	111	64	5	45
		25%	*25%*	*27%*	*19%*	*25%*	*24%*	*25%*	*24%*	*25%*	*17%*	*26%*	*26%*	**29%l**	*19%*	*24%*	**31%lm**	**28%l**	*17%*	*25%*
Slightly disagree	(2)	**273**	237	36	14	221	30	14	8	9	29	22	13	27	39	20	36	27	6	24
		11%	*11%*	*10%*	*12%*	*10%*	**14%d**	*12%*	*12%*	*9%*	*10%*	*10%*	*7%*	*12%*	**16%kn**	*6%*	*10%*	*12%*	**20%kn**	**14%n**
Strongly disagree	(1)	**182**	147	35	15	155	11	10	5	10	36	16	12	9	11	27	22	12	2	9
		7%	*7%*	*9%*	*12%*	*7%*	*6%*	*8%*	*8%*	**10%l**	**13%lmopr**	*7%*	*7%*	*4%*	*5%*	*8%*	*6%*	*5%*	*7%*	*5%*
Don't know		**20**	20	*	-	18	*	1	1	-	7	1	1	-	1	2	4	2	-	*
		1%	*1%*	*	-	*1%*	*	*1%*	**1%e**	-	*2%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	*
NET Agree		**1441**	1237	203	68	1222	114	66	38	56	155	119	108	125	140	211	188	120	16	98
		56%	*57%*	*54%*	*57%*	*57%*	*56%*	*54%*	*55%*	*56%*	*57%*	*56%*	*60%*	*55%*	*59%*	*62%*	*52%*	*53%*	*56%*	*56%*
NET Disagree		**455**	384	71	29	376	41	24	14	19	64	37	25	37	50	47	58	39	8	33
		18%	*18%*	*19%*	*24%*	*17%*	*20%*	*20%*	*20%*	*19%*	**24%n**	*17%*	*14%*	*16%*	*21%*	*14%*	*16%*	*17%*	*27%*	*19%*
Mean		**3.54**	3.56	3.44	3.36	3.55	3.52	3.51	3.54	3.50	3.46	3.55	3.58	3.53	3.62	3.62	3.52	3.51	3.40	3.54
Std Dev.		**1.16**	1.16	1.17	1.23	1.16	1.15	1.22	1.22	1.23	1.34	1.16	1.09	1.05	1.19	1.13	1.12	1.10	1.20	1.14
Std Error		**0.02**	0.03	0.04	0.06	0.03	0.05	0.06	0.07	0.11	0.11	0.10	0.10	0.09	0.10	0.09	0.09	0.09	0.13	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	571	237	198	55	49	31	435	80	236	197	81	29	16	433	45
		22%	25%c	20%	16%	29%c	36%bcf	23%c	31%bcf	25%	20%	19%	24%	37%ij	23%	28%
Slightly agree	(4)	870	292	398	95	58	20	690	79	289	405	122	31	14	694	44
		34%	31%	41%acefg	27%	34%	24%	36%ac	31%	30%	42%hjkmn	29%	25%	31%	36%hl	27%
Neither agree nor disagree	(3)	638	190	214	165	35	20	404	56	206	226	157	29	4	432	33
		25%	20%	22%	47%abdefg	21%	24%	21%	22%	22%	23%	37%hilmn	24%	9%	23%	20%
Slightly disagree	(2)	273	126	106	20	19	3	231	22	116	89	43	20	5	205	25
		11%	13%c	11%c	6%	11%	4%	12%c	9%	12%	9%	10%	16%	12%	11%	15%
Strongly disagree	(1)	182	105	44	13	10	8	149	17	105	39	23	7	5	144	13
		7%	11%bcf	5%	4%	6%	9%	8%bc	7%	11%ijm	4%	5%	6%	12%il	7%l	8%
Don't know		20	3	7	4	-	2	10	2	3	7	3	4	-	9	4
		1%	*	1%	1%	-	2%	1%	1%	*	1%	1%	3%him	-	*	3%hm
NET Agree		1441	529	596	150	107	51	1125	158	525	602	203	60	30	1127	89
		56%	56%c	62%ac	43%	63%c	61%c	59%c	62%c	55%	63%hjk	47%	50%	67%j	59%j	54%
NET Disagree		455	231	150	33	29	11	380	39	222	128	66	27	10	349	37
		18%	24%bcfg	15%c	9%	17%	13%	20%bc	15%	23%ijm	13%	15%	22%ij	24%	18%l	23%l
Mean		3.54	3.45	3.63a	3.46	3.69	3.77	3.54	3.72ac	3.46	3.66hj	3.46	3.47	3.68	3.56	3.53
Std Dev.		1.16	1.29	1.07	0.95	1.17	1.25	1.19	1.19	1.29	1.03	1.07	1.22	1.40	1.17	1.27
Std Error		0.02	0.04	0.03	0.05	0.10	0.14	0.03	0.08	0.04	0.03	0.06	0.12	0.20	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**571**	51	508	11	192	358	20	565	3	3	-	571	*
		22%	*23%*	*22%*	*26%*	**24%f**	**22%f**	*13%*	*23%*	*6%*	*27%*	-	*22%*	*1%*
Slightly agree	(4)	**870**	83	781	6	268	539	63	844	22	*	3	866	1
		34%	*38%*	*34%*	*13%*	*34%*	*34%*	*41%*	*34%*	*45%*	*3%*	*47%*	*34%*	*15%*
Neither agree nor disagree	(3)	**638**	48	569	21	206	381	50	613	15	2	3	630	5
		25%	*22%*	*25%*	*49%*	*26%*	*24%*	*33%*	*25%*	*32%*	*17%*	*53%*	*25%*	*62%*
Slightly disagree	(2)	**273**	16	256	2	61	203	10	266	6	1	-	273	-
		11%	*7%*	*11%*	*5%*	*8%*	**13%d**	*6%*	*11%*	*13%*	*16%*	-	*11%*	-
Strongly disagree	(1)	**182**	20	159	3	63	109	10	176	2	4	-	182	*
		7%	*9%*	*7%*	*6%*	*8%*	*7%*	*6%*	*7%*	*3%*	*37%*	-	*7%*	*3%*
Don't know		**20**	*	19	*	5	14	1	18	-	-	-	18	2
		1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*20%*
NET Agree		**1441**	135	1289	17	460	897	83	1409	25	3	3	1437	1
		56%	*62%*	*56%*	*40%*	*58%*	*56%*	*54%*	*57%*	*52%*	*30%*	*47%*	*57%*	*15%*
NET Disagree		**455**	36	415	5	124	311	19	442	8	5	-	455	*
		18%	*16%*	*18%*	*11%*	*16%*	*19%*	*13%*	*18%*	*16%*	*53%*	-	*18%*	*3%*
Mean		**3.54**	3.59	3.54	3.49	3.59	3.53	3.49	3.55	3.38	2.67	3.47	3.54	3.13
Std Dev.		**1.16**	1.19	1.16	1.13	1.17	1.17	1.02	1.16	0.92	1.73	0.55	1.16	0.64
Std Error		**0.02**	0.08	0.02	0.17	0.04	0.03	0.08	0.02	0.14	0.43	0.32	0.02	0.24

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**571**	76	195	87	213	-	76	-	106	-	90	-	87	-	115	-	98
		22%	*18%*	*24%*	*20%*	*24%*	-	*18%*	-	*25%*	-	*22%*	-	*20%*	-	*25%*	-	*23%*
Slightly agree	(4)	**870**	140	291	133	306	-	140	-	134	-	157	-	133	-	151	-	155
		34%	*34%*	*35%*	*31%*	*35%*	-	*34%*	-	*31%*	-	*39%*	-	*31%*	-	*32%*	-	*37%*
Neither agree nor disagree	(3)	**638**	122	181	131	204	-	122	-	108	-	73	-	131	-	108	-	96
		25%	**29%b**	*22%*	**30%bd**	*23%*	-	**29%j**	-	*25%*	-	*18%*	-	**30%j**	-	*23%*	-	*23%*
Slightly disagree	(2)	**273**	40	77	55	101	-	40	-	44	-	33	-	55	-	56	-	45
		11%	*10%*	*9%*	*13%*	*11%*	-	*10%*	-	*10%*	-	*8%*	-	*13%*	-	*12%*	-	*11%*
Strongly disagree	(1)	**182**	30	80	24	48	-	30	-	37	-	43	-	24	-	30	-	17
		7%	*7%*	**10%d**	*6%*	*5%*	-	*7%*	-	**9%p**	-	**11%lp**	-	*6%*	-	*7%*	-	*4%*
Don't know		**20**	7	3	1	8	-	7	-	*	-	3	-	1	-	4	-	4
		1%	*2%*	*	*	*1%*	-	*2%*	-	*	-	*1%*	-	*	-	*1%*	-	*1%*
NET Agree		**1441**	215	487	220	519	-	215	-	240	-	247	-	220	-	266	-	253
		56%	*52%*	*59%*	*51%*	**59%c**	-	*52%*	-	*56%*	-	**62%fl**	-	*51%*	-	*57%*	-	**61%l**
NET Disagree		**455**	70	158	79	148	-	70	-	81	-	76	-	79	-	86	-	63
		18%	*17%*	*19%*	*18%*	*17%*	-	*17%*	-	*19%*	-	*19%*	-	*18%*	-	*19%*	-	*15%*
Mean		**3.54**	3.47	3.54	3.47	3.62	-	3.47	-	3.53	-	3.55	-	3.47	-	3.58	-	3.66
Std Dev.		**1.16**	1.12	1.22	1.12	1.13	-	1.12	-	1.21	-	1.23	-	1.12	-	1.18	-	1.08
Std Error		**0.02**	0.05	0.04	0.05	0.04	-	0.05	-	0.06	-	0.06	-	0.05	-	0.06	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	**737**	-	737	370	364	60	77	177	99	119	123	82	137	276	324	205	674	61	774
	29%	-	*29%*	*30%*	*28%*	*18%*	*24%*	**34%ef**	*27%*	**27%e**	**39%efhi**	**32%e**	*21%*	**31%l**	**32%l**	**36%l**	*29%*	*27%*	*30%*
Slightly agree (4)	**1155**	-	1155	551	596	152	144	232	180	201	123	122	297	413	445	245	1043	103	1171
	45%	-	*45%*	*44%*	*46%*	*46%*	*45%*	*45%*	*49%*	*46%*	*39%*	*47%*	*46%*	*46%*	*44%*	*43%*	*45%*	*46%*	*45%*
Neither agree nor disagree (3)	**369**	-	369	191	176	75	76	68	46	58	26	21	151	114	104	47	317	44	340
	14%	-	*14%*	*15%*	*14%*	**23%ghijk**	**23%ghijk**	*13%*	*12%*	*13%*	*8%*	*8%*	**23%mno**	**13%o**	*10%*	*8%*	*14%*	*20%*	*13%*
Slightly disagree (2)	**187**	-	187	79	108	23	15	19	34	39	30	26	38	54	95	56	177	10	183
	7%	-	*7%*	*6%*	*8%*	*7%*	*5%*	*4%*	**9%g**	**9%g**	**9%g**	**10%g**	*6%*	*6%*	**9%m**	*10%*	*8%*	*4%*	*7%*
Strongly disagree (1)	**92**	-	92	45	47	16	7	19	10	21	12	8	23	28	41	21	86	5	99
	4%	-	*4%*	*4%*	*4%*	*5%*	*2%*	*4%*	*3%*	*5%*	*4%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*2%*	*4%*
Don't know	**14**	-	14	5	6	2	4	4	*	4	-	-	6	4	4	-	12	2	14
	1%	-	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	-	-	*1%*	*	*	-	*1%*	*1%*	*1%*
NET Agree	**1892**	-	1892	921	959	213	221	410	279	319	246	204	434	689	769	450	1717	163	1945
	74%	-	*74%*	*74%*	*74%*	*65%*	*69%*	**79%ef**	**76%e**	*72%*	**78%ef**	**79%ef**	*67%*	**78%l**	**76%l**	**79%l**	*74%*	*73%*	*75%*
NET Disagree	**279**	-	279	123	155	39	22	38	44	60	42	34	61	82	136	76	263	15	282
	11%	-	*11%*	*10%*	*12%*	*12%*	*7%*	*7%*	*12%*	**14%fg**	**13%fg**	*13%*	*9%*	*9%*	**13%m**	*13%*	*11%*	*7%*	*11%*
Mean	**3.89**	-	3.89	3.91	3.87	3.67	3.85	**4.03efi**	**3.88e**	3.82	**4.00e**	**3.94e**	3.75	**3.97l**	**3.91l**	**3.97l**	3.89	3.92	3.91
Std Dev.	**1.02**	-	1.02	1.01	1.03	1.01	0.91	0.98	0.99	1.07	1.10	1.04	0.97	0.99	1.08	1.07	1.03	0.92	1.03
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.05	0.06	0.07	0.04	0.03	0.03	0.04	0.02	0.08	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	**737**	135	232	171	199	367	370	418	308	93	105	170	165	170	440	93	614
		29%	*27%*	*29%*	*32%*	*27%*	*29%*	*29%*	*28%*	*30%*	*26%*	*31%*	*28%*	*27%*	**36%klkn**	*28%*	*26%*	*30%*
Slightly agree	(4)	**1155**	230	354	225	346	584	571	697	446	145	154	291	303	189	748	146	954
		45%	*47%*	*45%*	*42%*	*47%*	*46%*	*45%*	*47%*	*44%*	*41%*	*46%*	*47%*	**50%lm**	*40%*	**48%m**	*41%*	*46%*
Neither agree nor disagree	(3)	**369**	76	94	75	125	170	199	222	137	67	49	85	81	64	216	67	284
		14%	*15%*	*12%*	*14%*	**17%b**	*13%*	*16%*	*15%*	*13%*	*19%*	*15%*	*14%*	*13%*	*13%*	*14%*	*19%*	*14%*
Slightly disagree	(2)	**187**	37	71	44	36	107	79	109	73	27	13	50	42	32	106	27	146
		7%	*7%*	**9%d**	*8%*	*5%*	*8%*	*6%*	*7%*	*7%*	*8%*	*4%*	*8%*	*7%*	*7%*	*7%*	*8%*	*7%*
Strongly disagree	(1)	**92**	13	34	18	28	46	46	44	45	19	10	17	18	21	45	19	66
		4%	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*
Don't know		**14**	*	3	4	7	3	11	3	10	6	2	4	-	-	6	6	6
		1%	*	*	*1%*	*1%*	*	*1%*	*	**1%g**	**2%lmn**	*1%*	*1%*	-	-	*	**2%p**	*
NET Agree		**1892**	365	586	396	545	951	941	1115	753	238	259	461	469	359	1188	239	1568
		74%	*74%*	*74%*	*74%*	*74%*	*74%*	*74%*	*75%*	*74%*	*67%*	**78%l**	**75%l**	**77%l**	**75%l**	**76%l**	*67%*	**76%o**
NET Disagree		**279**	49	105	62	63	154	125	153	118	46	24	67	60	52	151	46	212
		11%	*10%*	**13%d**	*12%*	*9%*	*12%*	*10%*	*10%*	*12%*	*13%*	*7%*	*11%*	*10%*	*11%*	*10%*	*13%*	*10%*
Mean		**3.89**	3.89	3.87	3.92	3.89	3.88	3.90	3.90	3.89	3.76	**3.99i**	3.89	3.91	3.96	**3.92i**	3.76	**3.92o**
Std Dev.		**1.02**	0.98	1.07	1.04	0.98	1.04	1.01	0.99	1.06	1.09	0.95	0.99	0.97	1.07	0.98	1.09	1.00
Std Error		**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	737	604	133	36	624	52	39	22	25	87	72	63	67	65	83	90	72	11	41
		29%	28%	35%a	30%	29%	25%	32%	32%	25%	32%	34%r	35%r	29%	27%	24%	25%	32%	39%r	23%
Slightly agree	(4)	1155	1008	147	53	965	104	56	30	48	111	82	69	110	105	161	187	93	14	90
		45%	46%b	39%	44%	45%	51%	46%	44%	47%	41%	38%	38%	48%	44%	47%	52%jk	41%	48%	51%jk
Neither agree nor disagree	(3)	369	321	48	7	320	31	12	7	14	34	33	33	35	33	59	47	32	1	29
		14%	15%c	13%	6%	15%f	15%	10%	10%	14%	12%	16%	18%	15%	14%	17%	13%	14%	5%	17%
Slightly disagree	(2)	187	155	32	17	157	13	12	5	9	24	14	11	13	17	28	22	19	1	12
		7%	7%	8%	14%a	7%	7%	10%	8%	9%	9%	7%	6%	6%	7%	8%	6%	8%	5%	7%
Strongly disagree	(1)	92	78	14	8	80	4	4	4	4	16	9	3	3	11	10	13	10	1	4
		4%	4%	4%	6%	4%	2%	3%	6%e	4%	6%l	4%	2%	1%	4%	3%	4%	4%	3%	2%
Don't know		14	12	2	-	13	1	-	1	-	-	3	1	-	7	-	2	-	-	1
		1%	1%	*	-	1%	*	-	1%f	-	-	1%	1%	-	3%n	-	*	-	-	*
NET Agree		1892	1612	280	88	1590	155	95	52	73	198	153	132	177	170	244	277	165	25	131
		74%	74%	75%	73%	74%	76%	78%	75%	72%	73%	72%	73%	78%	72%	72%	77%	73%	87%	74%
NET Disagree		279	233	46	25	236	18	15	9	14	40	24	14	16	28	38	35	28	2	15
		11%	11%	12%	20%a	11%	9%	13%	13%	14%	15%l	11%	8%	7%	12%	11%	10%	13%	8%	9%
Mean		3.89	3.88	3.95	3.76	3.88	3.91	3.94	3.89	3.79	3.84	3.91	3.99	3.99	3.85	3.82	3.89	3.89	4.14	3.87
Std Dev.		1.02	1.01	1.08	1.20	1.03	0.93	1.04	1.13	1.06	1.14	1.08	0.98	0.89	1.06	0.99	0.97	1.08	0.96	0.92
Std Error		0.02	0.02	0.04	0.06	0.03	0.04	0.05	0.06	0.09	0.10	0.09	0.09	0.07	0.09	0.08	0.08	0.09	0.11	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	737	425	208	58	30	15	633	44	401	221	73	19	15	622	34
		29%	45%bcdefg	21%	16%	17%	17%	33%bcdeg	17%	42%ijkmn	23%	17%	16%	34%jk	32%ijkn	20%
Slightly agree	(4)	1155	399	530	112	79	31	929	110	412	523	156	38	14	935	51
		45%	42%c	55%acefg	32%	46%c	37%	48%ac	43%c	43%n	54%hjklmn	36%	31%	32%	49%hjkn	31%
Neither agree nor disagree	(3)	369	65	132	122	26	14	197	40	75	110	145	24	4	184	28
		14%	7%	14%af	35%abdefg	15%a	17%a	10%a	16%a	8%	11%h	34%hiklmn	20%hm	9%	10%	17%hm
Slightly disagree	(2)	187	39	74	45	20	8	113	28	41	81	41	21	2	121	23
		7%	4%	8%a	13%abf	12%af	10%	6%	11%af	4%	8%h	10%h	17%hijm	4%	6%	14%hm
Strongly disagree	(1)	92	24	23	11	14	16	47	31	23	27	11	17	9	51	26
		4%	3%	2%	3%	8%abcf	19%abcf	2%	12%abcf	2%	3%	3%	14%hijm	21%hijm	3%	16%hijm
Don't know		14	*	1	5	3	-	1	3	3	1	2	3	-	4	3
		1%	*	*	1%abf	2%abf	-	*	1%af	*	*	*	2%im	-	*	2%im
NET Agree		1892	825	738	169	109	46	1562	154	813	744	229	56	29	1557	85
		74%	87%bcdefg	76%cdeg	48%	63%c	54%	81%bcdeg	60%c	85%ijkln	77%jkn	53%	47%	65%	81%jkln	52%
NET Disagree		279	63	96	56	34	24	160	59	64	108	53	38	11	172	49
		11%	7%	10%a	16%abf	20%abf	29%abcf	8%	23%abf	7%	11%h	12%h	31%hijm	25%hijm	9%	30%hijm
Mean		3.89	4.22bcdefg	3.86cdeg	3.46	3.53	3.23	4.04bcdeg	3.43	4.18ijklmn	3.86jkn	3.56kn	3.18	3.53	4.02ijkln	3.27
Std Dev.		1.02	0.93	0.92	1.01	1.17	1.38	0.94	1.25	0.93	0.96	0.97	1.30	1.53	0.96	1.37
Std Error		0.02	0.03	0.03	0.06	0.10	0.15	0.02	0.08	0.03	0.03	0.05	0.13	0.21	0.02	0.11

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**737**	75	651	11	235	476	26	727	8	2	-	737	*
		29%	*34%*	*28%*	*25%*	**30%f**	**30%f**	*17%*	*29%*	*16%*	*24%*	-	*29%*	*1%*
Slightly agree	(4)	**1155**	87	1052	15	355	730	70	1131	19	2	3	1151	1
		45%	*40%*	*46%*	*36%*	*45%*	*46%*	*45%*	*46%*	*38%*	*19%*	*53%*	*45%*	*15%*
Neither agree nor disagree	(3)	**369**	35	325	9	119	211	39	342	14	3	3	360	7
		14%	*16%*	*14%*	*22%*	*15%*	*13%*	**25%de**	*14%*	*29%*	*36%*	*47%*	*14%*	*82%*
Slightly disagree	(2)	**187**	11	170	6	46	128	12	179	6	2	-	187	-
		7%	*5%*	*7%*	*14%*	*6%*	*8%*	*8%*	*7%*	*13%*	*22%*	-	*7%*	-
Strongly disagree	(1)	**92**	10	80	1	35	52	5	91	1	-	-	92	-
		4%	*5%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	-	-	*4%*	-
Don't know		**14**	*	14	-	6	7	2	13	*	-	-	14	*
		1%	*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	-	-	*1%*	*3%*
NET Agree		**1892**	162	1704	26	590	1206	96	1857	26	4	3	1888	1
		74%	*74%*	*74%*	*62%*	**74%f**	**75%f**	*62%*	*75%*	*54%*	*43%*	*53%*	*74%*	*15%*
NET Disagree		**279**	22	250	7	81	180	18	269	8	2	-	279	-
		11%	*10%*	*11%*	*17%*	*10%*	*11%*	*11%*	*11%*	*15%*	*22%*	-	*11%*	-
Mean		**3.89**	3.94	3.89	3.67	**3.90f**	**3.91f**	3.65	3.90	3.52	3.46	3.53	3.89	3.17
Std Dev.		**1.02**	1.07	1.02	1.10	1.04	1.02	0.97	1.02	1.01	1.14	0.55	1.02	0.43
Std Error		**0.02**	0.07	0.02	0.16	0.04	0.03	0.08	0.02	0.16	0.29	0.32	0.02	0.16

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**737**	127	261	108	240	-	127	-	142	-	120	-	108	-	129	-	111
		29%	*31%*	*32%*	*25%*	*27%*	-	*31%*	-	*33%*	-	*30%*	-	*25%*	-	*28%*	-	*27%*
Slightly agree	(4)	**1155**	188	373	200	395	-	188	-	182	-	191	-	200	-	200	-	195
		45%	*45%*	*45%*	*46%*	*45%*	-	*45%*	-	*42%*	-	*48%*	-	*46%*	-	*43%*	-	*47%*
Neither agree nor disagree	(3)	**369**	64	101	69	136	-	64	-	58	-	43	-	69	-	66	-	69
		14%	*15%*	*12%*	*16%*	*15%*	-	*15%*	-	*14%*	-	*11%*	-	*16%*	-	*14%*	-	*17%*
Slightly disagree	(2)	**187**	19	61	40	67	-	19	-	31	-	30	-	40	-	41	-	26
		7%	*5%*	*7%*	*9%*	*8%*	-	*5%*	-	*7%*	-	*7%*	-	*9%*	-	*9%*	-	*6%*
Strongly disagree	(1)	**92**	14	29	13	37	-	14	-	12	-	16	-	13	-	25	-	12
		4%	*3%*	*3%*	*3%*	*4%*	-	*3%*	-	*3%*	-	*4%*	-	*3%*	-	*5%*	-	*3%*
Don't know		**14**	3	5	2	5	-	3	-	5	-	-	-	2	-	2	-	3
		1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	-	-	*	-	*	-	*1%*
NET Agree		**1892**	315	634	308	635	-	315	-	324	-	310	-	308	-	329	-	306
		74%	*76%*	*76%*	*71%*	*72%*	-	*76%*	-	*75%*	-	*78%*	-	*71%*	-	*71%*	-	*74%*
NET Disagree		**279**	33	89	53	104	-	33	-	44	-	46	-	53	-	66	-	38
		11%	*8%*	*11%*	*12%*	*12%*	-	*8%*	-	*10%*	-	*11%*	-	*12%*	-	***14%***	-	*9%*
Mean		**3.89**	3.96	3.94	3.82	3.84	-	3.96	-	3.96	-	3.92	-	3.82	-	3.80	-	3.89
Std Dev.		**1.02**	0.97	1.02	1.01	1.05	-	0.97	-	1.01	-	1.03	-	1.01	-	1.11	-	0.97
Std Error		**0.02**	0.05	0.03	0.05	0.04	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base		2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base		1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree	(5)	214	-	214	138	72	35	42	78	23	13	16	6	77	102	35	23	181	29	184
		8%	-	8%	11%d	6%	11%ik	13%hijk	15%hijk	6%	3%	5%	2%	12%no	11%no	3%	4%	8%	13%	7%
Slightly agree	(4)	347	-	347	208	137	60	78	104	28	34	18	24	138	132	76	42	283	59	313
		14%	-	14%	17%d	11%	18%hijk	24%hijk	20%hijk	8%	8%	6%	9%	21%mno	15%no	8%	7%	12%	26%p	12%
Neither agree nor disagree	(3)	474	-	474	226	245	122	85	86	57	66	38	19	208	143	123	57	398	68	435
		19%	-	19%	18%	19%	37%fghijk	26%ghijk	17%k	15%k	15%k	12%	7%	32%mno	16%o	12%	10%	17%	30%p	17%
Slightly disagree	(2)	405	-	405	204	198	36	43	86	67	77	52	44	79	153	173	96	380	23	432
		16%	-	16%	16%	15%	11%	13%	17%	18%	17%	17%	17%	12%	17%l	17%l	17%	16%	10%	17%
Strongly disagree	(1)	1078	-	1078	442	634	71	71	159	181	245	186	166	142	340	597	352	1042	34	1179
		42%	-	42%	36%	49%c	22%	22%	31%ef	49%efg	56%efg	59%efgh	64%efgh	22%	38%l	59%lm	61%lm	45%q	15%	46%
Don't know		36	-	36	23	12	4	4	5	14	6	3	-	8	19	9	3	24	11	38
		1%	-	1%	2%	1%	1%	1%	1%	4%gk	1%	1%	-	1%	2%	1%	1%	1%	5%p	1%
NET Agree		560	-	560	346	208	95	120	182	51	47	35	30	215	234	111	64	464	88	497
		22%	-	22%	28%d	16%	29%hijk	37%hijk	35%hijk	14%	11%	11%	11%	33%mno	26%no	11%	11%	20%	39%p	19%
NET Disagree		1483	-	1483	645	832	107	113	246	247	322	238	210	220	493	770	448	1422	57	1611
		58%	-	58%	52%	64%c	33%	35%	47%ef	67%efg	73%efg	76%efg	81%efgh	34%	55%l	76%lm	78%lm	62%q	25%	62%
Mean		2.29	-	2.29	2.50d	2.08	2.85hijk	2.93hijk	2.72hijk	2.01k	1.83	1.80	1.69	2.89mno	2.43no	1.79	1.75	2.20	3.12p	2.17
Std Dev.		1.36	-	1.36	1.41	1.27	1.26	1.34	1.46	1.26	1.13	1.18	1.10	1.30	1.43	1.14	1.14	1.34	1.25	1.32
Std Error		0.03	-	0.03	0.04	0.03	0.07	0.08	0.07	0.07	0.05	0.06	0.07	0.05	0.05	0.03	0.05	0.03	0.11	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	214	92	54	37	31	146	68	169	38	21	16	33	37	91	86	21	179
		8%	19%bcd	7%	7%	4%	11%f	5%	11%h	4%	6%	5%	5%	6%	19%ijkln	5%	6%	9%
Slightly agree	(4)	347	108	94	68	77	202	145	247	91	41	37	79	79	100	195	41	296
		14%	22%bcd	12%	13%	10%	16%f	11%	17%h	9%	12%	11%	13%	13%	21%ijkln	12%	12%	14%
Neither agree nor disagree	(3)	474	77	112	90	195	189	285	298	166	77	69	127	93	70	289	77	364
		19%	16%	14%	17%	26%abc	15%	22%e	20%	16%	22%	21%	21%	15%	15%	19%	22%	18%
Slightly disagree	(2)	405	61	150	85	109	211	194	246	152	52	60	98	106	67	264	52	337
		16%	13%	19%a	16%	15%	17%	15%	16%	15%	14%	18%	16%	17%	14%	17%	14%	16%
Strongly disagree	(1)	1078	148	375	246	310	523	555	516	551	153	148	274	284	147	706	154	870
		42%	30%	48%a	46%a	42%a	41%	44%	35%	54%g	43%m	44%m	44%m	47%m	31%	45%m	43%	42%
Don't know		36	4	3	12	17	7	29	17	19	12	4	6	11	1	21	12	23
		1%	1%	*	2%b	2%b	1%	2%e	1%	2%	3%kmn	1%	1%	2%	*	1%	3%p	1%
NET Agree		560	199	149	104	108	348	212	416	129	62	53	112	116	190	280	62	474
		22%	41%bcd	19%	19%	15%	27%f	17%	28%h	13%	18%	16%	18%	19%	40%ijkln	18%	17%	23%
NET Disagree		1483	209	525	330	419	734	750	762	703	205	208	372	390	214	971	206	1208
		58%	43%	67%ad	62%a	57%a	57%	59%	51%	69%g	57%m	62%m	60%m	64%m	45%	62%m	58%	58%
Mean		2.29	2.86bcd	2.11	2.17	2.18	2.40f	2.18	2.53h	1.91	2.20	2.13	2.18	2.13	2.83ijkln	2.15	2.20	2.30
Std Dev.		1.36	1.52	1.31	1.33	1.22	1.44	1.26	1.40	1.19	1.29	1.23	1.28	1.30	1.53	1.28	1.29	1.37
Std Error		0.03	0.06	0.05	0.06	0.05	0.04	0.04	0.04	0.03	0.07	0.07	0.05	0.05	0.07	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	214	199	14	11	180	20	7	7	7	36	9	16	14	13	49	21	14	3	16
		8%	**9%b**	*4%*	*9%*	*8%*	*10%*	*6%*	*10%*	*7%*	**13%jmo**	*4%*	*9%*	*6%*	*6%*	**14%jlmop**	*6%*	*6%*	*12%*	*9%*
Slightly agree	(4)	347	311	35	8	301	22	15	9	11	40	23	15	27	28	93	51	13	2	19
		14%	**14%b**	*9%*	*7%*	*14%*	*11%*	*13%*	*13%*	*11%*	**15%p**	*11%*	*8%*	*12%*	*12%*	**27%hijklmopqr**	**14%p**	*6%*	*9%*	*11%*
Neither agree nor disagree	(3)	474	423	51	12	412	33	19	10	23	40	38	36	45	39	79	72	40	4	29
		19%	**19%bc**	*14%*	*10%*	*19%*	*16%*	*15%*	*15%*	*22%*	*15%*	*18%*	*20%*	*20%*	*16%*	*23%*	*20%*	*18%*	*14%*	*16%*
Slightly disagree	(2)	405	343	62	29	330	40	22	13	15	36	42	22	39	41	40	50	47	2	38
		16%	*16%*	*17%*	**24%a**	*15%*	*20%*	*18%*	*18%*	*15%*	*13%*	*20%*	*12%*	*17%*	*17%*	*12%*	*14%*	**21%n**	*7%*	**22%klnq**
Strongly disagree	(1)	1078	867	212	60	906	87	56	29	45	114	98	88	103	112	78	160	108	15	73
		42%	*40%*	**56%a**	*50%*	*42%*	*43%*	*46%*	*42%*	**44%n**	**42%n**	**46%n**	**49%n**	**45%n**	**47%n**	*23%*	**44%n**	**48%n**	**52%n**	**41%n**
Don't know		36	36	*	*	29	2	3	2	1	6	4	4	-	5	2	5	2	2	1
		1%	*2%*	*	*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	-	*2%*	*1%*	*1%*	*1%*	**6%hlnpr**	*
NET Agree		560	510	50	19	481	42	22	16	18	76	32	31	41	41	142	73	28	6	36
		22%	**23%b**	*13%*	*16%*	*22%*	*20%*	*18%*	*22%*	*18%*	**28%jkmp**	*15%*	*17%*	*18%*	*17%*	**42%hijklmopqr**	*20%*	*12%*	*21%*	**20%p**
NET Disagree		1483	1210	274	89	1236	128	78	42	59	150	139	110	142	153	118	210	155	17	111
		58%	*56%*	**73%a**	**74%a**	*57%*	*62%*	*64%*	*60%*	**59%n**	**55%n**	**65%n**	**61%n**	**62%n**	**64%n**	*35%*	**58%n**	**69%ln**	**60%n**	**63%n**
Mean		2.29	**2.36bc**	1.88	2.00	2.30	2.24	2.12	2.28	2.22	**2.43jp**	2.06	2.14	2.17	2.09	**2.99hijklmopqr**	2.22	2.01	2.16	2.25
Std Dev.		1.36	1.37	1.19	1.30	1.36	1.36	1.29	1.40	1.32	1.49	1.21	1.36	1.29	1.28	1.38	1.31	1.22	1.51	1.35
Std Error		0.03	0.03	0.04	0.07	0.04	0.06	0.06	0.08	0.12	0.13	0.10	0.12	0.11	0.11	0.11	0.11	0.10	0.17	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	214	107	65	14	8	14	172	23	119	52	23	9	7	171	16
		8%	**11%bc**	*7%*	*4%*	*5%*	**17%bcd**	**9%c**	*9%*	**12%ijm**	*5%*	*5%*	*8%*	**16%ij**	**9%i**	*10%*
Slightly agree	(4)	347	118	172	25	23	9	290	32	113	172	47	8	3	285	11
		14%	*12%*	**18%ac**	*7%*	*13%*	*10%*	**15%c**	*12%*	*12%*	**18%hjkn**	*11%*	*7%*	*6%*	**15%n**	*7%*
Neither agree nor disagree	(3)	474	94	167	144	37	21	261	58	121	173	143	17	6	294	23
		19%	*10%*	**17%af**	**41%abdefg**	**22%af**	**25%af**	**14%a**	**23%af**	*13%*	**18%h**	**33%hiklmn**	*14%*	*14%*	*15%*	*14%*
Slightly disagree	(2)	405	103	181	74	32	13	284	45	119	173	74	29	6	292	35
		16%	*11%*	**19%af**	**21%af**	**19%a**	*15%*	**15%a**	**18%a**	*12%*	**18%h**	*17%*	**24%h**	*14%*	*15%*	**21%h**
Strongly disagree	(1)	1078	528	371	82	69	24	899	93	478	379	135	52	20	857	72
		42%	**55%bcdefg**	**38%c**	*23%*	**40%c**	*28%*	**47%bceg**	**36%c**	**50%ijm**	**39%j**	*31%*	*43%*	*45%*	**45%ij**	**44%j**
Don't know		36	4	11	12	1	4	15	5	6	13	6	5	2	19	7
		1%	*	*1%*	**3%abf**	*1%*	**5%abf**	*1%*	**2%a**	*1%*	*1%*	*1%*	**4%hm**	**6%hm**	*1%*	**4%him**
NET Agree		560	225	237	40	31	23	462	54	232	224	71	18	10	456	27
		22%	**24%c**	**25%c**	*11%*	*18%*	**27%c**	**24%c**	**21%c**	**24%j**	**23%j**	*17%*	*15%*	*22%*	**24%j**	*16%*
NET Disagree		1483	631	552	156	101	37	1183	138	596	553	209	81	26	1149	107
		58%	**66%bceg**	**57%c**	*44%*	**59%c**	*43%*	**62%ceg**	*54%*	**62%ij**	**57%j**	*49%*	**67%ij**	*59%*	**60%j**	**65%j**
Mean		2.29	2.13	**2.35a**	**2.46af**	2.23	**2.71adf**	2.24	2.39	2.24	2.31	2.41	2.08	2.28	2.27	2.13
Std Dev.		1.36	1.47	1.33	1.06	1.25	1.45	1.40	1.34	1.48	1.31	1.20	1.27	1.53	1.39	1.34
Std Error		0.03	0.05	0.04	0.06	0.10	0.16	0.03	0.09	0.05	0.04	0.06	0.12	0.22	0.03	0.11

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**214**	37	172	4	102	98	14	204	8	2	-	214	-
		8%	***17%b***	*8%*	*11%*	***13%e***	*6%*	*9%*	*8%*	*16%*	*16%*	-	*8%*	-
Slightly agree	(4)	**347**	44	299	3	112	199	35	328	16	-	2	345	-
		14%	***20%b***	*13%*	*8%*	*14%*	*12%*	***23%de***	*13%*	*33%*	-	*35%*	*14%*	-
Neither agree nor disagree	(3)	**474**	38	422	13	137	287	50	450	15	2	3	466	5
		19%	*17%*	*18%*	*32%*	*17%*	*18%*	***32%de***	*18%*	*30%*	*19%*	*47%*	*18%*	*62%*
Slightly disagree	(2)	**405**	28	373	5	118	272	15	395	7	3	-	405	-
		16%	*13%*	*16%*	*11%*	*15%*	*17%*	*10%*	*16%*	*15%*	*30%*	-	*16%*	-
Strongly disagree	(1)	**1078**	71	991	17	316	726	36	1070	3	3	1	1076	1
		42%	*32%*	***43%a***	*40%*	***40%f***	***45%f***	*24%*	*43%*	*5%*	*34%*	*18%*	*42%*	*18%*
Don't know		**36**	1	36	-	10	22	4	35	-	-	-	35	2
		1%	*	*2%*	-	*1%*	*1%*	*3%*	*1%*	-	-	-	*1%*	*20%*
NET Agree		**560**	81	471	8	215	297	49	533	24	2	2	558	-
		22%	***37%b***	*21%*	*18%*	***27%e***	*18%*	***32%e***	*21%*	*49%*	*16%*	*35%*	*22%*	-
NET Disagree		**1483**	99	1363	21	434	998	51	1465	10	6	1	1481	1
		58%	*45%*	***59%a***	*50%*	***55%f***	***62%df***	*33%*	*59%*	*20%*	*65%*	*18%*	*58%*	*18%*
Mean		**2.29**	**2.76b**	2.24	2.39	**2.45e**	2.16	**2.83de**	2.27	3.40	2.33	2.99	2.29	2.54
Std Dev.		**1.36**	1.50	1.34	1.36	1.46	1.29	1.29	1.36	1.10	1.45	1.15	1.36	0.91
Std Error		**0.03**	0.10	0.03	0.20	0.05	0.03	0.10	0.03	0.17	0.36	0.66	0.03	0.35

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**214**	33	89	30	62	-	33	-	44	-	44	-	30	-	35	-	28
		8%	*8%*	**11%d**	*7%*	*7%*	-	*8%*	-	*10%*	-	*11%*	-	*7%*	-	*7%*	-	*7%*
Slightly agree	(4)	**347**	43	122	63	118	-	43	-	63	-	59	-	63	-	66	-	52
		14%	*10%*	*15%*	*15%*	*13%*	-	*10%*	-	*15%*	-	*15%*	-	*15%*	-	*14%*	-	*12%*
Neither agree nor disagree	(3)	**474**	76	140	76	181	-	76	-	79	-	61	-	76	-	91	-	90
		19%	*18%*	*17%*	*18%*	*21%*	-	*18%*	-	*18%*	-	*15%*	-	*18%*	-	*20%*	-	*22%*
Slightly disagree	(2)	**405**	66	131	78	130	-	66	-	63	-	68	-	78	-	60	-	70
		16%	*16%*	*16%*	*18%*	*15%*	-	*16%*	-	*15%*	-	*17%*	-	*18%*	-	*13%*	-	*17%*
Strongly disagree	(1)	**1078**	186	339	177	376	-	186	-	178	-	161	-	177	-	206	-	170
		42%	*45%*	*41%*	*41%*	*43%*	-	*45%*	-	*41%*	-	*40%*	-	*41%*	-	*45%*	-	*41%*
Don't know		**36**	9	8	8	11	-	9	-	3	-	5	-	8	-	5	-	6
		1%	*2%*	*1%*	*2%*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*
NET Agree		**560**	76	211	93	180	-	76	-	107	-	104	-	93	-	101	-	79
		22%	*18%*	**25%a**	*22%*	*20%*	-	*18%*	-	*25%*	-	**26%f**	-	*22%*	-	*22%*	-	*19%*
NET Disagree		**1483**	252	470	254	506	-	252	-	241	-	229	-	254	-	266	-	240
		58%	*61%*	*57%*	*59%*	*58%*	-	*61%*	-	*56%*	-	*57%*	-	*59%*	-	*57%*	-	*58%*
Mean		**2.29**	2.18	2.38	2.27	2.26	-	2.18	-	2.37	-	2.39	-	2.27	-	2.26	-	2.26
Std Dev.		**1.36**	1.33	1.42	1.33	1.33	-	1.33	-	1.41	-	1.43	-	1.33	-	1.36	-	1.30
Std Error		**0.03**	0.06	0.05	0.06	0.05	-	0.06	-	0.07	-	0.07	-	0.06	-	0.07	-	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	**1166**	-	1166	522	639	89	109	226	153	242	188	159	198	379	590	348	1091	72	1257
	46%	-	*46%*	*42%*	**49%c**	*27%*	*34%*	**43%ef**	**41%e**	**55%efgh**	**60%efgh**	**61%efgh**	*30%*	**43%l**	**58%lm**	**61%lm**	**47%q**	*32%*	*49%*
Slightly agree (4)	**973**	-	973	492	476	132	140	195	170	154	98	83	271	366	335	181	874	94	927
	38%	-	*38%*	*40%*	*37%*	*40%*	**43%jk**	*38%*	**46%ijk**	*35%*	*31%*	*32%*	**42%no**	**41%no**	*33%*	*32%*	*38%*	*42%*	*36%*
Neither agree nor disagree (3)	**274**	-	274	144	126	49	54	78	27	30	24	12	103	104	67	36	238	32	257
	11%	-	*11%*	*12%*	*10%*	**15%hijk**	**17%hijk**	**15%hijk**	*7%*	*7%*	*8%*	*5%*	**16%no**	**12%no**	*7%*	*6%*	*10%*	*14%*	*10%*
Slightly disagree (2)	**80**	-	80	46	34	43	12	12	9	3	2	-	54	20	6	2	52	22	73
	3%	-	*3%*	*4%*	*3%*	**13%fghijk**	**4%ik**	*2%*	*2%*	*1%*	*1%*	-	**8%mno**	**2%no**	*1%*	*	*2%*	**10%p**	*3%*
Strongly disagree (1)	**35**	-	35	24	11	10	4	7	7	5	*	2	14	15	7	2	32	3	43
	1%	-	*1%*	*2%*	*1%*	**3%j**	*1%*	*1%*	*2%*	*1%*	*	*1%*	**2%o**	*2%*	*1%*	*	*1%*	*1%*	*2%*
Don't know	**24**	-	24	12	11	6	4	2	3	6	-	3	11	5	9	3	22	2	24
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree	**2139**	-	2139	1015	1115	220	249	421	323	396	286	243	469	745	925	529	1965	165	2184
	84%	-	*84%*	*82%*	**86%c**	*67%*	**77%e**	**81%e**	**88%ef**	**90%efg**	**91%efg**	**94%efg**	*72%*	**84%l**	**91%lm**	**92%lm**	**85%q**	*74%*	*85%*
NET Disagree	**116**	-	116	70	45	53	15	19	16	8	3	2	68	35	13	4	83	25	116
	5%	-	*5%*	*6%*	*4%*	**16%fghijk**	**5%jk**	*4%*	**4%jk**	*2%*	*1%*	*1%*	**10%mno**	**4%no**	*1%*	*1%*	*4%*	**11%p**	*4%*
Mean	**4.25**	-	4.25	4.18	**4.32c**	3.76	**4.07e**	**4.20e**	**4.24e**	**4.44efgh**	**4.50efgh**	**4.55efgh**	3.91	**4.21l**	**4.49lm**	**4.53lm**	**4.29q**	3.94	4.28
Std Dev.	**0.87**	-	0.87	0.91	0.82	1.09	0.87	0.87	0.84	0.75	0.68	0.65	1.00	0.86	0.71	0.67	0.85	1.00	0.88
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.04	0.04	0.03	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.08	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	**1166**	210	397	267	292	607	559	621	529	152	162	267	293	210	722	152	951
		46%	*43%*	**50%ad**	**50%d**	*40%*	*48%*	*44%*	*42%*	**52%g**	*42%*	*49%*	*43%*	*48%*	*44%*	*46%*	*43%*	*46%*
Slightly agree	(4)	**973**	199	286	191	298	485	488	620	340	118	117	234	245	207	595	118	814
		38%	*41%*	*36%*	*36%*	*40%*	*38%*	*38%*	**42%h**	*33%*	*33%*	*35%*	*38%*	*40%*	**43%l**	*38%*	*33%*	*39%*
Neither agree nor disagree	(3)	**274**	54	64	56	100	118	156	163	104	66	26	79	56	36	160	66	198
		11%	*11%*	*8%*	*11%*	**14%b**	*9%*	*12%*	*11%*	*10%*	**19%jlmn**	*8%*	**13%m**	*9%*	*8%*	*10%*	**19%p**	*10%*
Slightly disagree	(2)	**80**	18	20	12	31	38	42	56	18	11	13	23	10	11	47	11	58
		3%	*4%*	*3%*	*2%*	*4%*	*3%*	*3%*	**4%h**	*2%*	*3%*	*4%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*
Strongly disagree	(1)	**35**	9	11	4	12	19	16	24	12	3	9	8	2	11	19	3	30
		1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**3%l**	*1%*	*	**2%l**	*1%*	*1%*	*1%*
Don't know		**24**	2	9	7	6	11	13	9	15	6	6	6	5	1	18	6	18
		1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Agree		**2139**	409	683	458	590	1092	1047	1242	869	270	279	501	537	417	1317	271	1765
		84%	*83%*	**87%d**	*85%*	*80%*	*85%*	*82%*	*83%*	*85%*	*76%*	*84%*	*81%*	**88%ik**	**88%ik**	**84%l**	*76%*	**85%o**
NET Disagree		**116**	26	31	15	43	57	59	80	30	14	22	31	12	22	66	14	89
		5%	*5%*	*4%*	*3%*	*6%*	*4%*	*5%*	**5%h**	*3%*	*4%*	**7%l**	**5%l**	*2%*	*5%*	*4%*	*4%*	*4%*
Mean		**4.25**	4.19	**4.34ad**	**4.33d**	4.13	4.28	4.21	4.18	**4.35g**	4.15	4.25	4.19	**4.35ik**	4.25	4.27	4.15	4.27
Std Dev.		**0.87**	0.90	0.84	0.81	0.92	0.87	0.88	0.89	0.83	0.90	0.96	0.89	0.75	0.87	0.86	0.90	0.86
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.02	0.02	0.05	0.05	0.04	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	1166	965	202	63	960	108	63	35	42	120	114	75	108	109	117	158	117	19	89
		46%	44%	54%a	52%	44%	53%d	51%	51%	42%	44%	53%n	41%	47%n	46%	34%	44%	52%n	67%hiklmno	51%n
Slightly agree	(4)	973	855	118	37	848	64	38	23	42	106	63	77	82	102	158	134	82	6	58
		38%	39%b	31%	30%	39%ef	31%	31%	33%	42%jq	39%	30%	43%jq	36%	43%jq	46%jqr	37%	36%	23%	33%
Neither agree nor disagree	(3)	274	232	42	16	237	19	11	7	11	28	18	19	30	22	39	55	16	1	17
		11%	11%	11%	13%	11%	9%	9%	11%	11%	10%	9%	11%	13%	9%	11%	15%p	7%	5%	10%
Slightly disagree	(2)	80	72	8	5	62	9	7	2	1	10	6	4	4	1	20	9	7	1	8
		3%	3%	2%	4%	3%	4%	6%d	3%	1%	4%	3%	2%	2%	*	6%m	2%	3%	3%	4%m
Strongly disagree	(1)	35	32	3	*	28	4	2	1	4	5	5	3	3	2	3	-	3	1	4
		1%	1%	1%	*	1%	2%	1%	1%	4%o	2%	3%o	2%	1%	1%	1%	-	1%	2%o	2%o
Don't know		24	22	3	1	22	1	1	1	1	2	6	3	-	1	3	5	-	*	*
		1%	1%	1%	*	1%	*	1%	1%	1%	1%	3%lp	2%	-	1%	1%	1%	-	*	*
NET Agree		2139	1820	319	99	1808	172	101	58	84	227	177	152	190	211	275	293	199	26	147
		84%	84%	85%	83%	84%	84%	83%	84%	84%	83%	83%	84%	83%	89%	81%	81%	88%	90%	83%
NET Disagree		116	104	12	5	91	13	9	3	5	15	11	7	8	3	23	9	10	2	11
		5%	5%	3%	4%	4%	6%	7%d	5%	5%	6%	5%	4%	3%	1%	7%m	2%	4%	5%	6%mo
Mean		4.25	4.23	4.36a	4.31	4.24	4.29	4.26	4.30	4.19	4.21	4.32n	4.22	4.26	4.34n	4.08	4.24	4.35n	4.49n	4.26
Std Dev.		0.87	0.88	0.84	0.85	0.86	0.95	0.96	0.89	0.93	0.91	0.94	0.84	0.87	0.73	0.89	0.80	0.85	0.92	0.95
Std Error		0.02	0.02	0.03	0.04	0.02	0.04	0.05	0.05	0.08	0.08	0.08	0.07	0.07	0.06	0.07	0.07	0.07	0.10	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 56

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	1166	642	371	84	47	21	1012	68	618	379	116	32	14	996	46
		46%	**67%bcdefg**	**38%cdg**	*24%*	*27%*	*25%*	**53%bcdeg**	*27%*	**65%ijklmn**	**39%jkn**	*27%*	*26%*	*32%*	**52%ijkln**	*28%*
Slightly agree	(4)	973	245	474	131	88	29	719	118	254	452	177	61	14	707	75
		38%	*26%*	**49%acf**	**37%a**	**52%acf**	*35%*	**37%a**	**46%af**	*27%*	**47%hm**	**41%h**	**51%hm**	*32%*	**37%h**	**46%h**
Neither agree nor disagree	(3)	274	45	91	103	16	9	136	26	50	91	97	18	5	141	23
		11%	*5%*	**9%a**	**29%abdefg**	*10%*	**11%a**	*7%*	**10%a**	*5%*	**9%h**	**23%him**	**15%hm**	*12%*	*7%*	**14%hm**
Slightly disagree	(2)	80	10	21	23	13	9	30	22	18	25	22	9	1	43	9
		3%	*1%*	*2%*	**7%abf**	**8%abf**	**10%abf**	*2%*	**9%abf**	*2%*	*3%*	**5%hm**	**7%him**	*2%*	*2%*	**6%hm**
Strongly disagree	(1)	35	7	5	4	5	13	13	19	11	5	12	1	7	16	8
		1%	*1%*	*1%*	*1%*	**3%bf**	**16%abcdf**	*1%*	**7%abcf**	*1%*	*1%*	**3%lm**	*1%*	**16%hijkmn**	*1%*	**5%him**
Don't know		24	5	5	7	1	3	10	3	5	10	5	-	3	14	3
		1%	*1%*	*1%*	**2%bf**	*1%*	**3%bf**	*1%*	*1%*	*	*1%*	*1%*	-	**6%hikm**	*1%*	*2%*
NET Agree		2139	886	845	215	135	50	1731	186	872	831	293	93	28	1703	121
		84%	**93%bcdeg**	**87%cdeg**	*61%*	**79%ce**	*60%*	**90%cdeg**	**73%c**	**91%ijkln**	**86%jkln**	*68%*	*77%*	*64%*	**89%jkln**	*74%*
NET Disagree		116	17	26	27	18	22	43	40	29	31	34	9	8	59	17
		5%	*2%*	*3%*	**8%abf**	**11%abf**	**26%abcdf**	*2%*	**16%abcf**	*3%*	*3%*	**8%him**	**8%hm**	**18%him**	*3%*	**11%him**
Mean		4.25	**4.59bcdefg**	**4.23cdeg**	**3.78e**	**3.93e**	3.44	**4.41bcdeg**	3.77	**4.53ijklmn**	**4.23jkln**	3.86	3.95	3.65	**4.38ijkln**	3.88
Std Dev.		0.87	0.70	0.75	0.93	0.98	1.41	0.75	1.16	0.78	0.77	0.97	0.87	1.42	0.79	1.04
Std Error		0.02	0.02	0.02	0.05	0.08	0.16	0.02	0.08	0.02	0.02	0.05	0.08	0.21	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**1166**	105	1044	17	378	742	47	1160	2	4	1	1165	*
		46%	*48%*	*46%*	*40%*	**48%f**	**46%f**	*30%*	*47%*	*4%*	*39%*	*18%*	*46%*	*1%*
Slightly agree	(4)	**973**	80	882	11	297	615	61	938	31	3	-	972	1
		38%	*37%*	*38%*	*26%*	*37%*	*38%*	*39%*	*38%*	*63%*	*33%*	-	*38%*	*15%*
Neither agree nor disagree	(3)	**274**	22	241	11	83	163	29	255	8	2	4	265	5
		11%	*10%*	*11%*	*27%*	*10%*	*10%*	**19%de**	*10%*	*16%*	*23%*	*82%*	*10%*	*62%*
Slightly disagree	(2)	**80**	8	70	2	23	46	12	73	6	-	-	79	2
		3%	*4%*	*3%*	*4%*	*3%*	*3%*	**8%de**	*3%*	*13%*	-	-	*3%*	*20%*
Strongly disagree	(1)	**35**	2	33	1	10	21	5	33	2	*	-	35	*
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*4%*	*5%*	-	*1%*	*3%*
Don't know		**24**	1	23	*	5	18	1	24	-	-	-	24	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
NET Agree		**2139**	186	1926	28	675	1356	108	2098	33	7	1	2137	1
		84%	*85%*	*84%*	*66%*	**85%f**	**85%f**	*70%*	*85%*	*67%*	*72%*	*18%*	*84%*	*15%*
NET Disagree		**116**	10	103	3	32	67	17	105	8	*	-	114	2
		5%	*5%*	*4%*	*6%*	*4%*	*4%*	**11%de**	*4%*	*17%*	*5%*	-	*4%*	*22%*
Mean		**4.25**	4.28	4.25	4.00	**4.28f**	**4.27f**	3.87	4.27	3.51	4.01	3.36	4.25	2.91
Std Dev.		**0.87**	0.86	0.87	1.02	0.85	0.86	1.03	0.86	0.93	1.09	0.85	0.87	0.74
Std Error		**0.02**	0.06	0.02	0.15	0.03	0.02	0.08	0.02	0.14	0.27	0.49	0.02	0.26

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**1166**	187	384	197	398	-	187	-	213	-	171	-	197	-	211	-	187
		46%	*45%*	*46%*	*46%*	*45%*	-	*45%*	-	*49%*	-	*43%*	-	*46%*	-	*45%*	-	*45%*
Slightly agree	(4)	**973**	145	326	157	345	-	145	-	162	-	165	-	157	-	194	-	151
		38%	*35%*	*39%*	*36%*	*39%*	-	*35%*	-	*38%*	-	*41%*	-	*36%*	-	*42%*	-	*36%*
Neither agree nor disagree	(3)	**274**	48	80	54	93	-	48	-	40	-	39	-	54	-	39	-	54
		11%	*12%*	*10%*	*12%*	*11%*	-	*12%*	-	*9%*	-	*10%*	-	*12%*	-	*8%*	-	*13%*
Slightly disagree	(2)	**80**	24	18	17	21	-	24	-	5	-	12	-	17	-	9	-	12
		3%	**6%bd**	*2%*	*4%*	*2%*	-	**6%hn**	-	*1%*	-	*3%*	-	*4%*	-	*2%*	-	*3%*
Strongly disagree	(1)	**35**	3	18	4	10	-	3	-	9	-	10	-	4	-	7	-	3
		1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*
Don't know		**24**	7	3	3	12	-	7	-	1	-	2	-	3	-	4	-	9
		1%	*2%*	*	*1%*	*1%*	-	*2%*	-	*	-	*	-	*1%*	-	*1%*	-	*2%*
NET Agree		**2139**	332	711	354	742	-	332	-	375	-	336	-	354	-	404	-	338
		84%	*80%*	*86%*	*82%*	*84%*	-	*80%*	-	**87%f**	-	*84%*	-	*82%*	-	**87%f**	-	*81%*
NET Disagree		**116**	28	36	21	31	-	28	-	14	-	22	-	21	-	16	-	15
		5%	*7%*	*4%*	*5%*	*4%*	-	*7%*	-	*3%*	-	*6%*	-	*5%*	-	*4%*	-	*4%*
Mean		**4.25**	4.20	4.26	4.23	4.27	-	4.20	-	4.32	-	4.20	-	4.23	-	4.29	-	4.25
Std Dev.		**0.87**	0.92	0.88	0.88	0.83	-	0.92	-	0.85	-	0.91	-	0.88	-	0.83	-	0.85
Std Error		**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Strongly agree (5)	247	-	247	159	88	37	51	92	30	25	12	*	88	122	37	12	213	32	198
	10%	-	*10%*	**13%d**	*7%*	**11%ijk**	**16%hijk**	**18%hijk**	**8%k**	**6%k**	**4%k**	*	**14%no**	**14%no**	*4%*	*2%*	*9%*	*14%*	*8%*
Slightly agree (4)	469	-	469	256	208	100	88	133	60	50	24	15	188	193	89	39	402	65	423
	18%	-	*18%*	**21%d**	*16%*	**30%hijk**	**27%hijk**	**26%hijk**	**16%jk**	*11%*	*8%*	*6%*	**29%mno**	**22%no**	*9%*	*7%*	*17%*	**29%p**	*16%*
Neither agree nor disagree (3)	907	-	907	425	478	114	111	159	156	161	120	85	225	315	367	205	825	73	949
	35%	-	*35%*	*34%*	*37%*	*35%*	*34%*	*31%*	**42%g**	*37%*	*38%*	*33%*	*35%*	*35%*	*36%*	*36%*	*36%*	*32%*	*37%*
Slightly disagree (2)	417	-	417	182	235	45	40	76	45	84	59	67	85	121	211	126	387	27	453
	16%	-	*16%*	*15%*	*18%*	*14%*	*12%*	*15%*	*12%*	**19%h**	*19%*	**26%efgh**	*13%*	*14%*	**21%lm**	**22%lm**	*17%*	*12%*	*18%*
Strongly disagree (1)	383	-	383	168	213	28	22	37	51	92	82	71	50	89	245	153	359	20	411
	15%	-	*15%*	*14%*	*16%*	*8%*	*7%*	*7%*	**14%fg**	**21%efg**	**26%efgh**	**27%efgh**	*8%*	*10%*	**24%lm**	**27%lm**	*16%*	*9%*	*16%*
Don't know	131	-	131	51	75	5	11	23	27	28	17	21	15	50	66	38	122	9	147
	5%	-	*5%*	*4%*	*6%*	*1%*	*3%*	*4%*	**7%e**	**6%e**	**5%e**	**8%e**	*2%*	**6%l**	**7%l**	**7%l**	*5%*	*4%*	*6%*
NET Agree	716	-	716	414	296	137	139	225	90	75	36	15	276	315	125	51	615	96	621
	28%	-	*28%*	**33%d**	*23%*	**42%hijk**	**43%hijk**	**43%hijk**	**24%ijk**	**17%k**	*11%*	*6%*	**42%mno**	**35%no**	*12%*	*9%*	*27%*	**43%p**	*24%*
NET Disagree	800	-	800	350	448	73	62	113	97	176	141	138	135	210	455	279	747	46	864
	31%	-	*31%*	*28%*	**35%c**	*22%*	*19%*	*22%*	*26%*	**40%efgh**	**45%efgh**	**53%efghl**	*21%*	*24%*	**45%lm**	**49%lm**	**32%q**	*21%*	*33%*
Mean	2.91	-	2.91	3.05d	2.77	3.22hijk	3.34hijk	3.33hijk	2.92ijk	2.59k	2.41	2.19	3.28no	3.17no	2.43	2.31	2.87	3.29p	2.81
Std Dev.	1.18	-	1.18	1.21	1.14	1.09	1.11	1.16	1.12	1.14	1.09	0.94	1.10	1.16	1.09	1.03	1.18	1.14	1.15
Std Error	0.02	-	0.02	0.04	0.03	0.06	0.06	0.05	0.06	0.05	0.06	0.06	0.05	0.04	0.03	0.04	0.02	0.10	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
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Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Strongly agree	(5)	**247**	87	59	45	56	146	101	195	47	25	20	37	52	102	110	25	213
		10%	**18%bcd**	*8%*	*8%*	*8%*	**11%f**	*8%*	**13%h**	*5%*	*7%*	*6%*	*6%*	*9%*	**21%ijkln**	*7%*	*7%*	*10%*
Slightly agree	(4)	**469**	122	124	102	121	246	224	352	114	58	59	98	117	107	274	59	383
		18%	**25%bd**	*16%*	*19%*	*16%*	*19%*	*18%*	**24%h**	*11%*	*16%*	*18%*	*16%*	*19%*	**23%k**	*18%*	*16%*	*19%*
Neither agree nor disagree	(3)	**907**	141	274	156	336	415	492	492	393	148	128	254	194	126	576	148	709
		35%	*29%*	*35%*	*29%*	**45%abc**	*32%*	**39%e**	*33%*	**39%g**	**42%lm**	**38%m**	**41%lm**	*32%*	*26%*	**37%m**	**41%p**	*34%*
Slightly disagree	(2)	**417**	68	158	103	88	226	191	222	189	57	44	107	122	63	273	57	349
		16%	*14%*	**20%ad**	**19%d**	*12%*	*18%*	*15%*	*15%*	*19%*	*16%*	*13%*	*17%*	**20%jm**	*13%*	*17%*	*16%*	*17%*
Strongly disagree	(1)	**383**	60	122	108	93	182	201	169	211	48	66	88	99	60	253	49	316
		15%	*12%*	*15%*	**20%ad**	*13%*	*14%*	*16%*	*11%*	**21%g**	*13%*	**20%m**	*14%*	*16%*	*13%*	*16%*	*14%*	*15%*
Don't know		**131**	12	51	22	45	63	68	64	64	20	17	33	25	17	75	20	99
		5%	*2%*	**7%a**	*4%*	**6%a**	*5%*	*5%*	*4%*	*6%*	*6%*	*5%*	*5%*	*4%*	*4%*	*5%*	*6%*	*5%*
NET Agree		**716**	209	183	147	177	392	324	547	161	83	79	136	169	209	384	83	596
		28%	**43%bcd**	*23%*	*27%*	*24%*	**31%f**	*25%*	**37%h**	*16%*	*23%*	*24%*	*22%*	*28%*	**44%ijkln**	*25%*	*23%*	*29%*
NET Disagree		**800**	129	279	211	181	408	392	392	401	105	110	194	221	123	526	106	665
		31%	*26%*	**35%ad**	**39%ad**	*25%*	*32%*	*31%*	*26%*	**39%g**	*30%*	*33%*	*32%*	**36%m**	*26%*	**34%m**	*30%*	*32%*
Mean		**2.91**	**3.22bcd**	2.78	2.75	**2.94bc**	2.96	2.86	**3.13h**	2.58	2.86	2.76	2.81	2.83	**3.28ijkln**	2.81	2.86	2.91
Std Dev.		**1.18**	1.26	1.15	1.24	1.08	1.21	1.15	1.19	1.10	1.09	1.17	1.08	1.19	1.31	1.14	1.09	1.20
Std Error		**0.02**	0.05	0.04	0.06	0.04	0.03	0.03	0.03	0.03	0.06	0.07	0.04	0.05	0.06	0.03	0.06	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Strongly agree	(5)	247	226	20	13	222	11	7	7	11	42	13	21	14	28	59	22	12	2	8
		10%	**10%b**	*5%*	*11%*	**10%ef**	*5%*	*6%*	**10%e**	**11%r**	**15%jlopr**	*6%*	**11%r**	*6%*	**12%r**	**17%jlopr**	*6%*	*5%*	*8%*	*5%*
Slightly agree	(4)	469	412	57	14	408	32	16	12	13	59	31	22	41	29	96	72	46	3	29
		18%	*19%*	*15%*	*12%*	*19%*	*16%*	*13%*	*18%*	*12%*	**22%m**	*14%*	*12%*	*18%*	*12%*	**28%hjkmqr**	*20%*	*20%*	*11%*	*17%*
Neither agree nor disagree	(3)	907	764	143	48	758	74	49	25	40	89	77	62	87	104	88	126	85	7	67
		35%	*35%*	*38%*	*40%*	*35%*	*36%*	*40%*	*36%*	**39%n**	*33%*	*36%*	*34%*	**38%n**	**44%n**	*26%*	*35%*	**38%n**	*26%*	**38%n**
Slightly disagree	(2)	417	346	71	22	343	41	22	12	18	38	38	38	36	32	53	52	39	4	36
		16%	*16%*	*19%*	*18%*	*16%*	*20%*	*18%*	*17%*	*18%*	*14%*	*18%*	*21%*	*16%*	*13%*	*15%*	*14%*	*17%*	*14%*	*21%*
Strongly disagree	(1)	383	316	67	19	316	39	18	10	15	34	37	29	41	27	37	61	35	10	29
		15%	*14%*	*18%*	*15%*	*15%*	*19%*	*15%*	*14%*	*15%*	*12%*	*18%*	*16%*	*18%*	*11%*	*11%*	*17%*	*15%*	**35%hijklmnopr**	*17%*
Don't know		131	114	17	5	110	7	10	4	4	9	17	8	10	17	8	28	8	1	6
		5%	*5%*	*4%*	*4%*	*5%*	*3%*	**8%e**	*6%*	*4%*	*3%*	**8%n**	*5%*	*4%*	*7%*	*2%*	*8%*	*4%*	*5%*	*3%*
NET Agree		716	639	78	27	630	43	23	19	24	101	44	43	55	57	154	94	58	5	38
		28%	**29%b**	*21%*	*22%*	**29%ef**	*21%*	*19%*	**28%f**	*24%*	**37%hjklmpqr**	*21%*	*24%*	*24%*	*24%*	**45%hjklmopqr**	*26%*	*26%*	*19%*	*21%*
NET Disagree		800	662	138	40	659	80	39	21	33	72	76	67	77	59	90	112	74	14	66
		31%	*30%*	**37%a**	*33%*	*31%*	**39%d**	*32%*	*31%*	*33%*	*26%*	*36%*	**37%m**	*34%*	*25%*	*26%*	*31%*	*33%*	**50%imno**	**37%imn**
Mean		2.91	**2.95b**	2.70	2.84	**2.94ef**	2.67	2.76	**2.92e**	**2.87q**	**3.14jklopqr**	2.72	2.81	2.78	**3.00qr**	**3.26hjklopqr**	2.83	2.82	2.40	2.71
Std Dev.		1.18	1.19	1.12	1.17	1.19	1.13	1.08	1.19	1.18	1.23	1.14	1.22	1.15	1.13	1.24	1.16	1.11	1.34	1.09
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.07	0.11	0.11	0.10	0.11	0.10	0.10	0.10	0.10	0.09	0.15	0.05

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

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QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Strongly agree	(5)	**247**	131	65	25	10	14	196	24	136	69	18	16	7	206	23
		10%	**14%bcdf**	*7%*	*7%*	*6%*	**17%bcd**	**10%b**	*9%*	**14%ijm**	*7%*	*4%*	**14%j**	**15%j**	**11%ij**	**14%ij**
Slightly agree	(4)	**469**	121	223	72	35	17	344	51	144	217	80	16	8	362	24
		18%	*13%*	**23%af**	**20%a**	**20%a**	*20%*	**18%a**	**20%a**	*15%*	**23%h**	*19%*	*13%*	*17%*	*19%*	*14%*
Neither agree nor disagree	(3)	**907**	280	337	179	69	25	618	94	288	347	190	47	11	636	58
		35%	*29%*	*35%*	**51%abefg**	**41%a**	*30%*	*32%*	*37%*	*30%*	**36%h**	**44%hilm**	*39%*	*24%*	*33%*	*35%*
Slightly disagree	(2)	**417**	168	178	34	27	11	345	38	140	179	66	23	7	319	30
		16%	**18%c**	**18%c**	*10%*	*16%*	*13%*	**18%c**	*15%*	*15%*	*19%*	*15%*	*19%*	*16%*	*17%*	*18%*
Strongly disagree	(1)	**383**	210	126	25	13	9	336	22	204	117	43	5	9	322	14
		15%	**22%bcdfg**	**13%c**	*7%*	*8%*	*11%*	**17%bcdg**	*9%*	**21%ijkmn**	*12%*	*10%*	*4%*	**19%k**	**17%ijkn**	*8%*
Don't know		**131**	43	38	17	17	9	81	25	42	32	32	12	3	74	16
		5%	*5%*	*4%*	*5%*	**10%abf**	**10%bf**	*4%*	**10%abf**	*4%*	*3%*	**7%lm**	**10%hilm**	*8%*	*4%*	**10%hilm**
NET Agree		**716**	252	288	97	45	31	540	76	281	287	97	32	14	567	47
		28%	*26%*	*30%*	*28%*	*26%*	*36%*	*28%*	*30%*	*29%*	**30%j**	*23%*	*27%*	*32%*	**30%j**	*28%*
NET Disagree		**800**	378	303	58	40	20	681	60	344	296	109	28	16	641	44
		31%	**40%bcdeg**	**31%c**	*17%*	*23%*	*24%*	**35%cdg**	*24%*	**36%jk**	*31%*	*26%*	*23%*	*36%*	**33%j**	*27%*
Mean		**2.91**	2.78	2.92	**3.12abf**	3.01	**3.21a**	2.85	**3.08af**	2.86	2.94	2.90	3.14	2.92	2.90	3.08
Std Dev.		**1.18**	1.33	1.12	0.95	1.01	1.26	1.23	1.09	1.34	1.11	0.99	1.07	1.38	1.23	1.16
Std Error		**0.02**	0.04	0.04	0.05	0.09	0.15	0.03	0.08	0.04	0.04	0.05	0.11	0.20	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Strongly agree	(5)	**247**	50	191	5	126	105	15	242	3	2	-	246	*
		10%	***23%b***	*8%*	*13%*	***16%e***	*7%*	*10%*	*10%*	*5%*	*20%*	-	*10%*	*3%*
Slightly agree	(4)	**469**	40	424	6	135	291	43	443	24	1	2	467	-
		18%	*18%*	*19%*	*13%*	*17%*	*18%*	***28%de***	*18%*	*50%*	*7%*	*35%*	*18%*	-
Neither agree nor disagree	(3)	**907**	72	815	19	267	568	71	876	15	7	3	898	6
		35%	*33%*	*36%*	*45%*	*34%*	*35%*	***46%de***	*35%*	*31%*	*71%*	*47%*	*35%*	*78%*
Slightly disagree	(2)	**417**	25	389	3	119	290	8	410	5	*	-	416	2
		16%	*11%*	*17%*	*8%*	***15%f***	***18%f***	*5%*	*17%*	*11%*	*2%*	-	*16%*	*20%*
Strongly disagree	(1)	**383**	29	347	7	121	248	13	380	1	-	1	382	-
		15%	*13%*	*15%*	*16%*	*15%*	*15%*	*9%*	*15%*	*3%*	-	*18%*	*15%*	-
Don't know		**131**	3	126	2	26	102	3	131	-	-	-	131	-
		5%	*1%*	***5%a***	*6%*	*3%*	***6%d***	*2%*	*5%*	-	-	-	*5%*	-
NET Agree		**716**	90	615	11	261	396	58	685	27	3	2	714	*
		28%	***41%b***	*27%*	*26%*	***33%e***	*25%*	***38%e***	*28%*	*55%*	*27%*	*35%*	*28%*	*3%*
NET Disagree		**800**	54	736	10	240	538	22	791	7	*	1	797	2
		31%	*25%*	*32%*	*24%*	***30%f***	***34%f***	*14%*	*32%*	*14%*	*2%*	*18%*	*31%*	*20%*
Mean		**2.91**	**3.27b**	2.87	2.98	**3.03e**	2.81	**3.26e**	2.90	3.44	3.46	2.99	2.91	2.86
Std Dev.		**1.18**	1.30	1.16	1.22	1.27	1.14	1.02	1.19	0.87	0.88	1.15	1.18	0.58
Std Error		**0.02**	0.09	0.02	0.19	0.04	0.03	0.08	0.02	0.13	0.22	0.66	0.02	0.20

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base		**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base		**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Strongly agree	(5)	**247**	34	110	36	67	-	34	-	58	-	52	-	36	-	41	-	26
		10%	*8%*	**13%ad**	*8%*	*8%*	-	*8%*	-	**13%p**	-	**13%p**	-	*8%*	-	*9%*	-	*6%*
Slightly agree	(4)	**469**	84	152	84	149	-	84	-	70	-	83	-	84	-	72	-	77
		18%	*20%*	*18%*	*19%*	*17%*	-	*20%*	-	*16%*	-	*21%*	-	*19%*	-	*16%*	-	*19%*
Neither agree nor disagree	(3)	**907**	138	252	170	347	-	138	-	137	-	115	-	170	-	169	-	178
		35%	*33%*	*30%*	**39%b**	**39%b**	-	*33%*	-	*32%*	-	*29%*	-	**39%j**	-	*37%*	-	**43%fhj**
Slightly disagree	(2)	**417**	71	147	64	135	-	71	-	63	-	84	-	64	-	71	-	64
		16%	*17%*	*18%*	*15%*	*15%*	-	*17%*	-	*15%*	-	*21%*	-	*15%*	-	*15%*	-	*15%*
Strongly disagree	(1)	**383**	62	136	59	126	-	62	-	88	-	48	-	59	-	73	-	53
		15%	*15%*	*16%*	*14%*	*14%*	-	*15%*	-	**21%jp**	-	*12%*	-	*14%*	-	*16%*	-	*13%*
Don't know		**131**	25	32	19	54	-	25	-	14	-	18	-	19	-	37	-	18
		5%	*6%*	*4%*	*4%*	*6%*	-	*6%*	-	*3%*	-	*5%*	-	*4%*	-	**8%h**	-	*4%*
NET Agree		**716**	117	262	120	217	-	117	-	128	-	135	-	120	-	113	-	103
		28%	*28%*	**32%d**	*28%*	*25%*	-	*28%*	-	*30%*	-	**34%np**	-	*28%*	-	*24%*	-	*25%*
NET Disagree		**800**	133	283	123	261	-	133	-	151	-	132	-	123	-	144	-	117
		31%	*32%*	*34%*	*28%*	*30%*	-	*32%*	-	*35%*	-	*33%*	-	*28%*	-	*31%*	-	*28%*
Mean		**2.91**	2.89	2.94	2.94	2.87	-	2.89	-	2.87	-	3.02	-	2.94	-	2.85	-	2.90
Std Dev.		**1.18**	1.17	1.27	1.13	1.13	-	1.17	-	1.31	-	1.22	-	1.13	-	1.18	-	1.07
Std Error		**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.06	-	0.06	-	0.06	-	0.06	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
I value the option to be able to use the postal service	2095 82%	- -	2095 82%	1008 81%	1075 83%	221 67%	246 76%	425 82%e	305 83%e	384 87%ef	276 88%ef	239 92%efgh	467 72%	730 82%l	898 89%lm	514 90%lm	1924 83%q	159 71%	2159 84%
I prefer to send emails rather than letters whenever possible	1610 63%	- -	1610 63%	811 65%	786 61%	229 70%k	222 69%k	355 68%k	226 61%k	268 61%k	191 61%k	117 45%	451 69%no	581 65%no	577 57%	309 54%	1446 63%	150 67%	1604 62%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1658 65%	- -	1658 65%	830 67%	815 63%	196 59%	204 63%	355 68%k	254 69%	295 67%	203 65%	151 58%	400 61%	608 68%l	650 64%	354 62%	1500 65%	145 65%	1698 66%
I only use post if there is no alternative	1044 41%	- -	1044 41%	544 44%d	495 38%	170 52%hijk	161 50%hijk	263 51%hijk	123 33%k	158 36%k	111 35%k	58 23%	332 51%mno	385 43%no	327 32%	169 30%	912 39%	124 55%p	996 39%
I would feel cut off from society if I couldn't send or receive post	1667 65%	- -	1667 65%	806 65%	852 66%	159 48%	188 58%	345 66%e	238 64%e	291 66%e	239 76%efghi	207 80%efghi	347 53%	584 66%l	736 73%lm	446 78%lm	1535 66%q	120 54%	1694 66%
I only use post to send greetings cards	1033 40%	- -	1033 40%	555 45%d	473 36%	131 40%	135 42%	241 46%k	150 41%	164 37%	121 39%	92 35%	266 41%	390 44%n	376 37%	212 37%	928 40%	98 44%	934 36%
I send fewer letters by post now due to the cost	1441 56%	- -	1441 56%	686 55%	745 57%	177 54%	162 50%	303 58%	203 55%	261 59%	192 61%f	142 55%	339 52%	506 57%	595 59%l	334 58%	1296 56%	135 60%	1445 56%
I trust second class post to get there in a reasonable timeframe	1892 74%	- -	1892 74%	921 74%	959 74%	213 65%	221 69%	410 79%ef	279 76%e	319 72%	246 78%ef	204 79%ef	434 67%	689 78%l	769 76%l	450 79%l	1717 74%	163 73%	1945 75%
I nearly always send digital greetings cards now, instead of sending them by post	560 22%	- -	560 22%	346 28%d	208 16%	95 29%hijk	120 37%hijk	182 35%hijk	51 14%	47 11%	35 11%	30 11%	215 33%mno	234 26%no	111 11%	64 11%	464 20%	88 39%p	497 19%
There are some things that I will always need to send by post	2139 84%	- -	2139 84%	1015 82%	1115 86%c	220 67%	249 77%e	421 81%e	323 88%ef	396 90%efg	286 91%efg	243 94%efg	469 72%	745 84%l	925 91%lm	529 92%lm	1965 85%q	165 74%	2184 85%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
I expect to use Royal Mail's competitors more in the future	**716**	-	716	414	296	137	139	225	90	75	36	15	276	315	125	51	615	96	621
	28%	-	*28%*	**33%d**	*23%*	**42%hijk**	**43%hijk**	**43%hijk**	**24%ijk**	**17%k**	*11%*	*6%*	**42%mno**	**35%no**	*12%*	*9%*	*27%*	**43%p**	*24%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
I value the option to be able to use the postal service	**2095**	410	660	454	570	1070	1024	1202	865	263	278	498	525	403	1300	264	1731
	82%	**84%d**	**84%d**	**85%d**	*77%*	*84%*	*80%*	*80%*	**85%g**	*74%*	**83%i**	*81%*	**86%i**	**85%i**	**83%i**	*74%*	**84%o**
I prefer to send emails rather than letters whenever possible	**1610**	366	489	306	449	854	755	1004	580	202	183	370	395	349	947	203	1322
	63%	**75%bcd**	*62%*	*57%*	*61%*	**67%f**	*59%*	**67%h**	*57%*	*57%*	*55%*	*60%*	**65%j**	**73%ijkln**	*61%*	*57%*	**64%o**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1658**	351	511	338	458	861	796	1004	630	202	217	397	387	341	1001	204	1366
	65%	**72%cd**	*65%*	*63%*	*62%*	**67%f**	*62%*	**67%h**	*62%*	*57%*	*65%*	*64%*	*63%*	**72%iln**	*64%*	*57%*	**66%o**
I only use post if there is no alternative	**1044**	261	310	202	272	570	474	689	341	132	104	236	248	260	588	133	864
	41%	**53%bcd**	*39%*	*38%*	*37%*	**45%f**	*37%*	**46%h**	*33%*	*37%*	*31%*	*38%*	**41%j**	**55%ijkln**	*38%*	*37%*	*42%*
I would feel cut off from society if I couldn't send or receive post	**1667**	329	542	356	441	870	797	932	705	231	218	379	412	321	1009	232	1350
	65%	**67%d**	**69%d**	*66%*	*60%*	**68%f**	*62%*	*62%*	**69%g**	*65%*	*65%*	*61%*	*67%*	*68%*	*65%*	*65%*	*65%*
I only use post to send greetings cards	**1033**	241	320	195	277	561	472	649	362	134	117	210	254	262	580	134	855
	40%	**49%bcd**	*41%*	*36%*	*37%*	**44%f**	*37%*	**43%h**	*36%*	*38%*	*35%*	*34%*	**42%k**	**55%ijkln**	*37%*	*38%*	*41%*
I send fewer letters by post now due to the cost	**1441**	314	443	300	383	757	683	854	565	177	190	333	361	286	884	177	1186
	56%	**64%bcd**	*56%*	*56%*	*52%*	**59%f**	*54%*	*57%*	*56%*	*50%*	*57%*	*54%*	**59%i**	**60%i**	*57%*	*49%*	**57%o**
I trust second class post to get there in a reasonable timeframe	**1892**	365	586	396	545	951	941	1115	753	238	259	461	469	359	1188	239	1568
	74%	*74%*	*74%*	*74%*	*74%*	*74%*	*74%*	*75%*	*74%*	*67%*	**78%i**	**75%i**	**77%i**	**75%i**	**76%i**	*67%*	**76%o**
I nearly always send digital greetings cards now, instead of sending them by post	**560**	199	149	104	108	348	212	416	129	62	53	112	116	190	280	62	474
	22%	**41%bcd**	*19%*	*19%*	*15%*	**27%f**	*17%*	**28%h**	*13%*	*18%*	*16%*	*18%*	*19%*	**40%ijkln**	*18%*	*17%*	*23%*
There are some things that I will always need to send by post	**2139**	409	683	458	590	1092	1047	1242	869	270	279	501	537	417	1317	271	1765
	84%	*83%*	**87%d**	*85%*	*80%*	*85%*	*82%*	*83%*	*85%*	*76%*	*84%*	*81%*	**88%ik**	**88%ik**	**84%i**	*76%*	**85%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
I expect to use Royal Mail's competitors more in the future	**716**	209	183	147	177	392	324	547	161	83	79	136	169	209	384	83	596
	28%	**43%bcd**	*23%*	*27%*	*24%*	**31%f**	*25%*	**37%h**	*16%*	*23%*	*24%*	*22%*	*28%*	**44%jkln**	*25%*	*23%*	*29%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 58

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
I value the option to be able to use the postal service	**2095** *82%*	1771 *81%*	324 *86%*	109 **91%a**	1755 *81%*	177 **87%d**	106 **87%d**	56 *81%*	78 *78%*	218 *80%*	174 *82%*	138 *76%*	180 *79%*	205 **86%k**	271 *80%*	306 *85%*	184 *82%*	25 *89%*	152 **86%hk**
I prefer to send emails rather than letters whenever possible	**1610** *63%*	1398 **64%b**	212 *57%*	69 *57%*	1363 *63%*	130 *63%*	73 *60%*	44 *64%*	61 *61%*	183 *67%*	128 *60%*	113 *63%*	129 *57%*	153 *64%*	246 **72%hjlop**	217 *60%*	131 *58%*	16 *57%*	114 *65%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1658** *65%*	1428 *66%*	230 *61%*	76 *63%*	1397 *65%*	132 *65%*	82 *67%*	47 *67%*	57 *57%*	185 **68%j**	118 *55%*	113 *63%*	146 *64%*	155 *65%*	240 **70%hj**	225 *63%*	157 **70%hl**	19 *66%*	113 *65%*
I only use post if there is no alternative	**1044** *41%*	913 **42%b**	131 *35%*	45 *37%*	896 *42%*	77 *38%*	44 *36%*	28 *40%*	38 *37%*	124 *46%*	79 *37%*	93 **52%hjlmpqr**	81 *36%*	84 *35%*	170 **50%hjlmpr**	147 *41%*	80 *36%*	9 *32%*	68 *39%*
I would feel cut off from society if I couldn't send or receive post	**1667** *65%*	1416 *65%*	252 *67%*	78 *65%*	1411 *65%*	133 *65%*	77 *63%*	46 *67%*	65 *65%*	173 *64%*	138 *65%*	116 *64%*	153 *67%*	163 *69%*	220 *65%*	232 *64%*	150 *67%*	22 *77%*	111 *63%*
I only use post to send greetings cards	**1033** *40%*	881 *40%*	152 *40%*	50 *42%*	891 **41%g**	72 *35%*	48 *39%*	21 *31%*	38 *37%*	122 **45%l**	84 *39%*	65 *36%*	73 *32%*	97 *41%*	163 **48%lqr**	161 **45%l**	88 *39%*	8 *28%*	64 *37%*
I send fewer letters by post now due to the cost	**1441** *56%*	1237 *57%*	203 *54%*	68 *57%*	1222 *57%*	114 *56%*	66 *54%*	38 *55%*	56 *56%*	155 *57%*	119 *56%*	108 *60%*	125 *55%*	140 *59%*	211 *62%*	188 *52%*	120 *53%*	16 *56%*	98 *56%*
I trust second class post to get there in a reasonable timeframe	**1892** *74%*	1612 *74%*	280 *75%*	88 *73%*	1590 *74%*	155 *76%*	95 *78%*	52 *75%*	73 *72%*	198 *73%*	153 *72%*	132 *73%*	177 *78%*	170 *72%*	244 *72%*	277 *77%*	165 *73%*	25 *87%*	131 *74%*
I nearly always send digital greetings cards now, instead of sending them by post	**560** *22%*	510 **23%b**	50 *13%*	19 *16%*	481 *22%*	42 *20%*	22 *18%*	16 *22%*	18 *18%*	76 **28%jkmp**	32 *15%*	31 *17%*	41 *18%*	41 *17%*	142 **42%hjklmopqr**	73 *20%*	28 *12%*	6 *21%*	36 **20%p**
There are some things that I will always need to send by post	**2139** *84%*	1820 *84%*	319 *85%*	99 *83%*	1808 *84%*	172 *84%*	101 *83%*	58 *84%*	84 *84%*	227 *83%*	177 *83%*	152 *84%*	190 *83%*	211 *89%*	275 *81%*	293 *81%*	199 *88%*	26 *90%*	147 *83%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
I expect to use Royal Mail's competitors more in the future	**716**	639	78	27	630	43	23	19	24	101	44	43	55	57	154	94	58	5	38
	28%	**29%b**	*21%*	*22%*	**29%ef**	*21%*	*19%*	**28%f**	*24%*	**37%hjklmpqr**	*21%*	*24%*	*24%*	*24%*	**45%hjklmopqr**	*26%*	*26%*	*19%*	*21%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
I value the option to be able to use the postal service	2095	891	831	190	126	47	1722	174	885	818	265	79	26	1703	105
	82%	94%bcdefg	86%cdeg	*54%*	74%ce	*56%*	90%bcdeg	68%c	93%ijklmn	85%jkln	*62%*	*66%*	*58%*	89%jkln	*64%*
I prefer to send emails rather than letters whenever possible	1610	596	633	180	110	77	1230	187	601	639	237	69	41	1240	110
	63%	63%c	65%c	*51%*	64%c	91%abcdfg	64%c	73%acf	63%j	66%j	*55%*	*57%*	93%hijkmn	65%j	*67%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1658	683	662	164	89	50	1345	139	667	659	220	69	26	1326	95
	65%	72%cdg	68%cdg	*46%*	*52%*	*60%*	70%cdg	*55%*	70%jkn	69%jn	*51%*	*58%*	*59%*	69%jkn	*58%*
I only use post if there is no alternative	1044	381	397	110	91	59	777	150	356	428	152	58	34	783	92
	41%	40%c	41%c	*31%*	53%abcf	70%abcf	40%c	59%abcf	*37%*	44%hj	*35%*	*48%*	77%hijkmn	*41%*	56%hijm
I would feel cut off from society if I couldn't send or receive post	1667	759	658	152	64	27	1417	90	734	663	197	49	11	1396	61
	65%	80%bcdefg	68%cdeg	*43%*	*37%*	*32%*	74%bcdeg	*35%*	77%ijkln	69%jkln	46%l	*41%*	*26%*	73%jkln	*37%*
I only use post to send greetings cards	1033	459	394	83	63	25	853	88	395	397	144	57	19	793	76
	40%	48%bcdeg	41%c	*24%*	37%c	*30%*	44%ceg	34%c	41%j	*41%*	*34%*	47%j	*43%*	41%j	46%j
I send fewer letters by post now due to the cost	1441	529	596	150	107	51	1125	158	525	602	203	60	30	1127	89
	56%	56%c	62%ac	*43%*	63%c	61%c	59%c	62%c	*55%*	63%hjk	*47%*	*50%*	67%j	59%j	*54%*
I trust second class post to get there in a reasonable timeframe	1892	825	738	169	109	46	1562	154	813	744	229	56	29	1557	85
	74%	87%bcdefg	76%cdeg	*48%*	63%c	*54%*	81%bcdeg	60%c	85%ijkln	77%jkn	*53%*	*47%*	*65%*	81%jkln	*52%*
I nearly always send digital greetings cards now, instead of sending them by post	560	225	237	40	31	23	462	54	232	224	71	18	10	456	27
	22%	24%c	25%c	*11%*	*18%*	27%c	24%c	21%c	24%j	23%j	*17%*	*15%*	*22%*	24%j	*16%*
There are some things that I will always need to send by post	2139	886	845	215	135	50	1731	186	872	831	293	93	28	1703	121
	84%	93%bcdeg	87%cdeg	*61%*	79%ce	*60%*	90%cdeg	73%c	91%ijkln	86%jkln	*68%*	*77%*	*64%*	89%jkln	*74%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
I expect to use Royal Mail's competitors more in the future	**716**	252	288	97	45	31	540	76	281	287	97	32	14	567	47
	28%	*26%*	*30%*	*28%*	*26%*	*36%*	*28%*	*30%*	*29%*	**30%j**	*23%*	*27%*	*32%*	**30%j**	*28%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
I value the option to be able to use the postal service	**2095**	177	1887	31	647	1345	103	2056	24	6	5	2086	3
	82%	*81%*	*82%*	*72%*	**81%f**	**84%f**	*66%*	*83%*	*49%*	*67%*	*100%*	*82%*	*35%*
I prefer to send emails rather than letters whenever possible	**1610**	140	1450	19	512	1015	83	1577	25	6	2	1608	-
	63%	*64%*	*63%*	*44%*	*64%*	*63%*	*54%*	*64%*	*51%*	*63%*	*35%*	*63%*	-
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1658**	155	1480	22	544	1013	100	1626	25	6	1	1657	*
	65%	*71%*	*65%*	*53%*	*68%*	*63%*	*65%*	*65%*	*51%*	*64%*	*18%*	*65%*	*1%*
I only use post if there is no alternative	**1044**	114	913	18	353	630	62	1014	27	4	-	1044	-
	41%	**52%b**	*40%*	*42%*	*44%*	*39%*	*40%*	*41%*	*55%*	*38%*	-	*41%*	-
I would feel cut off from society if I couldn't send or receive post	**1667**	164	1479	24	557	1012	98	1636	22	4	4	1663	1
	65%	**75%b**	*65%*	*58%*	**70%e**	*63%*	*63%*	*66%*	*46%*	*46%*	*65%*	*65%*	*15%*
I only use post to send greetings cards	**1033**	116	898	19	339	618	75	1000	26	3	3	1029	2
	40%	**53%b**	*39%*	*45%*	*43%*	*39%*	*49%*	*40%*	*53%*	*31%*	*47%*	*40%*	*20%*
I send fewer letters by post now due to the cost	**1441**	135	1289	17	460	897	83	1409	25	3	3	1437	1
	56%	*62%*	*56%*	*40%*	*58%*	*56%*	*54%*	*57%*	*52%*	*30%*	*47%*	*57%*	*15%*
I trust second class post to get there in a reasonable timeframe	**1892**	162	1704	26	590	1206	96	1857	26	4	3	1888	1
	74%	*74%*	*74%*	*62%*	**74%f**	**75%f**	*62%*	*75%*	*54%*	*43%*	*53%*	*74%*	*15%*
I nearly always send digital greetings cards now, instead of sending them by post	**560**	81	471	8	215	297	49	533	24	2	2	558	-
	22%	**37%b**	*21%*	*18%*	**27%e**	*18%*	**32%e**	*21%*	*49%*	*16%*	*35%*	*22%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
There are some things that I will always need to send by post	**2139**	186	1926	28	675	1356	108	2098	33	7	1	2137	1
	84%	*85%*	*84%*	*66%*	**85%f**	**85%f**	*70%*	*85%*	*67%*	*72%*	*18%*	*84%*	*15%*
I expect to use Royal Mail's competitors more in the future	**716**	90	615	11	261	396	58	685	27	3	2	714	*
	28%	**41%b**	*27%*	*26%*	**33%e**	*25%*	**38%e**	*28%*	*55%*	*27%*	*35%*	*28%*	*3%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
I value the option to be able to use the postal service	**2095**	333	714	329	719	-	333	-	380	-	335	-	329	-	383	-	336
	82%	*80%*	**86%ac**	*76%*	*82%*	-	*80%*	-	**88%fjp**	-	**84%l**	-	*76%*	-	*83%*	-	*81%*
I prefer to send emails rather than letters whenever possible	**1610**	243	534	266	567	-	243	-	258	-	276	-	266	-	294	-	272
	63%	*59%*	*64%*	*62%*	*64%*	-	*59%*	-	*60%*	-	**69%fh**	-	*62%*	-	*64%*	-	*66%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1658**	257	555	284	562	-	257	-	290	-	265	-	284	-	308	-	254
	65%	*62%*	*67%*	*66%*	*64%*	-	*62%*	-	*67%*	-	*66%*	-	*66%*	-	*66%*	-	*61%*
I only use post if there is no alternative	**1044**	155	359	155	376	-	155	-	171	-	187	-	155	-	205	-	171
	41%	*37%*	*43%*	*36%*	*43%*	-	*37%*	-	*40%*	-	**47%fl**	-	*36%*	-	*44%*	-	*41%*
I would feel cut off from society if I couldn't send or receive post	**1667**	254	585	266	562	-	254	-	326	-	260	-	266	-	301	-	261
	65%	*61%*	**71%acd**	*62%*	*64%*	-	*61%*	-	**76%fjlnp**	-	*65%*	-	*62%*	-	*65%*	-	*63%*
I only use post to send greetings cards	**1033**	157	358	178	339	-	157	-	190	-	169	-	178	-	181	-	159
	40%	*38%*	*43%*	*41%*	*39%*	-	*38%*	-	*44%*	-	*42%*	-	*41%*	-	*39%*	-	*38%*
I send fewer letters by post now due to the cost	**1441**	215	487	220	519	-	215	-	240	-	247	-	220	-	266	-	253
	56%	*52%*	*59%*	*51%*	**59%c**	-	*52%*	-	*56%*	-	**62%fl**	-	*51%*	-	*57%*	-	**61%l**
I trust second class post to get there in a reasonable timeframe	**1892**	315	634	308	635	-	315	-	324	-	310	-	308	-	329	-	306
	74%	*76%*	*76%*	*71%*	*72%*	-	*76%*	-	*75%*	-	*78%*	-	*71%*	-	*71%*	-	*74%*
I nearly always send digital greetings cards now, instead of sending them by post	**560**	76	211	93	180	-	76	-	107	-	104	-	93	-	101	-	79
	22%	*18%*	**25%a**	*22%*	*20%*	-	*18%*	-	*25%*	-	**26%f**	-	*22%*	-	*22%*	-	*19%*
There are some things that I will always need to send by post	**2139**	332	711	354	742	-	332	-	375	-	336	-	354	-	404	-	338
	84%	*80%*	*86%*	*82%*	*84%*	-	*80%*	-	**87%f**	-	*84%*	-	*82%*	-	**87%f**	-	*81%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
I expect to use Royal Mail's competitors more in the future	**716**	117	262	120	217	-	117	-	128	-	135	-	120	-	113	-	103
	28%	*28%*	**32%d**	*28%*	*25%*	-	*28%*	-	*30%*	-	**34%np**	-	*28%*	-	*24%*	-	*25%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
I value the option to be able to use the postal service	**113** *4%*	- -	113 *4%*	69 *6%d*	44 *3%*	32 *10%gijk*	19 *6%ijk*	24 *5%jk*	23 *6%ijk*	9 *2%*	4 *1%*	2 *1%*	52 *8%no*	48 *5%no*	14 *1%*	6 *1%*	84 *4%*	28 *12%p*	100 *4%*
I prefer to send emails rather than letters whenever possible	**390** *15%*	- -	390 *15%*	169 *14%*	219 *17%*	43 *13%*	32 *10%*	67 *13%*	67 *18%f*	70 *16%*	43 *14%*	67 *26%efgjl*	75 *12%*	134 *15%*	180 *18%l*	110 *19%l*	354 *15%*	32 *14%*	402 *16%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**392** *15%*	- -	392 *15%*	186 *15%*	204 *16%*	64 *19%g*	53 *16%g*	52 *10%*	59 *16%*	69 *16%g*	48 *15%*	48 *19%g*	117 *18%m*	111 *12%*	164 *16%*	96 *17%*	351 *15%*	39 *18%*	374 *14%*
I only use post if there is no alternative	**846** *33%*	- -	846 *33%*	370 *30%*	470 *36%c*	82 *25%*	75 *23%*	140 *27%*	125 *34%f*	186 *42%efg*	126 *40%efg*	112 *43%efg*	157 *24%*	264 *30%*	424 *42%lm*	238 *42%lm*	796 *35%q*	47 *21%*	935 *36%*
I would feel cut off from society if I couldn't send or receive post	**350** *14%*	- -	350 *14%*	167 *13%*	180 *14%*	70 *21%gjk*	51 *16%jk*	66 *13%jk*	62 *17%jk*	69 *16%jk*	20 *6%*	13 *5%*	121 *19%no*	128 *14%no*	101 *10%o*	33 *6%*	307 *13%*	42 *19%*	362 *14%*
I only use post to send greetings cards	**975** *38%*	- -	975 *38%*	443 *36%*	524 *40%*	104 *32%*	121 *37%*	163 *31%*	154 *42%eg*	189 *43%eg*	133 *43%eg*	111 *43%eg*	224 *34%*	317 *36%*	433 *43%lm*	244 *43%lm*	898 *39%*	68 *30%*	1099 *43%*
I send fewer letters by post now due to the cost	**455** *18%*	- -	455 *18%*	220 *18%*	234 *18%*	47 *14%*	69 *21%*	85 *16%*	75 *20%*	89 *20%*	53 *17%*	36 *14%*	116 *18%*	160 *18%*	179 *18%*	90 *16%*	421 *18%*	32 *14%*	482 *19%*
I trust second class post to get there in a reasonable timeframe	**279** *11%*	- -	279 *11%*	123 *10%*	155 *12%*	39 *12%*	22 *7%*	38 *7%*	44 *12%*	60 *14%fg*	42 *13%fg*	34 *13%*	61 *9%*	82 *9%*	136 *13%m*	76 *13%*	263 *11%*	15 *7%*	282 *11%*
I nearly always send digital greetings cards now, instead of sending them by post	**1483** *58%*	- -	1483 *58%*	645 *52%*	832 *64%c*	107 *33%*	113 *35%*	246 *47%ef*	247 *67%efg*	322 *73%efg*	238 *76%efg*	210 *81%efgh*	220 *34%*	493 *55%l*	770 *76%lm*	448 *78%lm*	1422 *62%q*	57 *25%*	1611 *62%*
There are some things that I will always need to send by post	**116** *5%*	- -	116 *5%*	70 *6%*	45 *4%*	53 *16%fghijk*	15 *5%jk*	19 *4%*	16 *4%jk*	8 *2%*	3 *1%*	2 *1%*	68 *10%mno*	35 *4%no*	13 *1%*	4 *1%*	83 *4%*	25 *11%p*	116 *4%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
I expect to use Royal Mail's competitors more in the future	**800**	-	800	350	448	73	62	113	97	176	141	138	135	210	455	279	747	46	864
	31%	-	*31%*	*28%*	**35%c**	*22%*	*19%*	*22%*	*26%*	**40%efgh**	**45%efgh**	**53%efghi**	*21%*	*24%*	**45%lm**	**49%lm**	**32%q**	*21%*	*33%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
I value the option to be able to use the postal service	**113**	30	38	13	32	68	46	84	30	18	23	33	18	19	73	18	92
	4%	***6%c***	*5%*	*3%*	*4%*	*5%*	*4%*	***6%h***	*3%*	*5%*	***7%l***	*5%*	*3%*	*4%*	*5%*	*5%*	*4%*
I prefer to send emails rather than letters whenever possible	**390**	65	118	92	115	182	207	203	183	70	60	100	84	56	244	71	302
	15%	*13%*	*15%*	*17%*	*16%*	*14%*	*16%*	*14%*	***18%g***	***20%m***	*18%*	*16%*	*14%*	*12%*	*16%*	*20%*	*15%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**392**	77	131	71	113	208	184	219	168	70	45	84	102	72	231	70	306
	15%	*16%*	*17%*	*13%*	*15%*	*16%*	*14%*	*15%*	*16%*	*20%*	*13%*	*14%*	*17%*	*15%*	*15%*	*20%*	*15%*
I only use post if there is no alternative	**846**	151	278	197	220	429	417	446	385	119	122	190	245	118	557	119	687
	33%	*31%*	*35%*	***37%d***	*30%*	*34%*	*33%*	*30%*	***38%g***	***33%m***	***36%m***	*31%*	***40%km***	*25%*	***36%m***	*33%*	*33%*
I would feel cut off from society if I couldn't send or receive post	**350**	76	103	73	99	179	172	239	108	43	46	77	91	77	214	43	295
	14%	*16%*	*13%*	*14%*	*13%*	*14%*	*13%*	***16%h***	*11%*	*12%*	*14%*	*13%*	*15%*	*16%*	*14%*	*12%*	*14%*
I only use post to send greetings cards	**975**	171	306	216	282	477	498	543	421	126	149	259	234	137	641	126	792
	38%	*35%*	*39%*	*40%*	*38%*	*37%*	*39%*	*36%*	*41%*	*35%*	***44%m***	***42%m***	***38%m***	*29%*	***41%m***	*35%*	*38%*
I send fewer letters by post now due to the cost	**455**	75	173	101	105	248	207	277	167	51	48	115	135	80	298	51	385
	18%	*15%*	***22%ad***	*19%*	*14%*	*19%*	*16%*	*19%*	*16%*	*14%*	*14%*	*19%*	***22%ij***	*17%*	*19%*	*14%*	*19%*
I trust second class post to get there in a reasonable timeframe	**279**	49	105	62	63	154	125	153	118	46	24	67	60	52	151	46	212
	11%	*10%*	***13%d***	*12%*	*9%*	*12%*	*10%*	*10%*	*12%*	*13%*	*7%*	*11%*	*10%*	*11%*	*10%*	*13%*	*10%*
I nearly always send digital greetings cards now, instead of sending them by post	**1483**	209	525	330	419	734	750	762	703	205	208	372	390	214	971	206	1208
	58%	*43%*	***67%ad***	***62%a***	***57%a***	*57%*	*59%*	*51%*	***69%g***	***57%m***	***62%m***	***60%m***	***64%m***	*45%*	***62%m***	*58%*	*58%*
There are some things that I will always need to send by post	**116**	26	31	15	43	57	59	80	30	14	22	31	12	22	66	14	89
	5%	*5%*	*4%*	*3%*	*6%*	*4%*	*5%*	***5%h***	*3%*	*4%*	***7%l***	***5%l***	*2%*	*5%*	*4%*	*4%*	*4%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
I expect to use Royal Mail's competitors more in the future	**800**	129	279	211	181	408	392	392	401	105	110	194	221	123	526	106	665
	31%	*26%*	**35%ad**	**39%ad**	*25%*	*32%*	*31%*	*26%*	**39%g**	*30%*	*33%*	*32%*	**36%m**	*26%*	**34%m**	*30%*	*32%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 59

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
I value the option to be able to use the postal service	**113** *4%*	106 *5%b*	7 *2%*	1 *1%*	93 *4%*	10 *5%*	9 *7%g*	2 *3%*	3 *3%*	8 *3%*	13 *6%*	8 *4%*	10 *4%*	7 *3%*	24 *7%*	13 *4%*	7 *3%*	3 *9%*	8 *4%*
I prefer to send emails rather than letters whenever possible	**390** *15%*	312 *14%*	78 *21%a*	20 *17%*	324 *15%*	35 *17%*	19 *16%*	11 *16%*	10 *10%*	34 *13%*	36 *17%*	26 *14%*	47 *21%ho*	35 *15%*	50 *15%*	38 *10%*	48 *21%ho*	6 *23%ho*	29 *16%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**392** *15%*	331 *15%*	61 *16%*	27 *22%*	332 *15%*	30 *15%*	20 *16%*	11 *15%*	18 *18%*	38 *14%*	38 *18%*	27 *15%*	26 *11%*	30 *13%*	50 *15%*	68 *19%*	37 *16%*	4 *14%*	26 *15%*
I only use post if there is no alternative	**846** *33%*	690 *32%*	156 *42%a*	53 *44%a*	695 *32%*	83 *41%d*	43 *36%*	24 *35%*	37 *37%l*	68 *25%*	82 *38%ln*	50 *28%*	88 *39%ln*	77 *32%*	89 *26%*	112 *31%*	92 *41%lkn*	13 *46%lkn*	70 *40%lkn*
I would feel cut off from society if I couldn't send or receive post	**350** *14%*	295 *14%*	55 *15%*	24 *20%*	287 *13%*	30 *15%*	23 *19%d*	11 *15%*	14 *14%*	39 *14%*	31 *14%*	21 *12%*	25 *11%*	36 *15%*	44 *13%*	48 *13%*	29 *13%*	2 *9%*	27 *16%*
I only use post to send greetings cards	**975** *38%*	812 *37%*	163 *43%*	54 *45%*	799 *37%*	93 *46%d*	49 *40%*	34 *49%df*	41 *41%n*	90 *33%*	95 *45%no*	72 *40%n*	101 *44%no*	101 *42%no*	94 *28%*	111 *31%*	94 *42%n*	15 *54%ino*	78 *44%ino*
I send fewer letters by post now due to the cost	**455** *18%*	384 *18%*	71 *19%*	29 *24%*	376 *17%*	41 *20%*	24 *20%*	14 *20%*	19 *19%*	64 *24%n*	37 *17%*	25 *14%*	37 *16%*	50 *21%*	47 *14%*	58 *16%*	39 *17%*	8 *27%*	33 *19%*
I trust second class post to get there in a reasonable timeframe	**279** *11%*	233 *11%*	46 *12%*	25 *20%a*	236 *11%*	18 *9%*	15 *13%*	9 *13%*	14 *14%*	40 *15%l*	24 *11%*	14 *8%*	16 *7%*	28 *12%*	38 *11%*	35 *10%*	28 *13%*	2 *8%*	15 *9%*
I nearly always send digital greetings cards now, instead of sending them by post	**1483** *58%*	1210 *56%*	274 *73%a*	89 *74%a*	1236 *57%*	128 *62%*	78 *64%*	42 *60%*	59 *59%n*	150 *55%n*	139 *65%n*	110 *61%n*	142 *62%n*	153 *64%n*	118 *35%*	210 *58%n*	155 *69%ln*	17 *60%n*	111 *63%n*
There are some things that I will always need to send by post	**116** *5%*	104 *5%*	12 *3%*	5 *4%*	91 *4%*	13 *6%*	9 *7%d*	3 *5%*	5 *5%*	15 *6%*	11 *5%*	7 *4%*	8 *3%*	3 *1%*	23 *7%m*	9 *2%*	10 *4%*	2 *5%*	11 *6%mo*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
I expect to use Royal Mail's competitors more in the future	**800**	662	138	40	659	80	39	21	33	72	76	67	77	59	90	112	74	14	66
	31%	*30%*	**37%a**	*33%*	*31%*	**39%d**	*32%*	*31%*	*33%*	*26%*	*36%*	**37%m**	*34%*	*25%*	*26%*	*31%*	*33%*	**50%imno**	**37%imn**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 59

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
I value the option to be able to use the postal service	**113** *4%*	22 *2%*	39 *4%*	17 *5%*	15 **9%abf**	20 **23%abcdf**	61 *3%*	35 **14%abcf**	19 *2%*	46 **5%h**	32 **8%hm**	7 *6%*	9 **19%hijkm**	66 *3%*	15 **9%hm**
I prefer to send emails rather than letters whenever possible	**390** *15%*	168 **18%e**	139 *14%*	50 *14%*	29 *17%*	5 *6%*	306 *16%*	34 *13%*	176 **18%il**	127 **13%l**	63 **15%l**	20 **17%l**	* *1%*	303 **16%l**	21 *13%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**392** *15%*	137 *14%*	137 *14%*	46 *13%*	47 **28%abcf**	22 **26%abcf**	274 *14%*	69 **27%abcf**	144 *15%*	130 *14%*	71 *17%*	27 *22%*	11 *24%*	274 *14%*	38 **23%lm**
I only use post if there is no alternative	**846** *33%*	397 **42%bcdeg**	311 **32%ceg**	79 *23%*	40 *23%*	16 *19%*	708 **37%cdeg**	56 *22%*	406 **42%ijklmn**	291 **30%ln**	112 **26%l**	30 **25%l**	2 *6%*	697 **36%ljln**	32 *20%*
I would feel cut off from society if I couldn't send or receive post	**350** *14%*	83 *9%*	119 *12%*	53 **15%a**	53 **31%abcf**	43 **51%abcdf**	202 *11%*	96 **37%abcf**	107 *11%*	111 *12%*	69 *16%*	39 **32%hijm**	20 **46%hijm**	218 *11%*	59 **36%hijm**
I only use post to send greetings cards	**975** *38%*	359 *38%*	372 *38%*	127 *36%*	67 *39%*	42 *50%*	730 *38%*	109 *43%*	418 **44%ij**	354 *37%*	129 *30%*	46 *38%*	19 *43%*	772 **40%j**	65 *39%*
I send fewer letters by post now due to the cost	**455** *18%*	231 **24%bcfg**	150 **15%c**	33 *9%*	29 *17%*	11 *13%*	380 **20%bc**	39 *15%*	222 **23%ijm**	128 *13%*	66 *15%*	27 **22%i**	10 *24%*	349 **18%i**	37 **23%i**
I trust second class post to get there in a reasonable timeframe	**279** *11%*	63 *7%*	96 **10%a**	56 **16%abf**	34 **20%abf**	24 **29%abcf**	160 *8%*	59 **23%abf**	64 *7%*	108 **11%h**	53 **12%h**	38 **31%hijm**	11 **25%hijm**	172 *9%*	49 **30%hijm**
I nearly always send digital greetings cards now, instead of sending them by post	**1483** *58%*	631 **66%bceg**	552 **57%c**	156 *44%*	101 **59%c**	37 *43%*	1183 **62%ce**	138 *54%*	596 **62%j**	553 **57%j**	209 *49%*	81 **67%j**	26 *59%*	1149 **60%j**	107 **65%j**
There are some things that I will always need to send by post	**116** *5%*	17 *2%*	26 *3%*	27 **8%abf**	18 **11%abf**	22 **26%abcdf**	43 *2%*	40 **16%abcf**	29 *3%*	31 *3%*	34 **8%him**	9 **8%hm**	8 **18%him**	59 *3%*	17 **11%him**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
I expect to use Royal Mail's competitors more in the future	**800**	378	303	58	40	20	681	60	344	296	109	28	16	641	44
	31%	**40%bcdeg**	**31%c**	*17%*	*23%*	*24%*	**35%cdg**	*24%*	**36%jk**	*31%*	*26%*	*23%*	*36%*	**33%j**	*27%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
I value the option to be able to use the postal service	**113**	10	99	5	44	58	11	99	11	3	-	113	-
	4%	*5%*	*4%*	*11%*	*6%*	*4%*	*7%*	*4%*	*24%*	*31%*	-	*4%*	-
I prefer to send emails rather than letters whenever possible	**390**	35	345	9	128	236	26	375	12	2	1	389	*
	15%	*16%*	*15%*	*22%*	*16%*	*15%*	*17%*	*15%*	*24%*	*19%*	*18%*	*15%*	*3%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**392**	32	351	10	129	248	15	375	14	3	-	392	*
	15%	*15%*	*15%*	*22%*	*16%*	*15%*	*10%*	*15%*	*29%*	*34%*	-	*15%*	*3%*
I only use post if there is no alternative	**846**	65	770	11	256	553	37	832	9	2	1	843	1
	33%	*30%*	*34%*	*26%*	*32%*	**34%f**	*24%*	*34%*	*19%*	*21%*	*18%*	*33%*	*17%*
I would feel cut off from society if I couldn't send or receive post	**350**	17	326	7	105	227	18	338	6	3	2	347	2
	14%	*8%*	**14%a**	*16%*	*13%*	*14%*	*12%*	*14%*	*12%*	*27%*	*35%*	*14%*	*22%*
I only use post to send greetings cards	**975**	61	907	7	281	653	41	960	8	5	1	974	*
	38%	*28%*	**40%a**	*16%*	*35%*	**41%f**	*26%*	*39%*	*17%*	*53%*	*18%*	*38%*	*3%*
I send fewer letters by post now due to the cost	**455**	36	415	5	124	311	19	442	8	5	-	455	*
	18%	*16%*	*18%*	*11%*	*16%*	*19%*	*13%*	*18%*	*16%*	*53%*	-	*18%*	*3%*
I trust second class post to get there in a reasonable timeframe	**279**	22	250	7	81	180	18	269	8	2	-	279	-
	11%	*10%*	*11%*	*17%*	*10%*	*11%*	*11%*	*11%*	*15%*	*22%*	-	*11%*	-
I nearly always send digital greetings cards now, instead of sending them by post	**1483**	99	1363	21	434	998	51	1465	10	6	1	1481	1
	58%	*45%*	**59%a**	*50%*	**55%f**	**62%df**	*33%*	*59%*	*20%*	*65%*	*18%*	*58%*	*18%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
There are some things that I will always need to send by post	**116**	10	103	3	32	67	17	105	8	*	-	114	2
	5%	*5%*	*4%*	*6%*	*4%*	*4%*	**11%de**	*4%*	*17%*	*5%*	-	*4%*	*22%*
I expect to use Royal Mail's competitors more in the future	**800**	54	736	10	240	538	22	791	7	*	1	797	2
	31%	*25%*	*32%*	*24%*	**30%f**	**34%f**	*14%*	*32%*	*14%*	*2%*	*18%*	*31%*	*20%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 59

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
I value the option to be able to use the postal service	**113**	21	39	22	32	-	21	-	14	-	25	-	22	-	17	-	14
	4%	*5%*	*5%*	*5%*	*4%*	-	*5%*	-	*3%*	-	*6%*	-	*5%*	-	*4%*	-	*3%*
I prefer to send emails rather than letters whenever possible	**390**	72	130	70	117	-	72	-	84	-	47	-	70	-	77	-	41
	15%	*17%*	*16%*	*16%*	*13%*	-	**17%p**	-	**19%jp**	-	*12%*	-	**16%p**	-	**17%p**	-	*10%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**392**	71	123	73	126	-	71	-	61	-	63	-	73	-	70	-	56
	15%	*17%*	*15%*	*17%*	*14%*	-	*17%*	-	*14%*	-	*16%*	-	*17%*	-	*15%*	-	*13%*
I only use post if there is no alternative	**846**	148	291	149	259	-	148	-	164	-	127	-	149	-	140	-	119
	33%	*36%*	*35%*	*34%*	*29%*	-	*36%*	-	**38%p**	-	*32%*	-	*34%*	-	*30%*	-	*29%*
I would feel cut off from society if I couldn't send or receive post	**350**	70	104	63	114	-	70	-	32	-	72	-	63	-	68	-	46
	14%	*17%*	*13%*	*15%*	*13%*	-	**17%h**	-	*7%*	-	**18%hp**	-	**15%h**	-	**15%h**	-	*11%*
I only use post to send greetings cards	**975**	171	301	155	347	-	171	-	155	-	146	-	155	-	177	-	170
	38%	*41%*	*36%*	*36%*	*40%*	-	*41%*	-	*36%*	-	*37%*	-	*36%*	-	*38%*	-	*41%*
I send fewer letters by post now due to the cost	**455**	70	158	79	148	-	70	-	81	-	76	-	79	-	86	-	63
	18%	*17%*	*19%*	*18%*	*17%*	-	*17%*	-	*19%*	-	*19%*	-	*18%*	-	*19%*	-	*15%*
I trust second class post to get there in a reasonable timeframe	**279**	33	89	53	104	-	33	-	44	-	46	-	53	-	66	-	38
	11%	*8%*	*11%*	*12%*	*12%*	-	*8%*	-	*10%*	-	*11%*	-	*12%*	-	**14%f**	-	*9%*
I nearly always send digital greetings cards now, instead of sending them by post	**1483**	252	470	254	506	-	252	-	241	-	229	-	254	-	266	-	240
	58%	*61%*	*57%*	*59%*	*58%*	-	*61%*	-	*56%*	-	*57%*	-	*59%*	-	*57%*	-	*58%*
There are some things that I will always need to send by post	**116**	28	36	21	31	-	28	-	14	-	22	-	21	-	16	-	15
	5%	*7%*	*4%*	*5%*	*4%*	-	*7%*	-	*3%*	-	*6%*	-	*5%*	-	*4%*	-	*4%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
I expect to use Royal Mail's competitors more in the future	**800**	133	283	123	261	-	133	-	151	-	132	-	123	-	144	-	117
	31%	*32%*	*34%*	*28%*	*30%*	-	*32%*	-	*35%*	-	*33%*	-	*28%*	-	*31%*	-	*28%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
I value the option to be able to use the postal service	**4.23**	-	4.23	4.20	**4.26c**	3.83	**4.04e**	**4.21ef**	**4.16ef**	**4.36efgh**	**4.46efghi**	**4.57efghij**	3.94	**4.19l**	**4.44lm**	**4.51lmn**	**4.26q**	3.90	4.27
I prefer to send emails rather than letters whenever possible	**3.72**	-	3.72	**3.78d**	3.65	**3.92hijk**	**3.86hijk**	**3.83hijk**	**3.69k**	**3.68k**	**3.63k**	3.28	**3.89mno**	**3.77no**	3.56	3.47	3.70	**3.85p**	3.69
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	-	3.75	3.77	3.72	3.56	3.67	**3.89efk**	3.75	**3.81e**	3.74	3.66	3.62	**3.83l**	3.75	3.71	3.75	3.65	3.78
I only use post if there is no alternative	**3.09**	-	3.09	**3.21d**	2.97	**3.34hijk**	**3.41hijk**	**3.34hijk**	**2.97k**	2.85	**2.93k**	2.62	**3.37mno**	**3.19no**	2.81	2.79	3.04	**3.56p**	2.99
I would feel cut off from society if I couldn't send or receive post	**3.79**	-	3.79	3.77	3.80	3.39	3.64	**3.79e**	**3.70e**	**3.80e**	**4.08efghi**	**4.23efghi**	3.51	**3.75l**	**4.00lm**	**4.15lmn**	**3.82q**	3.49	3.80
I only use post to send greetings cards	**2.96**	-	2.96	**3.06d**	2.87	3.03	3.00	**3.18hijk**	2.92	2.83	2.88	2.79	**3.02n**	**3.07no**	2.84	2.84	2.95	3.17	2.85
I send fewer letters by post now due to the cost	**3.54**	-	3.54	3.54	3.55	3.48	3.39	3.60	3.46	3.58	**3.66f**	3.60	3.44	3.54	**3.61l**	**3.63l**	3.53	3.61	3.53
I trust second class post to get there in a reasonable timeframe	**3.89**	-	3.89	3.91	3.87	3.67	3.85	**4.03efi**	**3.88e**	3.82	**4.00e**	**3.94e**	3.75	**3.97l**	**3.91l**	**3.97l**	3.89	3.92	3.91
I nearly always send digital greetings cards now, instead of sending them by post	**2.29**	-	2.29	**2.50d**	2.08	**2.85hijk**	**2.93hijk**	**2.72hijk**	**2.01k**	1.83	1.80	1.69	**2.89mno**	**2.43no**	1.79	1.75	2.20	**3.12p**	2.17
There are some things that I will always need to send by post	**4.25**	-	4.25	4.18	**4.32c**	3.76	**4.07e**	**4.20e**	**4.24e**	**4.44efgh**	**4.50efgh**	**4.55efgh**	3.91	**4.21l**	**4.49lm**	**4.53lm**	**4.29q**	3.94	4.28

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
I expect to use Royal Mail's competitors more in the future	**2.91**	-	2.91	**3.05d**	2.77	**3.22hijk**	**3.34hijk**	**3.33hijk**	**2.92ijk**	**2.59k**	2.41	2.19	**3.28no**	**3.17no**	2.43	2.31	2.87	**3.29p**	2.81

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
I value the option to be able to use the postal service	**4.23**	**4.25d**	**4.26d**	**4.31d**	4.12	**4.26f**	4.20	4.15	**4.34g**	4.13	4.21	4.18	**4.30ijkn**	**4.28ik**	**4.24i**	4.13	**4.25o**
I prefer to send emails rather than letters whenever possible	**3.72**	**3.93bcd**	**3.69c**	3.59	3.69	**3.78f**	3.65	**3.81h**	3.57	3.57	3.53	3.65	**3.76ijkn**	**3.95ijkln**	**3.67ij**	3.57	**3.74o**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	3.85	3.75	3.72	3.69	3.79	3.70	3.79	3.69	3.59	3.74	3.74	3.68	**3.89iln**	3.72	3.59	3.76
I only use post if there is no alternative	**3.09**	**3.34bcd**	3.00	2.97	3.09	3.13	3.04	**3.22h**	2.89	2.99	2.86	3.05	3.01	**3.45ijkln**	2.99	2.99	3.10
I would feel cut off from society if I couldn't send or receive post	**3.79**	3.75	**3.87d**	3.85	3.69	3.82	3.76	3.69	**3.93g**	3.84	3.79	3.74	3.77	3.79	3.76	3.84	3.77
I only use post to send greetings cards	**2.96**	**3.13cd**	2.96	2.88	2.91	3.03	2.90	**3.05h**	2.82	2.93	2.80	2.86	2.95	**3.31ijkln**	2.88	2.93	2.98
I send fewer letters by post now due to the cost	**3.54**	3.67	3.49	3.52	3.53	3.56	3.53	3.53	3.56	3.53	3.59	3.49	3.49	3.65	3.51	3.52	3.54
I trust second class post to get there in a reasonable timeframe	**3.89**	3.89	3.87	3.92	3.89	3.88	3.90	3.90	3.89	3.76	**3.99i**	3.89	3.91	3.96	**3.92i**	3.76	**3.92o**
I nearly always send digital greetings cards now, instead of sending them by post	**2.29**	**2.86bcd**	2.11	2.17	2.18	**2.40f**	2.18	**2.53h**	1.91	2.20	2.13	2.18	2.13	**2.83ijkln**	2.15	2.20	2.30
There are some things that I will always need to send by post	**4.25**	4.19	**4.34ad**	**4.33d**	4.13	4.28	4.21	4.18	**4.35g**	4.15	4.25	4.19	**4.35ik**	4.25	4.27	4.15	4.27

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
I expect to use Royal Mail's competitors more in the future	**2.91**	**3.22bcd**	2.78	2.75	**2.94bc**	2.96	2.86	**3.13h**	2.58	2.86	2.76	2.81	2.83	**3.28ijkln**	2.81	2.86	2.91

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
I value the option to be able to use the postal service	**4.23**	4.20	**4.37a**	**4.49a**	4.21	4.33	4.30	4.27	4.16	**4.26n**	4.23	4.15	4.15	**4.30kln**	4.14	4.22	**4.26n**	4.34	**4.33n**
I prefer to send emails rather than letters whenever possible	**3.72**	**3.74b**	3.57	3.63	3.72	3.70	3.63	3.79	**3.75l**	**3.78lp**	**3.67l**	**3.77lp**	3.47	**3.78lp**	**3.91ijlmop**	**3.75lp**	3.51	3.39	**3.75l**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	3.75	3.74	3.59	3.74	3.79	3.76	3.84	3.55	3.81	3.58	3.73	3.76	3.82	3.75	3.68	3.84	3.82	3.79
I only use post if there is no alternative	**3.09**	**3.13b**	2.85	2.84	**3.11e**	2.88	2.98	3.04	3.00	**3.24ipqr**	2.93	**3.34hijpqr**	2.84	3.07	**3.40hjlmpqr**	**3.11q**	2.90	2.63	2.93
I would feel cut off from society if I couldn't send or receive post	**3.79**	3.78	3.85	3.74	3.80	3.77	3.70	3.80	3.71	3.79	3.74	3.78	3.86	3.80	3.80	3.79	3.83	**4.16hr**	3.72
I only use post to send greetings cards	**2.96**	2.98	2.85	2.84	**2.98g**	2.82	**2.97g**	2.69	2.87	**3.12l**	2.85	2.84	2.71	2.99	**3.27hjklpqr**	**3.08l**	2.81	2.67	2.85
I send fewer letters by post now due to the cost	**3.54**	3.56	3.44	3.36	3.55	3.52	3.51	3.54	3.50	3.46	3.55	3.58	3.53	3.62	3.62	3.52	3.51	3.40	3.54
I trust second class post to get there in a reasonable timeframe	**3.89**	3.88	3.95	3.76	3.88	3.91	3.94	3.89	3.79	3.84	3.91	3.99	3.99	3.85	3.82	3.89	3.89	4.14	3.87
I nearly always send digital greetings cards now, instead of sending them by post	**2.29**	**2.36bc**	1.88	2.00	2.30	2.24	2.12	2.28	2.22	**2.43jp**	2.06	2.14	2.17	2.09	**2.99hijklmopqr**	2.22	2.01	2.16	2.25
There are some things that I will always need to send by post	**4.25**	4.23	**4.36a**	4.31	4.24	4.29	4.26	4.30	4.19	4.21	**4.32n**	4.22	4.26	**4.34n**	4.08	4.24	**4.35n**	**4.49n**	4.26

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

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QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
I expect to use Royal Mail's competitors more in the future	**2.91**	**2.95b**	2.70	2.84	**2.94ef**	2.67	2.76	**2.92e**	**2.87q**	**3.14jklopqr**	2.72	2.81	2.78	**3.00qr**	**3.26hjklopqr**	2.83	2.82	2.40	2.71

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

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QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
I value the option to be able to use the postal service	**4.23**	**4.63bcdefg**	**4.16cdeg**	**3.70e**	**3.90ce**	3.44	**4.39bcdeg**	**3.75e**	**4.58ijklmn**	**4.18jkln**	3.73	3.85	3.55	**4.38ijkln**	3.77
I prefer to send emails rather than letters whenever possible	**3.72**	**3.70c**	**3.72c**	3.54	**3.78c**	**4.39abcdfg**	**3.71c**	**3.98abcdf**	**3.72j**	**3.73j**	3.59	3.65	**4.53hijkmn**	**3.73j**	**3.88hijkm**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	**3.97bcdefg**	**3.72cdg**	3.46	3.39	3.48	**3.85bcdeg**	3.42	**3.90jkn**	**3.77j**	3.47	3.57	3.54	**3.84jn**	3.56
I only use post if there is no alternative	**3.09**	2.95	3.09	3.08	**3.45abcf**	**3.87abcf**	3.02	**3.59abcf**	2.90	**3.14h**	**3.13h**	**3.45hjm**	**4.25hijkmn**	3.02	**3.66hijm**
I would feel cut off from society if I couldn't send or receive post	**3.79**	**4.19bcdefg**	**3.76cdeg**	**3.42deg**	**3.10e**	2.59	**3.97bcdeg**	2.94	**4.09ijklmn**	**3.80jkln**	**3.44kln**	**3.08l**	2.51	**3.95ijkln**	2.93
I only use post to send greetings cards	**2.96**	**3.07ceg**	**2.98ce**	2.77	2.93	2.50	**3.02ce**	2.80	2.88	3.01	2.97	3.21	2.80	2.95	3.10
I send fewer letters by post now due to the cost	**3.54**	3.45	**3.63a**	3.46	3.69	3.77	3.54	**3.72ac**	3.46	**3.66hj**	3.46	3.47	3.68	3.56	3.53
I trust second class post to get there in a reasonable timeframe	**3.89**	**4.22bcdefg**	**3.86cdeg**	3.46	3.53	3.23	**4.04bcdeg**	3.43	**4.18ijklmn**	**3.86jkn**	**3.56kn**	3.18	3.53	**4.02ijkln**	3.27
I nearly always send digital greetings cards now, instead of sending them by post	**2.29**	2.13	**2.35a**	**2.46af**	2.23	**2.71adf**	2.24	2.39	2.24	2.31	2.41	2.08	2.28	2.27	2.13
There are some things that I will always need to send by post	**4.25**	**4.59bcdefg**	**4.23cdeg**	**3.78e**	**3.93e**	3.44	**4.41bcdeg**	3.77	**4.53ijklmn**	**4.23jkln**	3.86	3.95	3.65	**4.38ijkln**	3.88

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

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Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
I expect to use Royal Mail's competitors more in the future	**2.91**	2.78	2.92	**3.12abf**	3.01	**3.21a**	2.85	**3.08af**	2.86	2.94	2.90	3.14	2.92	2.90	3.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
I value the option to be able to use the postal service	**4.23**	4.23	4.23	4.04	**4.22f**	**4.26f**	3.95	**4.25h**	3.33	3.57	4.18	**4.23h**	3.52
I prefer to send emails rather than letters whenever possible	**3.72**	**3.76c**	**3.72c**	3.39	**3.77f**	**3.71f**	3.55	**3.73h**	3.42	3.82	3.17	**3.72h**	2.94
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	3.90	3.73	3.57	**3.84e**	3.70	3.73	3.76	3.25	3.66	3.18	3.75	2.95
I only use post if there is no alternative	**3.09**	3.29	3.07	3.13	3.18	3.03	3.20	3.08	3.54	3.44	2.64	3.09	2.80
I would feel cut off from society if I couldn't send or receive post	**3.79**	**4.04b**	3.77	3.69	**3.88e**	3.75	3.73	3.80	3.42	3.41	3.47	3.79	3.06
I only use post to send greetings cards	**2.96**	**3.34b**	2.92	3.45	**3.06e**	2.88	**3.26e**	2.95	3.46	2.81	3.11	2.96	3.14
I send fewer letters by post now due to the cost	**3.54**	3.59	3.54	3.49	3.59	3.53	3.49	3.55	3.38	2.67	3.47	3.54	3.13
I trust second class post to get there in a reasonable timeframe	**3.89**	3.94	3.89	3.67	**3.90f**	**3.91f**	3.65	3.90	3.52	3.46	3.53	3.89	3.17
I nearly always send digital greetings cards now, instead of sending them by post	**2.29**	**2.76b**	2.24	2.39	**2.45e**	2.16	**2.83de**	2.27	3.40	2.33	2.99	2.29	2.54

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
There are some things that I will always need to send by post	**4.25**	4.28	4.25	4.00	**4.28f**	**4.27f**	3.87	4.27	3.51	4.01	3.36	4.25	2.91
I expect to use Royal Mail's competitors more in the future	**2.91**	**3.27b**	2.87	2.98	**3.03e**	2.81	**3.26e**	2.90	3.44	3.46	2.99	2.91	2.86

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
I value the option to be able to use the postal service	**4.23**	**4.21c**	**4.26c**	4.12	**4.25c**	-	**4.21l**	-	**4.37fjlnp**	-	4.15	-	4.12	-	**4.27jl**	-	**4.24l**
I prefer to send emails rather than letters whenever possible	**3.72**	3.60	**3.72a**	3.70	**3.78a**	-	3.60	-	3.60	-	**3.85fhl**	-	3.70	-	**3.74fh**	-	**3.82fhl**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.75**	3.68	3.78	3.70	3.77	-	3.68	-	3.84	-	3.71	-	3.70	-	3.79	-	3.75
I only use post if there is no alternative	**3.09**	3.03	3.11	3.00	3.14	-	3.03	-	2.98	-	**3.24hl**	-	3.00	-	3.16	-	3.11
I would feel cut off from society if I couldn't send or receive post	**3.79**	3.72	3.89	3.71	3.77	-	3.72	-	**4.05fjlnp**	-	3.71	-	3.71	-	3.74	-	3.80
I only use post to send greetings cards	**2.96**	2.92	3.02	3.03	2.90	-	2.92	-	3.04	-	3.00	-	3.03	-	2.94	-	2.85
I send fewer letters by post now due to the cost	**3.54**	3.47	3.54	3.47	3.62	-	3.47	-	3.53	-	3.55	-	3.47	-	3.58	-	3.66
I trust second class post to get there in a reasonable timeframe	**3.89**	3.96	3.94	3.82	3.84	-	3.96	-	3.96	-	3.92	-	3.82	-	3.80	-	3.89
I nearly always send digital greetings cards now, instead of sending them by post	**2.29**	2.18	2.38	2.27	2.26	-	2.18	-	2.37	-	2.39	-	2.27	-	2.26	-	2.26
There are some things that I will always need to send by post	**4.25**	4.20	4.26	4.23	4.27	-	4.20	-	4.32	-	4.20	-	4.23	-	4.29	-	4.25

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
I expect to use Royal Mail's competitors more in the future	**2.91**	2.89	2.94	2.94	2.87	-	2.89	-	2.87	-	3.02	-	2.94	-	2.85	-	2.90

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

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Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	**673**	-	673	327	344	76	87	146	94	108	78	85	163	239	271	163	606	58	646
	26%	-	*26%*	*26%*	*26%*	*23%*	*27%*	*28%*	*25%*	*24%*	*25%*	*33%*	*25%*	*27%*	*27%*	*28%*	*26%*	*26%*	*25%*
Fairly important (3)	**1232**	-	1232	590	632	162	137	240	166	215	169	143	299	406	527	312	1121	108	1242
	48%	-	*48%*	*48%*	*49%*	*49%*	*43%*	*46%*	*45%*	*49%*	**54%f**	**55%f**	*46%*	*46%*	**52%m**	**54%lm**	*49%*	*48%*	*48%*
Not very important (2)	**512**	-	512	245	264	69	76	96	87	96	62	26	146	183	184	88	464	47	561
	20%	-	*20%*	*20%*	*20%*	**21%k**	**24%k**	**18%k**	**23%k**	**22%k**	**20%k**	*10%*	**22%o**	*21%*	*18%*	*15%*	*20%*	*21%*	*22%*
Irrelevant (1)	**137**	-	137	79	57	22	22	38	23	22	5	6	43	61	32	10	118	12	132
	5%	-	*5%*	*6%*	*4%*	**7%j**	**7%j**	**7%jk**	**6%j**	*5%*	*1%*	*2%*	**7%no**	**7%no**	*3%*	*2%*	*5%*	*5%*	*5%*
NET Essential/Fairly important	**1905**	-	1905	917	975	238	224	386	260	323	247	228	462	645	797	474	1727	166	1888
	75%	-	*75%*	*74%*	*75%*	*72%*	*70%*	*74%*	*70%*	*73%*	**79%f**	**88%efghij**	*71%*	*73%*	**79%lm**	**83%lm**	*75%*	*74%*	*73%*
NET Irrelevant/Not very important	**649**	-	649	324	322	91	98	134	110	118	67	32	189	244	216	98	582	58	693
	25%	-	*25%*	*26%*	*25%*	**28%k**	**30%jk**	**26%k**	**30%k**	**27%k**	**21%k**	*12%*	**29%no**	**27%no**	*21%*	*17%*	*25%*	*26%*	*27%*
Mean	**2.96**	-	2.96	2.94	2.97	2.89	2.90	2.95	2.89	2.93	3.02	**3.18efghij**	2.89	2.93	**3.02l**	**3.09lm**	2.96	2.95	2.93
Std Dev.	**0.82**	-	0.82	0.84	0.80	0.83	0.88	0.87	0.85	0.81	0.71	0.69	0.86	0.86	0.76	0.71	0.82	0.82	0.82
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**673**	157	200	148	168	358	315	396	263	92	97	151	148	139	397	93	545
		26%	***32%d***	*25%*	*28%*	*23%*	*28%*	*25%*	*27%*	*26%*	*26%*	*29%*	*25%*	*24%*	*29%*	*25%*	*26%*	*26%*
Fairly important	(3)	**1232**	217	390	260	364	607	624	701	506	170	161	295	303	222	759	170	994
		48%	*44%*	*49%*	*49%*	*49%*	*48%*	*49%*	*47%*	*50%*	*48%*	*48%*	*48%*	*50%*	*47%*	*49%*	*48%*	*48%*
Not very important	(2)	**512**	91	154	107	160	246	267	295	213	73	63	139	126	85	328	73	421
		20%	*19%*	*20%*	*20%*	*22%*	*19%*	*21%*	*20%*	*21%*	*20%*	*19%*	*23%*	*21%*	*18%*	*21%*	*20%*	*20%*
Irrelevant	(1)	**137**	25	43	21	48	68	69	102	35	21	13	31	33	29	77	21	109
		5%	*5%*	*5%*	*4%*	*6%*	*5%*	*5%*	***7%h***	*3%*	*6%*	*4%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*
NET Essential/Fairly important		**1905**	375	590	408	532	965	940	1097	770	263	258	447	451	361	1156	264	1540
		75%	*76%*	*75%*	*76%*	*72%*	*75%*	*74%*	*73%*	*76%*	*74%*	*77%*	*72%*	*74%*	*76%*	*74%*	*74%*	*74%*
NET Irrelevant/Not very important		**649**	116	198	128	208	313	336	397	248	94	76	170	159	114	405	94	530
		25%	*24%*	*25%*	*24%*	*28%*	*25%*	*26%*	*27%*	*24%*	*26%*	*23%*	*28%*	*26%*	*24%*	*26%*	*26%*	*26%*
Mean		**2.96**	***3.03d***	2.95	3.00	2.88	2.98	2.93	2.93	2.98	2.94	3.03	2.92	2.93	2.99	2.95	2.94	2.95
Std Dev.		**0.82**	0.84	0.82	0.80	0.83	0.83	0.82	0.85	0.78	0.83	0.80	0.82	0.81	0.85	0.81	0.84	0.82
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	**673**	566	107	36	578	45	33	17	19	71	52	48	67	60	115	96	48	11	34
		26%	*26%*	*29%*	*30%*	*27%*	*22%*	*27%*	*25%*	*19%*	*26%*	*25%*	*27%*	**29%r**	*25%*	**34%hpr**	*27%*	*21%*	**38%hpr**	*20%*
Fairly important	(3)	**1232**	1047	184	52	1045	96	61	29	54	139	108	75	115	109	151	175	121	15	81
		48%	*48%*	*49%*	*43%*	*48%*	*47%*	*50%*	*42%*	*53%*	*51%*	*51%*	*41%*	*50%*	*46%*	*44%*	*49%*	**54%k**	*51%*	*46%*
Not very important	(2)	**512**	438	74	26	422	49	23	19	22	47	42	46	40	58	62	62	42	2	46
		20%	*20%*	*20%*	*22%*	*20%*	*24%*	*19%*	**28%df**	*22%*	*17%*	*20%*	**26%q**	*18%*	**25%q**	*18%*	*17%*	*18%*	*8%*	**26%loq**
Irrelevant	(1)	**137**	127	10	5	114	15	5	3	6	15	11	12	7	10	13	27	15	1	14
		5%	**6%b**	*3%*	*5%*	*5%*	*7%*	*4%*	*5%*	*6%*	*5%*	*5%*	*6%*	*3%*	*4%*	*4%*	*7%*	*6%*	*3%*	**8%l**
NET Essential/Fairly important		**1905**	1613	291	88	1623	141	94	47	73	210	160	123	181	169	266	271	169	25	116
		75%	*74%*	*78%*	*73%*	**75%eg**	*69%*	**77%eg**	*67%*	*73%*	**77%r**	*75%*	*68%*	**79%kr**	*71%*	**78%r**	*75%*	*75%*	**89%hkmr**	*66%*
NET Irrelevant/Not very important		**649**	565	84	32	535	63	28	23	28	62	53	58	47	68	74	89	56	3	60
		25%	*26%*	*22%*	*27%*	*25%*	**31%df**	*23%*	**33%df**	**27%q**	*23%*	*25%*	**32%lq**	*21%*	**29%q**	*22%*	*25%*	*25%*	*11%*	**34%lnq**
Mean		**2.96**	2.94	3.04	2.99	**2.97e**	2.84	**3.00e**	2.88	2.86	**2.98r**	2.95	2.88	**3.06hr**	2.92	**3.08hr**	2.95	2.90	**3.23hkmpr**	2.78
Std Dev.		**0.82**	0.83	0.77	0.84	0.82	0.85	0.79	0.85	0.79	0.81	0.80	0.88	0.76	0.81	0.81	0.86	0.81	0.74	0.85
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.07	0.07	0.07	0.08	0.06	0.07	0.07	0.07	0.07	0.08	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	673	375	210	44	36	5	585	41	381	216	59	12	-	596	12
		26%	**39%bcdefg**	**22%ce**	*13%*	**21%e**	*6%*	**30%bceg**	*16%*	**40%ijklmn**	**22%jkln**	**14%l**	*10%*	-	**31%jkln**	*7%*
Fairly important	(3)	1232	420	531	175	69	24	951	93	388	532	218	56	16	920	72
		48%	**44%e**	**55%adefg**	**50%eg**	*40%*	*28%*	**50%aeg**	*36%*	*41%*	**55%hlmn**	**51%h**	*46%*	*36%*	**48%h**	*44%*
Not very important	(2)	512	127	185	105	52	34	312	87	143	172	123	48	18	314	65
		20%	*13%*	**19%a**	**30%abf**	**31%abf**	**41%abf**	*16%*	**34%abf**	*15%*	*18%*	**29%him**	**40%him**	**40%him**	*16%*	**40%him**
Irrelevant	(1)	137	31	40	28	14	21	72	35	44	42	28	5	11	87	15
		5%	*3%*	*4%*	**8%abf**	**8%a**	**25%abcdf**	*4%*	**14%abf**	*5%*	*4%*	*7%*	*4%*	**24%hijkmn**	*5%*	**9%lm**
NET Essential/Fairly important		1905	794	742	219	105	29	1536	134	768	748	277	68	16	1517	84
		75%	**83%bcdeg**	**77%cdeg**	**62%e**	**62%e**	*34%*	**80%cdeg**	**52%e**	**80%jkln**	**78%jkln**	**65%ln**	*56%*	*36%*	**79%jkln**	*51%*
NET Irrelevant/Not very important		649	158	226	133	66	56	384	122	187	214	151	52	28	401	81
		25%	*17%*	**23%a**	**38%abf**	**38%abf**	**66%abcdfg**	*20%*	**48%abf**	*20%*	*22%*	**35%him**	**44%him**	**64%hijm**	*21%*	**49%hijm**
Mean		2.96	**3.19bcdefg**	**2.94cdeg**	**2.67e**	**2.75e**	2.15	**3.07bcdeg**	**2.55e**	**3.16ijklmn**	**2.96jkln**	**2.72ln**	**2.63l**	2.11	**3.06ijkln**	**2.49l**
Std Dev.		0.82	0.79	0.76	0.79	0.88	0.87	0.78	0.92	0.84	0.76	0.78	0.72	0.78	0.81	0.77
Std Error		0.02	0.03	0.02	0.04	0.07	0.09	0.02	0.06	0.03	0.02	0.04	0.07	0.11	0.02	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**673**	76	589	8	226	407	40	656	10	2	4	668	2
		26%	***35%b***	*26%*	*18%*	*28%*	*25%*	*26%*	*26%*	*21%*	*20%*	*65%*	*26%*	*23%*
Fairly important	(3)	**1232**	95	1112	24	384	768	80	1201	23	4	2	1227	2
		48%	*44%*	*49%*	*57%*	*48%*	*48%*	*52%*	*48%*	*47%*	*43%*	*35%*	*48%*	*28%*
Not very important	(2)	**512**	43	463	6	150	342	21	491	14	3	-	508	4
		20%	*19%*	*20%*	*14%*	*19%*	*21%*	*13%*	*20%*	*28%*	*37%*	-	*20%*	*49%*
Irrelevant	(1)	**137**	5	127	4	36	87	14	135	2	-	-	137	-
		5%	*2%*	*6%*	*11%*	*4%*	*5%*	*9%*	*5%*	*5%*	-	-	*5%*	-
NET Essential/Fairly important		**1905**	171	1701	32	610	1175	120	1856	33	6	5	1895	4
		75%	*78%*	*74%*	*75%*	*77%*	*73%*	*78%*	*75%*	*67%*	*63%*	*100%*	*75%*	*51%*
NET Irrelevant/Not very important		**649**	48	591	10	185	429	34	626	16	3	-	645	4
		25%	*22%*	*26%*	*25%*	*23%*	*27%*	*22%*	*25%*	*33%*	*37%*	-	*25%*	*49%*
Mean		**2.96**	***3.11b***	2.94	2.83	3.01	2.93	2.95	2.96	2.84	2.83	3.65	2.95	2.74
Std Dev.		**0.82**	0.79	0.82	0.86	0.81	0.82	0.87	0.82	0.81	0.78	0.53	0.82	0.87
Std Error		**0.02**	0.05	0.02	0.13	0.03	0.02	0.07	0.02	0.13	0.19	0.31	0.02	0.31

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**673**	107	251	100	214	-	107	-	145	-	106	-	100	-	111	-	103
	26%	*26%*	**30%d**	*23%*	*24%*	-	*26%*	-	**34%jlnp**	-	*27%*	-	*23%*	-	*24%*	-	*25%*
Fairly important (3)	**1232**	192	386	234	420	-	192	-	197	-	189	-	234	-	225	-	195
	48%	*46%*	*47%*	*54%*	*48%*	-	*46%*	-	*46%*	-	*47%*	-	*54%*	-	*48%*	-	*47%*
Not very important (2)	**512**	81	161	73	197	-	81	-	76	-	86	-	73	-	104	-	93
	20%	*20%*	*19%*	*17%*	*22%*	-	*20%*	-	*18%*	-	*21%*	-	*17%*	-	*22%*	-	*22%*
Irrelevant (1)	**137**	33	31	24	48	-	33	-	12	-	18	-	24	-	24	-	25
	5%	**8%b**	*4%*	*6%*	*6%*	-	**8%h**	-	*3%*	-	*5%*	-	*6%*	-	*5%*	-	*6%*
NET Essential/Fairly important	**1905**	300	637	334	634	-	300	-	342	-	295	-	334	-	336	-	298
	75%	*72%*	*77%*	*78%*	*72%*	-	*72%*	-	**79%p**	-	*74%*	-	*78%*	-	*72%*	-	*72%*
NET Irrelevant/Not very important	**649**	115	192	97	245	-	115	-	88	-	104	-	97	-	128	-	118
	25%	*28%*	*23%*	*22%*	*28%*	-	*28%*	-	*21%*	-	*26%*	-	*22%*	-	*28%*	-	**28%h**
Mean	**2.96**	2.90	**3.03d**	2.95	2.91	-	2.90	-	**3.10fjlnp**	-	2.96	-	2.95	-	2.91	-	2.91
Std Dev.	**0.82**	0.88	0.80	0.79	0.83	-	0.88	-	0.79	-	0.82	-	0.79	-	0.81	-	0.84
Std Error	**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	**1112**	-	1112	538	568	153	152	258	163	188	131	66	305	421	385	197	992	112	1156
	44%	-	*44%*	*43%*	*44%*	**47%k**	**47%k**	**50%k**	**44%k**	**43%k**	**42%k**	*25%*	**47%no**	**47%no**	*38%*	*34%*	*43%*	*50%*	*45%*
Fairly important (3)	**1127**	-	1127	538	580	145	142	222	173	203	127	115	287	395	445	242	1042	77	1140
	44%	-	*44%*	*43%*	*45%*	*44%*	*44%*	*43%*	*47%*	*46%*	*40%*	*44%*	*44%*	*44%*	*44%*	*42%*	**45%q**	*34%*	*44%*
Not very important (2)	**247**	-	247	123	122	26	21	29	30	40	43	58	47	59	141	101	216	26	230
	10%	-	*10%*	*10%*	*9%*	*8%*	*7%*	*6%*	*8%*	*9%*	**14%fg**	**22%efghi**	*7%*	*7%*	**14%lm**	**18%lm**	*9%*	*12%*	*9%*
Irrelevant (1)	**68**	-	68	41	27	5	7	11	3	10	12	20	12	14	42	32	59	9	55
	3%	-	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**4%h**	**8%efghi**	*2%*	*2%*	**4%lm**	**6%lm**	*3%*	*4%*	*2%*
NET Essential/Fairly important	**2239**	-	2239	1076	1149	298	294	480	336	391	258	181	592	816	830	439	2034	188	2296
	88%	-	*88%*	*87%*	*89%*	**91%jk**	**91%jk**	**92%jk**	**91%jk**	**89%k**	**82%k**	*70%*	**91%no**	**92%no**	*82%*	*77%*	*88%*	*84%*	*89%*
NET Irrelevant/Not very important	**315**	-	315	164	149	31	28	39	33	50	55	78	59	73	184	133	274	36	285
	12%	-	*12%*	*13%*	*11%*	*9%*	*9%*	*8%*	*9%*	*11%*	**18%efgh**	**30%efghjl**	*9%*	*8%*	**18%lm**	**23%lm**	*12%*	*16%*	*11%*
Mean	**3.29**	-	3.29	3.27	3.30	**3.36k**	**3.36jk**	**3.40jk**	**3.34k**	**3.29k**	**3.20k**	2.88	**3.36no**	**3.38no**	3.16	3.06	3.29	3.30	3.32
Std Dev.	**0.75**	-	0.75	0.77	0.72	0.69	0.70	0.69	0.66	0.72	0.82	0.88	0.70	0.68	0.81	0.86	0.74	0.83	0.72
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.06	0.03	0.02	0.02	0.04	0.01	0.07	0.01

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**1112**	234	332	249	297	565	546	730	368	125	126	285	271	232	682	125	933
		44%	**48%d**	*42%*	*46%*	*40%*	*44%*	*43%*	**49%h**	*36%*	*35%*	*38%*	**46%i**	**44%i**	**49%ij**	**44%i**	*35%*	**45%o**
Fairly important	(3)	**1127**	201	338	237	351	539	588	631	475	170	153	262	265	210	680	171	901
		44%	*41%*	*43%*	*44%*	*47%*	*42%*	*46%*	*42%*	*47%*	*48%*	*46%*	*42%*	*43%*	*44%*	*44%*	*48%*	*44%*
Not very important	(2)	**247**	46	95	38	68	141	107	104	140	44	35	58	66	27	158	44	188
		10%	*9%*	**12%c**	*7%*	*9%*	*11%*	*8%*	*7%*	**14%g**	**12%m**	*11%*	*9%*	**11%m**	*6%*	**10%m**	*12%*	*9%*
Irrelevant	(1)	**68**	9	23	12	23	32	35	30	34	18	20	13	9	6	41	18	48
		3%	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	**5%lm**	**6%klmn**	*2%*	*1%*	*1%*	*3%*	**5%p**	*2%*
NET Essential/Fairly important		**2239**	435	670	486	648	1105	1134	1361	844	295	279	547	536	442	1361	296	1834
		88%	*89%*	*85%*	**91%b**	*88%*	*86%*	*89%*	**91%h**	*83%*	*83%*	*84%*	*89%*	*88%*	**93%ijln**	*87%*	*83%*	**89%o**
NET Irrelevant/Not very important		**315**	55	118	50	92	173	142	133	174	61	55	71	74	34	200	61	236
		12%	*11%*	**15%c**	*9%*	*12%*	*14%*	*11%*	*9%*	**17%g**	**17%m**	**16%m**	*11%*	**12%m**	*7%*	**13%m**	**17%p**	*11%*
Mean		**3.29**	3.35	3.24	3.35	3.25	3.28	3.29	**3.38h**	3.16	3.13	3.16	**3.33ij**	**3.31ij**	**3.40ijn**	**3.28ij**	3.13	**3.31o**
Std Dev.		**0.75**	0.73	0.78	0.71	0.75	0.76	0.73	0.70	0.78	0.81	0.83	0.73	0.72	0.66	0.75	0.81	0.73
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.05	0.03	0.03	0.03	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	**1112**	957	155	57	936	82	55	39	44	139	89	79	96	80	174	145	90	11	71
		44%	*44%*	*41%*	*47%*	*43%*	*40%*	*45%*	**56%def**	*43%*	**51%m**	*42%*	*44%*	*42%*	*34%*	**51%m**	*40%*	*40%*	*37%*	*41%*
Fairly important	(3)	**1127**	965	162	43	948	101	53	25	47	112	87	80	109	126	136	150	100	13	88
		44%	*44%*	*43%*	*35%*	**44%g**	**49%g**	*43%*	*36%*	*47%*	*41%*	*41%*	*44%*	*48%*	**53%n**	*40%*	*42%*	*44%*	*46%*	*50%*
Not very important	(2)	**247**	204	43	18	214	19	10	4	9	16	32	19	13	22	28	47	27	4	16
		10%	*9%*	*12%*	*15%*	*10%*	*9%*	*8%*	*6%*	*9%*	*6%*	**15%ll**	*11%*	*6%*	*9%*	*8%*	*13%*	*12%*	*13%*	*9%*
Irrelevant	(1)	**68**	53	15	3	60	2	4	1	1	4	5	3	10	9	3	18	8	1	1
		3%	*2%*	*4%*	*3%*	*3%*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	**4%r**	*4%*	*1%*	**5%nr**	*4%*	*4%*	*1%*
NET Essential/Fairly important		**2239**	1922	317	99	1884	183	108	64	91	251	176	159	205	206	310	295	190	24	159
		88%	*88%*	*84%*	*83%*	*87%*	*89%*	*89%*	**93%d**	*90%*	**92%jop**	*83%*	*88%*	*90%*	*87%*	**91%jo**	*82%*	*84%*	*83%*	**91%jo**
NET Irrelevant/Not very important		**315**	257	58	21	275	22	14	5	10	21	37	22	23	31	31	65	35	5	17
		12%	*12%*	*16%*	*17%*	**13%g**	*11%*	*11%*	*7%*	*10%*	*8%*	**17%inr**	*12%*	*10%*	*13%*	*9%*	**18%inr**	**16%i**	*17%*	*9%*
Mean		**3.29**	3.30	3.22	3.27	3.28	3.28	3.30	**3.48def**	3.33	**3.42jmopq**	3.22	3.30	3.28	3.17	**3.41jmop**	3.17	3.21	3.16	3.31
Std Dev.		**0.75**	0.74	0.80	0.81	0.75	0.68	0.76	0.67	0.67	0.68	0.78	0.72	0.76	0.74	0.68	0.84	0.79	0.81	0.65
Std Error		**0.01**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.07	0.06	0.06	0.06	0.05	0.07	0.07	0.09	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	**1112**	495	398	113	72	33	893	105	549	369	131	41	12	918	54
		44%	**52%bcfg**	**41%c**	*32%*	*42%*	*39%*	**46%bc**	*41%*	**57%ijklmn**	**38%j**	*31%*	*34%*	*28%*	**48%ijkln**	*33%*
Fairly important	(3)	**1127**	338	465	188	79	43	802	121	310	509	210	59	22	819	80
		44%	*35%*	**48%af**	**53%af**	*46%*	**51%a**	**42%a**	**47%a**	*32%*	**53%hm**	**49%h**	**49%h**	**49%h**	**43%h**	**49%h**
Not very important	(2)	**247**	95	82	37	15	9	178	24	73	72	65	16	8	145	24
		10%	*10%*	*9%*	*11%*	*9%*	*10%*	*9%*	*9%*	*8%*	*8%*	**15%him**	*13%*	**19%him**	*8%*	**15%him**
Irrelevant	(1)	**68**	25	22	15	5	-	47	5	23	12	22	5	1	34	6
		3%	*3%*	*2%*	*4%*	*3%*	-	*2%*	*2%*	*2%*	*1%*	**5%im**	*4%*	*3%*	*2%*	*4%*
NET Essential/Fairly important		**2239**	833	862	300	151	75	1695	226	859	878	341	100	34	1738	134
		88%	*87%*	*89%*	*85%*	*88%*	*90%*	*88%*	*89%*	**90%jln**	**91%jkln**	*80%*	*83%*	*78%*	**91%jkln**	*82%*
NET Irrelevant/Not very important		**315**	120	105	52	20	9	225	29	96	84	87	20	10	180	30
		12%	*13%*	*11%*	*15%*	*12%*	*10%*	*12%*	*11%*	*10%*	*9%*	**20%him**	**17%im**	**22%him**	*9%*	**18%him**
Mean		**3.29**	**3.37c**	**3.28c**	3.13	3.27	3.28	**3.32c**	3.27	**3.45ijklmn**	**3.28jln**	3.05	3.13	3.03	**3.37ijkln**	3.10
Std Dev.		**0.75**	0.77	0.71	0.76	0.75	0.65	0.74	0.72	0.74	0.65	0.81	0.79	0.79	0.70	0.78
Std Error		**0.01**	0.02	0.02	0.04	0.06	0.07	0.02	0.05	0.02	0.02	0.04	0.08	0.11	0.02	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**1112**	84	1016	12	330	722	59	1094	11	3	1	1109	2
		44%	*38%*	*44%*	*28%*	*42%*	*45%*	*38%*	*44%*	*24%*	*37%*	*18%*	*44%*	*20%*
Fairly important	(3)	**1127**	97	1008	22	348	700	79	1087	32	2	4	1120	2
		44%	*44%*	*44%*	*51%*	*44%*	*44%*	*51%*	*44%*	*65%*	*22%*	*82%*	*44%*	*28%*
Not very important	(2)	**247**	27	212	9	92	140	15	234	5	4	-	244	4
		10%	*12%*	*9%*	*20%*	*12%*	*9%*	*10%*	*9%*	*11%*	*42%*	-	*10%*	*49%*
Irrelevant	(1)	**68**	11	57	*	25	42	*	68	-	-	-	68	*
		3%	*5%*	*2%*	*1%*	*3%*	*3%*	*	*3%*	-	-	-	*3%*	*3%*
NET Essential/Fairly important		**2239**	181	2024	33	678	1422	138	2181	43	5	5	2229	4
		88%	*83%*	*88%*	*79%*	*85%*	*89%*	*90%*	*88%*	*89%*	*58%*	*100%*	*88%*	*48%*
NET Irrelevant/Not very important		**315**	38	268	9	117	182	16	302	5	4	-	311	4
		12%	*17%*	*12%*	*21%*	*15%*	*11%*	*10%*	*12%*	*11%*	*42%*	-	*12%*	*52%*
Mean		**3.29**	3.16	**3.30a**	3.05	3.24	3.31	3.28	3.29	3.12	2.95	3.18	3.29	2.65
Std Dev.		**0.75**	0.82	0.74	0.73	0.78	0.74	0.65	0.75	0.58	0.94	0.42	0.75	0.89
Std Error		**0.01**	0.06	0.02	0.11	0.03	0.02	0.05	0.01	0.09	0.23	0.25	0.01	0.31

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**1112**	179	383	175	375	-	179	-	194	-	189	-	175	-	205	-	170
	44%	*43%*	*46%*	*41%*	*43%*	-	*43%*	-	*45%*	-	*47%*	-	*41%*	-	*44%*	-	*41%*
Fairly important (3)	**1127**	191	339	206	391	-	191	-	172	-	167	-	206	-	185	-	207
	44%	*46%*	*41%*	*48%*	*45%*	-	*46%*	-	*40%*	-	*42%*	-	*48%*	-	*40%*	-	**50%hn**
Not very important (2)	**247**	33	77	40	97	-	33	-	45	-	32	-	40	-	63	-	34
	10%	*8%*	*9%*	*9%*	*11%*	-	*8%*	-	*11%*	-	*8%*	-	*9%*	-	**14%j**	-	*8%*
Irrelevant (1)	**68**	12	30	9	17	-	12	-	20	-	11	-	9	-	11	-	5
	3%	*3%*	*4%*	*2%*	*2%*	-	*3%*	-	**5%p**	-	*3%*	-	*2%*	-	*2%*	-	*1%*
NET Essential/Fairly important	**2239**	370	722	381	766	-	370	-	365	-	356	-	381	-	389	-	377
	88%	*89%*	*87%*	*88%*	*87%*	-	*89%*	-	*85%*	-	*89%*	-	*88%*	-	*84%*	-	**91%n**
NET Irrelevant/Not very important	**315**	45	107	50	113	-	45	-	65	-	43	-	50	-	74	-	39
	12%	*11%*	*13%*	*12%*	*13%*	-	*11%*	-	*15%*	-	*11%*	-	*12%*	-	**16%p**	-	*9%*
Mean	**3.29**	3.30	3.30	3.27	3.28	-	3.30	-	3.25	-	3.34	-	3.27	-	3.26	-	3.30
Std Dev.	**0.75**	0.73	0.78	0.72	0.73	-	0.73	-	0.82	-	0.74	-	0.72	-	0.78	-	0.67
Std Error	**0.01**	0.04	0.03	0.03	0.02	-	0.04	-	0.04	-	0.04	-	0.03	-	0.04	-	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	**715**	-	715	356	359	75	76	129	82	111	119	122	151	211	353	241	652	58	684
	28%	-	*28%*	*29%*	*28%*	*23%*	*23%*	*25%*	*22%*	*25%*	**38%efghi**	**47%efghi**	*23%*	*24%*	**35%lm**	**42%lmn**	*28%*	*26%*	*27%*
Fairly important (3)	**913**	-	913	457	452	122	110	188	122	150	118	105	232	309	372	222	819	89	938
	36%	-	*36%*	*37%*	*35%*	*37%*	*34%*	*36%*	*33%*	*34%*	*38%*	*40%*	*36%*	*35%*	*37%*	*39%*	*35%*	*40%*	*36%*
Not very important (2)	**594**	-	594	266	320	92	86	124	92	120	57	23	178	216	200	80	529	59	627
	23%	-	*23%*	*21%*	*25%*	**28%jk**	**27%k**	**24%k**	**25%k**	**27%jk**	**18%k**	*9%*	**27%no**	**24%o**	**20%o**	*14%*	*23%*	*26%*	*24%*
Irrelevant (1)	**331**	-	331	161	166	39	51	79	74	59	19	10	90	153	89	29	308	17	332
	13%	-	*13%*	*13%*	*13%*	**12%k**	**16%jk**	**15%jk**	**20%ejk**	**13%jk**	*6%*	*4%*	**14%no**	**17%no**	*9%*	*5%*	*13%*	*8%*	*13%*
NET Essential/Fairly important	**1628**	-	1628	813	811	197	186	317	204	261	237	227	383	521	725	464	1471	148	1622
	64%	-	*64%*	*66%*	*62%*	*60%*	*58%*	*61%*	*55%*	*59%*	**76%efghi**	**87%efghij**	*59%*	*59%*	**71%lm**	**81%lmn**	*64%*	*66%*	*63%*
NET Irrelevant/Not very important	**925**	-	925	427	487	131	137	203	166	180	76	33	268	368	289	109	837	76	959
	36%	-	*36%*	*34%*	*38%*	**40%jk**	**42%jk**	**39%jk**	**45%jk**	**41%jk**	**24%k**	*13%*	**41%no**	**41%no**	**29%o**	*19%*	*36%*	*34%*	*37%*
Mean	**2.79**	-	2.79	2.81	2.77	2.71	2.65	2.71	2.57	2.71	**3.08efghi**	**3.30efghij**	2.68	2.65	**2.98lm**	**3.18lmn**	2.79	2.84	2.76
Std Dev.	**0.99**	-	0.99	0.99	0.99	0.95	1.01	1.01	1.04	0.99	0.90	0.79	0.98	1.02	0.95	0.86	1.00	0.90	0.98
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**715**	150	220	171	174	370	345	401	301	86	93	166	169	154	429	86	592
		28%	**31%d**	*28%*	**32%d**	*24%*	*29%*	*27%*	*27%*	*30%*	*24%*	*28%*	*27%*	*28%*	**32%l**	*27%*	*24%*	*29%*
Fairly important	(3)	**913**	193	254	194	272	447	466	498	402	133	130	209	203	194	542	134	743
		36%	*39%*	*32%*	*36%*	*37%*	*35%*	*37%*	*33%*	**39%g**	*37%*	*39%*	*34%*	*33%*	*41%*	*35%*	*37%*	*36%*
Not very important	(2)	**594**	109	212	93	181	320	274	375	207	81	73	155	152	89	380	81	478
		23%	*22%*	**27%c**	*17%*	**24%c**	*25%*	*21%*	**25%h**	*20%*	*23%*	*22%*	*25%*	*25%*	*19%*	*24%*	*23%*	*23%*
Irrelevant	(1)	**331**	39	102	78	113	141	191	220	108	57	38	87	86	39	211	57	256
		13%	*8%*	**13%a**	**15%a**	**15%a**	*11%*	**15%e**	**15%h**	*11%*	**16%m**	*11%*	**14%m**	**14%m**	*8%*	**13%m**	*16%*	*12%*
NET Essential/Fairly important		**1628**	343	474	365	446	817	811	898	703	219	223	375	373	348	971	220	1335
		64%	**70%bd**	*60%*	**68%bd**	*60%*	*64%*	*64%*	*60%*	**69%g**	*61%*	*67%*	*61%*	*61%*	**73%ikln**	*62%*	*61%*	*65%*
NET Irrelevant/Not very important		**925**	147	313	171	293	461	465	596	315	138	111	242	238	127	591	138	734
		36%	*30%*	**40%ac**	*32%*	**40%ac**	*36%*	*36%*	**40%h**	*31%*	**39%m**	*33%*	**39%m**	**39%m**	*27%*	**38%m**	*39%*	*35%*
Mean		**2.79**	**2.93bd**	2.75	**2.85d**	2.69	2.82	2.76	2.72	**2.88g**	2.69	2.83	2.74	2.75	**2.97ikln**	2.76	2.70	2.81
Std Dev.		**0.99**	0.92	1.00	1.03	1.00	0.97	1.01	1.02	0.95	1.01	0.96	1.01	1.01	0.91	1.00	1.01	0.99
Std Error		**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	**715**	595	120	40	618	45	33	19	27	75	59	61	86	70	86	89	65	4	41
		28%	*27%*	*32%*	*33%*	**29%e**	*22%*	*27%*	*27%*	*27%*	*28%*	*28%*	**34%qr**	**38%noqr**	*30%*	*25%*	*25%*	*29%*	*15%*	*23%*
Fairly important	(3)	**913**	787	126	34	784	62	44	24	33	107	82	48	79	78	153	128	75	11	51
		36%	*36%*	*34%*	*28%*	*36%*	*31%*	*36%*	*34%*	*33%*	**39%k**	*38%*	*27%*	*35%*	*33%*	**45%kmpr**	*36%*	*33%*	*39%*	*29%*
Not very important	(2)	**594**	510	84	26	477	67	31	19	21	57	53	46	40	59	75	75	51	7	60
		23%	*23%*	*22%*	*22%*	*22%*	**33%d**	*25%*	*28%*	*20%*	*21%*	*25%*	*25%*	*18%*	*25%*	*22%*	*21%*	*23%*	*24%*	**34%hiinop**
Irrelevant	(1)	**331**	286	45	20	279	30	14	8	20	33	20	26	22	30	26	68	34	6	24
		13%	*13%*	*12%*	*17%*	*13%*	*15%*	*12%*	*11%*	**20%jln**	*12%*	*9%*	*14%*	*10%*	*13%*	*8%*	**19%jln**	**15%n**	**22%jln**	*14%*
NET Essential/Fairly important		**1628**	1382	246	74	1402	107	77	42	60	182	141	109	165	148	239	217	140	15	92
		64%	*63%*	*66%*	*62%*	**65%e**	*52%*	**63%e**	*61%*	*60%*	**67%r**	**66%r**	*60%*	**73%hkoqr**	*63%*	**70%r**	*60%*	*62%*	*54%*	*52%*
NET Irrelevant/Not very important		**925**	797	129	46	756	97	45	27	41	90	73	72	63	89	101	143	85	13	84
		36%	*37%*	*34%*	*38%*	*35%*	**48%df**	*37%*	*39%*	**40%l**	*33%*	*34%*	**40%l**	*27%*	*37%*	*30%*	**40%l**	*38%*	**46%l**	**48%jlin**
Mean		**2.79**	2.78	2.86	2.78	**2.81e**	2.60	**2.79e**	2.76	2.66	2.82	**2.84qr**	2.80	**3.00hopqr**	2.79	**2.88qr**	2.66	2.76	2.47	2.62
Std Dev.		**0.99**	0.99	1.00	1.09	0.99	0.99	0.97	0.98	1.08	0.97	0.93	1.06	0.98	1.01	0.88	1.05	1.04	1.01	0.99
Std Error		**0.02**	0.02	0.03	0.06	0.03	0.04	0.05	0.05	0.09	0.08	0.08	0.09	0.08	0.09	0.07	0.09	0.09	0.11	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	**715**	407	230	44	21	11	637	32	351	240	76	25	13	591	38
		28%	**43%bcdefg**	**24%cdg**	*13%*	*13%*	*13%*	**33%bcdeg**	*13%*	**37%ijkmn**	**25%j**	*18%*	*20%*	*31%*	**31%ij**	*23%*
Fairly important	(3)	**913**	291	391	150	56	17	682	73	300	381	176	33	10	681	44
		36%	*31%*	**40%aeg**	**43%aeg**	*33%*	*20%*	**35%ae**	*29%*	*31%*	**40%hn**	**41%hkn**	*28%*	*24%*	*35%*	*26%*
Not very important	(2)	**594**	160	227	98	69	33	386	102	182	231	119	38	13	413	50
		23%	*17%*	**23%a**	**28%af**	**41%abcf**	**39%abf**	*20%*	**40%abcf**	*19%*	**24%h**	**28%hm**	**31%h**	*29%*	*22%*	**31%hm**
Irrelevant	(1)	**331**	96	120	60	24	24	216	48	122	110	58	25	8	233	32
		13%	*10%*	*12%*	**17%af**	*14%*	**28%abdf**	*11%*	**19%abf**	*13%*	*11%*	*13%*	**21%im**	*17%*	*12%*	**20%im**
NET Essential/Fairly important		**1628**	697	621	195	77	28	1318	105	651	621	252	58	24	1272	82
		64%	**73%bcdeg**	**64%cdeg**	**55%eg**	*45%*	*33%*	**69%cdeg**	*41%*	**68%ijkn**	**65%kn**	*59%*	*48%*	*54%*	**66%jkn**	*50%*
NET Irrelevant/Not very important		**925**	255	346	157	94	56	602	150	304	342	177	63	20	646	83
		36%	*27%*	**36%a**	**45%abf**	**55%abf**	**67%abcf**	*31%*	**59%abcf**	*32%*	*35%*	**41%hm**	**52%hlm**	*46%*	*34%*	**50%hlm**
Mean		**2.79**	**3.06bcdefg**	**2.76cdeg**	**2.51e**	2.43	2.18	**2.91bcdeg**	2.35	**2.92ijkn**	**2.78jkn**	2.63	2.48	2.68	**2.85jkn**	2.53
Std Dev.		**0.99**	1.00	0.95	0.92	0.89	0.99	0.99	0.93	1.03	0.95	0.93	1.04	1.09	0.99	1.05
Std Error		**0.02**	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.05	0.10	0.15	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**715**	71	630	14	240	440	35	696	16	-	-	712	3
		28%	*32%*	*27%*	*33%*	*30%*	*27%*	*22%*	*28%*	*33%*	-	-	*28%*	*35%*
Fairly important	(3)	**913**	86	819	9	270	574	69	880	26	4	1	911	2
		36%	*39%*	*36%*	*21%*	*34%*	*36%*	**45%d**	*35%*	*54%*	*46%*	*18%*	*36%*	*24%*
Not very important	(2)	**594**	42	536	16	181	383	31	578	5	3	4	587	3
		23%	*19%*	*23%*	*37%*	*23%*	*24%*	*20%*	*23%*	*11%*	*35%*	*82%*	*23%*	*38%*
Irrelevant	(1)	**331**	20	307	4	104	208	19	328	1	2	-	331	*
		13%	*9%*	*13%*	*9%*	*13%*	*13%*	*13%*	*13%*	*2%*	*20%*	-	*13%*	*3%*
NET Essential/Fairly important		**1628**	157	1449	23	511	1014	104	1576	42	4	1	1623	5
		64%	*72%*	*63%*	*54%*	*64%*	*63%*	*68%*	*63%*	*87%*	*46%*	*18%*	*64%*	*59%*
NET Irrelevant/Not very important		**925**	62	844	20	285	590	50	906	6	5	4	918	3
		36%	*28%*	*37%*	*46%*	*36%*	*37%*	*32%*	*37%*	*13%*	*54%*	*82%*	*36%*	*41%*
Mean		**2.79**	2.95	2.77	2.77	2.81	2.78	2.77	2.78	3.18	2.26	2.18	2.79	2.91
Std Dev.		**0.99**	0.94	1.00	1.02	1.01	0.99	0.94	1.00	0.71	0.81	0.42	0.99	0.98
Std Error		**0.02**	0.06	0.02	0.15	0.03	0.02	0.08	0.02	0.11	0.20	0.25	0.02	0.35

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**715**	133	264	82	236	-	133	-	155	-	109	-	82	-	147	-	89
	28%	**32%c**	**32%c**	*19%*	**27%c**	-	**32%lp**	-	**36%ijp**	-	**27%l**	-	*19%*	-	**32%lp**	-	*21%*
Fairly important (3)	**913**	131	304	184	294	-	131	-	154	-	150	-	184	-	134	-	160
	36%	*32%*	*37%*	**43%ad**	*33%*	-	*32%*	-	*36%*	-	**38%n**	-	**43%fn**	-	*29%*	-	**39%n**
Not very important (2)	**594**	85	184	98	227	-	85	-	95	-	89	-	98	-	121	-	107
	23%	*20%*	*22%*	*23%*	*26%*	-	*20%*	-	*22%*	-	*22%*	-	*23%*	-	*26%*	-	*26%*
Irrelevant (1)	**331**	65	77	68	121	-	65	-	26	-	51	-	68	-	62	-	60
	13%	**16%b**	*9%*	**16%b**	**14%b**	-	**16%h**	-	*6%*	-	**13%h**	-	**16%h**	-	**13%h**	-	**14%h**
NET Essential/Fairly important	**1628**	265	568	265	530	-	265	-	309	-	259	-	265	-	281	-	249
	64%	*64%*	**68%d**	*62%*	*60%*	-	*64%*	-	**72%lnp**	-	*65%*	-	*62%*	-	*61%*	-	*60%*
NET Irrelevant/Not very important	**925**	150	261	166	349	-	150	-	121	-	140	-	166	-	182	-	167
	36%	*36%*	*32%*	*38%*	**40%b**	-	*36%*	-	*28%*	-	*35%*	-	**38%h**	-	**39%h**	-	**40%h**
Mean	**2.79**	2.80	**2.91cd**	2.65	2.73	-	2.80	-	**3.02fjlnp**	-	2.79	-	2.65	-	2.79	-	2.67
Std Dev.	**0.99**	1.06	0.95	0.96	1.00	-	1.06	-	0.91	-	0.98	-	0.96	-	1.03	-	0.97
Std Error	**0.02**	0.05	0.03	0.05	0.03	-	0.05	-	0.04	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	**996**	-	996	484	504	172	145	227	124	167	99	62	317	351	327	160	882	105	992
	39%	-	*39%*	*39%*	*39%*	**52%hijk**	**45%hjk**	**44%hjk**	*34%*	**38%k**	*32%*	*24%*	**49%mno**	**39%no**	*32%*	*28%*	*38%*	*47%*	*38%*
Fairly important (3)	**1234**	-	1234	569	656	132	138	251	210	209	150	143	270	462	502	293	1130	97	1258
	48%	-	*48%*	*46%*	*51%*	*40%*	*43%*	*48%*	**57%efi**	*47%*	*48%*	**55%ef**	*42%*	**52%l**	**50%l**	**51%l**	*49%*	*43%*	*49%*
Not very important (2)	**268**	-	268	148	120	24	32	32	30	56	56	38	56	62	150	94	248	17	277
	10%	-	*10%*	*12%*	*9%*	*7%*	*10%*	*6%*	*8%*	**13%g**	**18%efgh**	**15%eg**	*9%*	*7%*	**15%lm**	**16%lm**	*11%*	*7%*	*11%*
Irrelevant (1)	**56**	-	56	40	17	*	7	9	5	10	9	17	7	14	35	25	49	6	54
	2%	-	*2%*	**3%d**	*1%*	*	*2%*	*2%*	*1%*	*2%*	**3%e**	**6%eghl**	*1%*	*2%*	**3%l**	**4%lm**	*2%*	*3%*	*2%*
NET Essential/Fairly important	**2229**	-	2229	1053	1161	304	283	478	335	375	249	205	588	813	829	454	2012	202	2250
	87%	-	*87%*	*85%*	**89%c**	**93%ijk**	**88%jk**	**92%ijk**	**91%jk**	*85%*	*79%*	*79%*	**90%no**	**91%no**	*82%*	*79%*	*87%*	*90%*	*87%*
NET Irrelevant/Not very important	**324**	-	324	187	137	24	39	42	35	66	65	54	63	76	185	119	297	22	331
	13%	-	*13%*	**15%d**	*11%*	*7%*	*12%*	*8%*	*9%*	**15%eg**	**21%efgh**	**21%efgh**	*10%*	*9%*	**18%lm**	**21%lm**	*13%*	*10%*	*13%*
Mean	**3.24**	-	3.24	3.21	3.27	**3.45hijk**	**3.31jk**	**3.34ijk**	**3.23jk**	**3.21k**	3.08	2.96	**3.38no**	**3.29no**	3.11	3.03	3.23	3.34	3.24
Std Dev.	**0.72**	-	0.72	0.77	0.68	0.63	0.74	0.67	0.65	0.74	0.77	0.80	0.69	0.67	0.77	0.79	0.72	0.73	0.72
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**996**	208	290	220	277	498	497	642	340	103	132	248	244	198	624	104	842
		39%	*42%*	*37%*	*41%*	*37%*	*39%*	*39%*	**43%h**	*33%*	*29%*	**39%i**	**40%i**	**40%i**	**42%i**	**40%i**	*29%*	**41%o**
Fairly important	(3)	**1234**	226	393	253	362	619	615	715	498	179	162	305	290	228	757	179	997
		48%	*46%*	*50%*	*47%*	*49%*	*48%*	*48%*	*48%*	*49%*	*50%*	*49%*	*49%*	*47%*	*48%*	*48%*	*50%*	*48%*
Not very important	(2)	**268**	50	86	45	87	136	132	112	154	58	29	52	72	44	152	58	196
		10%	*10%*	*11%*	*8%*	*12%*	*11%*	*10%*	*7%*	**15%g**	**16%jkmn**	*9%*	*8%*	*12%*	*9%*	*10%*	**16%p**	*9%*
Irrelevant	(1)	**56**	6	19	18	13	25	31	26	27	17	12	12	4	6	27	17	34
		2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	**5%lmn**	**3%l**	*2%*	*1%*	*1%*	*2%*	**5%p**	*2%*
NET Essential/Fairly important		**2229**	434	683	473	639	1117	1112	1357	838	282	294	553	534	425	1381	283	1839
		87%	*89%*	*87%*	*88%*	*86%*	*87%*	*87%*	**91%h**	*82%*	*79%*	**88%i**	**90%i**	**88%i**	**89%i**	**88%i**	*79%*	**89%o**
NET Irrelevant/Not very important		**324**	56	105	63	100	161	163	137	180	75	40	64	76	50	180	75	230
		13%	*11%*	*13%*	*12%*	*14%*	*13%*	*13%*	*9%*	**18%g**	**21%jkmn**	*12%*	*10%*	*12%*	*11%*	*12%*	**21%p**	*11%*
Mean		**3.24**	3.30	3.21	3.26	3.22	3.24	3.24	**3.32h**	3.13	3.03	**3.24i**	**3.28i**	**3.27i**	**3.30i**	**3.27i**	3.04	**3.28o**
Std Dev.		**0.72**	0.70	0.73	0.75	0.72	0.72	0.73	0.69	0.76	0.80	0.75	0.70	0.69	0.69	0.70	0.80	0.70
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential (4)	**996**	866	129	49	830	82	53	31	37	112	85	67	86	90	149	129	75	13	69
	39%	*40%*	*34%*	*41%*	*38%*	*40%*	*43%*	*45%*	*37%*	*41%*	*40%*	*37%*	*38%*	*38%*	*44%*	*36%*	*33%*	*45%*	*39%*
Fairly important (3)	**1234**	1055	179	48	1047	100	56	31	51	138	101	90	128	107	156	163	114	11	89
	48%	*48%*	*48%*	*40%*	*49%*	*49%*	*46%*	*45%*	*51%*	*51%*	*48%*	*50%*	*56%*	*45%*	*46%*	*45%*	*51%*	*38%*	*51%*
Not very important (2)	**268**	216	52	19	233	19	10	6	11	14	22	21	12	38	33	52	29	4	15
	10%	*10%*	*14%*	*16%*	*11%*	*9%*	*8%*	*9%*	*11%*	*5%*	*10%*	*12%*	*5%*	*16%ilr*	*10%*	*14%il*	*13%il*	*13%*	*8%*
Irrelevant (1)	**56**	42	15	4	48	4	3	1	1	8	5	2	3	3	3	17	6	1	3
	2%	*2%*	*4%*	*4%*	*2%*	*2%*	*3%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	*1%*	*5%*	*3%*	*4%*	*2%*
NET Essential/Fairly important	**2229**	1921	308	97	1877	181	108	62	88	249	186	157	214	196	305	292	190	24	158
	87%	*88%b*	*82%*	*81%*	*87%*	*89%*	*89%*	*90%*	*88%*	*92%mo*	*87%*	*87%*	*94%mopq*	*83%*	*89%*	*81%*	*84%*	*83%*	*90%o*
NET Irrelevant/Not very important	**324**	257	67	23	281	23	14	7	12	23	27	24	15	41	36	68	36	5	18
	13%	*12%*	*18%a*	*19%*	*13%*	*11%*	*11%*	*10%*	*12%*	*8%*	*13%*	*13%*	*6%*	*17%il*	*11%*	*19%ilr*	*16%l*	*17%l*	*10%*
Mean	**3.24**	3.26b	3.13	3.18	3.23	3.27	3.29	3.34	3.23	3.30	3.25	3.23	3.30	3.19	3.32op	3.12	3.15	3.24	3.27
Std Dev.	**0.72**	0.71	0.79	0.83	0.73	0.71	0.73	0.70	0.69	0.71	0.73	0.70	0.62	0.74	0.68	0.82	0.74	0.83	0.69
Std Error	**0.01**	0.02	0.03	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.07	0.06	0.09	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	**996**	436	365	91	64	34	801	98	494	322	124	40	10	816	51
		39%	**46%bc**	**38%c**	*26%*	**37%c**	**40%c**	**42%c**	**38%c**	**52%ijklmn**	*33%*	*29%*	*34%*	*24%*	**43%ijln**	*31%*
Fairly important	(3)	**1234**	402	500	199	83	35	902	118	358	553	218	56	24	911	80
		48%	*42%*	**52%a**	**57%af**	*49%*	*42%*	*47%*	*46%*	*37%*	**58%hm**	**51%h**	*46%*	**55%h**	**48%h**	**49%h**
Not very important	(2)	**268**	87	91	46	22	15	179	37	79	83	71	20	8	162	28
		10%	*9%*	*9%*	*13%*	*13%*	**18%af**	*9%*	*15%*	*8%*	*9%*	**16%him**	**16%him**	**18%hm**	*8%*	**17%him**
Irrelevant	(1)	**56**	27	11	16	2	-	38	2	24	5	16	5	1	29	6
		2%	**3%b**	*1%*	**5%bfg**	*1%*	-	*2%*	*1%*	**3%l**	*	**4%lm**	**4%l**	*3%*	*2%*	**4%l**
NET Essential/Fairly important		**2229**	838	865	290	147	69	1703	216	852	875	341	96	35	1727	131
		87%	*88%*	**89%c**	*82%*	*86%*	*82%*	**89%c**	*85%*	**89%jkn**	**91%jkln**	*80%*	*80%*	*78%*	**90%jkln**	*80%*
NET Irrelevant/Not very important		**324**	115	102	62	24	15	217	39	103	87	87	24	10	191	34
		13%	*12%*	*11%*	**18%bf**	*14%*	*18%*	*11%*	*15%*	*11%*	*9%*	**20%him**	**20%him**	**22%im**	*10%*	**20%him**
Mean		**3.24**	**3.31c**	**3.26c**	3.04	**3.22c**	3.22	**3.28c**	**3.22c**	**3.38ijkln**	**3.24jln**	3.05	3.10	2.99	**3.31ijkln**	3.07
Std Dev.		**0.72**	0.75	0.67	0.76	0.71	0.74	0.71	0.72	0.74	0.62	0.78	0.80	0.75	0.69	0.79
Std Error		**0.01**	0.02	0.02	0.04	0.06	0.08	0.02	0.05	0.02	0.02	0.04	0.08	0.11	0.02	0.06

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**996**	67	922	6	325	616	55	973	14	4	3	991	2
		39%	*31%*	***40%a***	*15%*	*41%*	*38%*	*36%*	*39%*	*30%*	*43%*	*47%*	*39%*	*23%*
Fairly important	(3)	**1234**	111	1096	26	359	796	79	1202	23	4	3	1229	2
		48%	*51%*	*48%*	*62%*	*45%*	*50%*	*51%*	*48%*	*47%*	*41%*	*53%*	*48%*	*28%*
Not very important	(2)	**268**	32	226	10	93	159	15	253	10	2	-	265	2
		10%	*15%*	*10%*	*23%*	*12%*	*10%*	*10%*	*10%*	*22%*	*16%*	-	*10%*	*30%*
Irrelevant	(1)	**56**	8	48	-	19	33	5	54	1	*	-	55	2
		2%	*4%*	*2%*	-	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	-	*2%*	*20%*
NET Essential/Fairly important		**2229**	178	2018	33	684	1411	134	2175	37	8	5	2220	4
		87%	*82%*	***88%a***	*77%*	*86%*	*88%*	*87%*	*88%*	*76%*	*83%*	*100%*	*87%*	*51%*
NET Irrelevant/Not very important		**324**	40	274	10	112	193	20	307	12	2	-	320	4
		13%	***18%b***	*12%*	*23%*	*14%*	*12%*	*13%*	*12%*	*24%*	*17%*	-	*13%*	*49%*
Mean		**3.24**	3.08	**3.26a**	2.92	3.24	3.24	3.20	3.25	3.04	3.25	3.47	3.24	2.54
Std Dev.		**0.72**	0.78	0.72	0.62	0.75	0.71	0.74	0.72	0.78	0.78	0.55	0.72	1.12
Std Error		**0.01**	0.05	0.01	0.09	0.03	0.02	0.06	0.01	0.12	0.20	0.32	0.01	0.40

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**996**	160	320	160	356	-	160	-	168	-	152	-	160	-	197	-	159
	39%	*39%*	*39%*	*37%*	*40%*	-	*39%*	-	*39%*	-	*38%*	-	*37%*	-	*43%*	-	*38%*
Fairly important (3)	**1234**	209	392	229	405	-	209	-	194	-	198	-	229	-	196	-	209
	48%	*50%*	*47%*	*53%*	*46%*	-	*50%*	-	*45%*	-	*50%*	-	***53%n***	-	*42%*	-	*50%*
Not very important (2)	**268**	36	94	35	104	-	36	-	56	-	38	-	35	-	62	-	41
	10%	*9%*	*11%*	*8%*	*12%*	-	*9%*	-	*13%*	-	*10%*	-	*8%*	-	*13%*	-	*10%*
Irrelevant (1)	**56**	10	24	8	15	-	10	-	12	-	11	-	8	-	8	-	7
	2%	*2%*	*3%*	*2%*	*2%*	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-	*2%*	-	*2%*
NET Essential/Fairly important	**2229**	369	712	389	760	-	369	-	362	-	350	-	389	-	393	-	368
	87%	*89%*	*86%*	*90%*	*86%*	-	*89%*	-	*84%*	-	*88%*	-	*90%*	-	*85%*	-	*88%*
NET Irrelevant/Not very important	**324**	46	117	42	119	-	46	-	68	-	49	-	42	-	71	-	48
	13%	*11%*	*14%*	*10%*	*14%*	-	*11%*	-	*16%*	-	*12%*	-	*10%*	-	*15%*	-	*12%*
Mean	**3.24**	3.25	3.22	3.26	3.25	-	3.25	-	3.20	-	3.23	-	3.26	-	3.25	-	3.25
Std Dev.	**0.72**	0.71	0.75	0.68	0.73	-	0.71	-	0.77	-	0.73	-	0.68	-	0.75	-	0.70
Std Error	**0.01**	0.03	0.03	0.03	0.02	-	0.03	-	0.04	-	0.04	-	0.03	-	0.04	-	0.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	**918**	-	918	460	453	109	121	204	122	156	125	81	229	326	363	206	823	88	879
	36%	-	*36%*	*37%*	*35%*	*33%*	*37%*	*39%*	*33%*	*35%*	*40%*	*31%*	*35%*	*37%*	*36%*	*36%*	*36%*	*39%*	*34%*
Fairly important (3)	**1196**	-	1196	578	610	156	157	223	170	190	143	158	313	393	490	301	1079	107	1208
	47%	-	*47%*	*47%*	*47%*	*47%*	*49%*	*43%*	*46%*	*43%*	*46%*	**61%efghij**	*48%*	*44%*	*48%*	**53%m**	*47%*	*48%*	*47%*
Not very important (2)	**380**	-	380	174	204	52	37	82	62	89	42	17	89	143	147	58	356	22	430
	15%	-	*15%*	*14%*	*16%*	**16%k**	*12%*	**16%k**	**17%k**	**20%fk**	**13%k**	*6%*	*14%*	**16%o**	*15%*	*10%*	*15%*	*10%*	*17%*
Irrelevant (1)	**59**	-	59	28	31	12	7	11	16	6	4	4	19	27	13	7	51	7	64
	2%	-	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*4%*	*1%*	*1%*	*1%*	*3%*	*3%*	*1%*	*1%*	*2%*	*3%*	*2%*
NET Essential/Fairly important	**2115**	-	2115	1038	1062	265	278	427	292	346	268	239	543	719	853	507	1901	195	2087
	83%	-	*83%*	*84%*	*82%*	*81%*	**86%l**	*82%*	*79%*	*78%*	*86%*	**92%eghi**	*83%*	*81%*	*84%*	**89%m**	*82%*	*87%*	*81%*
NET Irrelevant/Not very important	**439**	-	439	203	235	64	44	92	78	95	45	20	108	170	161	66	407	29	494
	17%	-	*17%*	*16%*	*18%*	**19%k**	*14%*	**18%k**	**21%k**	**22%fk**	*14%*	*8%*	*17%*	**19%o**	*16%*	*11%*	*18%*	*13%*	*19%*
Mean	**3.16**	-	3.16	3.18	3.14	3.10	3.21	3.20	3.08	3.13	**3.24h**	3.22	3.16	3.15	3.19	3.23	3.16	3.23	3.12
Std Dev.	**0.76**	-	0.76	0.75	0.76	0.79	0.73	0.77	0.82	0.77	0.72	0.62	0.76	0.79	0.72	0.68	0.76	0.76	0.77
Std Error	**0.01**	-	0.01	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**918**	217	299	184	218	516	402	556	343	99	126	204	211	217	541	100	775
		36%	**44%cd**	**38%d**	*34%*	*29%*	**40%f**	*31%*	*37%*	*34%*	*28%*	**38%i**	*33%*	*35%*	**46%ikln**	*35%*	*28%*	**37%o**
Fairly important	(3)	**1196**	214	355	266	362	569	628	679	500	185	164	281	298	201	743	186	955
		47%	*44%*	*45%*	*50%*	*49%*	*44%*	*49%*	*45%*	*49%*	**52%m**	*49%*	*46%*	*49%*	*42%*	*48%*	*52%*	*46%*
Not very important	(2)	**380**	50	123	70	138	172	208	226	150	57	40	112	97	50	249	57	302
		15%	*10%*	**16%a**	*13%*	**19%ac**	*13%*	*16%*	*15%*	*15%*	*16%*	*12%*	**18%m**	*16%*	*11%*	**16%m**	*16%*	*15%*
Irrelevant	(1)	**59**	10	11	17	21	21	38	33	26	15	4	20	5	7	29	15	38
		2%	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	**4%ln**	*1%*	**3%l**	*1%*	*1%*	*2%*	**4%p**	*2%*
NET Essential/Fairly important		**2115**	431	654	450	580	1085	1030	1235	843	285	290	485	509	419	1283	286	1729
		83%	**88%d**	*83%*	*84%*	*78%*	**85%f**	*81%*	*83%*	*83%*	*80%*	**87%k**	*79%*	*83%*	**88%ikn**	*82%*	*80%*	*84%*
NET Irrelevant/Not very important		**439**	59	134	87	160	193	246	259	175	72	44	132	101	57	278	72	340
		17%	*12%*	*17%*	*16%*	**22%a**	*15%*	**19%e**	*17%*	*17%*	**20%m**	*13%*	**21%jm**	*17%*	*12%*	**18%m**	*20%*	*16%*
Mean		**3.16**	**3.30cd**	**3.20d**	3.15	3.05	**3.24f**	3.09	3.18	3.14	3.03	**3.23ik**	3.08	**3.17i**	**3.32ikln**	**3.15i**	3.04	**3.19o**
Std Dev.		**0.76**	0.73	0.74	0.76	0.77	0.74	0.77	0.76	0.75	0.78	0.70	0.80	0.71	0.72	0.75	0.78	0.75
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	**918**	792	126	45	784	68	45	22	32	124	78	65	56	88	155	121	65	6	61
		36%	*36%*	*34%*	*37%*	*36%*	*33%*	*37%*	*32%*	*31%*	**46%hlopqr**	**37%l**	*36%*	*25%*	**37%l**	**46%hlopqr**	*34%*	*29%*	*23%*	**35%l**
Fairly important	(3)	**1196**	1026	171	57	1014	94	56	32	53	104	99	79	137	101	154	175	112	18	76
		47%	*47%*	*45%*	*47%*	*47%*	*46%*	*46%*	*46%*	**53%l**	*38%*	*47%*	*44%*	**60%ijkmnr**	*43%*	*45%*	*49%*	*50%*	**63%ikmr**	*43%*
Not very important	(2)	**380**	312	68	17	312	38	16	14	15	33	31	36	33	45	29	52	38	3	35
		15%	*14%*	*18%*	*14%*	*14%*	*19%*	*13%*	*20%*	*15%*	*12%*	*15%*	**20%n**	*15%*	**19%n**	*9%*	*14%*	**17%n**	*11%*	**20%n**
Irrelevant	(1)	**59**	49	10	1	48	4	5	2	2	10	5	2	2	3	2	12	10	1	3
		2%	*2%*	*3%*	*1%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	**4%n**	*3%*	*2%*
NET Essential/Fairly important		**2115**	1818	297	102	1798	162	101	54	84	228	177	143	193	189	309	296	177	25	137
		83%	*83%*	*79%*	*85%*	**83%g**	*79%*	*82%*	*78%*	*84%*	*84%*	*83%*	*79%*	*85%*	*80%*	**91%kmopr**	*82%*	*79%*	*86%*	*78%*
NET Irrelevant/Not very important		**439**	361	78	19	360	42	21	15	16	44	36	37	35	48	31	64	48	4	38
		17%	*17%*	*21%*	*15%*	*17%*	*21%*	*18%*	**22%d**	*16%*	*16%*	*17%*	**21%n**	*15%*	**20%n**	*9%*	**18%n**	**21%n**	*14%*	**22%n**
Mean		**3.16**	3.18	3.10	3.21	3.17	3.10	3.15	3.07	3.14	**3.26p**	3.17	3.14	3.09	3.15	**3.36hjklmopqr**	3.12	3.03	3.06	3.11
Std Dev.		**0.76**	0.75	0.79	0.72	0.75	0.77	0.81	0.79	0.71	0.81	0.76	0.76	0.65	0.77	0.66	0.78	0.80	0.68	0.78
Std Error		**0.01**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.07	0.06	0.07	0.05	0.07	0.05	0.06	0.07	0.07	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	**918**	441	289	81	66	37	730	102	442	308	94	48	17	751	65
		36%	**46%bcf**	*30%*	*23%*	**38%c**	**44%bc**	**38%bc**	**40%bc**	**46%ijm**	**32%j**	*22%*	**40%j**	**39%j**	**39%ij**	**39%j**
Fairly important	(3)	**1196**	361	518	198	76	27	880	103	364	494	250	40	19	858	59
		47%	*38%*	**54%aefg**	**56%aefg**	*44%*	*32%*	**46%a**	*40%*	*38%*	**51%hkmn**	**58%hkmn**	*33%*	*42%*	**45%h**	*36%*
Not very important	(2)	**380**	120	148	61	29	17	268	46	121	140	75	30	8	261	38
		15%	*13%*	*15%*	*17%*	*17%*	*20%*	*14%*	*18%*	*13%*	*15%*	*17%*	**25%hlm**	*19%*	*14%*	**23%hlm**
Irrelevant	(1)	**59**	31	12	12	1	3	43	4	27	20	9	3	*	47	3
		2%	**3%b**	*1%*	*3%*	*1%*	*4%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*	*2%*	*2%*
NET Essential/Fairly important		**2115**	802	807	279	142	64	1609	205	807	802	345	87	36	1609	123
		83%	*84%*	*83%*	*79%*	*83%*	*76%*	*84%*	*80%*	**84%kn**	**83%kn**	*80%*	*73%*	*81%*	**84%kn**	*75%*
NET Irrelevant/Not very important		**439**	151	160	73	30	20	311	50	148	160	84	33	8	308	41
		17%	*16%*	*17%*	*21%*	*17%*	*24%*	*16%*	*20%*	*16%*	*17%*	*20%*	**27%hlm**	*19%*	*16%*	**25%hlm**
Mean		**3.16**	**3.27bc**	**3.12c**	2.99	**3.20c**	3.16	**3.20c**	**3.19c**	**3.28ij**	**3.13j**	3.00	3.10	3.19	**3.21j**	3.13
Std Dev.		**0.76**	0.80	0.70	0.74	0.73	0.88	0.76	0.78	0.79	0.73	0.69	0.85	0.75	0.76	0.82
Std Error		**0.01**	0.03	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.08	0.10	0.02	0.07

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**918**	84	827	7	296	578	43	903	7	4	3	914	2
		36%	*38%*	*36%*	*17%*	*37%*	*36%*	*28%*	*36%*	*14%*	*41%*	*47%*	*36%*	*23%*
Fairly important	(3)	**1196**	91	1082	24	358	749	90	1155	32	3	3	1190	4
		47%	*42%*	*47%*	*56%*	*45%*	*47%*	**58%de**	*47%*	*66%*	*29%*	*53%*	*47%*	*47%*
Not very important	(2)	**380**	35	334	11	110	253	17	370	6	1	-	378	2
		15%	*16%*	*15%*	*26%*	*14%*	*16%*	*11%*	*15%*	*13%*	*14%*	-	*15%*	*30%*
Irrelevant	(1)	**59**	10	49	-	31	23	5	54	3	1	-	59	-
		2%	*4%*	*2%*	-	**4%e**	*1%*	*3%*	*2%*	*7%*	*16%*	-	*2%*	-
NET Essential/Fairly important		**2115**	175	1908	31	654	1327	133	2058	39	7	5	2104	6
		83%	*80%*	*83%*	*74%*	*82%*	*83%*	*86%*	*83%*	*81%*	*70%*	*100%*	*83%*	*70%*
NET Irrelevant/Not very important		**439**	44	384	11	141	277	21	424	9	3	-	437	2
		17%	*20%*	*17%*	*26%*	*18%*	*17%*	*14%*	*17%*	*19%*	*30%*	-	*17%*	*30%*
Mean		**3.16**	3.14	3.17	2.91	3.16	3.17	3.11	3.17	2.88	2.95	3.47	3.16	2.94
Std Dev.		**0.76**	0.84	0.75	0.66	0.80	0.74	0.71	0.76	0.74	1.15	0.55	0.76	0.77
Std Error		**0.01**	0.06	0.02	0.10	0.03	0.02	0.06	0.02	0.11	0.29	0.32	0.01	0.27

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**918**	141	317	141	320	-	141	-	163	-	154	-	141	-	184	-	136
	36%	*34%*	*38%*	*33%*	*36%*	-	*34%*	-	*38%*	-	*39%*	-	*33%*	-	*40%*	-	*33%*
Fairly important (3)	**1196**	195	388	208	404	-	195	-	205	-	183	-	208	-	201	-	203
	47%	*47%*	*47%*	*48%*	*46%*	-	*47%*	-	*48%*	-	*46%*	-	*48%*	-	*43%*	-	*49%*
Not very important (2)	**380**	67	109	65	139	-	67	-	54	-	55	-	65	-	68	-	71
	15%	*16%*	*13%*	*15%*	*16%*	-	*16%*	-	*12%*	-	*14%*	-	*15%*	-	*15%*	-	*17%*
Irrelevant (1)	**59**	11	15	17	16	-	11	-	9	-	7	-	17	-	11	-	5
	2%	*3%*	*2%*	*4%*	*2%*	-	*3%*	-	*2%*	-	*2%*	-	*4%*	-	*2%*	-	*1%*
NET Essential/Fairly important	**2115**	336	705	349	724	-	336	-	368	-	337	-	349	-	385	-	339
	83%	*81%*	*85%*	*81%*	*82%*	-	*81%*	-	*86%*	-	*84%*	-	*81%*	-	*83%*	-	*82%*
NET Irrelevant/Not very important	**439**	78	124	82	155	-	78	-	62	-	62	-	82	-	79	-	76
	17%	*19%*	*15%*	*19%*	*18%*	-	*19%*	-	*14%*	-	*16%*	-	*19%*	-	*17%*	-	*18%*
Mean	**3.16**	3.12	3.21	3.10	3.17	-	3.12	-	3.21	-	3.21	-	3.10	-	3.20	-	3.13
Std Dev.	**0.76**	0.77	0.74	0.79	0.75	-	0.77	-	0.73	-	0.74	-	0.79	-	0.77	-	0.73
Std Error	**0.01**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	618	-	618	313	295	133	115	184	79	61	35	11	248	263	107	46	534	82	597
	24%	-	24%	25%	23%	40%hijk	36%hijk	35%hijk	21%ijk	14%k	11%k	4%	38%mno	30%no	11%	8%	23%	37%p	23%
Fairly important (3)	957	-	957	444	511	157	138	212	141	148	93	68	295	353	309	161	852	98	908
	37%	-	37%	36%	39%	48%ijk	43%ijk	41%jk	38%k	34%	30%	26%	45%no	40%no	30%	28%	37%	44%	35%
Not very important (2)	553	-	553	262	289	33	51	79	87	132	83	88	84	166	304	171	518	27	594
	22%	-	22%	21%	22%	10%	16%	15%	24%eg	30%efg	27%efg	34%efgh	13%	19%l	30%lm	30%lm	22%q	12%	23%
Irrelevant (1)	426	-	426	222	202	6	19	44	63	100	103	92	25	107	294	195	405	16	482
	17%	-	17%	18%	16%	2%	6%e	8%e	17%efg	23%efg	33%efghi	35%efghi	4%	12%l	29%lm	34%lm	18%q	7%	19%
NET Essential/Fairly important	1575	-	1575	757	806	290	253	397	220	209	127	80	543	616	416	207	1385	180	1505
	62%	-	62%	61%	62%	88%fghijk	78%hijk	76%hijk	59%ijk	47%k	41%	31%	83%mno	69%no	41%	36%	60%	80%p	58%
NET Irrelevant/Not very important	979	-	979	484	491	39	70	123	150	232	186	180	108	273	598	366	923	44	1076
	38%	-	38%	39%	38%	12%	22%e	24%e	41%efg	53%efgh	59%efgh	69%efghi	17%	31%l	59%lm	64%lm	40%q	20%	42%
Mean	2.69	-	2.69	2.68	2.69	3.27fghijk	3.08hijk	3.03hijk	2.64ijk	2.39jk	2.19	2.00	3.18mno	2.87no	2.23	2.10	2.66	3.10p	2.63
Std Dev.	1.02	-	1.02	1.04	0.99	0.71	0.86	0.92	1.00	0.98	1.02	0.89	0.79	0.97	0.98	0.97	1.02	0.88	1.03
Std Error	0.02	-	0.02	0.03	0.03	0.04	0.05	0.04	0.05	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**618**	175	157	127	159	332	286	441	172	62	71	141	133	176	345	62	533
		24%	**36%bcd**	*20%*	*24%*	*21%*	*26%*	*22%*	**30%h**	*17%*	*17%*	*21%*	*23%*	*22%*	**37%ijkln**	*22%*	*17%*	**26%o**
Fairly important	(3)	**957**	175	294	172	315	469	487	624	319	128	124	245	237	171	605	128	788
		37%	*36%*	*37%*	*32%*	**43%c**	*37%*	*38%*	**42%h**	*31%*	*36%*	*37%*	*40%*	*39%*	*36%*	*39%*	*36%*	*38%*
Not very important	(2)	**553**	77	182	139	155	259	294	279	259	83	78	125	156	69	359	84	432
		22%	*16%*	**23%a**	**26%a**	*21%*	*20%*	*23%*	*19%*	**25%g**	**23%m**	**23%m**	*20%*	**26%m**	*15%*	**23%m**	*24%*	*21%*
Irrelevant	(1)	**426**	63	154	98	110	218	208	151	268	83	61	106	84	59	251	83	317
		17%	*13%*	**20%a**	*18%*	*15%*	*17%*	*16%*	*10%*	**26%g**	**23%lmn**	*18%*	*17%*	*14%*	*12%*	*16%*	**23%p**	*15%*
NET Essential/Fairly important		**1575**	350	451	299	474	801	773	1065	491	190	195	386	370	347	950	190	1321
		62%	**71%bcd**	*57%*	*56%*	**64%bc**	*63%*	*61%*	**71%h**	*48%*	*53%*	*58%*	**62%i**	*61%*	**73%ijkln**	**61%i**	*53%*	**64%o**
NET Irrelevant/Not very important		**979**	140	337	237	265	477	502	430	527	167	139	232	240	128	611	168	749
		38%	*29%*	**43%ad**	**44%ad**	**36%a**	*37%*	*39%*	*29%*	**52%g**	**47%kmn**	**42%m**	**38%m**	**39%m**	*27%*	**39%m**	**47%p**	*36%*
Mean		**2.69**	**2.94bcd**	2.58	2.61	2.71	2.72	2.67	**2.91h**	2.39	2.47	2.61	**2.68i**	**2.69i**	**2.98ijkln**	**2.67i**	2.47	**2.74o**
Std Dev.		**1.02**	1.01	1.02	1.04	0.97	1.03	1.00	0.94	1.05	1.03	1.02	1.01	0.96	1.01	0.99	1.03	1.01
Std Error		**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	618	557	61	22	515	56	31	15	23	74	35	37	33	54	130	81	49	6	50
		24%	**26%b**	*16%*	*19%*	*24%*	*28%*	*25%*	*22%*	*23%*	**27%jl**	*16%*	*21%*	*15%*	*23%*	**38%hjklmop**	*22%*	*22%*	*22%*	**29%jl**
Fairly important	(3)	957	810	147	51	811	72	48	26	41	99	90	63	91	89	133	129	77	10	63
		37%	*37%*	*39%*	*42%*	*38%*	*35%*	*40%*	*37%*	*41%*	*36%*	*42%*	*35%*	*40%*	*38%*	*39%*	*36%*	*34%*	*34%*	*36%*
Not very important	(2)	553	454	99	35	474	35	25	19	15	65	47	53	58	50	50	83	54	6	29
		22%	*21%*	*27%*	*29%*	*22%*	*17%*	*20%*	**28%o**	*15%*	*24%*	*22%*	**29%hnr**	**26%hnr**	*21%*	*15%*	*23%*	**24%n**	*21%*	*17%*
Irrelevant	(1)	426	358	68	13	358	41	18	9	22	35	42	28	46	44	28	68	45	7	34
		17%	*16%*	*18%*	*10%*	*17%*	*20%*	*15%*	*13%*	**22%ln**	*13%*	**20%n**	*15%*	**20%n**	**19%n**	*8%*	**19%n**	**20%n**	**23%n**	**19%n**
NET Essential/Fairly important		1575	1367	208	73	1326	129	79	41	64	172	124	100	124	143	263	210	126	16	113
		62%	**63%b**	*55%*	*61%*	*61%*	*63%*	*65%*	*59%*	*63%*	*63%*	*58%*	*56%*	*54%*	*60%*	**77%hijklmopqr**	*58%*	*56%*	*56%*	*64%*
NET Irrelevant/Not very important		979	812	167	47	832	76	43	28	37	100	89	80	104	95	78	151	99	13	63
		38%	*37%*	**45%a**	*39%*	*39%*	*37%*	*35%*	*41%*	**37%n**	**37%n**	**42%n**	**44%n**	**46%n**	**40%n**	*23%*	**42%n**	**44%n**	**44%n**	**36%n**
Mean		2.69	**2.72b**	2.54	2.69	2.69	2.71	2.76	2.68	2.64	**2.78l**	2.55	2.61	2.49	2.64	**3.07hijklmopqr**	2.62	2.57	2.54	**2.73l**
Std Dev.		1.02	1.02	0.97	0.90	1.01	1.08	1.00	0.97	1.07	0.99	0.98	0.98	0.97	1.03	0.92	1.03	1.04	1.09	1.08
Std Error		0.02	0.02	0.03	0.05	0.03	0.05	0.05	0.05	0.09	0.08	0.08	0.09	0.08	0.09	0.08	0.08	0.09	0.12	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	**618**	261	234	61	32	27	494	59	292	230	60	23	8	522	31
		24%	**27%c**	**24%c**	*17%*	*19%*	**32%c**	**26%c**	*23%*	**31%ijn**	**24%j**	*14%*	*19%*	*18%*	**27%j**	*19%*
Fairly important	(3)	**957**	297	377	159	89	27	673	116	293	413	185	42	12	705	54
		37%	*31%*	**39%a**	**45%af**	**52%abef**	*32%*	*35%*	**45%af**	*31%*	**43%hm**	**43%h**	*35%*	*27%*	**37%h**	*33%*
Not very important	(2)	**553**	209	218	82	30	12	426	42	212	192	115	22	8	404	30
		22%	*22%*	*23%*	*23%*	*17%*	*15%*	*22%*	*16%*	*22%*	*20%*	**27%i**	*18%*	*18%*	*21%*	*18%*
Irrelevant	(1)	**426**	187	139	50	21	18	326	39	158	128	67	34	16	286	51
		17%	**20%b**	*14%*	*14%*	*12%*	*21%*	*17%*	*15%*	*17%*	*13%*	*16%*	**28%hijm**	**37%hijm**	*15%*	**31%hijm**
NET Essential/Fairly important		**1575**	557	610	220	121	54	1168	175	585	643	246	65	20	1228	84
		62%	*58%*	*63%*	*63%*	**71%a**	*64%*	*61%*	**68%a**	*61%*	**67%jkln**	*57%*	*54%*	*45%*	**64%ln**	*51%*
NET Irrelevant/Not very important		**979**	396	357	132	50	30	752	81	370	319	183	56	24	690	80
		38%	**42%dq**	*37%*	*37%*	*29%*	*36%*	*39%*	*32%*	*39%*	*33%*	**43%i**	**46%i**	**55%im**	*36%*	**49%im**
Mean		**2.69**	2.66	2.73	2.66	2.77	2.75	2.70	2.76	**2.75jkln**	**2.77jkln**	2.56	2.44	2.25	**2.76jkln**	2.39
Std Dev.		**1.02**	1.08	0.98	0.93	0.89	1.13	1.03	0.98	1.06	0.96	0.92	1.10	1.15	1.01	1.11
Std Error		**0.02**	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.05	0.11	0.16	0.02	0.09

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**618**	70	539	10	241	340	37	604	12	1	-	616	2
		24%	**32%b**	*23%*	*23%*	**30%e**	*21%*	*24%*	*24%*	*24%*	*7%*	-	*24%*	*23%*
Fairly important	(3)	**957**	87	854	16	287	601	69	925	25	2	2	952	3
		37%	*40%*	*37%*	*37%*	*36%*	*37%*	*45%*	*37%*	*52%*	*20%*	*35%*	*37%*	*33%*
Not very important	(2)	**553**	30	509	15	152	369	33	540	6	4	-	550	4
		22%	*13%*	**22%a**	*35%*	*19%*	*23%*	*21%*	*22%*	*13%*	*39%*	-	*22%*	*44%*
Irrelevant	(1)	**426**	33	390	2	116	295	15	414	5	3	4	422	-
		17%	*15%*	*17%*	*5%*	*15%*	**18%f**	*10%*	*17%*	*10%*	*33%*	*65%*	*17%*	-
NET Essential/Fairly important		**1575**	156	1393	25	528	940	107	1529	37	3	2	1568	4
		62%	**71%b**	*61%*	*60%*	**66%e**	*59%*	**69%e**	*62%*	*77%*	*27%*	*35%*	*62%*	*56%*
NET Irrelevant/Not very important		**979**	63	899	17	268	664	48	954	11	7	4	972	4
		38%	*29%*	**39%a**	*40%*	*34%*	**41%df**	*31%*	*38%*	*23%*	*73%*	*65%*	*38%*	*44%*
Mean		**2.69**	**2.88b**	2.67	2.77	**2.82e**	2.61	**2.84e**	2.69	2.91	2.01	1.71	2.69	2.79
Std Dev.		**1.02**	1.02	1.02	0.87	1.02	1.01	0.90	1.02	0.89	0.96	1.06	1.01	0.85
Std Error		**0.02**	0.07	0.02	0.13	0.04	0.03	0.07	0.02	0.14	0.24	0.61	0.02	0.30

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**618**	82	222	98	216	-	82	-	106	-	116	-	98	-	120	-	96
	24%	*20%*	**27%a**	*23%*	*25%*	-	*20%*	-	*25%*	-	**29%f**	-	*23%*	-	*26%*	-	*23%*
Fairly important (3)	**957**	178	287	173	318	-	178	-	156	-	132	-	173	-	156	-	162
	37%	**43%b**	*35%*	*40%*	*36%*	-	**43%n**	-	*36%*	-	*33%*	-	*40%*	-	*34%*	-	*39%*
Not very important (2)	**553**	78	180	97	198	-	78	-	99	-	81	-	97	-	91	-	107
	22%	*19%*	*22%*	*23%*	*23%*	-	*19%*	-	*23%*	-	*20%*	-	*23%*	-	*20%*	-	*26%*
Irrelevant (1)	**426**	76	140	63	147	-	76	-	70	-	71	-	63	-	96	-	50
	17%	*18%*	*17%*	*15%*	*17%*	-	*18%*	-	*16%*	-	*18%*	-	*15%*	-	**21%p**	-	*12%*
NET Essential/Fairly important	**1575**	260	509	271	534	-	260	-	262	-	247	-	271	-	276	-	258
	62%	*63%*	*61%*	*63%*	*61%*	-	*63%*	-	*61%*	-	*62%*	-	*63%*	-	*60%*	-	*62%*
NET Irrelevant/Not very important	**979**	154	320	160	345	-	154	-	168	-	152	-	160	-	188	-	157
	38%	*37%*	*39%*	*37%*	*39%*	-	*37%*	-	*39%*	-	*38%*	-	*37%*	-	*40%*	-	*38%*
Mean	**2.69**	2.64	2.71	2.71	2.69	-	2.64	-	2.69	-	2.73	-	2.71	-	2.65	-	2.73
Std Dev.	**1.02**	1.00	1.04	0.98	1.02	-	1.00	-	1.02	-	1.06	-	0.98	-	1.08	-	0.95
Std Error	**0.02**	0.05	0.04	0.05	0.03	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2581	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	2554	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	1427	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	577	-	577	300	274	116	95	153	59	63	57	34	211	212	154	91	483	89	523
	23%	-	23%	24%	21%	35%hijk	30%hijk	29%hijk	16%	14%	18%	13%	32%mno	24%no	15%	16%	21%	40%p	20%
Fairly important (3)	928	-	928	452	472	142	146	224	147	145	80	45	288	370	270	124	830	93	948
	36%	-	36%	36%	36%	43%ijk	45%ijk	43%ijk	40%jk	33%k	25%	17%	44%no	42%no	27%	22%	36%	41%	37%
Not very important (2)	649	-	649	278	366	66	57	99	101	115	111	100	124	200	326	211	611	33	705
	25%	-	25%	22%	28%c	20%	18%	19%	27%fg	26%fg	35%efgi	39%efghi	19%	22%	32%lm	37%lm	26%q	15%	27%
Irrelevant (1)	399	-	399	211	186	5	24	44	62	118	66	80	29	107	264	146	383	9	405
	16%	-	16%	17%	14%	1%	7%e	9%e	17%efg	27%efgh	21%efg	31%efghj	4%	12%l	26%lm	26%lm	17%q	4%	16%
NET Essential/Fairly important	1505	-	1505	752	746	258	241	377	206	209	137	79	499	582	424	216	1314	182	1471
	59%	-	59%	61%	58%	78%hijk	75%hijk	72%hijk	56%jk	47%k	44%k	30%	77%mno	65%no	42%	38%	57%	81%p	57%
NET Irrelevant/Not very important	1048	-	1048	488	551	71	81	143	164	232	177	181	152	307	589	357	995	42	1110
	41%	-	41%	39%	42%	22%	25%	28%	44%efg	53%efg	56%efgh	70%efghij	23%	35%l	58%lm	62%lm	43%q	19%	43%
Mean	2.66	-	2.66	2.68	2.64	3.12ghijk	2.97hijk	2.93hijk	2.55ik	2.35k	2.41k	2.12	3.05mno	2.77no	2.31	2.28	2.61	3.17p	2.62
Std Dev.	0.99	-	0.99	1.02	0.97	0.77	0.88	0.91	0.95	1.03	1.01	1.00	0.83	0.95	1.02	1.02	0.99	0.82	0.98
Std Error	0.02	-	0.02	0.03	0.03	0.04	0.05	0.04	0.05	0.05	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**577**	173	176	103	126	349	228	400	169	65	73	111	126	167	310	65	482
		23%	**35%bcd**	**22%d**	*19%*	*17%*	**27%f**	*18%*	**27%h**	*17%*	*18%*	*22%*	*18%*	*21%*	**35%ijkln**	*20%*	*18%*	*23%*
Fairly important	(3)	**928**	202	259	188	279	461	467	622	285	104	117	223	249	183	590	105	788
		36%	**41%b**	*33%*	*35%*	*38%*	*36%*	*37%*	**42%h**	*28%*	*29%*	*35%*	*36%*	**41%l**	**38%l**	**38%l**	*29%*	**38%o**
Not very important	(2)	**649**	75	228	156	189	304	345	310	331	94	84	176	170	79	430	94	521
		25%	*15%*	**29%a**	**29%a**	**26%a**	*24%*	*27%*	*21%*	**33%g**	**26%m**	**25%m**	**29%m**	**28%m**	*17%*	**28%m**	*26%*	*25%*
Irrelevant	(1)	**399**	40	124	89	146	164	235	163	233	94	59	107	65	47	231	94	279
		16%	*8%*	**16%a**	**17%a**	**20%a**	*13%*	**18%e**	*11%*	**23%g**	**26%jklmn**	**18%lm**	**17%lm**	*11%*	*10%*	**15%m**	**26%p**	*13%*
NET Essential/Fairly important		**1505**	375	435	291	404	810	695	1022	454	169	191	334	376	350	900	170	1269
		59%	**76%bcd**	*55%*	*54%*	*55%*	**63%f**	*54%*	**68%h**	*45%*	*47%*	*57%*	*54%*	**62%ik**	**74%ijkln**	**58%i**	*47%*	**61%o**
NET Irrelevant/Not very important		**1048**	115	352	245	335	468	581	472	564	188	143	283	235	126	661	188	800
		41%	*24%*	**45%a**	**46%a**	**45%a**	*37%*	**46%e**	*32%*	**55%g**	**53%lmn**	**43%m**	**46%lm**	**38%m**	*26%*	**42%m**	**53%p**	*39%*
Mean		**2.66**	**3.03bcd**	2.62	2.57	2.52	**2.78f**	2.54	**2.84h**	2.38	2.39	**2.61i**	2.55	**2.72ik**	**2.99ijkln**	**2.63i**	2.39	**2.71o**
Std Dev.		**0.99**	0.91	1.00	0.98	0.99	0.99	0.99	0.94	1.01	1.06	1.02	0.98	0.91	0.95	0.96	1.06	0.97
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.04	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	**577**	502	76	36	494	44	24	16	20	64	39	21	52	44	136	71	47	4	39
		23%	*23%*	*20%*	*30%*	*23%*	*21%*	*19%*	*23%*	*20%*	**24%k**	*18%*	*12%*	**23%k**	*18%*	**40%hijklmopqr**	*20%*	*21%*	*15%*	**22%k**
Fairly important	(3)	**928**	818	110	32	779	79	45	26	35	104	72	72	91	95	121	118	72	12	67
		36%	**38%b**	*29%*	*27%*	*36%*	*39%*	*37%*	*37%*	*35%*	*38%*	*34%*	*40%*	*40%*	*40%*	*35%*	*33%*	*32%*	*42%*	*38%*
Not very important	(2)	**649**	524	125	39	532	56	40	21	28	66	48	61	56	53	53	109	58	8	48
		25%	*24%*	**33%a**	*33%*	*25%*	*27%*	**33%d**	*31%*	**27%n**	*24%*	*23%*	**34%mn**	*25%*	*22%*	*16%*	**30%n**	**26%n**	*27%*	**27%n**
Irrelevant	(1)	**399**	335	64	13	352	26	14	7	18	37	55	26	29	46	31	62	49	4	22
		16%	*15%*	*17%*	*11%*	**16%g**	*13%*	*11%*	*10%*	**18%n**	*14%*	**26%iklnr**	*15%*	*13%*	**19%n**	*9%*	**17%n**	**22%nr**	*15%*	*12%*
NET Essential/Fairly important		**1505**	1319	186	68	1273	122	68	41	55	169	110	93	143	139	257	190	119	16	106
		59%	**61%b**	*50%*	*56%*	*59%*	*60%*	*56%*	*60%*	*55%*	*62%*	*52%*	*51%*	*63%*	*58%*	**75%hijklmopqr**	*53%*	*53%*	*58%*	*60%*
NET Irrelevant/Not very important		**1048**	859	189	52	885	82	54	28	46	103	103	88	85	99	84	171	106	12	70
		41%	*39%*	**50%a**	*44%*	*41%*	*40%*	*44%*	*40%*	**45%n**	**38%n**	**48%n**	**49%n**	**37%n**	**42%n**	*25%*	**47%n**	**47%n**	**42%n**	**40%n**
Mean		**2.66**	**2.68b**	2.53	2.75	2.66	2.68	2.64	2.73	2.57	**2.72j**	2.44	2.49	**2.73jk**	2.58	**3.06hijklmopqr**	2.55	2.52	2.58	**2.70jk**
Std Dev.		**0.99**	0.99	1.00	1.01	1.01	0.95	0.92	0.93	1.00	0.98	1.06	0.88	0.96	1.00	0.96	0.99	1.05	0.94	0.95
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.08	0.09	0.08	0.08	0.08	0.08	0.08	0.09	0.10	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	577	273	189	60	31	21	462	51	272	201	73	20	6	473	25
		23%	**29%bcdfg**	*20%*	*17%*	*18%*	*25%*	**24%bc**	*20%*	**28%ijkn**	*21%*	*17%*	*16%*	*13%*	**25%jn**	*15%*
Fairly important	(3)	928	297	370	147	83	27	667	109	323	388	156	41	11	711	51
		36%	*31%*	**38%a**	**42%a**	**48%adf**	*32%*	*35%*	**43%a**	*34%*	**40%h**	*36%*	*34%*	*25%*	*37%*	*31%*
Not very important	(2)	649	222	272	87	39	19	494	59	218	245	119	43	9	463	52
		25%	*23%*	*28%*	*25%*	*23%*	*23%*	*26%*	*23%*	*23%*	*25%*	*28%*	**36%hm**	*21%*	*24%*	*32%*
Irrelevant	(1)	399	161	137	59	19	17	298	36	142	129	81	17	18	271	35
		16%	*17%*	*14%*	*17%*	*11%*	*21%*	*16%*	*14%*	*15%*	*13%*	*19%*	*14%*	**41%hijkmn**	*14%*	**21%l**
NET Essential/Fairly important		1505	570	559	207	113	47	1129	161	595	589	229	60	17	1184	77
		59%	*60%*	*58%*	*59%*	*66%*	*56%*	*59%*	*63%*	**62%jln**	**61%jln**	*53%*	*50%*	*38%*	**62%jln**	*47%*
NET Irrelevant/Not very important		1048	383	408	145	58	37	791	95	360	373	199	60	27	733	87
		41%	*40%*	*42%*	*41%*	*34%*	*44%*	*41%*	*37%*	*38%*	*39%*	**47%him**	*50%*	**62%him**	*38%*	**53%him**
Mean		2.66	2.72	2.63	2.59	2.73	2.61	2.67	2.69	**2.76jln**	**2.69jln**	**2.52l**	**2.52l**	2.10	**2.72jln**	2.41
Std Dev.		0.99	1.06	0.95	0.96	0.88	1.08	1.01	0.95	1.02	0.95	0.98	0.93	1.10	0.99	0.99
Std Error		0.02	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.05	0.09	0.15	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**577**	59	514	5	179	365	33	554	16	1	3	571	3
		23%	*27%*	*22%*	*11%*	*23%*	*23%*	*21%*	*22%*	*33%*	*7%*	*47%*	*22%*	*43%*
Fairly important	(3)	**928**	93	821	13	268	587	74	897	24	4	2	925	1
		36%	*43%*	*36%*	*32%*	*34%*	*37%*	**48%de**	*36%*	*49%*	*43%*	*35%*	*36%*	*13%*
Not very important	(2)	**649**	37	596	16	203	413	33	637	7	2	-	647	2
		25%	*17%*	**26%a**	*37%*	*26%*	*26%*	*21%*	*26%*	*15%*	*23%*	-	*25%*	*30%*
Irrelevant	(1)	**399**	30	361	9	145	239	15	393	1	3	1	397	1
		16%	*13%*	*16%*	*20%*	**18%f**	*15%*	*10%*	*16%*	*3%*	*27%*	*18%*	*16%*	*15%*
NET Essential/Fairly important		**1505**	152	1335	18	447	952	106	1452	40	5	4	1497	4
		59%	**69%b**	*58%*	*43%*	*56%*	*59%*	**69%d**	*58%*	*82%*	*50%*	*82%*	*59%*	*56%*
NET Irrelevant/Not very important		**1048**	67	957	24	349	652	48	1030	9	5	1	1044	4
		41%	*31%*	**42%a**	*57%*	**44%f**	*41%*	*31%*	*42%*	*18%*	*50%*	*18%*	*41%*	*44%*
Mean		**2.66**	2.83	2.65	2.33	2.60	2.67	2.80	2.65	3.13	2.29	3.11	2.66	2.84
Std Dev.		**0.99**	0.98	1.00	0.93	1.03	0.99	0.88	1.00	0.76	1.00	1.20	0.99	1.21
Std Error		**0.02**	0.07	0.02	0.14	0.04	0.02	0.07	0.02	0.12	0.25	0.69	0.02	0.43

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**577**	89	201	92	196	-	89	-	99	-	102	-	92	-	104	-	92
	23%	*21%*	*24%*	*21%*	*22%*	-	*21%*	-	*23%*	-	*26%*	-	*21%*	-	*22%*	-	*22%*
Fairly important (3)	**928**	156	291	178	303	-	156	-	155	-	136	-	178	-	147	-	156
	36%	*38%*	*35%*	*41%*	*34%*	-	*38%*	-	*36%*	-	*34%*	-	**41%n**	-	*32%*	-	*38%*
Not very important (2)	**649**	110	188	108	242	-	110	-	106	-	82	-	108	-	130	-	112
	25%	*27%*	*23%*	*25%*	*28%*	-	*27%*	-	*25%*	-	*21%*	-	*25%*	-	*28%*	-	*27%*
Irrelevant (1)	**399**	60	149	52	138	-	60	-	71	-	78	-	52	-	82	-	56
	16%	*14%*	**18%c**	*12%*	*16%*	-	*14%*	-	*17%*	-	**20%l**	-	*12%*	-	*18%*	-	*13%*
NET Essential/Fairly important	**1505**	245	492	270	499	-	245	-	253	-	238	-	270	-	251	-	248
	59%	*59%*	*59%*	*63%*	*57%*	-	*59%*	-	*59%*	-	*60%*	-	*63%*	-	*54%*	-	*60%*
NET Irrelevant/Not very important	**1048**	170	338	161	380	-	170	-	177	-	161	-	161	-	213	-	168
	41%	*41%*	*41%*	*37%*	*43%*	-	*41%*	-	*41%*	-	*40%*	-	*37%*	-	*46%*	-	*40%*
Mean	**2.66**	2.66	2.65	2.72	2.63	-	2.66	-	2.65	-	2.66	-	2.72	-	2.59	-	2.68
Std Dev.	**0.99**	0.97	1.03	0.93	1.00	-	0.97	-	1.01	-	1.06	-	0.93	-	1.02	-	0.96
Std Error	**0.02**	0.05	0.04	0.05	0.03	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	**1008**	-	1008	479	520	169	166	256	144	142	91	40	336	400	272	131	893	108	1033
	39%	-	*39%*	*39%*	*40%*	**51%hijk**	**52%hijk**	**49%hijk**	**39%jk**	**32%k**	**29%k**	*15%*	**52%no**	**45%no**	*27%*	*23%*	*39%*	**48%p**	*40%*
Fairly important (3)	**938**	-	938	429	504	130	123	200	146	147	103	89	253	346	339	193	848	83	921
	37%	-	*37%*	*35%*	*39%*	*40%*	*38%*	*38%*	*40%*	*33%*	*33%*	*34%*	*39%*	*39%*	*33%*	*34%*	*37%*	*37%*	*36%*
Not very important (2)	**331**	-	331	180	149	22	23	42	54	76	54	60	45	96	190	114	305	23	346
	13%	-	*13%*	*15%*	*11%*	*7%*	*7%*	*8%*	**15%efg**	**17%efg**	**17%efg**	**23%efgh**	*7%*	*11%*	**19%lm**	**20%lm**	*13%*	*10%*	*13%*
Irrelevant (1)	**277**	-	277	152	124	8	10	22	26	77	65	70	17	48	212	135	262	9	281
	11%	-	*11%*	*12%*	*10%*	*2%*	*3%*	*4%*	**7%e**	**17%efgh**	**21%efgh**	**27%efghi**	*3%*	*5%*	**21%lm**	**24%lm**	**11%q**	*4%*	*11%*
NET Essential/Fairly important	**1946**	-	1946	908	1024	300	289	456	290	288	194	129	589	746	612	323	1741	191	1954
	76%	-	*76%*	*73%*	**79%c**	**91%hijk**	**90%hijk**	**88%hijk**	**78%ijk**	**65%k**	**62%k**	*50%*	**90%mno**	**84%no**	*60%*	*56%*	*75%*	**85%p**	*76%*
NET Irrelevant/Not very important	**608**	-	608	332	273	29	33	64	80	152	119	130	63	143	402	250	567	33	627
	24%	-	*24%*	**27%d**	*21%*	*9%*	*10%*	*12%*	**22%efg**	**35%efgh**	**38%efgh**	**50%efghij**	*10%*	**16%l**	**40%lm**	**44%lm**	**25%q**	*15%*	*24%*
Mean	**3.05**	-	3.05	3.00	3.09	**3.40hijk**	**3.38hijk**	**3.33hijk**	**3.10ijk**	**2.80k**	**2.70k**	2.38	**3.39mno**	**3.23no**	2.66	2.56	3.03	**3.30p**	3.05
Std Dev.	**0.98**	-	0.98	1.01	0.94	0.72	0.75	0.80	0.90	1.07	1.10	1.04	0.73	0.85	1.09	1.09	0.99	0.82	0.98
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.04	0.04	0.05	0.05	0.06	0.07	0.03	0.03	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**1008**	227	308	215	259	534	473	686	312	100	115	243	264	217	622	100	861
		39%	**46%d**	*39%*	*40%*	*35%*	*42%*	*37%*	**46%h**	*31%*	*28%*	*34%*	**39%i**	**43%ij**	**46%ij**	**40%i**	*28%*	**42%o**
Fairly important	(3)	**938**	187	267	173	310	454	484	566	354	138	130	222	222	175	575	138	759
		37%	*38%*	*34%*	*32%*	**42%bc**	*36%*	*38%*	*38%*	*35%*	*39%*	*39%*	*36%*	*36%*	*37%*	*37%*	*39%*	*37%*
Not very important	(2)	**331**	51	111	83	86	161	169	141	182	51	41	84	73	57	199	51	258
		13%	*10%*	*14%*	*16%*	*12%*	*13%*	*13%*	*9%*	**18%g**	*14%*	*12%*	*14%*	*12%*	*12%*	*13%*	*14%*	*12%*
Irrelevant	(1)	**277**	26	102	65	84	128	149	101	170	68	48	67	51	26	165	68	191
		11%	*5%*	**13%a**	**12%a**	**11%a**	*10%*	*12%*	*7%*	**17%g**	**19%klmn**	**14%lm**	**11%m**	*8%*	*6%*	**11%m**	**19%p**	*9%*
NET Essential/Fairly important		**1946**	414	575	388	569	989	957	1252	666	237	245	466	486	392	1197	238	1620
		76%	**84%bcd**	*73%*	*72%*	*77%*	*77%*	*75%*	**84%h**	*65%*	*67%*	*73%*	**75%i**	**80%i**	**82%ijk**	**77%i**	*67%*	**78%o**
NET Irrelevant/Not very important		**608**	76	213	148	170	289	319	242	352	119	89	151	124	84	364	119	450
		24%	*16%*	**27%a**	**28%a**	**23%a**	*23%*	*25%*	*16%*	**35%g**	**33%klmn**	**27%m**	**25%m**	*20%*	*18%*	*23%*	**33%p**	*22%*
Mean		**3.05**	**3.25bcd**	2.99	3.00	3.00	3.09	3.00	**3.23h**	2.79	2.75	2.93	**3.04i**	**3.15ij**	**3.22ijkn**	**3.06i**	2.76	**3.11o**
Std Dev.		**0.98**	0.84	1.03	1.02	0.96	0.97	0.99	0.88	1.05	1.06	1.02	0.98	0.93	0.87	0.97	1.06	0.95
Std Error		**0.02**	0.03	0.04	0.05	0.04	0.03	0.03	0.02	0.03	0.06	0.06	0.04	0.04	0.04	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	**1008**	887	121	56	829	88	56	34	42	109	82	53	76	92	165	135	77	10	78
		39%	**41%b**	*32%*	**46%b**	*38%*	*43%*	**46%d**	**49%d**	*41%*	*40%*	*38%*	*30%*	*33%*	*39%*	**48%klp**	*37%*	*34%*	*34%*	**45%klp**
Fairly important	(3)	**938**	790	148	34	801	67	44	26	38	101	72	76	81	90	131	129	83	8	59
		37%	*36%*	*40%*	*29%*	*37%*	*33%*	*36%*	*37%*	*38%*	*37%*	*34%*	*42%*	*36%*	*38%*	*38%*	*36%*	*37%*	*29%*	*33%*
Not very important	(2)	**331**	276	55	19	284	28	14	5	8	37	21	27	41	29	35	52	34	4	24
		13%	*13%*	*15%*	*16%*	**13%g**	**14%g**	*11%*	*7%*	*8%*	*14%*	*10%*	*15%*	**18%h**	*12%*	*10%*	*14%*	*15%*	*14%*	*14%*
Irrelevant	(1)	**277**	227	51	11	245	21	7	5	13	26	38	24	30	27	10	45	31	6	14
		11%	*10%*	*14%*	*9%*	**11%fg**	*10%*	*6%*	*7%*	**13%n**	**9%n**	**18%nr**	**13%n**	**13%n**	**11%n**	*3%*	**13%n**	**14%n**	**22%inr**	**8%n**
NET Essential/Fairly important		**1946**	1676	270	90	1629	155	101	60	80	209	154	129	157	182	295	263	160	18	137
		76%	*77%*	*72%*	*75%*	*76%*	*76%*	**83%d**	**87%de**	*79%*	*77%*	*72%*	*72%*	*69%*	*77%*	**87%ijklmopqr**	*73%*	*71%*	*63%*	**78%l**
NET Irrelevant/Not very important		**608**	502	106	30	529	49	21	9	21	63	59	51	72	56	46	97	65	10	38
		24%	*23%*	*28%*	*25%*	**24%fg**	**24%g**	*17%*	*13%*	*21%*	**23%n**	**28%n**	**28%n**	**31%nr**	**23%n**	*13%*	**27%n**	**29%n**	**37%n**	**22%n**
Mean		**3.05**	**3.07b**	2.91	3.12	3.03	3.09	**3.23d**	**3.29de**	3.08	3.07	2.93	2.88	2.88	3.04	**3.32hijklmopq**	2.98	2.91	2.75	**3.15klpq**
Std Dev.		**0.98**	0.97	1.00	1.00	0.98	0.99	0.88	0.87	1.00	0.96	1.09	0.98	1.02	0.98	0.78	1.01	1.02	1.17	0.95
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.08	0.09	0.09	0.08	0.08	0.06	0.08	0.08	0.13	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	**1008**	403	377	125	53	42	780	95	462	344	131	42	19	806	60
		39%	**42%d**	*39%*	*36%*	*31%*	**50%d**	*41%*	*37%*	**48%ijkmn**	*36%*	*31%*	*35%*	*42%*	**42%ij**	*37%*
Fairly important	(3)	**938**	305	373	149	81	22	677	103	270	419	180	44	12	689	55
		37%	*32%*	**39%a**	**42%ae**	**48%aef**	*26%*	*35%*	*40%*	*28%*	**44%hm**	**42%h**	*36%*	*26%*	**36%h**	*34%*
Not very important	(2)	**331**	127	126	41	20	12	253	32	117	112	66	22	8	229	30
		13%	*13%*	*13%*	*12%*	*12%*	*15%*	*13%*	*13%*	*12%*	*12%*	*16%*	*19%*	*18%*	*12%*	*18%*
Irrelevant	(1)	**277**	118	91	37	17	8	210	25	107	87	50	12	6	193	19
		11%	*12%*	*9%*	*11%*	*10%*	*10%*	*11%*	*10%*	*11%*	*9%*	*12%*	*10%*	*14%*	*10%*	*11%*
NET Essential/Fairly important		**1946**	707	750	274	135	64	1458	198	732	763	312	85	30	1495	116
		76%	*74%*	*78%*	*78%*	*79%*	*76%*	*76%*	*78%*	*77%*	**79%jn**	*73%*	*71%*	*68%*	*78%*	*70%*
NET Irrelevant/Not very important		**608**	245	217	78	37	20	462	57	223	199	117	35	14	422	49
		24%	*26%*	*22%*	*22%*	*21%*	*24%*	*24%*	*22%*	*23%*	*21%*	**27%il**	*29%*	*32%*	*22%*	**30%il**
Mean		**3.05**	3.04	3.07	3.03	3.00	3.16	3.06	3.05	**3.14j**	3.06	2.92	2.95	2.96	**3.10j**	2.96
Std Dev.		**0.98**	1.03	0.95	0.95	0.91	1.01	0.99	0.94	1.02	0.91	0.96	0.98	1.09	0.97	1.00
Std Error		**0.02**	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.05	0.09	0.15	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**1008**	76	920	12	293	667	49	988	14	1	3	1002	3
		39%	*35%*	*40%*	*29%*	*37%*	*42%*	*32%*	*40%*	*29%*	*5%*	*47%*	*39%*	*35%*
Fairly important	(3)	**938**	85	839	14	300	572	66	908	21	4	2	933	4
		37%	*39%*	*37%*	*33%*	*38%*	*36%*	*43%*	*37%*	*42%*	*39%*	*35%*	*37%*	*44%*
Not very important	(2)	**331**	31	288	12	120	192	18	319	8	2	-	329	1
		13%	*14%*	*13%*	*27%*	*15%*	*12%*	*12%*	*13%*	*16%*	*18%*	-	*13%*	*18%*
Irrelevant	(1)	**277**	28	245	4	83	172	22	267	6	4	1	276	*
		11%	*13%*	*11%*	*11%*	*10%*	*11%*	*14%*	*11%*	*12%*	*38%*	*18%*	*11%*	*3%*
NET Essential/Fairly important		**1946**	160	1759	26	593	1239	114	1896	35	4	4	1935	6
		76%	*73%*	*77%*	*62%*	*74%*	*77%*	*74%*	*76%*	*71%*	*44%*	*82%*	*76%*	*79%*
NET Irrelevant/Not very important		**608**	59	533	16	203	365	40	586	14	5	1	605	2
		24%	*27%*	*23%*	*38%*	*26%*	*23%*	*26%*	*24%*	*29%*	*56%*	*18%*	*24%*	*21%*
Mean		**3.05**	2.95	3.06	2.80	3.01	3.08	2.91	3.05	2.88	2.11	3.11	3.05	3.11
Std Dev.		**0.98**	1.00	0.98	0.98	0.97	0.98	1.00	0.98	0.98	1.04	1.20	0.98	0.85
Std Error		**0.02**	0.07	0.02	0.14	0.03	0.02	0.08	0.02	0.15	0.26	0.69	0.02	0.30

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**1008**	145	304	179	380	-	145	-	148	-	156	-	179	-	196	-	184
	39%	*35%*	*37%*	*42%*	**43%ab**	-	*35%*	-	*34%*	-	*39%*	-	*42%*	-	*42%*	-	**44%fh**
Fairly important (3)	**938**	173	299	164	303	-	173	-	159	-	139	-	164	-	159	-	144
	37%	*42%*	*36%*	*38%*	*34%*	-	*42%*	-	*37%*	-	*35%*	-	*38%*	-	*34%*	-	*35%*
Not very important (2)	**331**	58	124	46	103	-	58	-	65	-	59	-	46	-	50	-	53
	13%	*14%*	*15%*	*11%*	*12%*	-	*14%*	-	*15%*	-	*15%*	-	*11%*	-	*11%*	-	*13%*
Irrelevant (1)	**277**	39	103	42	94	-	39	-	58	-	45	-	42	-	58	-	35
	11%	*9%*	*12%*	*10%*	*11%*	-	*9%*	-	*13%*	-	*11%*	-	*10%*	-	*13%*	-	*8%*
NET Essential/Fairly important	**1946**	317	602	343	683	-	317	-	307	-	295	-	343	-	356	-	327
	76%	*77%*	*73%*	**80%b**	*78%*	-	*77%*	-	*71%*	-	*74%*	-	**80%h**	-	*77%*	-	*79%*
NET Irrelevant/Not very important	**608**	97	227	88	196	-	97	-	123	-	104	-	88	-	108	-	88
	24%	*23%*	**27%c**	*20%*	*22%*	-	*23%*	-	**29%d**	-	*26%*	-	*20%*	-	*23%*	-	*21%*
Mean	**3.05**	3.02	2.97	3.11	**3.10b**	-	3.02	-	2.92	-	3.02	-	**3.11h**	-	3.06	-	**3.15h**
Std Dev.	**0.98**	0.93	1.01	0.95	0.98	-	0.93	-	1.01	-	1.00	-	0.95	-	1.02	-	0.94
Std Error	**0.02**	0.04	0.03	0.05	0.03	-	0.04	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Essential (4)	**376**	-	376	217	154	86	68	124	41	29	21	7	154	165	57	28	323	50	343
	15%	-	*15%*	**17%d**	*12%*	**26%hijk**	**21%hijk**	**24%hijk**	**11%k**	*7%*	*7%*	*3%*	**24%no**	**19%no**	*6%*	*5%*	*14%*	**23%p**	*13%*
Fairly important (3)	**1121**	-	1121	565	549	176	164	255	164	161	115	86	340	419	362	201	993	116	1059
	44%	-	*44%*	*46%*	*42%*	**53%ijk**	**51%ijk**	**49%ijk**	**44%k**	*37%*	*37%*	*33%*	**52%no**	**47%no**	*36%*	*35%*	*43%*	*52%*	*41%*
Not very important (2)	**762**	-	762	320	441	51	61	100	125	177	128	120	112	225	425	248	709	48	838
	30%	-	*30%*	*26%*	**34%c**	*15%*	*19%*	*19%*	**34%efg**	**40%efg**	**41%efg**	**46%efgh**	*17%*	**25%l**	**42%lm**	**43%lm**	**31%q**	*21%*	*32%*
Irrelevant (1)	**294**	-	294	139	153	16	29	41	39	74	49	46	45	80	169	95	283	10	341
	12%	-	*12%*	*11%*	*12%*	*5%*	*9%*	*8%*	**11%e**	**17%efg**	**16%eg**	**18%efg**	*7%*	*9%*	**17%lm**	**17%lm**	**12%q**	*4%*	*13%*
NET Essential/Fairly important	**1497**	-	1497	782	703	262	232	379	205	190	136	93	494	584	419	229	1317	166	1402
	59%	-	*59%*	**63%d**	*54%*	**80%hijk**	**72%hijk**	**73%hijk**	**55%ijk**	*43%*	*43%*	*36%*	**76%mno**	**66%no**	*41%*	*40%*	*57%*	**74%p**	*54%*
NET Irrelevant/Not very important	**1056**	-	1056	459	594	67	90	141	164	251	177	166	157	305	594	343	992	58	1179
	41%	-	*41%*	*37%*	**46%c**	*20%*	*28%*	*27%*	**45%efg**	**57%efgh**	**57%efgh**	**64%efgh**	*24%*	**34%l**	**59%lm**	**60%lm**	**43%q**	*26%*	*46%*
Mean	**2.62**	-	2.62	**2.69d**	2.54	**3.01hijk**	**2.84hijk**	**2.89hijk**	**2.56ijk**	2.33	2.35	2.21	**2.93mno**	**2.75no**	2.30	2.28	2.59	**2.92p**	2.54
Std Dev.	**0.87**	-	0.87	0.89	0.85	0.78	0.86	0.86	0.83	0.83	0.82	0.76	0.82	0.86	0.81	0.80	0.88	0.78	0.88
Std Error	**0.02**	-	0.02	0.03	0.02	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base		**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base		**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Essential	(4)	**376**	115	96	76	89	211	165	287	85	31	53	69	98	112	219	31	335
		15%	**23%bcd**	*12%*	*14%*	*12%*	*17%*	*13%*	**19%h**	*8%*	*9%*	**16%i**	*11%*	**16%i**	**24%ijkln**	**14%i**	*9%*	**16%o**
Fairly important	(3)	**1121**	225	334	236	326	559	562	739	358	139	129	271	287	219	687	141	921
		44%	*46%*	*42%*	*44%*	*44%*	*44%*	*44%*	**49%h**	*35%*	*39%*	*38%*	*44%*	*47%*	*46%*	*44%*	*39%*	*44%*
Not very important	(2)	**762**	101	265	164	232	366	396	350	401	124	107	201	162	110	470	124	590
		30%	*21%*	**34%a**	**31%a**	**31%a**	*29%*	*31%*	*23%*	**39%g**	**35%lm**	**32%m**	**33%m**	*27%*	*23%*	**30%m**	*35%*	*28%*
Irrelevant	(1)	**294**	49	92	61	92	142	152	118	174	62	45	76	63	34	185	62	224
		12%	*10%*	*12%*	*11%*	*12%*	*11%*	*12%*	*8%*	**17%g**	**17%lmn**	**13%m**	**12%m**	*10%*	*7%*	**12%m**	**17%p**	*11%*
NET Essential/Fairly important		**1497**	340	431	312	416	770	727	1026	442	171	182	340	385	331	907	172	1256
		59%	**69%bcd**	*55%*	*58%*	*56%*	*60%*	*57%*	**69%h**	*43%*	*48%*	*54%*	*55%*	**63%ik**	**70%ijkn**	**58%i**	*48%*	**61%o**
NET Irrelevant/Not very important		**1056**	151	357	225	324	508	549	468	576	186	152	277	225	144	655	186	813
		41%	*31%*	**45%a**	**42%a**	**44%a**	*40%*	*43%*	*31%*	**57%g**	**52%lmn**	**46%m**	**45%lm**	*37%*	*30%*	**42%m**	**52%p**	*39%*
Mean		**2.62**	**2.83bcd**	2.55	2.61	2.56	2.66	2.58	**2.80h**	2.35	2.39	2.57	2.54	**2.69ik**	**2.86ijkln**	**2.60i**	2.39	**2.66o**
Std Dev.		**0.87**	0.90	0.85	0.86	0.86	0.88	0.86	0.84	0.86	0.87	0.91	0.85	0.86	0.86	0.87	0.87	0.87
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2581**	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base		**2554**	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base		**1427**	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Essential	(4)	**376**	327	49	26	327	18	19	13	13	50	31	24	23	33	88	43	21	2	16
		15%	*15%*	*13%*	*21%*	**15%e**	*9%*	**15%e**	**18%e**	*13%*	**18%pr**	*15%*	*14%*	*10%*	*14%*	**26%hjklmopqr**	*12%*	*9%*	*7%*	*9%*
Fairly important	(3)	**1121**	980	142	51	947	96	55	23	44	123	83	76	101	101	175	156	88	11	85
		44%	**45%b**	*38%*	*43%*	**44%g**	**47%g**	**45%g**	*33%*	*44%*	*45%*	*39%*	*42%*	*44%*	*43%*	**51%jp**	*43%*	*39%*	*39%*	*48%*
Not very important	(2)	**762**	627	136	33	643	59	34	26	29	75	57	61	80	77	60	117	86	11	49
		30%	*29%*	**36%a**	*28%*	*30%*	*29%*	*28%*	**37%df**	**29%n**	*28%*	*27%*	**34%n**	**35%n**	**32%n**	*18%*	**32%n**	**38%nr**	**38%n**	**28%n**
Irrelevant	(1)	**294**	245	49	10	241	31	14	8	14	24	41	19	24	27	17	44	30	5	26
		12%	*11%*	*13%*	*9%*	*11%*	*15%*	*12%*	*12%*	**14%n**	*9%*	**19%in**	*11%*	*11%*	*11%*	*5%*	**12%n**	**14%n**	**16%n**	**15%n**
NET Essential/Fairly important		**1497**	1307	191	77	1274	114	74	36	57	173	115	101	124	134	264	199	108	13	101
		59%	**60%b**	*51%*	**64%b**	**59%g**	*56%*	**61%g**	*51%*	*57%*	**64%p**	*54%*	*56%*	*54%*	*56%*	**77%hijklmopqr**	*55%*	*48%*	*46%*	*57%*
NET Irrelevant/Not very important		**1056**	872	184	44	884	91	48	34	44	99	98	80	104	103	77	161	117	15	75
		41%	*40%*	**49%ac**	*36%*	*41%*	*44%*	*39%*	**49%df**	**43%n**	**36%n**	**46%n**	**44%n**	**46%n**	**44%n**	*23%*	**45%n**	**52%in**	**54%n**	**43%n**
Mean		**2.62**	**2.64b**	2.51	**2.76b**	**2.63e**	2.49	**2.65e**	2.58	2.55	**2.73jpqr**	2.49	2.58	2.54	2.59	**2.98hijklmopqr**	2.55	2.44	2.36	2.51
Std Dev.		**0.87**	0.87	0.88	0.88	0.87	0.86	0.88	0.93	0.89	0.86	0.97	0.85	0.82	0.86	0.80	0.86	0.84	0.84	0.86
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.08	0.07	0.08	0.07	0.07	0.07	0.06	0.07	0.07	0.09	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base		2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base		1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Essential	(4)	376	181	120	39	17	16	301	33	189	131	42	8	3	320	11
		15%	**19%bcd**	*12%*	*11%*	*10%*	*18%*	*16%*	*13%*	**20%ijkn**	*14%*	*10%*	*7%*	*6%*	**17%jkn**	*7%*
Fairly important	(3)	1121	342	477	174	87	32	819	118	373	479	196	45	16	853	61
		44%	*36%*	**49%af**	**49%a**	**51%a**	*38%*	**43%a**	**46%a**	*39%*	**50%hmn**	*46%*	*38%*	*36%*	**44%h**	*37%*
Not very important	(2)	762	287	295	95	50	24	582	74	268	269	136	54	12	536	66
		30%	*30%*	*30%*	*27%*	*29%*	*29%*	*30%*	*29%*	*28%*	*28%*	*32%*	**45%hlm**	*28%*	*28%*	**40%hlm**
Irrelevant	(1)	294	143	75	44	17	13	218	30	125	83	55	13	13	209	26
		12%	**15%bf**	*8%*	*12%*	*10%*	*15%*	**11%b**	*12%*	**13%l**	*9%*	*13%*	*11%*	**30%hijkm**	*11%*	**16%l**
NET Essential/Fairly important		1497	523	597	213	104	47	1120	151	562	610	237	53	19	1172	72
		59%	*55%*	**62%a**	*60%*	*61%*	*56%*	*58%*	*59%*	**59%kn**	**63%jkln**	*55%*	*44%*	*43%*	**61%kln**	*44%*
NET Irrelevant/Not very important		1056	430	370	139	67	37	800	104	393	352	191	67	25	745	92
		41%	**45%b**	*38%*	*40%*	*39%*	*44%*	*42%*	*41%*	*41%*	*37%*	**45%l**	**56%hlm**	**57%lm**	*39%*	**56%hlm**
Mean		2.62	2.59	2.66	2.59	2.61	2.59	2.63	2.61	**2.66kln**	**2.68jkln**	**2.52l**	2.40	2.19	**2.67jkln**	2.34
Std Dev.		0.87	0.96	0.79	0.84	0.80	0.96	0.88	0.86	0.94	0.81	0.84	0.77	0.94	0.88	0.83
Std Error		0.02	0.03	0.02	0.05	0.07	0.10	0.02	0.06	0.03	0.03	0.04	0.08	0.13	0.02	0.07

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base		**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base		**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Essential	(4)	**376**	55	317	4	145	201	29	351	19	2	3	372	2
		15%	**25%b**	*14%*	*9%*	**18%e**	*13%*	*19%*	*14%*	*38%*	*20%*	*47%*	*15%*	*20%*
Fairly important	(3)	**1121**	80	1025	16	334	701	86	1093	19	3	2	1116	4
		44%	*36%*	*45%*	*38%*	*42%*	*44%*	**56%de**	*44%*	*40%*	*37%*	*35%*	*44%*	*44%*
Not very important	(2)	**762**	62	683	17	218	511	33	744	10	4	1	759	3
		30%	*28%*	*30%*	*41%*	*27%*	**32%f**	*21%*	*30%*	*21%*	*41%*	*18%*	*30%*	*33%*
Irrelevant	(1)	**294**	22	267	5	98	190	6	294	*	*	-	294	*
		12%	*10%*	*12%*	*12%*	**12%f**	**12%f**	*4%*	*12%*	*	*2%*	-	*12%*	*3%*
NET Essential/Fairly important		**1497**	135	1343	20	480	902	115	1444	38	5	4	1488	5
		59%	*62%*	*59%*	*47%*	*60%*	*56%*	**75%de**	*58%*	*79%*	*57%*	*82%*	*59%*	*64%*
NET Irrelevant/Not very important		**1056**	84	950	22	316	701	39	1038	10	4	1	1052	3
		41%	*38%*	*41%*	*53%*	**40%f**	**44%f**	*25%*	*42%*	*21%*	*43%*	*18%*	*41%*	*36%*
Mean		**2.62**	2.76	2.61	2.45	2.66	2.57	**2.90de**	2.61	3.17	2.75	3.29	2.62	2.82
Std Dev.		**0.87**	0.94	0.87	0.82	0.91	0.86	0.75	0.87	0.77	0.83	0.83	0.87	0.84
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.02	0.06	0.02	0.12	0.21	0.48	0.02	0.30

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Essential (4)	**376**	51	137	53	136	-	51	-	76	-	61	-	53	-	85	-	51
	15%	*12%*	*17%*	*12%*	*15%*	-	*12%*	-	*18%*	-	*15%*	-	*12%*	-	*18%*	-	*12%*
Fairly important (3)	**1121**	195	337	210	379	-	195	-	145	-	192	-	210	-	181	-	199
	44%	*47%*	*41%*	**49%b**	*43%*	-	**47%h**	-	*34%*	-	**48%hn**	-	**49%hn**	-	*39%*	-	**48%hn**
Not very important (2)	**762**	115	258	122	267	-	115	-	159	-	100	-	122	-	145	-	122
	30%	*28%*	*31%*	*28%*	*30%*	-	*28%*	-	**37%fj**	-	*25%*	-	*28%*	-	*31%*	-	*29%*
Irrelevant (1)	**294**	53	97	46	97	-	53	-	50	-	47	-	46	-	53	-	45
	12%	*13%*	*12%*	*11%*	*11%*	-	*13%*	-	*12%*	-	*12%*	-	*11%*	-	*11%*	-	*11%*
NET Essential/Fairly important	**1497**	246	474	263	515	-	246	-	222	-	252	-	263	-	266	-	249
	59%	*59%*	*57%*	*61%*	*59%*	-	*59%*	-	*52%*	-	**63%h**	-	**61%h**	-	*57%*	-	*60%*
NET Irrelevant/Not very important	**1056**	168	355	168	364	-	168	-	208	-	147	-	168	-	198	-	166
	41%	*41%*	*43%*	*39%*	*41%*	-	*41%*	-	**48%jl**	-	*37%*	-	*39%*	-	*43%*	-	*40%*
Mean	**2.62**	2.59	2.62	2.63	2.63	-	2.59	-	2.58	-	2.66	-	2.63	-	2.64	-	2.61
Std Dev.	**0.87**	0.86	0.90	0.83	0.87	-	0.86	-	0.91	-	0.88	-	0.83	-	0.91	-	0.83
Std Error	**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**1905**	-	1905	917	975	238	224	386	260	323	247	228	462	645	797	474	1727	166	1888
	75%	-	*75%*	*74%*	*75%*	*72%*	*70%*	*74%*	*70%*	*73%*	**79%f**	**88%efghij**	*71%*	*73%*	**79%lm**	**83%lm**	*75%*	*74%*	*73%*
Mobile phone calls	**2239**	-	2239	1076	1149	298	294	480	336	391	258	181	592	816	830	439	2034	188	2296
	88%	-	*88%*	*87%*	*89%*	**91%jk**	**91%jk**	**92%jk**	**91%jk**	**89%k**	**82%k**	*70%*	**91%no**	**92%no**	*82%*	*77%*	*88%*	*84%*	*89%*
Landline calls	**1628**	-	1628	813	811	197	186	317	204	261	237	227	383	521	725	464	1471	148	1622
	64%	-	*64%*	*66%*	*62%*	*60%*	*58%*	*61%*	*55%*	*59%*	**76%efghi**	**87%efghij**	*59%*	*59%*	**71%lm**	**81%lmn**	*64%*	*66%*	*63%*
Text messages	**2229**	-	2229	1053	1161	304	283	478	335	375	249	205	588	813	829	454	2012	202	2250
	87%	-	*87%*	*85%*	**89%c**	**93%ijk**	**88%jk**	**92%ijk**	**91%jk**	*85%*	*79%*	*79%*	**90%no**	**91%no**	*82%*	*79%*	*87%*	*90%*	*87%*
Email	**2115**	-	2115	1038	1062	265	278	427	292	346	268	239	543	719	853	507	1901	195	2087
	83%	-	*83%*	*84%*	*82%*	*81%*	**86%l**	*82%*	*79%*	*78%*	*86%*	**92%eghi**	*83%*	*81%*	*84%*	**89%m**	*82%*	*87%*	*81%*
Social media (e.g. Facebook, Twitter, etc)	**1575**	-	1575	757	806	290	253	397	220	209	127	80	543	616	416	207	1385	180	1505
	62%	-	*62%*	*61%*	*62%*	**88%fghijk**	**78%hijk**	**76%hijk**	**59%ijk**	**47%k**	*41%*	*31%*	**83%mno**	**69%no**	*41%*	*36%*	*60%*	**80%p**	*58%*
Video calling (e.g. Skype, FaceTime, etc)	**1505**	-	1505	752	746	258	241	377	206	209	137	79	499	582	424	216	1314	182	1471
	59%	-	*59%*	*61%*	*58%*	**78%hijk**	**75%hijk**	**72%hijk**	**56%jk**	**47%k**	**44%k**	*30%*	**77%mno**	**65%no**	*42%*	*38%*	*57%*	**81%p**	*57%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1946**	-	1946	908	1024	300	289	456	290	288	194	129	589	746	612	323	1741	191	1954
	76%	-	*76%*	*73%*	**79%c**	**91%hijk**	**90%hijk**	**88%hijk**	**78%ijk**	**65%k**	**62%k**	*50%*	**90%mno**	**84%no**	*60%*	*56%*	*75%*	**85%p**	*76%*
Other ways of communicating over the internet	**1497**	-	1497	782	703	262	232	379	205	190	136	93	494	584	419	229	1317	166	1402
	59%	-	*59%*	**63%d**	*54%*	**80%hijk**	**72%hijk**	**73%hijk**	**55%ijk**	*43%*	*43%*	*36%*	**76%mno**	**66%no**	*41%*	*40%*	*57%*	**74%p**	*54%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**1905**	375	590	408	532	965	940	1097	770	263	258	447	451	361	1156	264	1540
	75%	*76%*	*75%*	*76%*	*72%*	*75%*	*74%*	*73%*	*76%*	*74%*	*77%*	*72%*	*74%*	*76%*	*74%*	*74%*	*74%*
Mobile phone calls	**2239**	435	670	486	648	1105	1134	1361	844	295	279	547	536	442	1361	296	1834
	88%	*89%*	*85%*	**91%b**	*88%*	*86%*	*89%*	**91%h**	*83%*	*83%*	*84%*	*89%*	*88%*	**93%ijln**	*87%*	*83%*	**89%o**
Landline calls	**1628**	343	474	365	446	817	811	898	703	219	223	375	373	348	971	220	1335
	64%	**70%bd**	*60%*	**68%bd**	*60%*	*64%*	*64%*	*60%*	**69%g**	*61%*	*67%*	*61%*	*61%*	**73%iklm**	*62%*	*61%*	*65%*
Text messages	**2229**	434	683	473	639	1117	1112	1357	838	282	294	553	534	425	1381	283	1839
	87%	*89%*	*87%*	*88%*	*86%*	*87%*	*87%*	**91%h**	*82%*	*79%*	**88%l**	**90%l**	**88%l**	**89%l**	**88%l**	*79%*	**89%o**
Email	**2115**	431	654	450	580	1085	1030	1235	843	285	290	485	509	419	1283	286	1729
	83%	**88%d**	*83%*	*84%*	*78%*	**85%f**	*81%*	*83%*	*83%*	*80%*	**87%k**	*79%*	*83%*	**88%ikn**	*82%*	*80%*	*84%*
Social media (e.g. Facebook, Twitter, etc)	**1575**	350	451	299	474	801	773	1065	491	190	195	386	370	347	950	190	1321
	62%	**71%bcd**	*57%*	*56%*	**64%bc**	*63%*	*61%*	**71%h**	*48%*	*53%*	*58%*	**62%l**	*61%*	**73%ijkln**	**61%l**	*53%*	**64%o**
Video calling (e.g. Skype, FaceTime, etc)	**1505**	375	435	291	404	810	695	1022	454	169	191	334	376	350	900	170	1269
	59%	**76%bcd**	*55%*	*54%*	*55%*	**63%f**	*54%*	**68%h**	*45%*	*47%*	*57%*	*54%*	**62%ik**	**74%ijkln**	**58%l**	*47%*	**61%o**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1946**	414	575	388	569	989	957	1252	666	237	245	466	486	392	1197	238	1620
	76%	**84%bcd**	*73%*	*72%*	*77%*	*77%*	*75%*	**84%h**	*65%*	*67%*	*73%*	**75%l**	**80%l**	**82%ijk**	**77%l**	*67%*	**78%o**
Other ways of communicating over the internet	**1497**	340	431	312	416	770	727	1026	442	171	182	340	385	331	907	172	1256
	59%	**69%bcd**	*55%*	*58%*	*56%*	*60%*	*57%*	**69%h**	*43%*	*48%*	*54%*	*55%*	**63%ik**	**70%ijkn**	**58%l**	*48%*	**61%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 70

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	1905	1613	291	88	1623	141	94	47	73	210	160	123	181	169	266	271	169	25	116
	75%	74%	78%	73%	75%eg	69%	77%eg	67%	73%	77%r	75%	68%	79%kr	71%	78%r	75%	75%	89%hkmr	66%
Mobile phone calls	2239	1922	317	99	1884	183	108	64	91	251	176	159	205	206	310	295	190	24	159
	88%	88%	84%	83%	87%	89%	89%	93%d	90%	92%jop	83%	88%	90%	87%	91%jo	82%	84%	83%	91%jo
Landline calls	1628	1382	246	74	1402	107	77	42	60	182	141	109	165	148	239	217	140	15	92
	64%	63%	66%	62%	65%e	52%	63%e	61%	60%	67%r	66%r	60%	73%hkoqr	63%	70%r	60%	62%	54%	52%
Text messages	2229	1921	308	97	1877	181	108	62	88	249	186	157	214	196	305	292	190	24	158
	87%	88%b	82%	81%	87%	89%	89%	90%	88%	92%mo	87%	87%	94%mopq	83%	89%	81%	84%	83%	90%o
Email	2115	1818	297	102	1798	162	101	54	84	228	177	143	193	189	309	296	177	25	137
	83%	83%	79%	85%	83%g	79%	82%	78%	84%	84%	83%	79%	85%	80%	91%kmopr	82%	79%	86%	78%
Social media (e.g. Facebook, Twitter, etc)	1575	1367	208	73	1326	129	79	41	64	172	124	100	124	143	263	210	126	16	113
	62%	63%b	55%	61%	61%	63%	65%	59%	63%	63%	58%	56%	54%	60%	77%hijklmopqr	58%	56%	56%	64%
Video calling (e.g. Skype, FaceTime, etc)	1505	1319	186	68	1273	122	68	41	55	169	110	93	143	139	257	190	119	16	106
	59%	61%b	50%	56%	59%	60%	56%	60%	55%	62%	52%	51%	63%	58%	75%hijklmopqr	53%	53%	58%	60%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1946	1676	270	90	1629	155	101	60	80	209	154	129	157	182	295	263	160	18	137
	76%	77%	72%	75%	76%	76%	83%d	87%de	79%	77%	72%	72%	69%	77%	87%ijklmopqr	73%	71%	63%	78%l
Other ways of communicating over the internet	1497	1307	191	77	1274	114	74	36	57	173	115	101	124	134	264	199	108	13	101
	59%	60%b	51%	64%b	59%g	56%	61%g	51%	57%	64%p	54%	56%	54%	56%	77%hijklmopqr	55%	48%	46%	57%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 70

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**1905**	794	742	219	105	29	1536	134	768	748	277	68	16	1517	84
	75%	**83%bcdeg**	**77%cdeg**	**62%e**	**62%e**	*34%*	**80%cdeg**	**52%e**	**80%jkln**	**78%jkln**	**65%ln**	*56%*	*36%*	**79%jkln**	*51%*
Mobile phone calls	**2239**	833	862	300	151	75	1695	226	859	878	341	100	34	1738	134
	88%	*87%*	*89%*	*85%*	*88%*	*90%*	*88%*	*89%*	**90%jln**	**91%jkln**	*80%*	*83%*	*78%*	**91%jkln**	*82%*
Landline calls	**1628**	697	621	195	77	28	1318	105	651	621	252	58	24	1272	82
	64%	**73%bcdeg**	**64%cdeg**	**55%eg**	*45%*	*33%*	**69%cdeg**	*41%*	**68%jkn**	**65%kn**	*59%*	*48%*	*54%*	**66%jkn**	*50%*
Text messages	**2229**	838	865	290	147	69	1703	216	852	875	341	96	35	1727	131
	87%	*88%*	**89%c**	*82%*	*86%*	*82%*	**89%c**	*85%*	**89%jkn**	**91%jkln**	*80%*	*80%*	*78%*	**90%jkln**	*80%*
Email	**2115**	802	807	279	142	64	1609	205	807	802	345	87	36	1609	123
	83%	*84%*	*83%*	*79%*	*83%*	*76%*	*84%*	*80%*	**84%kn**	**83%kn**	*80%*	*73%*	*81%*	**84%kn**	*75%*
Social media (e.g. Facebook, Twitter, etc)	**1575**	557	610	220	121	54	1168	175	585	643	246	65	20	1228	84
	62%	*58%*	*63%*	*63%*	**71%a**	*64%*	*61%*	**68%a**	*61%*	**67%jkln**	*57%*	*54%*	*45%*	**64%ln**	*51%*
Video calling (e.g. Skype, FaceTime, etc)	**1505**	570	559	207	113	47	1129	161	595	589	229	60	17	1184	77
	59%	*60%*	*58%*	*59%*	*66%*	*56%*	*59%*	*63%*	**62%ln**	**61%ln**	*53%*	*50%*	*38%*	**62%ln**	*47%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1946**	707	750	274	135	64	1458	198	732	763	312	85	30	1495	116
	76%	*74%*	*78%*	*78%*	*79%*	*76%*	*76%*	*78%*	*77%*	**79%jn**	*73%*	*71%*	*68%*	*78%*	*70%*
Other ways of communicating over the internet	**1497**	523	597	213	104	47	1120	151	562	610	237	53	19	1172	72
	59%	*55%*	**62%a**	*60%*	*61%*	*56%*	*58%*	*59%*	**59%kn**	**63%jkln**	*55%*	*44%*	*43%*	**61%kln**	*44%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**1905**	171	1701	32	610	1175	120	1856	33	6	5	1895	4
	75%	*78%*	*74%*	*75%*	*77%*	*73%*	*78%*	*75%*	*67%*	*63%*	*100%*	*75%*	*51%*
Mobile phone calls	**2239**	181	2024	33	678	1422	138	2181	43	5	5	2229	4
	88%	*83%*	*88%*	*79%*	*85%*	*89%*	*90%*	*88%*	*89%*	*58%*	*100%*	*88%*	*48%*
Landline calls	**1628**	157	1449	23	511	1014	104	1576	42	4	1	1623	5
	64%	*72%*	*63%*	*54%*	*64%*	*63%*	*68%*	*63%*	*87%*	*46%*	*18%*	*64%*	*59%*
Text messages	**2229**	178	2018	33	684	1411	134	2175	37	8	5	2220	4
	87%	*82%*	**88%a**	*77%*	*86%*	*88%*	*87%*	*88%*	*76%*	*83%*	*100%*	*87%*	*51%*
Email	**2115**	175	1908	31	654	1327	133	2058	39	7	5	2104	6
	83%	*80%*	*83%*	*74%*	*82%*	*83%*	*86%*	*83%*	*81%*	*70%*	*100%*	*83%*	*70%*
Social media (e.g. Facebook, Twitter, etc)	**1575**	156	1393	25	528	940	107	1529	37	3	2	1568	4
	62%	**71%b**	*61%*	*60%*	**66%e**	*59%*	**69%e**	*62%*	*77%*	*27%*	*35%*	*62%*	*56%*
Video calling (e.g. Skype, FaceTime, etc)	**1505**	152	1335	18	447	952	106	1452	40	5	4	1497	4
	59%	**69%b**	*58%*	*43%*	*56%*	*59%*	**69%d**	*58%*	*82%*	*50%*	*82%*	*59%*	*56%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1946**	160	1759	26	593	1239	114	1896	35	4	4	1935	6
	76%	*73%*	*77%*	*62%*	*74%*	*77%*	*74%*	*76%*	*71%*	*44%*	*82%*	*76%*	*79%*
Other ways of communicating over the internet	**1497**	135	1343	20	480	902	115	1444	38	5	4	1488	5
	59%	*62%*	*59%*	*47%*	*60%*	*56%*	**75%de**	*58%*	*79%*	*57%*	*82%*	*59%*	*64%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 70

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**1905**	300	637	334	634	-	300	-	342	-	295	-	334	-	336	-	298
	75%	*72%*	*77%*	*78%*	*72%*	-	*72%*	-	**79%p**	-	*74%*	-	*78%*	-	*72%*	-	*72%*
Mobile phone calls	**2239**	370	722	381	766	-	370	-	365	-	356	-	381	-	389	-	377
	88%	*89%*	*87%*	*88%*	*87%*	-	*89%*	-	*85%*	-	*89%*	-	*88%*	-	*84%*	-	**91%n**
Landline calls	**1628**	265	568	265	530	-	265	-	309	-	259	-	265	-	281	-	249
	64%	*64%*	**68%d**	*62%*	*60%*	-	*64%*	-	**72%lnp**	-	*65%*	-	*62%*	-	*61%*	-	*60%*
Text messages	**2229**	369	712	389	760	-	369	-	362	-	350	-	389	-	393	-	368
	87%	*89%*	*86%*	*90%*	*86%*	-	*89%*	-	*84%*	-	*88%*	-	*90%*	-	*85%*	-	*88%*
Email	**2115**	336	705	349	724	-	336	-	368	-	337	-	349	-	385	-	339
	83%	*81%*	*85%*	*81%*	*82%*	-	*81%*	-	*86%*	-	*84%*	-	*81%*	-	*83%*	-	*82%*
Social media (e.g. Facebook, Twitter, etc)	**1575**	260	509	271	534	-	260	-	262	-	247	-	271	-	276	-	258
	62%	*63%*	*61%*	*63%*	*61%*	-	*63%*	-	*61%*	-	*62%*	-	*63%*	-	*60%*	-	*62%*
Video calling (e.g. Skype, FaceTime, etc)	**1505**	245	492	270	499	-	245	-	253	-	238	-	270	-	251	-	248
	59%	*59%*	*59%*	*63%*	*57%*	-	*59%*	-	*59%*	-	*60%*	-	*63%*	-	*54%*	-	*60%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1946**	317	602	343	683	-	317	-	307	-	295	-	343	-	356	-	327
	76%	*77%*	*73%*	**80%b**	*78%*	-	*77%*	-	*71%*	-	*74%*	-	**80%h**	-	*77%*	-	*79%*
Other ways of communicating over the internet	**1497**	246	474	263	515	-	246	-	222	-	252	-	263	-	266	-	249
	59%	*59%*	*57%*	*61%*	*59%*	-	*59%*	-	*52%*	-	**63%h**	-	**61%h**	-	*57%*	-	*60%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**649**	-	649	324	322	91	98	134	110	118	67	32	189	244	216	98	582	58	693
	25%	-	*25%*	*26%*	*25%*	**28%k**	**30%jk**	**26%k**	**30%k**	**27%k**	**21%k**	*12%*	**29%no**	**27%no**	*21%*	*17%*	*25%*	*26%*	*27%*
Mobile phone calls	**315**	-	315	164	149	31	28	39	33	50	55	78	59	73	184	133	274	36	285
	12%	-	*12%*	*13%*	*11%*	*9%*	*9%*	*8%*	*9%*	*11%*	**18%efgh**	**30%efghij**	*9%*	*8%*	**18%lm**	**23%lm**	*12%*	*16%*	*11%*
Landline calls	**925**	-	925	427	487	131	137	203	166	180	76	33	268	368	289	109	837	76	959
	36%	-	*36%*	*34%*	*38%*	**40%jk**	**42%jk**	**39%jk**	**45%jk**	**41%jk**	**24%k**	*13%*	**41%no**	**41%no**	**29%o**	*19%*	*36%*	*34%*	*37%*
Text messages	**324**	-	324	187	137	24	39	42	35	66	65	54	63	76	185	119	297	22	331
	13%	-	*13%*	**15%d**	*11%*	*7%*	*12%*	*8%*	*9%*	**15%eg**	**21%efgh**	**21%efgh**	*10%*	*9%*	**18%lm**	**21%lm**	*13%*	*10%*	*13%*
Email	**439**	-	439	203	235	64	44	92	78	95	45	20	108	170	161	66	407	29	494
	17%	-	*17%*	*16%*	*18%*	**19%k**	*14%*	**18%k**	**21%k**	**22%fk**	*14%*	*8%*	*17%*	**19%o**	*16%*	*11%*	*18%*	*13%*	*19%*
Social media (e.g. Facebook, Twitter, etc)	**979**	-	979	484	491	39	70	123	150	232	186	180	108	273	598	366	923	44	1076
	38%	-	*38%*	*39%*	*38%*	*12%*	**22%e**	**24%e**	**41%efg**	**53%efgh**	**59%efgh**	**69%efghi**	*17%*	**31%l**	**59%lm**	**64%lm**	**40%q**	*20%*	*42%*
Video calling (e.g. Skype, FaceTime, etc)	**1048**	-	1048	488	551	71	81	143	164	232	177	181	152	307	589	357	995	42	1110
	41%	-	*41%*	*39%*	*42%*	*22%*	*25%*	*28%*	**44%efg**	**53%efg**	**56%efgh**	**70%efghij**	*23%*	**35%l**	**58%lm**	**62%lm**	**43%q**	*19%*	*43%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**608**	-	608	332	273	29	33	64	80	152	119	130	63	143	402	250	567	33	627
	24%	-	*24%*	**27%d**	*21%*	*9%*	*10%*	*12%*	**22%efg**	**35%efgh**	**38%efgh**	**50%efghij**	*10%*	**16%l**	**40%lm**	**44%lm**	**25%q**	*15%*	*24%*
Other ways of communicating over the internet	**1056**	-	1056	459	594	67	90	141	164	251	177	166	157	305	594	343	992	58	1179
	41%	-	*41%*	*37%*	**46%c**	*20%*	*28%*	*27%*	**45%efg**	**57%efgh**	**57%efgh**	**64%efgh**	*24%*	**34%l**	**59%lm**	**60%lm**	**43%q**	*26%*	*46%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**649**	116	198	128	208	313	336	397	248	94	76	170	159	114	405	94	530
	25%	*24%*	*25%*	*24%*	*28%*	*25%*	*26%*	*27%*	*24%*	*26%*	*23%*	*28%*	*26%*	*24%*	*26%*	*26%*	*26%*
Mobile phone calls	**315**	55	118	50	92	173	142	133	174	61	55	71	74	34	200	61	236
	12%	*11%*	**15%c**	*9%*	*12%*	*14%*	*11%*	*9%*	**17%g**	**17%m**	**16%m**	*11%*	**12%m**	*7%*	**13%m**	**17%p**	*11%*
Landline calls	**925**	147	313	171	293	461	465	596	315	138	111	242	238	127	591	138	734
	36%	*30%*	**40%ac**	*32%*	**40%ac**	*36%*	*36%*	**40%h**	*31%*	**39%m**	*33%*	**39%m**	**39%m**	*27%*	**38%m**	*39%*	*35%*
Text messages	**324**	56	105	63	100	161	163	137	180	75	40	64	76	50	180	75	230
	13%	*11%*	*13%*	*12%*	*14%*	*13%*	*13%*	*9%*	**18%g**	**21%jklmn**	*12%*	*10%*	*12%*	*11%*	*12%*	**21%p**	*11%*
Email	**439**	59	134	87	160	193	246	259	175	72	44	132	101	57	278	72	340
	17%	*12%*	*17%*	*16%*	**22%a**	*15%*	**19%e**	*17%*	*17%*	**20%m**	*13%*	**21%jm**	*17%*	*12%*	**18%m**	*20%*	*16%*
Social media (e.g. Facebook, Twitter, etc)	**979**	140	337	237	265	477	502	430	527	167	139	232	240	128	611	168	749
	38%	*29%*	**43%ad**	**44%ad**	**36%a**	*37%*	*39%*	*29%*	**52%g**	**47%kmn**	**42%m**	**38%m**	**39%m**	*27%*	**39%m**	**47%p**	*36%*
Video calling (e.g. Skype, FaceTime, etc)	**1048**	115	352	245	335	468	581	472	564	188	143	283	235	126	661	188	800
	41%	*24%*	**45%a**	**46%a**	**45%a**	*37%*	**46%e**	*32%*	**55%g**	**53%lmn**	**43%m**	**46%lm**	**38%m**	*26%*	**42%m**	**53%p**	*39%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**608**	76	213	148	170	289	319	242	352	119	89	151	124	84	364	119	450
	24%	*16%*	**27%a**	**28%a**	**23%a**	*23%*	*25%*	*16%*	**35%g**	**33%klmn**	**27%m**	**25%m**	*20%*	*18%*	*23%*	**33%p**	*22%*
Other ways of communicating over the internet	**1056**	151	357	225	324	508	549	468	576	186	152	277	225	144	655	186	813
	41%	*31%*	**45%a**	**42%a**	**44%a**	*40%*	*43%*	*31%*	**57%g**	**52%lmn**	**46%m**	**45%lm**	*37%*	*30%*	**42%m**	**52%p**	*39%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	649	565	84	32	535	63	28	23	28	62	53	58	47	68	74	89	56	3	60
	25%	26%	22%	27%	25%	31%df	23%	33%df	27%q	23%	25%	32%lq	21%	29%q	22%	25%	25%	11%	34%ilnq
Mobile phone calls	315	257	58	21	275	22	14	5	10	21	37	22	23	31	31	65	35	5	17
	12%	12%	16%	17%	13%g	11%	11%	7%	10%	8%	17%lnr	12%	10%	13%	9%	18%lnr	16%l	17%	9%
Landline calls	925	797	129	46	756	97	45	27	41	90	73	72	63	89	101	143	85	13	84
	36%	37%	34%	38%	35%	48%df	37%	39%	40%l	33%	34%	40%l	27%	37%	30%	40%l	38%	46%l	48%jlq
Text messages	324	257	67	23	281	23	14	7	12	23	27	24	15	41	36	68	36	5	18
	13%	12%	18%a	19%	13%	11%	11%	10%	12%	8%	13%	13%	6%	17%il	11%	19%ilr	16%l	17%l	10%
Email	439	361	78	19	360	42	21	15	16	44	36	37	35	48	31	64	48	4	38
	17%	17%	21%	15%	17%	21%	18%	22%d	16%	16%	17%	21%n	15%	20%n	9%	18%n	21%n	14%	22%n
Social media (e.g. Facebook, Twitter, etc)	979	812	167	47	832	76	43	28	37	100	89	80	104	95	78	151	99	13	63
	38%	37%	45%a	39%	39%	37%	35%	41%	37%n	37%n	42%n	44%n	46%n	40%n	23%	42%n	44%n	44%n	36%n
Video calling (e.g. Skype, FaceTime, etc)	1048	859	189	52	885	82	54	28	46	103	103	88	85	99	84	171	106	12	70
	41%	39%	50%a	44%	41%	40%	44%	40%	45%n	38%n	48%n	49%n	37%n	42%n	25%	47%n	47%n	42%n	40%n
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	608	502	106	30	529	49	21	9	21	63	59	51	72	56	46	97	65	10	38
	24%	23%	28%	25%	24%fg	24%g	17%	13%	21%	23%n	28%n	28%n	31%nr	23%n	13%	27%n	29%n	37%n	22%n
Other ways of communicating over the internet	1056	872	184	44	884	91	48	34	44	99	98	80	104	103	77	161	117	15	75
	41%	40%	49%ac	36%	41%	44%	39%	49%df	43%n	36%n	46%n	44%n	46%n	44%n	23%	45%n	52%ln	54%n	43%n

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	649	158	226	133	66	56	384	122	187	214	151	52	28	401	81
	25%	*17%*	**23%a**	**38%abf**	**38%abf**	**66%abcdfg**	*20%*	**48%abf**	*20%*	*22%*	**35%him**	**44%him**	**64%hijm**	*21%*	**49%hijm**
Mobile phone calls	315	120	105	52	20	9	225	29	96	84	87	20	10	180	30
	12%	*13%*	*11%*	*15%*	*12%*	*10%*	*12%*	*11%*	*10%*	*9%*	**20%him**	**17%im**	**22%him**	*9%*	**18%him**
Landline calls	925	255	346	157	94	56	602	150	304	342	177	63	20	646	83
	36%	*27%*	**36%a**	**45%abf**	**55%abf**	**67%abcf**	*31%*	**59%abcf**	*32%*	*35%*	**41%hm**	**52%him**	*46%*	*34%*	**50%him**
Text messages	324	115	102	62	24	15	217	39	103	87	87	24	10	191	34
	13%	*12%*	*11%*	**18%bf**	*14%*	*18%*	*11%*	*15%*	*11%*	*9%*	**20%him**	**20%him**	**22%im**	*10%*	**20%him**
Email	439	151	160	73	30	20	311	50	148	160	84	33	8	308	41
	17%	*16%*	*17%*	*21%*	*17%*	*24%*	*16%*	*20%*	*16%*	*17%*	*20%*	**27%him**	*19%*	*16%*	**25%him**
Social media (e.g. Facebook, Twitter, etc)	979	396	357	132	50	30	752	81	370	319	183	56	24	690	80
	38%	**42%df**	*37%*	*37%*	*29%*	*36%*	*39%*	*32%*	*39%*	*33%*	**43%i**	**46%i**	**55%im**	*36%*	**49%im**
Video calling (e.g. Skype, FaceTime, etc)	1048	383	408	145	58	37	791	95	360	373	199	60	27	733	87
	41%	*40%*	*42%*	*41%*	*34%*	*44%*	*41%*	*37%*	*38%*	*39%*	**47%him**	*50%*	**62%him**	*38%*	**53%him**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	608	245	217	78	37	20	462	57	223	199	117	35	14	422	49
	24%	*26%*	*22%*	*22%*	*21%*	*24%*	*24%*	*22%*	*23%*	*21%*	**27%i**	*29%*	*32%*	*22%*	**30%i**
Other ways of communicating over the internet	1056	430	370	139	67	37	800	104	393	352	191	67	25	745	92
	41%	**45%b**	*38%*	*40%*	*39%*	*44%*	*42%*	*41%*	*41%*	*37%*	**45%i**	**56%him**	**57%im**	*39%*	**56%him**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**649**	48	591	10	185	429	34	626	16	3	-	645	4
	25%	*22%*	*26%*	*25%*	*23%*	*27%*	*22%*	*25%*	*33%*	*37%*	-	*25%*	*49%*
Mobile phone calls	**315**	38	268	9	117	182	16	302	5	4	-	311	4
	12%	*17%*	*12%*	*21%*	*15%*	*11%*	*10%*	*12%*	*11%*	*42%*	-	*12%*	*52%*
Landline calls	**925**	62	844	20	285	590	50	906	6	5	4	918	3
	36%	*28%*	*37%*	*46%*	*36%*	*37%*	*32%*	*37%*	*13%*	*54%*	*82%*	*36%*	*41%*
Text messages	**324**	40	274	10	112	193	20	307	12	2	-	320	4
	13%	**18%b**	*12%*	*23%*	*14%*	*12%*	*13%*	*12%*	*24%*	*17%*	-	*13%*	*49%*
Email	**439**	44	384	11	141	277	21	424	9	3	-	437	2
	17%	*20%*	*17%*	*26%*	*18%*	*17%*	*14%*	*17%*	*19%*	*30%*	-	*17%*	*30%*
Social media (e.g. Facebook, Twitter, etc)	**979**	63	899	17	268	664	48	954	11	7	4	972	4
	38%	*29%*	**39%a**	*40%*	*34%*	**41%df**	*31%*	*38%*	*23%*	*73%*	*65%*	*38%*	*44%*
Video calling (e.g. Skype, FaceTime, etc)	**1048**	67	957	24	349	652	48	1030	9	5	1	1044	4
	41%	*31%*	**42%a**	*57%*	**44%f**	*41%*	*31%*	*42%*	*18%*	*50%*	*18%*	*41%*	*44%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**608**	59	533	16	203	365	40	586	14	5	1	605	2
	24%	*27%*	*23%*	*38%*	*26%*	*23%*	*26%*	*24%*	*29%*	*56%*	*18%*	*24%*	*21%*
Other ways of communicating over the internet	**1056**	84	950	22	316	701	39	1038	10	4	1	1052	3
	41%	*38%*	*41%*	*53%*	**40%f**	**44%f**	*25%*	*42%*	*21%*	*43%*	*18%*	*41%*	*36%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**649**	115	192	97	245	-	115	-	88	-	104	-	97	-	128	-	118
	25%	*28%*	*23%*	*22%*	*28%*	-	*28%*	-	*21%*	-	*26%*	-	*22%*	-	*28%*	-	**28%h**
Mobile phone calls	**315**	45	107	50	113	-	45	-	65	-	43	-	50	-	74	-	39
	12%	*11%*	*13%*	*12%*	*13%*	-	*11%*	-	*15%*	-	*11%*	-	*12%*	-	**16%p**	-	*9%*
Landline calls	**925**	150	261	166	349	-	150	-	121	-	140	-	166	-	182	-	167
	36%	*36%*	*32%*	*38%*	**40%b**	-	*36%*	-	*28%*	-	*35%*	-	**38%h**	-	**39%h**	-	**40%h**
Text messages	**324**	46	117	42	119	-	46	-	68	-	49	-	42	-	71	-	48
	13%	*11%*	*14%*	*10%*	*14%*	-	*11%*	-	*16%*	-	*12%*	-	*10%*	-	*15%*	-	*12%*
Email	**439**	78	124	82	155	-	78	-	62	-	62	-	82	-	79	-	76
	17%	*19%*	*15%*	*19%*	*18%*	-	*19%*	-	*14%*	-	*16%*	-	*19%*	-	*17%*	-	*18%*
Social media (e.g. Facebook, Twitter, etc)	**979**	154	320	160	345	-	154	-	168	-	152	-	160	-	188	-	157
	38%	*37%*	*39%*	*37%*	*39%*	-	*37%*	-	*39%*	-	*38%*	-	*37%*	-	*40%*	-	*38%*
Video calling (e.g. Skype, FaceTime, etc)	**1048**	170	338	161	380	-	170	-	177	-	161	-	161	-	213	-	168
	41%	*41%*	*41%*	*37%*	*43%*	-	*41%*	-	*41%*	-	*40%*	-	*37%*	-	*46%*	-	*40%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**608**	97	227	88	196	-	97	-	123	-	104	-	88	-	108	-	88
	24%	*23%*	**27%c**	*20%*	*22%*	-	*23%*	-	**29%l**	-	*26%*	-	*20%*	-	*23%*	-	*21%*
Other ways of communicating over the internet	**1056**	168	355	168	364	-	168	-	208	-	147	-	168	-	198	-	166
	41%	*41%*	*43%*	*39%*	*41%*	-	*41%*	-	**48%jl**	-	*37%*	-	*39%*	-	*43%*	-	*40%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Post	**2.96**	-	2.96	2.94	2.97	2.89	2.90	2.95	2.89	2.93	**3.02efhi**	**3.18efghij**	2.89	2.93	**3.02lm**	**3.09lmn**	2.96	2.95	2.93
Mobile phone calls	**3.29**	-	3.29	3.27	3.30	**3.36jk**	**3.36jk**	**3.40ijk**	**3.34jk**	**3.29jk**	**3.20k**	2.88	**3.36no**	**3.38no**	**3.16o**	3.06	3.29	3.30	3.32
Landline calls	**2.79**	-	2.79	2.81	2.77	2.71	2.65	2.71	2.57	2.71	**3.08efghi**	**3.30efghij**	2.68	2.65	**2.98lm**	**3.18lmn**	2.79	2.84	2.76
Text messages	**3.24**	-	3.24	3.21	3.27	**3.45hijk**	**3.31jk**	**3.34ijk**	**3.23jk**	**3.21k**	3.08	2.96	**3.38no**	**3.29no**	3.11	3.03	3.23	3.34	3.24
Email	**3.16**	-	3.16	3.18	3.14	3.10	3.21	3.20	3.08	3.13	**3.24h**	3.22	3.16	3.15	3.19	3.23	3.16	3.23	3.12
Social media (e.g. Facebook, Twitter, etc)	**2.69**	-	2.69	2.68	2.69	**3.27fghijk**	**3.08hijk**	**3.03hijk**	**2.64ijk**	**2.39jk**	2.19	2.00	**3.18mno**	**2.87no**	2.23	2.10	2.66	**3.10p**	2.63
Video calling (e.g. Skype, FaceTime, etc)	**2.66**	-	2.66	2.68	2.64	**3.12ghijk**	**2.97hijk**	**2.93hijk**	**2.55ik**	**2.35k**	**2.41k**	2.12	**3.05mno**	**2.77no**	2.31	2.28	2.61	**3.17p**	2.62
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.05**	-	3.05	3.00	3.09	**3.40hijk**	**3.38hijk**	**3.33hijk**	**3.10ijk**	**2.80k**	**2.70k**	2.38	**3.39mno**	**3.23no**	2.66	2.56	3.03	**3.30p**	3.05
Other ways of communicating over the internet	**2.62**	-	2.62	**2.69d**	2.54	**3.01hijk**	**2.84hijk**	**2.89hijk**	**2.56ijk**	2.33	2.35	2.21	**2.93mno**	**2.75no**	2.30	2.28	2.59	**2.92p**	2.54

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2581**	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	**2554**	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	**1427**	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Post	**2.96**	**3.03bd**	**2.95d**	**3.00d**	2.88	**2.98f**	2.93	2.93	2.98	2.94	**3.03kln**	2.92	2.93	2.99	2.95	2.94	2.95
Mobile phone calls	**3.29**	**3.35bd**	3.24	**3.35bd**	3.25	3.28	3.29	**3.38h**	3.16	3.13	3.16	**3.33ij**	**3.31ij**	**3.40ijkln**	**3.28ij**	3.13	**3.31o**
Landline calls	**2.79**	**2.93bd**	2.75	**2.85d**	2.69	2.82	2.76	2.72	**2.88g**	2.69	2.83	2.74	2.75	**2.97ikln**	2.76	2.70	2.81
Text messages	**3.24**	3.30	3.21	3.26	3.22	3.24	3.24	**3.32h**	3.13	3.03	**3.24i**	**3.28i**	**3.27i**	**3.30i**	**3.27i**	3.04	**3.28o**
Email	**3.16**	**3.30cd**	**3.20d**	3.15	3.05	**3.24f**	3.09	3.18	3.14	3.03	**3.23ik**	3.08	**3.17i**	**3.32ikln**	**3.15i**	3.04	**3.19o**
Social media (e.g. Facebook, Twitter, etc)	**2.69**	**2.94bcd**	2.58	2.61	2.71	2.72	2.67	**2.91h**	2.39	2.47	2.61	**2.68i**	**2.69i**	**2.98ijkln**	**2.67i**	2.47	**2.74o**
Video calling (e.g. Skype, FaceTime, etc)	**2.66**	**3.03bcd**	2.62	2.57	2.52	**2.78f**	2.54	**2.84h**	2.38	2.39	**2.61i**	2.55	**2.72ik**	**2.99ijkln**	**2.63i**	2.39	**2.71o**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.05**	**3.25bcd**	2.99	3.00	3.00	3.09	3.00	**3.23h**	2.79	2.75	2.93	**3.04i**	**3.15ij**	**3.22ijkn**	**3.06i**	2.76	**3.11o**
Other ways of communicating over the internet	**2.62**	**2.83bcd**	2.55	2.61	2.56	2.66	2.58	**2.80h**	2.35	2.39	2.57	2.54	**2.69ik**	**2.86ijkln**	**2.60i**	2.39	**2.66o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 72

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Post	2.96	2.94	3.04a	2.99	2.97	2.84	3.00	2.88	2.86	2.98r	2.95r	2.88	3.06hkmopr	2.92	3.08hijkmopr	2.95r	2.90	3.23	2.78
Mobile phone calls	3.29	3.30b	3.22	3.27	3.28	3.28	3.30	3.48	3.33	3.42jklmop	3.22	3.30mo	3.28mo	3.17	3.41jklmop	3.17	3.21	3.16	3.31
Landline calls	2.79	2.78	2.86	2.78	2.81e	2.60	2.79e	2.76	2.66	2.82	2.84qr	2.80	3.00hopqr	2.79	2.88qr	2.66	2.76	2.47	2.62
Text messages	3.24	3.26b	3.13	3.18	3.23	3.27	3.29	3.34	3.23	3.30	3.25	3.23	3.30	3.19	3.32op	3.12	3.15	3.24	3.27
Email	3.16	3.18	3.10	3.21	3.17	3.10	3.15	3.07	3.14	3.26p	3.17	3.14	3.09	3.15	3.36hjklmopqr	3.12	3.03	3.06	3.11
Social media (e.g. Facebook, Twitter, etc)	2.69	2.72b	2.54	2.69	2.69	2.71	2.76	2.68	2.64	2.78l	2.55	2.61	2.49	2.64	3.07hijklmopqr	2.62	2.57	2.54	2.73l
Video calling (e.g. Skype, FaceTime, etc)	2.66	2.68b	2.53	2.75	2.66	2.68	2.64	2.73	2.57	2.72j	2.44	2.49	2.73jk	2.58	3.06hijklmopqr	2.55	2.52	2.58	2.70jk
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.05	3.07b	2.91	3.12	3.03	3.09	3.23d	3.29de	3.08	3.07	2.93	2.88	2.88	3.04	3.32hijklmopq	2.98	2.91	2.75	3.15klpq
Other ways of communicating over the internet	2.62	2.64b	2.51	2.76b	2.63e	2.49	2.65e	2.58	2.55	2.73jpqr	2.49	2.58	2.54	2.59	2.98hijklmopqr	2.55	2.44	2.36	2.51

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2581**	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	**2554**	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	**1427**	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Post	**2.96**	**3.19bcdefg**	**2.94cdeg**	**2.67eg**	**2.75eg**	2.15	**3.07bcdeg**	**2.55e**	**3.16ijklmn**	**2.96jkln**	**2.72ln**	**2.63ln**	2.11	**3.06ijkln**	**2.49l**
Mobile phone calls	**3.29**	**3.37bcdfg**	**3.28c**	3.13	**3.27c**	**3.28c**	**3.32bc**	**3.27c**	**3.45ijklmn**	**3.28jkln**	3.05	3.13	3.03	**3.37ijkln**	3.10
Landline calls	**2.79**	**3.06bcdefg**	**2.76cdeg**	**2.51e**	2.43	2.18	**2.91bcdeg**	2.35	**2.92ijkn**	**2.78jkn**	2.63	2.48	2.68	**2.85jkn**	2.53
Text messages	**3.24**	**3.31c**	**3.26c**	3.04	**3.22c**	3.22	**3.28c**	**3.22c**	**3.38ijkln**	**3.24jln**	3.05	3.10	2.99	**3.31ijkln**	3.07
Email	**3.16**	**3.27bc**	**3.12c**	2.99	**3.20c**	3.16	**3.20c**	**3.19c**	**3.28lj**	**3.13j**	3.00	3.10	3.19	**3.21j**	3.13
Social media (e.g. Facebook, Twitter, etc)	**2.69**	2.66	2.73	2.66	2.77	2.75	2.70	2.76	**2.75jkln**	**2.77jkln**	2.56	2.44	2.25	**2.76jkln**	2.39
Video calling (e.g. Skype, FaceTime, etc)	**2.66**	2.72	2.63	2.59	2.73	2.61	2.67	2.69	**2.76jln**	**2.69jln**	**2.52l**	**2.52l**	2.10	**2.72jln**	2.41
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.05**	3.04	3.07	3.03	3.00	3.16	3.06	3.05	**3.14j**	3.06	2.92	2.95	2.96	**3.10j**	2.96
Other ways of communicating over the internet	**2.62**	2.59	2.66	2.59	2.61	2.59	2.63	2.61	**2.66kln**	**2.68jkln**	**2.52l**	2.40	2.19	**2.67jkln**	2.34

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2581**	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	**2554**	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	**1427**	129	1273	25	468	866	97	1383	28	9	3	1418	6
Post	**2.96**	**3.11bc**	2.94	2.83	**3.01e**	2.93	2.95	2.96	2.84	2.83	3.65	2.95	2.74
Mobile phone calls	**3.29**	3.16	**3.30ac**	3.05	3.24	**3.31d**	3.28	**3.29h**	3.12	2.95	3.18	**3.29h**	2.65
Landline calls	**2.79**	2.95	2.77	2.77	2.81	2.78	2.77	2.78	3.18	2.26	2.18	2.79	2.91
Text messages	**3.24**	3.08	**3.26a**	2.92	3.24	3.24	3.20	3.25	3.04	3.25	3.47	3.24	2.54
Email	**3.16**	3.14	3.17	2.91	3.16	3.17	3.11	3.17	2.88	2.95	3.47	3.16	2.94
Social media (e.g. Facebook, Twitter, etc)	**2.69**	**2.88b**	2.67	2.77	**2.82e**	2.61	**2.84e**	2.69	2.91	2.01	1.71	2.69	2.79
Video calling (e.g. Skype, FaceTime, etc)	**2.66**	2.83	2.65	2.33	2.60	2.67	2.80	2.65	3.13	2.29	3.11	2.66	2.84
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.05**	2.95	3.06	2.80	3.01	3.08	2.91	3.05	2.88	2.11	3.11	3.05	3.11
Other ways of communicating over the internet	**2.62**	2.76	2.61	2.45	2.66	2.57	**2.90de**	2.61	3.17	2.75	3.29	2.62	2.82

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Post	**2.96**	2.90	**3.03acd**	2.95	2.91	-	2.90	-	**3.10fjlnp**	-	2.96	-	2.95	-	2.91	-	2.91
Mobile phone calls	**3.29**	3.30	3.30	3.27	3.28	-	3.30	-	3.25	-	**3.34hn**	-	3.27	-	3.26	-	3.30
Landline calls	**2.79**	2.80	**2.91cd**	2.65	2.73	-	2.80	-	**3.02fjlnp**	-	2.79	-	2.65	-	2.79	-	2.67
Text messages	**3.24**	3.25	3.22	3.26	3.25	-	3.25	-	3.20	-	3.23	-	3.26	-	3.25	-	3.25
Email	**3.16**	3.12	3.21	3.10	3.17	-	3.12	-	3.21	-	3.21	-	3.10	-	3.20	-	3.13
Social media (e.g. Facebook, Twitter, etc)	**2.69**	2.64	2.71	2.71	2.69	-	2.64	-	2.69	-	2.73	-	2.71	-	2.65	-	2.73
Video calling (e.g. Skype, FaceTime, etc)	**2.66**	2.66	2.65	2.72	2.63	-	2.66	-	2.65	-	2.66	-	2.72	-	2.59	-	2.68
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.05**	3.02	2.97	3.11	**3.10b**	-	3.02	-	2.92	-	3.02	-	**3.11h**	-	3.06	-	**3.15h**
Other ways of communicating over the internet	**2.62**	2.59	2.62	2.63	2.63	-	2.59	-	2.58	-	2.66	-	2.63	-	2.64	-	2.61

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**2333**	-	2333	1188	1130	351	307	494	356	404	267	154	658	850	826	421	2053	249	2416
	45%	-	*45%*	**47%d**	*43%*	**51%jk**	**50%jk**	**47%k**	**48%k**	**45%k**	**42%k**	*29%*	**51%no**	**47%no**	*40%*	*36%*	*44%*	**54%p**	*47%*
1-2	**1812**	-	1812	871	939	268	206	384	266	310	204	173	474	650	687	377	1659	144	1711
	35%	-	*35%*	*35%*	*36%*	*39%*	*34%*	*36%*	*36%*	*35%*	*32%*	*33%*	*37%*	*36%*	*33%*	*32%*	*36%*	*31%*	*33%*
3-4	**464**	-	464	200	261	40	51	88	52	83	70	80	91	140	233	150	425	39	481
	9%	-	*9%*	*8%*	*10%*	*6%*	*8%*	*8%*	*7%*	*9%*	**11%e**	**15%efghi**	*7%*	*8%*	**11%lm**	**13%lm**	*9%*	*8%*	*9%*
5-10	**359**	-	359	171	188	22	34	78	57	61	46	61	56	135	168	107	337	19	351
	7%	-	*7%*	*7%*	*7%*	*3%*	*6%*	**7%e**	**8%e**	**7%e**	**7%e**	**12%efgi**	*4%*	**7%l**	**8%l**	**9%l**	*7%*	*4%*	*7%*
11-20	**98**	-	98	51	47	6	6	10	6	25	24	20	12	17	69	44	87	11	97
	2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%gh**	**4%efgh**	**4%efgh**	*1%*	*1%*	**3%lm**	**4%lm**	*2%*	*2%*	*2%*
21+	**95**	-	95	34	60	2	5	6	8	13	24	37	7	14	74	61	93	2	105
	2%	-	*2%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	**4%efghi**	**7%efghi**	*1%*	*1%*	**4%lm**	**5%lm**	*2%*	*	*2%*
Any Sent (non-zero entry)	**2828**	-	2828	1327	1496	338	301	566	390	493	367	372	640	956	1232	739	2601	215	2745
	55%	-	*55%*	*53%*	**57%c**	*49%*	*50%*	*53%*	*52%*	*55%*	**58%ef**	**71%efghij**	*49%*	*53%*	**60%lm**	**64%lm**	**56%q**	*46%*	*53%*
Total Mean (including those not Sending any)																			
Mean	**2.36**	-	2.36	2.17	2.55	1.13	1.51	**1.58e**	**1.94e**	**2.24efg**	**3.20efghi**	**6.31efghij**	1.31	**1.73l**	**3.58lm**	**4.61lm**	2.46	1.50	2.39
Std Dev.	**7.35**	-	7.35	7.44	7.28	2.30	3.33	3.07	6.22	5.27	7.12	17.54	2.83	4.64	10.44	13.01	7.66	3.30	7.50
Std Error	**0.10**	-	0.10	0.15	0.14	0.09	0.14	0.10	0.23	0.17	0.26	0.81	0.08	0.11	0.22	0.37	0.11	0.19	0.10
Sending Mean (excluding those not Sending any)																			
Mean	**4.31**	-	4.31	4.12	4.48	2.31	3.05	**2.96e**	**3.72e**	**4.08eg**	**5.52efghi**	**8.93efghij**	2.65	3.27	**5.97lm**	**7.24lm**	4.40	3.23	4.50
Std Dev.	**9.50**	-	9.50	9.85	9.18	2.84	4.21	3.68	8.22	6.57	8.65	20.30	3.57	5.97	12.95	15.72	9.82	4.23	9.81
Std Error	**0.18**	-	0.18	0.28	0.24	0.17	0.25	0.16	0.42	0.27	0.42	1.14	0.15	0.20	0.36	0.58	0.19	0.38	0.19

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	2333	326	734	518	755	1061	1273	1402	896	374	311	619	549	311	1479	375	1823
	45%	*33%*	**46%a**	**44%a**	**54%abc**	*41%*	**50%e**	*46%*	*45%*	**55%klmn**	**48%m**	**48%m**	**44%m**	*34%*	**46%m**	**54%p**	*44%*
1-2	1812	427	572	404	409	999	813	1162	622	207	210	431	469	399	1110	208	1528
	35%	**43%bcd**	**36%d**	*34%*	*30%*	**39%f**	*32%*	**38%h**	*31%*	*30%*	*32%*	*33%*	**37%l**	**43%ijkln**	*35%*	*30%*	**36%o**
3-4	464	106	139	116	103	245	219	233	223	43	52	136	105	88	293	47	384
	9%	**11%d**	*9%*	*10%*	*7%*	*9%*	*9%*	*8%*	**11%g**	*6%*	*8%*	**11%l**	*8%*	*10%*	*9%*	*7%*	*9%*
5-10	359	105	86	90	80	190	169	208	144	37	45	82	66	98	194	37	295
	7%	**11%bd**	*5%*	*8%*	*6%*	*7%*	*7%*	*7%*	*7%*	*5%*	*7%*	*6%*	*5%*	**11%ikln**	*6%*	*5%*	*7%*
11-20	98	10	32	32	24	42	56	43	53	13	25	15	34	7	74	13	81
	2%	*1%*	*2%*	**3%a**	*2%*	*2%*	*2%*	*1%*	**3%g**	*2%*	**4%km**	*1%*	**3%km**	*1%*	**2%m**	*2%*	*2%*
21+	95	17	37	24	18	53	41	23	70	11	8	15	32	16	55	11	77
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	**3%g**	*2%*	*1%*	*1%*	**3%k**	*2%*	*2%*	*2%*	*2%*
Any Sent (non-zero entry)	2828	665	865	665	633	1530	1298	1669	1112	310	340	680	707	608	1727	315	2365
	55%	**67%bcd**	**54%d**	**56%d**	*46%*	**59%f**	*50%*	*54%*	*55%*	*45%*	*52%*	**52%l**	**56%l**	**66%ijkln**	**54%l**	*46%*	**56%o**
Total Mean (including those not Sending any)																	
Mean	2.36	2.59	2.51	**2.55d**	1.86	2.54	2.18	1.82	**3.17g**	1.76	2.26	1.76	**2.93ik**	**2.50k**	**2.32k**	1.77	2.45
Std Dev.	7.35	8.37	8.46	6.72	5.45	8.42	6.07	5.90	9.12	4.54	5.61	3.91	9.02	8.48	6.69	4.53	7.76
Std Error	0.10	0.23	0.21	0.21	0.15	0.16	0.13	0.11	0.19	0.18	0.22	0.11	0.25	0.28	0.12	0.18	0.12
Sending Mean (excluding those not Sending any)																	
Mean	4.31	3.86	4.64	4.54	4.08	4.30	4.32	3.36	**5.73g**	3.88	4.33	3.37	**5.21k**	3.78	**4.31k**	3.87	4.34
Std Dev.	9.50	9.97	11.07	8.44	7.49	10.61	7.99	7.68	11.65	6.11	7.17	4.89	11.53	10.19	8.63	6.07	9.93
Std Error	0.18	0.35	0.39	0.36	0.32	0.26	0.24	0.20	0.33	0.37	0.39	0.19	0.42	0.44	0.21	0.36	0.21

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	2333	2056	277	86	1963	190	110	69	102	239	204	168	212	218	305	317	198	30	161
	45%	**46%bc**	*38%*	*36%*	*45%*	*44%*	*45%*	*48%*	*49%*	*42%*	*48%*	*45%*	*47%*	*45%*	*45%*	*45%*	*45%*	*47%*	*43%*
1-2	1812	1572	239	80	1533	151	82	46	72	216	139	138	165	151	253	255	144	19	132
	35%	*35%*	*33%*	*34%*	*35%*	*35%*	*33%*	*32%*	*34%*	*38%*	*33%*	*37%*	*36%*	*31%*	*37%*	*36%*	*32%*	*31%*	*36%*
3-4	464	383	81	29	382	41	29	11	21	46	39	29	39	45	58	62	42	4	38
	9%	*9%*	*11%*	*12%*	*9%*	*10%*	**12%d**	*8%*	*10%*	*8%*	*9%*	*8%*	*9%*	*9%*	*9%*	*9%*	*10%*	*6%*	*10%*
5-10	359	288	71	23	294	36	19	10	6	38	28	27	22	39	42	56	35	7	29
	7%	*6%*	**10%a**	*10%*	*7%*	*8%*	*8%*	*7%*	*3%*	*7%*	*7%*	*7%*	*5%*	**8%h**	*6%*	**8%h**	**8%h**	**11%hl**	**8%h**
11-20	98	79	19	5	84	8	4	2	4	20	10	5	2	15	10	3	14	1	6
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	**2%o**	**3%lo**	**2%o**	*1%*	*	**3%lo**	*2%*	*	**3%lo**	*2%*	*2%*
21+	95	59	36	13	81	7	3	4	3	6	5	9	14	11	9	15	9	2	5
	2%	*1%*	**5%a**	**5%a**	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*
Any Sent (non-zero entry)	2828	2381	447	150	2374	243	137	74	107	327	221	207	242	262	373	391	244	33	210
	55%	*54%*	**62%a**	**64%a**	*55%*	*56%*	*55%*	*52%*	*51%*	*58%*	*52%*	*55%*	*53%*	*55%*	*55%*	*55%*	*55%*	*53%*	*57%*
Total Mean (including those not Sending any)																			
Mean	2.36	2.06	4.18a	4.11a	2.35	2.22	2.11	3.67de	1.99	2.15	1.96	2.36	3.15	2.56	1.86	2.51	2.54	2.67	2.14
Std Dev.	7.35	6.39	11.45	9.86	6.93	5.38	4.90	19.05	5.42	4.53	4.45	6.17	12.99	6.15	4.23	7.98	5.97	6.91	5.08
Std Error	0.10	0.11	0.28	0.36	0.14	0.16	0.16	0.75	0.33	0.27	0.27	0.38	0.75	0.37	0.25	0.46	0.35	0.53	0.17
Sending Mean (excluding those not Sending any)																			
Mean	4.31	3.85	6.77a	6.48a	4.28	3.96	3.81	7.13def	3.88	3.71	3.77	4.27	5.92	4.69	3.39	4.54	4.61	5.08	3.78
Std Dev.	9.50	8.32	13.97	11.75	8.92	6.69	6.08	26.15	7.09	5.46	5.60	7.80	17.34	7.71	5.24	10.30	7.42	8.92	6.28
Std Error	0.18	0.20	0.45	0.57	0.24	0.28	0.27	1.47	0.61	0.43	0.47	0.66	1.41	0.64	0.42	0.80	0.59	0.90	0.29

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	2333	597	892	471	212	118	1489	330	740	865	476	123	77	1605	200
	45%	*32%*	**46%af**	**60%abf**	**60%abf**	**72%abcdf**	**39%a**	**64%abf**	*40%*	*44%*	**52%him**	*46%*	**75%hijkmn**	*42%*	**54%him**
1-2	1812	763	691	217	103	27	1454	130	704	687	291	100	12	1391	112
	35%	**41%bcdeg**	**35%ceg**	**28%e**	**29%e**	*17%*	**38%cdeg**	*25%*	**38%jln**	**35%l**	**32%l**	**38%l**	*12%*	**37%l**	**30%l**
3-4	464	199	186	45	25	6	385	31	164	180	83	22	8	345	29
	9%	**11%ceg**	**10%c**	*6%*	*7%*	*4%*	**10%ceg**	*6%*	*9%*	*9%*	*9%*	*8%*	*8%*	*9%*	*8%*
5-10	359	176	122	35	10	12	298	22	154	152	30	16	4	306	21
	7%	**10%bcdg**	*6%*	*5%*	*3%*	*7%*	**8%cdg**	*4%*	**8%j**	**8%j**	*3%*	*6%*	*4%*	**8%j**	*6%*
11-20	98	48	38	9	4	-	86	4	36	46	12	3	1	82	4
	2%	**3%g**	*2%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
21+	95	61	27	5	2	*	87	2	46	29	17	2	*	75	3
	2%	**3%bcdg**	*1%*	*1%*	*1%*	*	**2%cg**	*	*2%*	*1%*	*2%*	*1%*	*	*2%*	*1%*
Any Sent (non-zero entry)	2828	1247	1064	311	144	45	2310	189	1105	1094	434	143	25	2198	168
	55%	**68%bcdefg**	**54%cdeg**	**40%e**	**40%e**	*28%*	**61%bcdeg**	*36%*	**60%jln**	**56%jln**	**48%l**	**54%l**	*25%*	**58%jln**	**46%l**
Total Mean (including those not Sending any)															
Mean	2.36	**3.56bcdefg**	**2.06cdeg**	1.20	1.29	0.88	**2.79bcdeg**	1.16	**2.90iln**	**2.19l**	2.08	1.85	0.95	2.53	1.60
Std Dev.	7.35	10.57	5.17	3.39	3.96	2.17	8.28	3.50	9.34	4.98	8.01	5.58	3.29	7.43	5.06
Std Error	0.10	0.25	0.12	0.12	0.22	0.17	0.13	0.16	0.21	0.11	0.28	0.36	0.31	0.12	0.27
Sending Mean (excluding those not Sending any)															
Mean	4.31	**5.26bc**	3.79	3.03	3.19	3.18	**4.58c**	3.18	4.84	3.92	4.36	3.44	3.83	4.38	3.50
Std Dev.	9.50	12.50	6.53	4.84	5.74	3.11	10.22	5.22	11.67	6.13	11.17	7.25	5.80	9.34	7.04
Std Error	0.18	0.37	0.20	0.28	0.51	0.47	0.22	0.40	0.35	0.19	0.56	0.64	1.01	0.20	0.55

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**2333**	154	2150	30	655	1523	155	2286	19	9	8	2314	12
	45%	*38%*	**46%a**	*35%*	*42%*	**46%d**	*47%*	**46%h**	*21%*	*43%*	*80%*	**45%h**	*51%*
1-2	**1812**	158	1613	41	566	1131	115	1739	52	8	2	1799	11
	35%	*39%*	*35%*	**49%b**	*36%*	*34%*	*35%*	*35%*	**59%gk**	*36%*	*20%*	*35%*	*49%*
3-4	**464**	45	410	8	182	260	21	450	11	2	-	464	-
	9%	*11%*	*9%*	*10%*	**12%ef**	*8%*	*7%*	*9%*	*13%*	*10%*	-	*9%*	-
5-10	**359**	31	324	4	93	235	31	352	6	1	-	359	-
	7%	*8%*	*7%*	*5%*	*6%*	*7%*	*9%*	*7%*	*7%*	*5%*	-	*7%*	-
11-20	**98**	10	87	1	30	66	2	97	-	1	-	98	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	*6%*	-	*2%*	-
21+	**95**	4	91	-	29	63	3	95	*	-	-	95	*
	2%	*1%*	*2%*	-	*2%*	*2%*	*1%*	*2%*	*	-	-	*2%*	*
Any Sent (non-zero entry)	**2828**	249	2524	55	900	1755	172	2732	70	12	2	2814	11
	55%	**62%b**	*54%*	*65%*	**58%e**	*54%*	*53%*	*54%*	**79%gk**	*57%*	*20%*	*55%*	*49%*
Total Mean (including those not Sending any)													
Mean	**2.36**	2.19	2.39	1.41	2.38	2.42	1.64	2.38	2.04	2.03	0.40	2.37	0.93
Std Dev.	**7.35**	4.62	7.60	2.01	6.81	7.86	3.38	7.44	2.63	3.31	0.84	7.37	2.95
Std Error	**0.10**	0.23	0.11	0.21	0.17	0.14	0.19	0.10	0.31	0.61	0.32	0.10	0.68
Sending Mean (excluding those not Sending any)													
Mean	**4.31**	3.54	4.43	2.18	4.12	4.52	3.10	4.37	2.59	3.58	2.00	4.32	1.89
Std Dev.	**9.50**	5.46	9.89	2.14	8.55	10.29	4.14	9.64	2.71	3.74	0.00	9.51	4.06
Std Error	**0.18**	0.36	0.20	0.30	0.29	0.25	0.32	0.19	0.37	1.00	0.00	0.18	1.35

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**2333**	631	555	549	598	224	185	222	161	251	143	153	181	215	202	219	177
	45%	**49%bc**	*43%*	*43%*	*46%*	**52%hjklp**	*45%*	**50%hjk**	*37%*	**55%fhjklnp**	*36%*	*35%*	*42%*	**50%hjk**	*44%*	**53%hjklnp**	*43%*
1-2	**1812**	469	478	393	472	148	158	164	194	146	138	90	161	141	178	138	156
	35%	**36%c**	**37%c**	*30%*	**37%c**	**34%k**	**38%k**	**37%k**	**45%eijkmo**	**32%k**	**35%k**	*21%*	**37%k**	**33%k**	**38%k**	**34%k**	**37%k**
3-4	**464**	116	101	110	136	35	48	33	41	29	31	31	35	45	46	33	57
	9%	*9%*	*8%*	*9%*	*11%*	*8%*	**12%l**	*7%*	*9%*	*6%*	*8%*	*7%*	*8%*	*10%*	*10%*	*8%*	**14%gijk**
5-10	**359**	58	101	123	78	22	15	21	28	26	46	67	34	22	36	17	25
	7%	*4%*	**8%a**	**10%ad**	*6%*	*5%*	*4%*	*5%*	*7%*	*6%*	**12%efgimop**	**16%efghilmnop**	*8%*	*5%*	**8%f**	*4%*	*6%*
11-20	**98**	8	35	53	2	4	1	3	6	8	22	41	8	4	-	1	1
	2%	*1%*	**3%ad**	**4%ad**	*	*1%*	*	*1%*	*1%*	**2%n**	**5%efghilmnop**	**9%efghilmnop**	**2%n**	*1%*	-	*	*
21+	**95**	7	19	63	6	-	7	-	1	*	18	50	13	-	2	4	*
	2%	*1%*	**1%d**	**5%abd**	*	-	**2%egim**	-	*	*	**5%eghimnop**	**12%efghijlmnop**	**3%eghimnp**	-	*	*1%*	*
Any Sent (non-zero entry)	**2828**	659	735	741	693	208	229	221	269	210	256	279	251	212	262	193	239
	55%	*51%*	**57%a**	**57%a**	*54%*	*48%*	**55%l**	*50%*	**63%egimo**	*45%*	**64%egimo**	**65%egimo**	**58%eio**	*50%*	**56%io**	*47%*	**57%eio**
Total Mean (including those not Sending any)																	
Mean	**2.36**	1.46	**2.49ad**	**4.09abd**	1.40	1.17	1.99	1.25	**1.61e**	1.21	**4.92efghimnop**	**7.44efghilmnop**	**3.47eghimnop**	1.33	1.53	1.23	1.41
Std Dev.	**7.35**	4.33	8.91	10.29	2.68	1.98	6.97	2.26	2.65	2.20	15.35	12.48	11.73	2.15	3.16	2.72	1.97
Std Error	**0.10**	0.12	0.25	0.29	0.07	0.10	0.34	0.11	0.13	0.11	0.74	0.60	0.57	0.10	0.15	0.13	0.10
Sending Mean (excluding those not Sending any)																	
Mean	**4.31**	2.87	**4.37ad**	**7.12abd**	2.60	2.44	3.60	2.51	2.57	2.66	**7.67efghimnop**	**11.51efghijlmnop**	**5.98eghimnop**	2.67	2.71	2.63	2.46
Std Dev.	**9.50**	5.72	11.46	12.76	3.21	2.25	9.06	2.67	2.96	2.61	18.62	13.94	14.90	2.40	3.81	3.48	2.05
Std Error	**0.18**	0.22	0.43	0.48	0.12	0.16	0.60	0.18	0.19	0.19	1.13	0.85	0.96	0.17	0.25	0.25	0.13

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3500**	-	3500	1572	1911	390	383	652	580	660	458	378	773	1232	1496	836	3210	258	3660
	68%	-	*68%*	*63%*	**73%c**	*57%*	*63%*	*62%*	**78%efg**	**74%efg**	**72%efg**	**72%efg**	*60%*	**68%l**	**73%lm**	**72%l**	**69%q**	*56%*	*71%*
1-2	**1260**	-	1260	716	543	224	180	285	144	181	134	111	404	429	426	245	1110	142	1153
	24%	-	*24%*	**28%d**	*21%*	**33%hijk**	**30%hijk**	**27%hi**	*19%*	*20%*	*21%*	*21%*	**31%mno**	*24%*	*21%*	*21%*	*24%*	**31%p**	*22%*
3-4	**229**	-	229	125	102	49	27	56	14	30	28	25	76	70	83	53	192	34	207
	4%	-	*4%*	*5%*	*4%*	**7%hi**	**4%h**	**5%h**	*2%*	*3%*	**4%h**	**5%h**	*6%*	*4%*	*4%*	*5%*	*4%*	**7%p**	*4%*
5-10	**150**	-	150	95	55	21	18	58	6	24	12	12	39	63	47	23	128	21	119
	3%	-	*3%*	**4%d**	*2%*	**3%h**	**3%h**	**5%hijk**	*1%*	**3%h**	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*
11-20	**20**	-	20	6	14	4	*	9	2	2	3	-	4	11	5	3	12	8	19
	*	-	*	*	*1%*	*1%*	*	*1%*	*	*	*	-	*	*1%*	*	*	*	**2%p**	*
21+	**2**	-	2	1	1	1	-	-	1	-	*	-	1	1	*	*	1	1	3
	*	-	*	*	*	*	-	-	*	-	*	-	*	*	*	*	*	*	*
Any Sent (non-zero entry)	**1661**	-	1661	943	715	299	226	408	167	237	176	148	525	574	561	324	1444	205	1501
	32%	-	*32%*	**37%d**	*27%*	**43%hijk**	**37%hijk**	**38%hijk**	*22%*	*26%*	*28%*	*28%*	**40%mno**	**32%n**	*27%*	*28%*	*31%*	**44%p**	*29%*
Total Mean (including those not Sending any)																			
Mean	**0.74**	-	0.74	**0.83d**	0.65	**1.04fhijk**	**0.75h**	**1.01fhijk**	0.45	0.56	0.63	0.59	**0.91no**	**0.78n**	0.59	0.62	0.68	**1.33p**	0.67
Std Dev.	**1.83**	-	1.83	1.74	1.92	2.23	1.31	2.12	1.85	1.45	1.93	1.36	1.87	2.04	1.59	1.70	1.67	2.97	2.18
Std Error	**0.03**	-	0.03	0.03	0.04	0.09	0.05	0.07	0.07	0.05	0.07	0.06	0.05	0.05	0.03	0.05	0.02	0.17	0.03
Sending Mean (excluding those not Sending any)																			
Mean	**2.29**	-	2.29	2.21	2.39	2.41	2.02	**2.63f**	2.02	2.13	2.28	2.11	2.24	2.45	2.17	2.20	2.19	**3.01p**	2.30
Std Dev.	**2.62**	-	2.62	2.23	3.06	2.87	1.44	2.74	3.50	2.14	3.12	1.83	2.37	2.99	2.42	2.61	2.38	3.86	3.54
Std Error	**0.07**	-	0.07	0.08	0.12	0.19	0.11	0.15	0.28	0.13	0.21	0.15	0.12	0.14	0.10	0.14	0.06	0.36	0.09

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 74

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	3500	481	1158	786	1075	1639	1861	1942	1511	511	461	922	886	470	2269	517	2781
	68%	*48%*	**72%ac**	**66%a**	**77%abc**	*63%*	**72%e**	*63%*	**75%g**	**75%m**	**71%m**	**71%m**	**71%m**	*51%*	**71%m**	**75%p**	*66%*
1-2	1260	342	348	310	259	690	569	828	403	140	145	299	277	327	721	140	1065
	24%	**34%bcd**	*22%*	**26%bd**	*19%*	**27%f**	*22%*	**27%h**	*20%*	*20%*	*22%*	*23%*	*22%*	**36%ijkln**	*22%*	*20%*	**25%o**
3-4	229	92	62	48	26	154	74	166	59	19	31	47	49	61	127	19	191
	4%	**9%bcd**	*4%*	**4%d**	*2%*	**6%f**	*3%*	**5%h**	*3%*	*3%*	*5%*	*4%*	*4%*	**7%ikln**	*4%*	*3%*	*5%*
5-10	150	68	25	36	21	93	57	122	28	10	7	28	41	59	77	10	136
	3%	**7%bcd**	*2%*	**3%d**	*1%*	**4%f**	*2%*	**4%h**	*1%*	*1%*	*1%*	*2%*	**3%j**	**6%ijkln**	*2%*	*1%*	*3%*
11-20	20	9	3	2	5	12	8	14	5	3	5	3	3	2	11	3	14
	*	*1%*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	*
21+	2	*	1	-	1	1	1	-	2	1	1	-	-	-	1	1	1
	*	*	*	-	*	*	*	-	*	*	*	-	-	-	*	*	*
Any Sent (non-zero entry)	1661	511	441	397	312	951	709	1129	497	173	190	378	370	449	937	173	1407
	32%	**52%bcd**	**28%d**	**34%bd**	*23%*	**37%f**	*28%*	**37%h**	*25%*	*25%*	*29%*	*29%*	*29%*	**49%ijkln**	*29%*	*25%*	**34%o**
Total Mean (including those not Sending any)																	
Mean	0.74	1.37bcd	0.56	0.73bd	0.49	0.87f	0.60	0.87h	0.52	0.55	0.76	0.61	0.66	1.17ijkln	0.66	0.55	0.77o
Std Dev.	1.83	2.50	1.45	1.57	1.76	1.96	1.68	1.86	1.76	2.00	2.49	1.50	1.56	1.89	1.77	1.99	1.81
Std Error	0.03	0.07	0.04	0.05	0.05	0.04	0.03	0.04	0.04	0.08	0.10	0.04	0.04	0.06	0.03	0.08	0.03
Sending Mean (excluding those not Sending any)																	
Mean	2.29	2.65b	2.05	2.18	2.17	2.37	2.18	2.37	2.10	2.18	2.59	2.08	2.24	2.39	2.25	2.18	2.30
Std Dev.	2.62	2.96	2.14	2.04	3.18	2.63	2.60	2.43	3.03	3.50	4.07	2.17	2.17	2.09	2.67	3.50	2.51
Std Error	0.07	0.13	0.11	0.12	0.19	0.09	0.11	0.08	0.12	0.27	0.31	0.12	0.11	0.11	0.09	0.27	0.07

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**3500**	2994	506	166	2909	313	181	97	149	368	323	258	310	345	358	490	307	41	272
	68%	*67%*	*70%*	*70%*	*67%*	**72%d**	**73%d**	*68%*	**71%n**	**65%n**	**76%lnq**	**69%n**	**68%n**	**72%n**	*53%*	**69%n**	**69%n**	*65%*	**73%ln**
1-2	**1260**	1098	161	51	1074	99	52	35	49	160	72	99	114	109	204	162	105	16	83
	24%	*25%*	*22%*	*22%*	*25%*	*23%*	*21%*	*25%*	*23%*	**28%j**	*17%*	**26%j**	**25%j**	*23%*	**30%jr**	*23%*	*24%*	*25%*	*22%*
3-4	**229**	197	32	10	203	12	8	6	7	25	13	6	19	20	64	35	14	3	8
	4%	*4%*	*4%*	*4%*	**5%e**	*3%*	*3%*	*5%*	*3%*	*5%*	*3%*	*2%*	*4%*	*4%*	**9%hijklmopr**	*5%*	*3%*	*5%*	*2%*
5-10	**150**	130	19	8	131	10	6	3	4	10	16	9	9	7	48	16	12	3	7
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	**7%hiklmopr**	*2%*	*3%*	**5%lm**	*2%*
11-20	**20**	15	4	*	18	*	*	1	-	1	1	2	2	-	3	5	4	-	*
	*	*	*1%*	*	*	*	*	**1%e**	-	*	*	*1%*	*	-	*	*1%*	*1%*	-	*
21+	**2**	1	1	1	2	-	*	-	-	-	-	1	-	-	-	-	1	-	-
	*	*	*	*a	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-
Any Sent (non-zero entry)	**1661**	1443	218	70	1429	121	66	45	60	197	102	117	144	135	320	218	135	22	98
	32%	*33%*	*30%*	*30%*	**33%ef**	*28%*	*27%*	*32%*	*29%*	**35%jr**	*24%*	*31%*	*32%*	*28%*	**47%hijklmopr**	*31%*	*31%*	**35%j**	*27%*
Total Mean (including those not Sending any)																			
Mean	**0.74**	0.73	0.79	0.93	**0.76e**	0.58	0.59	0.72	0.56	0.67	0.61	0.73	0.67	0.55	**1.21hijklmopr**	0.74	0.82	**0.86mr**	0.53
Std Dev.	**1.83**	1.68	2.55	3.41	1.87	1.33	1.99	1.73	1.26	1.45	1.62	2.64	1.56	1.14	1.86	2.01	2.49	1.72	1.25
Std Error	**0.03**	0.03	0.06	0.13	0.04	0.04	0.07	0.07	0.08	0.09	0.10	0.16	0.09	0.07	0.11	0.12	0.15	0.13	0.04
Sending Mean (excluding those not Sending any)																			
Mean	**2.29**	2.24	2.63	**3.11a**	2.31	2.08	2.23	2.25	1.96	1.91	2.54	2.34	2.11	1.94	**2.57himr**	2.42	2.68	2.44	1.99
Std Dev.	**2.62**	2.31	4.11	5.71	2.64	1.81	3.37	2.45	1.68	1.90	2.46	4.31	2.16	1.40	1.96	3.02	3.93	2.15	1.72
Std Error	**0.07**	0.07	0.19	0.40	0.09	0.11	0.22	0.18	0.19	0.19	0.31	0.48	0.23	0.16	0.17	0.32	0.42	0.29	0.11

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	3500	1113	1349	579	286	124	2462	410	1179	1307	657	202	86	2486	288
	68%	60%	69%af	74%af	80%abf	76%af	65%a	79%abf	64%	67%	72%him	76%him	84%hijm	65%	78%him
1-2	1260	538	468	160	52	31	1006	83	496	494	215	37	10	990	47
	24%	29%bcdeg	24%dg	20%	15%	19%	26%cdg	16%	27%kln	25%kln	24%kln	14%	9%	26%kln	13%
3-4	229	114	75	20	15	5	189	20	103	87	19	16	2	190	18
	4%	6%bc	4%	3%	4%	3%	5%c	4%	6%j	4%j	2%	6%j	2%	5%j	5%j
5-10	150	67	56	21	3	2	123	5	58	64	14	10	4	121	14
	3%	4%g	3%	3%	1%	1%	3%g	1%	3%	3%	2%	4%	4%	3%j	4%
11-20	20	12	6	1	-	-	18	-	9	8	3	-	-	16	-
	*	1%	*	*	-	-	*	-	*	*	*	-	-	*	-
21+	2	1	*	1	-	-	1	-	-	*	1	1	-	*	1
	*	*	*	*	-	-	*	-	-	*	*	1%him	-	*	*him
Any Sent (non-zero entry)	1661	731	606	203	70	39	1337	109	665	652	253	64	16	1317	80
	32%	40%bcdefg	31%dg	26%	20%	24%	35%bcdeg	21%	36%jkln	33%jkln	28%l	24%	16%	35%jkln	22%
Total Mean (including those not Sending any)															
Mean	0.74	0.96bcdeg	0.68dg	0.61	0.39	0.46	0.81bdg	0.42	0.83j	0.74	0.59	0.73	0.57	0.79j	0.69
Std Dev.	1.83	2.07	1.67	2.03	0.95	1.01	1.88	0.97	1.80	1.70	2.04	2.28	1.82	1.75	2.16
Std Error	0.03	0.05	0.04	0.07	0.05	0.08	0.03	0.04	0.04	0.04	0.07	0.15	0.17	0.03	0.11
Sending Mean (excluding those not Sending any)															
Mean	2.29	2.41	2.18	2.36	2.00	1.94	2.31	1.98	2.31	2.23	2.13	3.06	3.53	2.27	3.15him
Std Dev.	2.62	2.70	2.39	3.42	1.18	1.18	2.56	1.18	2.36	2.31	3.43	3.83	3.25	2.34	3.70
Std Error	0.07	0.11	0.10	0.26	0.16	0.19	0.07	0.12	0.09	0.10	0.24	0.54	0.79	0.07	0.45

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**3500**	203	3247	50	994	2316	191	3443	25	15	8	3483	9
	68%	*50%*	**69%a**	*59%*	*64%*	**71%df**	*58%*	**69%h**	*28%*	*72%*	*81%*	**68%h**	*39%*
1-2	**1260**	152	1079	28	416	746	97	1196	47	3	2	1245	12
	24%	**38%b**	*23%*	*33%*	**27%e**	*23%*	**30%e**	*24%*	**53%gk**	*13%*	*19%*	*24%*	*54%*
3-4	**229**	32	196	1	79	129	21	218	6	3	-	227	2
	4%	**8%b**	*4%*	*2%*	*5%*	*4%*	*6%*	*4%*	*7%*	*15%*	-	*4%*	*7%*
5-10	**150**	12	133	5	56	79	14	140	10	-	-	150	-
	3%	*3%*	*3%*	*6%*	*4%*	*2%*	*4%*	*3%*	**11%gk**	-	-	*3%*	-
11-20	**20**	3	16	*	10	7	3	20	-	-	-	20	-
	*	*1%*	*	*	*1%*	*	**1%e**	*	-	-	-	*	-
21+	**2**	-	2	-	1	1	-	1	1	-	-	2	-
	*	-	*	-	*	*	-	*	**2%gk**	-	-	*	-
Any Sent (non-zero entry)	**1661**	200	1427	34	562	963	136	1575	64	6	2	1645	14
	32%	**50%b**	*31%*	*41%*	**36%e**	*29%*	**42%e**	*31%*	**72%gk**	*28%*	*19%*	*32%*	*61%*
Total Mean (including those not Sending any)													
Mean	**0.74**	**1.11b**	0.70	0.90	**0.86e**	0.64	**1.11e**	0.71	**1.96gk**	0.70	0.19	0.74	1.10
Std Dev.	**1.83**	1.99	1.81	1.77	1.89	1.72	2.43	1.79	3.36	1.19	0.42	1.83	1.16
Std Error	**0.03**	0.10	0.03	0.19	0.05	0.03	0.14	0.03	0.40	0.22	0.16	0.03	0.27
Sending Mean (excluding those not Sending any)													
Mean	**2.29**	2.24	2.30	2.21	2.37	2.19	2.67	2.28	2.73	2.53	1.00	2.30	1.79
Std Dev.	**2.62**	2.34	2.66	2.21	2.52	2.58	3.17	2.58	3.69	0.55	-	2.63	0.95
Std Error	**0.07**	0.18	0.07	0.37	0.11	0.09	0.29	0.07	0.54	0.25	-	0.07	0.34

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Quarter				Month												
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3500**	911	857	815	917	301	305	306	282	310	265	236	313	267	325	272	320
	68%	**71%c**	*66%*	*63%*	**71%c**	**69%k**	**74%km**	**69%k**	**66%k**	**67%k**	**66%k**	*55%*	**72%km**	*62%*	**70%k**	**66%k**	**77%hijkmo**
1-2	**1260**	292	323	362	282	103	85	104	103	118	102	138	97	127	99	111	72
	24%	*23%*	*25%*	**28%ad**	*22%*	*24%*	*21%*	*24%*	*24%*	**26%p**	**26%p**	**32%flnp**	*23%*	**30%fnp**	*21%*	**27%p**	*17%*
3-4	**229**	57	62	62	47	25	16	16	23	17	22	28	12	22	21	19	7
	4%	*4%*	*5%*	*5%*	*4%*	**6%p**	*4%*	*4%*	**5%p**	*4%*	**6%p**	**6%p**	*3%*	**5%p**	*4%*	*5%*	*2%*
5-10	**150**	25	41	49	36	1	8	15	17	13	10	30	8	11	15	8	13
	3%	*2%*	*3%*	**4%a**	*3%*	*	*2%*	**3%e**	**4%e**	**3%e**	**3%e**	**7%efijlmo**	*2%*	*3%*	**3%e**	*2%*	**3%e**
11-20	**20**	5	6	1	8	3	*	1	3	2	-	*	1	-	4	*	4
	*	*	*	*	*1%*	*1%*	*	*	*1%*	*	-	*	*	-	*1%*	*	*1%*
21+	**2**	-	1	-	1	-	-	-	1	-	*	-	-	-	-	1	-
	*	-	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
Any Sent (non-zero entry)	**1661**	379	433	475	374	132	110	137	148	150	134	196	119	160	139	140	96
	32%	*29%*	*34%*	**37%ad**	*29%*	*31%*	*26%*	*31%*	**34%p**	**33%p**	**34%p**	**45%efghijlnop**	*28%*	**38%flp**	*30%*	**34%p**	*23%*
Total Mean (including those not Sending any)																		
Mean	**0.74**	0.62	0.81	**0.81a**	0.71	0.64	0.52	0.69	**0.97f**	0.78	0.66	**1.14efgijjlmop**	0.57	0.71	0.78	0.74	0.61
Std Dev.	**1.83**	1.49	2.18	1.62	1.94	1.46	1.16	1.77	2.77	1.94	1.63	1.90	1.51	1.35	2.06	1.93	1.82
Std Error	**0.03**	0.04	0.06	0.05	0.05	0.07	0.06	0.09	0.13	0.09	0.08	0.09	0.07	0.07	0.10	0.09	0.09
Sending Mean (excluding those not Sending any)																		
Mean	**2.29**	2.11	2.41	2.20	2.46	2.09	1.95	2.24	2.81	2.40	1.97	**2.52m**	2.08	1.88	2.63	2.18	2.63
Std Dev.	**2.62**	2.12	3.21	2.03	2.95	2.00	1.51	2.59	4.14	2.77	2.32	2.13	2.27	1.64	3.06	2.81	3.01
Std Error	**0.07**	0.11	0.16	0.10	0.16	0.19	0.14	0.24	0.37	0.24	0.20	0.17	0.21	0.14	0.28	0.25	0.29

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3426**	-	3426	1541	1865	449	378	646	523	612	438	380	827	1170	1429	817	3128	268	3447
	66%	-	*66%*	*61%*	**71%c**	*65%*	*62%*	*61%*	**70%fg**	**68%g**	**69%g**	**72%fg**	*64%*	*65%*	**69%lm**	**70%lm**	**67%q**	*58%*	*67%*
1-2	**1333**	-	1333	734	599	180	172	277	206	227	156	114	353	483	497	270	1187	135	1332
	26%	-	*26%*	**29%d**	*23%*	*26%*	*28%*	*26%*	*28%*	*25%*	*25%*	*22%*	*27%*	*27%*	*24%*	*23%*	*26%*	*29%*	*26%*
3-4	**249**	-	249	145	104	44	45	66	9	41	28	16	89	75	85	44	207	40	238
	5%	-	*5%*	**6%d**	*4%*	**6%h**	**7%hk**	**6%h**	*1%*	**5%h**	**4%h**	*3%*	**7%mno**	*4%*	*4%*	*4%*	*4%*	**9%p**	*5%*
5-10	**130**	-	130	87	43	13	9	60	5	16	12	15	22	65	43	27	111	17	121
	3%	-	*3%*	**3%d**	*2%*	*2%*	*2%*	**6%efhij**	*1%*	*2%*	*2%*	**3%h**	*2%*	**4%ln**	*2%*	*2%*	*2%*	*4%*	*2%*
11-20	**17**	-	17	6	10	3	*	9	2	2	-	1	3	10	3	1	14	3	15
	*	-	*	*	*	*	*	*1%*	*	*	-	*	*	*1%*	*	*	*	*1%*	*
21+	**6**	-	6	2	4	*	4	2	*	*	*	-	4	2	*	*	6	*	8
	*	-	*	*	*	*	*1%*	*	*	*	*	-	*	*	*	*	*	*	*
Any Sent (non-zero entry)	**1735**	-	1735	974	761	240	230	413	223	285	196	146	471	636	628	343	1526	195	1714
	34%	-	*34%*	**39%d**	*29%*	*35%*	**38%hk**	**39%hijk**	*30%*	*32%*	*31%*	*28%*	**36%no**	**35%no**	*31%*	*30%*	*33%*	**42%p**	*33%*
Total Mean (including those not Sending any)																			
Mean	**0.82**	-	0.82	0.90	0.75	1.12	**0.95h**	**1.11hijk**	0.54	0.65	0.64	0.61	1.04	**0.87no**	0.63	0.62	0.75	1.53	0.99
Std Dev.	**7.27**	-	7.27	2.24	9.95	19.03	3.21	3.01	1.84	1.43	1.56	1.59	14.04	2.60	1.51	1.57	2.26	23.18	15.56
Std Error	**0.10**	-	0.10	0.05	0.19	0.77	0.13	0.09	0.07	0.04	0.06	0.07	0.41	0.06	0.03	0.04	0.03	1.37	0.22
Sending Mean (excluding those not Sending any)																			
Mean	**2.44**	-	2.44	2.32	2.60	3.22	2.52	**2.83hi**	1.82	2.04	2.06	2.18	2.88	2.48	2.08	2.11	2.29	3.64	2.99
Std Dev.	**12.38**	-	12.38	3.10	18.37	32.17	4.82	4.28	3.00	1.88	2.23	2.37	23.21	3.91	2.11	2.29	3.48	35.68	26.89
Std Error	**0.30**	-	0.30	0.10	0.65	2.37	0.33	0.22	0.21	0.10	0.14	0.19	1.16	0.16	0.08	0.11	0.09	3.36	0.65

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	**3426**	488	1093	780	1064	1581	1845	1892	1475	515	450	877	877	454	2204	520	2707
	66%	*49%*	**68%a**	**66%a**	**77%abc**	*61%*	**72%e**	*62%*	**73%g**	**75%kmn**	**69%m**	**67%m**	**70%m**	*49%*	**69%m**	**75%p**	*65%*
1-2	**1333**	353	394	316	269	747	586	888	426	137	152	346	291	333	788	137	1133
	26%	**36%bcd**	**25%d**	**27%d**	*19%*	**29%f**	*23%*	**29%h**	*21%*	*20%*	*23%*	**27%l**	*23%*	**36%ijkln**	*25%*	*20%*	**27%o**
3-4	**249**	85	77	53	34	162	87	169	76	25	32	51	58	66	141	25	207
	5%	**9%bcd**	**5%d**	**4%d**	*2%*	**6%f**	*3%*	**5%h**	*4%*	*4%*	*5%*	*4%*	*5%*	**7%ikn**	*4%*	*4%*	*5%*
5-10	**130**	58	26	32	14	84	46	100	29	5	12	22	22	64	56	6	121
	3%	**6%bcd**	*2%*	**3%d**	*1%*	**3%f**	*2%*	**3%h**	*1%*	*1%*	*2%*	*2%*	*2%*	**7%ijkln**	*2%*	*1%*	**3%o**
11-20	**17**	6	3	2	5	9	7	15	1	2	3	4	6	*	13	2	13
	*	*1%*	*	*	*	*	*	**1%h**	*	*	*1%*	*	*	*	*	*	*
21+	**6**	1	6	-	*	6	*	6	*	*	2	-	2	2	4	*	6
	*	*	*	-	*	*	*	*	*	*	*	-	*	*	*	*	*
Any Sent (non-zero entry)	**1735**	503	506	403	323	1009	726	1179	532	169	201	423	379	465	1002	170	1481
	34%	**51%bcd**	**32%d**	**34%d**	*23%*	**39%f**	*28%*	**38%h**	*27%*	*25%*	*31%*	**33%l**	*30%*	**51%ijkln**	**31%l**	*25%*	**35%o**
Total Mean (including those not Sending any)																	
Mean	**0.82**	**1.25bc**	0.79	0.72	0.64	0.96	0.68	0.95	0.63	0.84	0.82	0.64	0.70	**1.29jkln**	0.70	0.84	0.83
Std Dev.	**7.27**	2.60	2.86	1.59	13.42	2.77	9.91	2.69	11.16	19.05	3.38	1.50	2.01	2.93	2.19	18.98	2.37
Std Error	**0.10**	0.07	0.07	0.05	0.38	0.05	0.21	0.05	0.23	0.76	0.13	0.04	0.06	0.10	0.04	0.75	0.04
Sending Mean (excluding those not Sending any)																	
Mean	**2.44**	2.47	2.48	2.11	2.75	2.48	2.39	2.49	2.38	3.38	2.66	1.98	2.33	**2.56k**	2.25	3.39	2.34
Std Dev.	**12.38**	3.20	4.66	2.13	27.74	4.00	18.55	3.88	21.60	38.29	5.67	2.07	3.10	3.70	3.45	38.18	3.52
Std Error	**0.30**	0.14	0.21	0.12	1.54	0.12	0.72	0.12	0.81	2.95	0.39	0.10	0.15	0.19	0.11	2.93	0.09

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**3426**	2938	488	146	2874	296	167	89	147	362	276	261	330	339	348	508	303	41	255
	66%	*66%*	*67%*	*62%*	*66%*	*68%*	*68%*	*62%*	**70%n**	**64%n**	**65%n**	**69%n**	**73%ln**	**71%n**	*51%*	**72%n**	**68%n**	**65%n**	**69%n**
1-2	**1333**	1150	183	69	1131	103	59	40	51	152	126	94	101	117	221	150	119	13	90
	26%	*26%*	*25%*	*29%*	*26%*	*24%*	*24%*	*28%*	*25%*	*27%*	**30%o**	*25%*	*22%*	*24%*	**33%lmoqr**	*21%*	*27%*	*20%*	*24%*
3-4	**249**	222	27	8	204	21	16	8	7	36	18	7	17	14	72	26	8	5	16
	5%	*5%*	*4%*	*3%*	*5%*	*5%*	*6%*	*6%*	*3%*	**6%kp**	*4%*	*2%*	*4%*	*3%*	**11%hjklmopr**	*4%*	*2%*	**8%kmp**	*4%*
5-10	**130**	112	18	12	108	11	5	5	4	17	6	5	7	8	33	21	8	2	9
	3%	*3%*	*2%*	*5%*	*2%*	*3%*	*2%*	*4%*	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	**5%jklm**	*3%*	*2%*	*4%*	*2%*
11-20	**17**	12	5	2	14	2	*	1	-	-	-	6	-	-	2	3	3	1	*
	*	*	*1%*	*1%*	*	*	*	*1%*	-	-	-	**1%ijlmr**	-	-	*	*	*1%*	**2%hijlmnor**	*
21+	**6**	4	2	*	6	*	1	-	-	-	-	2	-	2	2	-	-	*	-
	*	*	*	*	*	*	*	-	-	-	-	*1%*	-	*	*	-	-	*	-
Any Sent (non-zero entry)	**1735**	1499	236	91	1464	137	80	54	62	204	149	115	125	141	330	199	140	22	115
	34%	*34%*	*33%*	*38%*	*34%*	*32%*	*32%*	*38%*	*30%*	**36%l**	*35%*	*31%*	*27%*	*29%*	**49%hijklmopqr**	*28%*	*32%*	*35%*	*31%*
Total Mean (including those not Sending any)																			
Mean	**0.82**	0.81	0.92	1.04	0.78	0.72	**1.72d**	0.93	0.58	0.73	0.63	1.05	0.52	0.68	**1.22hijlmopr**	0.68	0.68	**1.26hijlopr**	0.63
Std Dev.	**7.27**	7.70	3.62	3.52	2.22	1.73	31.81	1.96	1.22	1.35	1.10	4.45	1.20	2.95	2.29	1.70	1.89	3.08	1.36
Std Error	**0.10**	0.13	0.09	0.13	0.04	0.05	1.06	0.08	0.07	0.08	0.07	0.27	0.07	0.18	0.14	0.10	0.11	0.24	0.05
Sending Mean (excluding those not Sending any)																			
Mean	**2.44**	2.38	2.82	2.73	2.30	2.28	**5.30d**	2.46	1.94	2.02	1.79	**3.44j**	1.90	2.31	**2.50j**	2.43	2.16	3.64	2.03
Std Dev.	**12.38**	13.11	5.92	5.29	3.34	2.43	55.91	2.54	1.53	1.55	1.16	7.55	1.63	5.09	2.75	2.46	2.85	4.38	1.77
Std Error	**0.30**	0.39	0.24	0.33	0.12	0.13	3.12	0.16	0.17	0.15	0.12	0.85	0.18	0.56	0.23	0.27	0.29	0.57	0.11

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	**3426**	1126	1288	580	254	122	2414	376	1122	1307	671	172	85	2429	257
	66%	*61%*	**66%a**	**74%abf**	**71%af**	**75%af**	*64%*	**72%abf**	*61%*	**67%h**	**74%hikm**	*65%*	**83%hikmn**	*64%*	**70%h**
1-2	**1333**	543	519	151	83	32	1062	115	552	491	189	80	12	1043	92
	26%	**29%ceg**	**27%c**	*19%*	*23%*	*20%*	**28%cg**	*22%*	**30%ijl**	**25%i**	*21%*	**30%jl**	*12%*	**27%jl**	**25%l**
3-4	**249**	105	91	34	10	10	195	20	88	103	43	10	5	191	15
	5%	*6%*	*5%*	*4%*	*3%*	*6%*	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*
5-10	**130**	60	47	17	6	-	107	6	67	51	7	4	*	118	4
	3%	*3%*	*2%*	*2%*	*2%*	-	*3%*	*1%*	**4%j**	**3%j**	*1%*	*2%*	*	**3%j**	*1%*
11-20	**17**	10	6	-	-	-	17	-	12	5	-	-	*	16	*
	*	*1%*	*	-	-	-	*	-	*1%*	*	-	-	*	*	*
21+	**6**	-	4	*	2	-	4	2	4	2	*	-	-	6	-
	*	-	*	*	**1%a**	-	*	*a	*	*	*	-	-	*	-
Any Sent (non-zero entry)	**1735**	718	667	202	102	41	1385	143	723	652	238	94	18	1374	112
	34%	**39%bcdeg**	**34%cg**	*26%*	*29%*	*25%*	**36%cdeg**	*28%*	**39%ijln**	**33%jl**	*26%*	**35%jl**	*17%*	**36%jl**	**30%l**
Total Mean (including those not Sending any)															
Mean	**0.82**	**0.89ce**	0.93	0.51	0.87	0.44	0.91	0.73	1.12	**0.77j**	0.49	0.61	0.39	0.94	0.55
Std Dev.	**7.27**	1.84	11.52	1.16	3.98	0.86	8.36	3.34	11.86	2.40	1.04	1.14	1.08	8.44	1.13
Std Error	**0.10**	0.04	0.26	0.04	0.22	0.07	0.13	0.15	0.27	0.05	0.04	0.07	0.10	0.13	0.06
Sending Mean (excluding those not Sending any)															
Mean	**2.44**	2.28	2.71	1.99	3.02	1.74	2.49	2.65	2.86	2.31	1.87	1.74	2.26	2.60	1.82
Std Dev.	**12.38**	2.34	19.60	1.49	7.01	0.82	13.71	5.95	18.83	3.71	1.26	1.32	1.62	13.89	1.38
Std Error	**0.30**	0.09	0.76	0.11	0.70	0.13	0.37	0.50	0.70	0.14	0.08	0.15	0.34	0.37	0.14

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**3426**	210	3163	53	952	2276	198	3345	43	14	7	3402	17
	66%	*52%*	**68%a**	*62%*	*61%*	**69%df**	*60%*	**67%h**	*48%*	*67%*	*71%*	**66%h**	*73%*
1-2	**1333**	138	1172	24	440	800	92	1290	29	5	3	1324	6
	26%	**34%b**	*25%*	*28%*	**28%e**	*24%*	*28%*	*26%*	*32%*	*23%*	*29%*	*26%*	*27%*
3-4	**249**	35	209	4	95	124	29	232	14	2	-	249	-
	5%	**9%b**	*4%*	*5%*	**6%e**	*4%*	**9%e**	*5%*	**16%gk**	*10%*	-	*5%*	-
5-10	**130**	19	109	2	61	64	6	127	3	*	-	130	-
	3%	**5%b**	*2%*	*2%*	**4%e**	*2%*	*2%*	*3%*	*3%*	*	-	*3%*	-
11-20	**17**	-	14	2	4	10	2	17	-	-	-	17	-
	*	-	*	**3%ab**	*	*	*1%*	*	-	-	-	*	-
21+	**6**	*	6	-	3	4	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	**1735**	192	1511	32	603	1002	129	1673	46	7	3	1726	6
	34%	**48%b**	*32%*	*38%*	**39%e**	*31%*	**40%e**	*33%*	**52%gk**	*33%*	*29%*	*34%*	*27%*
Total Mean (including those not Sending any)													
Mean	**0.82**	1.62	0.75	0.97	1.12	0.68	0.88	0.82	1.13	0.66	0.29	0.82	0.27
Std Dev.	**7.27**	24.82	2.30	2.17	12.88	2.03	1.66	7.37	1.46	1.14	0.48	7.29	0.46
Std Error	**0.10**	1.25	0.03	0.23	0.32	0.04	0.09	0.10	0.17	0.21	0.18	0.10	0.10
Sending Mean (excluding those not Sending any)													
Mean	**2.44**	3.38	2.32	2.58	2.88	2.21	2.21	2.46	2.19	1.98	1.00	2.45	1.00
Std Dev.	**12.38**	35.85	3.56	2.90	20.57	3.17	2.00	12.60	1.34	1.13	0.00	12.41	0.00
Std Error	**0.30**	2.69	0.09	0.51	0.82	0.10	0.18	0.31	0.23	0.38	0.00	0.30	0.00

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 75

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3426**	901	808	897	820	315	282	304	250	303	255	300	310	287	297	266	257
	66%	**70%bd**	*63%*	**70%bd**	*64%*	**73%hjnp**	**68%h**	**69%h**	*58%*	*66%*	*64%*	**69%h**	**72%hp**	**67%h**	*64%*	*65%*	*62%*
1-2	**1333**	306	364	306	356	91	111	104	145	110	109	97	98	111	121	116	119
	26%	*24%*	*28%*	*24%*	*28%*	*21%*	*27%*	*24%*	**34%egikl**	*24%*	*27%*	*23%*	*23%*	*26%*	*26%*	*28%*	*29%*
3-4	**249**	54	74	45	74	19	12	23	23	29	22	15	17	14	30	16	29
	5%	*4%*	**6%c**	*4%*	**6%c**	*4%*	*3%*	*5%*	*5%*	*6%*	*6%*	*3%*	*4%*	*3%*	*7%*	*4%*	*7%*
5-10	**130**	23	39	37	32	7	9	7	10	16	12	20	5	13	13	9	9
	3%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	**5%l**	*1%*	*3%*	*3%*	*2%*	*2%*
11-20	**17**	5	2	2	7	1	-	5	2	*	-	-	-	2	3	2	2
	*	*	*	*	*1%*	*	-	*1%*	*	*	-	-	-	*1%*	*1%*	*1%*	*
21+	**6**	-	3	2	2	-	-	-	-	2	*	-	2	*	-	2	-
	*	-	*	*	*	-	-	-	-	*1%*	*	-	*	*	-	*1%*	-
Any Sent (non-zero entry)	**1735**	389	482	393	471	117	132	139	180	158	144	132	121	140	167	146	159
	34%	*30%*	**37%ac**	*30%*	**36%ac**	*27%*	*32%*	*31%*	**42%efgklm**	*34%*	**36%e**	*31%*	*28%*	*33%*	**36%e**	*35%*	**38%el**
Total Mean (including those not Sending any)																	
Mean	**0.82**	0.65	**0.89a**	0.72	1.03	0.56	0.59	0.80	**0.86ef**	1.03	0.75	0.73	0.66	0.78	0.81	1.47	0.82
Std Dev.	**7.27**	1.73	2.63	2.18	14.02	1.44	1.17	2.33	1.51	3.85	1.68	1.62	2.24	2.58	1.65	24.71	1.74
Std Error	**0.10**	0.05	0.07	0.06	0.39	0.07	0.06	0.11	0.07	0.19	0.08	0.08	0.11	0.12	0.08	1.19	0.08
Sending Mean (excluding those not Sending any)																	
Mean	**2.44**	2.16	2.37	2.36	2.82	2.05	1.85	2.54	2.04	3.00	2.09	2.37	2.34	2.37	2.26	4.16	2.16
Std Dev.	**12.38**	2.59	3.88	3.42	23.11	2.15	1.39	3.59	1.73	6.12	2.25	2.16	3.75	4.06	2.07	41.48	2.25
Std Error	**0.30**	0.13	0.18	0.17	1.09	0.19	0.12	0.31	0.13	0.50	0.18	0.19	0.33	0.35	0.17	3.47	0.18

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3875**	-	3875	1752	2108	426	399	671	602	788	553	435	826	1273	1776	988	3569	270	4004
	75%	-	*75%*	*70%*	**80%c**	*62%*	*66%*	*63%*	**81%efg**	**88%efghk**	**87%efgh**	**83%efg**	*64%*	**71%l**	**86%lm**	**85%lm**	**77%q**	*58%*	*78%*
1-2	**878**	-	878	510	364	167	151	233	108	81	62	77	318	341	219	138	761	114	808
	17%	-	*17%*	**20%d**	*14%*	**24%hijk**	**25%hijk**	**22%hijk**	**14%l**	*9%*	*10%*	**15%l**	**24%mno**	**19%no**	*11%*	*12%*	*16%*	**25%p**	*16%*
3-4	**258**	-	258	157	102	68	33	80	32	23	12	11	101	112	46	23	209	46	208
	5%	-	*5%*	**6%d**	*4%*	**10%fhijk**	**5%ijk**	**8%hijk**	*4%*	*3%*	*2%*	*2%*	**8%no**	**6%no**	*2%*	*2%*	*4%*	**10%p**	*4%*
5-10	**134**	-	134	89	44	26	20	71	4	4	6	3	46	75	13	9	104	28	124
	3%	-	*3%*	**4%d**	*2%*	**4%hijk**	**3%hijk**	**7%fhijk**	*1%*	*	*1%*	*1%*	**4%no**	**4%no**	*1%*	*1%*	*2%*	**6%p**	*2%*
11-20	**11**	-	11	5	6	2	3	5	*	1	-	*	5	5	1	*	9	3	12
	*	-	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	*1%*	*
21+	**4**	-	4	2	2	-	2	-	*	-	2	-	2	*	2	2	2	2	5
	*	-	*	*	*	-	*	-	*	-	*	-	*	*	*	*	*	*	*
Any Sent (non-zero entry)	**1285**	-	1285	764	518	263	209	388	144	109	81	91	472	532	281	172	1085	193	1157
	25%	-	*25%*	**30%d**	*20%*	**38%hijk**	**34%hijk**	**37%hijk**	**19%ij**	*12%*	*13%*	**17%l**	**36%mno**	**29%no**	*14%*	*15%*	*23%*	**42%p**	*22%*
Total Mean (including those not Sending any)																			
Mean	**0.63**	-	0.63	**0.77d**	0.50	**0.93hijk**	**1.02hijk**	**1.05hijk**	0.39	0.26	0.32	0.31	**0.97no**	**0.78no**	0.29	0.31	0.56	**1.34p**	0.59
Std Dev.	**1.98**	-	1.98	1.92	2.04	1.77	3.73	2.12	1.10	0.98	1.80	0.88	2.86	1.80	1.27	1.46	1.62	4.08	2.32
Std Error	**0.03**	-	0.03	0.04	0.04	0.07	0.15	0.07	0.04	0.03	0.07	0.04	0.08	0.04	0.03	0.04	0.02	0.24	0.03
Sending Mean (excluding those not Sending any)																			
Mean	**2.53**	-	2.53	2.53	2.55	2.43	2.97	**2.87hik**	2.00	2.16	2.47	1.77	2.67	2.63	2.12	2.10	2.41	**3.21p**	2.62
Std Dev.	**3.31**	-	3.31	2.76	3.99	2.14	5.90	2.67	1.73	1.95	4.51	1.39	4.24	2.48	2.83	3.26	2.61	5.84	4.32
Std Error	**0.10**	-	0.10	0.11	0.18	0.15	0.44	0.15	0.15	0.16	0.42	0.15	0.22	0.12	0.15	0.23	0.08	0.55	0.13

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	**3875**	560	1276	886	1153	1837	2039	2107	1711	558	520	1008	962	527	2490	564	3071
	75%	*57%*	**80%ac**	**75%a**	**83%ac**	*71%*	**79%e**	*69%*	**85%g**	**82%m**	**80%m**	**78%m**	**77%m**	*57%*	**78%m**	**82%p**	*73%*
1-2	**878**	286	233	203	156	519	359	627	231	89	88	225	196	247	508	89	763
	17%	**29%bcd**	**15%d**	**17%d**	*11%*	**20%f**	*14%*	**20%h**	*12%*	*13%*	*13%*	*17%*	*16%*	**27%ijkln**	*16%*	*13%*	**18%o**
3-4	**258**	98	48	59	54	145	113	217	38	21	28	39	66	90	133	21	223
	5%	**10%bcd**	*3%*	**5%b**	*4%*	*6%*	*4%*	**7%h**	*2%*	*3%*	*4%*	*3%*	**5%k**	**10%ijkln**	*4%*	*3%*	*5%*
5-10	**134**	42	37	35	19	80	54	107	23	16	13	23	27	52	63	16	115
	3%	**4%bd**	*2%*	**3%d**	*1%*	*3%*	*2%*	**3%h**	*1%*	*2%*	*2%*	*2%*	*2%*	**6%ijkln**	*2%*	*2%*	*3%*
11-20	**11**	5	1	*	5	6	5	8	3	*	2	3	3	3	8	*	11
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	**4**	*	4	*	-	4	*	4	*	-	*	2	2	-	4	-	4
	*	*	*	*	-	*	*	*	*	-	*	*	*	-	*	-	*
Any Sent (non-zero entry)	**1285**	431	323	297	235	754	532	964	296	126	131	291	294	392	716	127	1117
	25%	**43%bcd**	*20%*	**25%bd**	*17%*	**29%f**	*21%*	**31%h**	*15%*	*18%*	*20%*	*22%*	*23%*	**43%ijkln**	*22%*	*18%*	**27%o**
Total Mean (including those not Sending any)																	
Mean	**0.63**	**1.09bcd**	0.55	**0.62d**	0.41	**0.75f**	0.51	**0.84h**	0.31	0.41	0.52	0.53	**0.64i**	**1.14ijkln**	0.57	0.40	**0.69o**
Std Dev.	**1.98**	2.09	2.55	1.50	1.37	2.40	1.43	2.36	1.16	1.06	1.86	2.40	2.13	1.95	2.19	1.06	2.14
Std Error	**0.03**	0.06	0.06	0.05	0.04	0.04	0.03	0.05	0.02	0.04	0.07	0.07	0.06	0.07	0.04	0.04	0.03
Sending Mean (excluding those not Sending any)																	
Mean	**2.53**	2.51	2.71	2.46	2.44	2.59	2.45	2.68	2.12	2.20	2.57	2.37	2.75	2.66	2.56	2.19	2.59
Std Dev.	**3.31**	2.55	5.13	2.11	2.48	3.87	2.28	3.58	2.30	1.49	3.45	4.62	3.68	2.21	4.05	1.49	3.50
Std Error	**0.10**	0.13	0.30	0.13	0.17	0.15	0.10	0.13	0.12	0.14	0.28	0.28	0.22	0.13	0.15	0.14	0.11

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**3875**	3310	566	167	3235	347	196	98	157	420	346	289	364	388	406	532	334	47	300
	75%	*75%*	*78%*	*71%*	**75%g**	**80%dg**	**79%dg**	*68%*	**75%n**	**74%n**	**81%n**	**77%n**	**80%n**	**81%n**	*60%*	**75%n**	**75%n**	**75%n**	**81%ln**
1-2	**878**	765	113	49	751	60	36	31	40	107	58	52	67	66	162	110	88	9	51
	17%	*17%*	*16%*	*21%*	*17%*	*14%*	*14%*	**22%def**	*19%*	*19%*	*14%*	*14%*	*15%*	*14%*	**24%klmor**	*16%*	**20%r**	*15%*	*14%*
3-4	**258**	233	25	10	230	13	7	8	9	26	15	19	18	17	72	42	12	3	10
	5%	*5%*	*3%*	*4%*	**5%ef**	*3%*	*3%*	**6%ef**	*4%*	*5%*	*3%*	*5%*	*4%*	*4%*	**11%hijklmpr**	**6%r**	*3%*	*5%*	*3%*
5-10	**134**	116	17	9	112	12	5	5	3	13	6	13	4	9	38	18	8	3	9
	3%	*3%*	*2%*	*4%*	*3%*	*3%*	*2%*	*4%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	**6%hjlmp**	*3%*	*2%*	**4%l**	*2%*
11-20	**11**	9	2	*	9	2	*	1	-	-	-	2	-	-	-	5	2	1	1
	*	*	*	*	*	*	*	*	-	-	-	*1%*	-	-	-	*1%*	*	**1%jlmn**	*
21+	**4**	4	*	*	2	-	2	*	-	-	-	-	2	-	-	-	-	-	-
	*	*	*	*	*	-	**1%de**	*	-	-	-	-	*	-	-	-	-	-	-
Any Sent (non-zero entry)	**1285**	1127	158	69	1103	87	51	45	52	146	79	86	91	92	272	176	109	16	71
	25%	*25%*	*22%*	*29%*	**25%ef**	*20%*	*21%*	**32%def**	*25%*	**26%r**	*19%*	*23%*	*20%*	*19%*	**40%hijklmopqr**	*25%*	*25%*	*25%*	*19%*
Total Mean (including those not Sending any)																			
Mean	**0.63**	0.64	0.57	0.83	0.63	0.52	0.75	**0.81e**	0.53	0.54	0.39	**0.68j**	0.61	0.44	**1.03hijkmopr**	0.67	0.51	**0.77j**	0.48
Std Dev.	**1.98**	1.98	1.99	2.57	1.89	1.52	3.56	2.17	1.28	1.20	1.07	2.03	3.70	1.23	1.71	1.88	1.22	1.90	1.45
Std Error	**0.03**	0.03	0.05	0.09	0.04	0.05	0.12	0.09	0.08	0.07	0.06	0.12	0.21	0.07	0.10	0.11	0.07	0.15	0.05
Sending Mean (excluding those not Sending any)																			
Mean	**2.53**	2.52	2.63	2.82	2.47	2.63	**3.67d**	2.58	2.13	2.11	2.10	**2.99i**	3.06	2.31	2.57	2.69	2.05	3.01	2.54
Std Dev.	**3.31**	3.27	3.57	4.13	3.07	2.48	7.19	3.24	1.79	1.52	1.61	3.34	7.85	1.91	1.82	2.98	1.70	2.77	2.42
Std Error	**0.10**	0.11	0.20	0.34	0.13	0.18	0.54	0.24	0.22	0.18	0.23	0.44	1.08	0.26	0.17	0.35	0.20	0.48	0.19

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	**3875**	1325	1488	609	265	136	2813	401	1358	1467	684	207	89	2825	296
	75%	*72%*	**76%a**	**78%a**	*74%*	**84%af**	*74%*	*77%*	*74%*	*75%*	*75%*	*78%*	**87%hijm**	*74%*	**80%h**
1-2	**878**	353	324	118	66	13	677	78	322	333	167	44	6	655	50
	17%	**19%e**	**17%e**	*15%*	**18%e**	*8%*	**18%e**	*15%*	**17%l**	**17%l**	**18%l**	**16%l**	*6%*	**17%l**	*14%*
3-4	**258**	113	90	31	16	5	203	21	107	102	38	6	3	209	9
	5%	*6%*	*5%*	*4%*	*5%*	*3%*	*5%*	*4%*	**6%n**	*5%*	*4%*	*2%*	*3%*	**6%n**	*2%*
5-10	**134**	50	45	22	8	9	95	16	54	48	19	7	4	102	12
	3%	*3%*	*2%*	*3%*	*2%*	*5%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*
11-20	**11**	3	6	*	2	-	9	2	3	6	-	2	-	9	2
	*	*	*	*	*1%*	-	*	*	*	*	-	*1%*	-	*	*1%*
21+	**4**	*	2	2	-	-	3	-	*	2	2	-	-	3	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
Any Sent (non-zero entry)	**1285**	519	467	173	91	27	987	118	486	491	225	59	14	978	73
	25%	**28%bce**	*24%*	*22%*	*26%*	*16%*	**26%e**	*23%*	**26%ln**	**25%l**	**25%l**	*22%*	*13%*	**26%l**	*20%*
Total Mean (including those not Sending any)															
Mean	**0.63**	0.66	0.64	0.57	0.68	0.52	0.65	0.63	0.65	0.67	0.57	0.60	0.41	0.66	0.55
Std Dev.	**1.98**	1.59	2.41	1.81	1.92	1.40	2.05	1.78	1.52	2.47	1.74	2.01	1.32	2.06	1.85
Std Error	**0.03**	0.04	0.05	0.07	0.11	0.11	0.03	0.08	0.03	0.06	0.06	0.13	0.12	0.03	0.10
Sending Mean (excluding those not Sending any)															
Mean	**2.53**	2.35	2.67	2.58	2.66	3.19	2.50	2.78	2.45	2.68	2.32	2.71	3.11	2.57	2.79
Std Dev.	**3.31**	2.23	4.35	3.11	3.03	1.90	3.40	2.81	2.08	4.34	2.86	3.56	2.25	3.41	3.34
Std Error	**0.10**	0.11	0.21	0.25	0.33	0.37	0.11	0.27	0.10	0.21	0.21	0.51	0.49	0.11	0.40

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	3875	214	3600	61	1089	2578	208	3813	27	14	10	3854	12
	75%	*53%*	**77%a**	**72%a**	*70%*	**79%df**	*64%*	**76%h**	*31%*	*64%*	*100%*	**75%h**	*52%*
1-2	878	125	734	19	310	486	82	818	48	5	-	871	7
	17%	**31%b**	*16%*	*22%*	**20%e**	*15%*	**25%e**	*16%*	**54%gk**	*24%*	-	*17%*	*30%*
3-4	258	40	215	4	101	132	25	247	6	1	-	254	4
	5%	**10%b**	*5%*	*4%*	**6%e**	*4%*	**8%e**	*5%*	*7%*	*3%*	-	*5%*	*18%*
5-10	134	23	110	1	51	72	11	126	6	2	-	134	-
	3%	**6%b**	*2%*	*1%*	*3%*	*2%*	*3%*	*3%*	*6%*	*9%*	-	*3%*	-
11-20	11	1	11	-	1	11	-	11	-	-	-	11	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
21+	4	-	4	-	3	*	1	2	2	-	-	4	-
	*	-	*	-	*	*	*	*	**2%gk**	-	-	*	-
Any Sent (non-zero entry)	1285	188	1074	23	466	701	119	1205	62	8	-	1274	11
	25%	**47%bc**	*23%*	*28%*	**30%e**	*21%*	**36%e**	*24%*	**69%gk**	*36%*	-	*25%*	*48%*
Total Mean (including those not Sending any)													
Mean	0.63	**1.16bc**	0.59	0.54	**0.79e**	0.53	**0.85e**	0.60	**2.46gk**	0.94	0.00	0.63	0.96
Std Dev.	1.98	1.88	1.99	1.11	2.53	1.61	2.31	1.68	8.07	1.56	0.00	1.98	1.31
Std Error	0.03	0.09	0.03	0.12	0.06	0.03	0.13	0.02	0.96	0.29	0.00	0.03	0.30
Sending Mean (excluding those not Sending any)													
Mean	2.53	2.48	2.56	1.96	2.65	2.49	2.34	2.49	3.56	2.61	-	2.54	1.99
Std Dev.	3.31	2.06	3.51	1.29	4.06	2.68	3.35	2.65	9.52	1.55	-	3.32	1.21
Std Error	0.10	0.17	0.11	0.25	0.20	0.11	0.32	0.08	1.40	0.52	-	0.10	0.50

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3875**	997	929	965	985	344	321	332	308	335	286	315	331	319	354	314	317
	75%	***77%b***	*72%*	*75%*	*76%*	***79%j***	*77%*	*75%*	*72%*	*73%*	*72%*	*73%*	*77%*	*75%*	*76%*	*76%*	*76%*
1-2	**878**	208	237	225	207	64	65	80	85	83	69	74	74	77	80	65	62
	17%	*16%*	*18%*	*17%*	*16%*	*15%*	*16%*	*18%*	*20%*	*18%*	*17%*	*17%*	*17%*	*18%*	*17%*	*16%*	*15%*
3-4	**258**	62	75	67	54	21	17	24	28	19	27	26	20	21	13	22	19
	5%	*5%*	*6%*	*5%*	*4%*	*5%*	*4%*	*5%*	***7%n***	*4%*	***7%n***	*6%*	*5%*	*5%*	*3%*	*5%*	*5%*
5-10	**134**	22	43	32	37	5	11	6	8	20	14	16	7	9	12	10	16
	3%	*2%*	***3%a***	*2%*	*3%*	*1%*	*3%*	*1%*	*2%*	***4%e***	*4%*	*4%*	*2%*	*2%*	*3%*	*2%*	*4%*
11-20	**11**	*	5	*	6	-	-	*	*	2	3	*	-	*	5	1	-
	*	*	*	*	*	-	-	*	*	*	*1%*	*	-	*	*1%*	*	-
21+	**4**	1	2	-	2	-	1	-	-	2	*	-	-	-	*	-	2
	*	*	*	-	*	-	*	-	-	*	*	-	-	-	*	-	*
Any Sent (non-zero entry)	**1285**	293	361	325	306	89	94	111	122	126	113	117	100	108	110	98	99
	25%	*23%*	***28%a***	*25%*	*24%*	*21%*	*23%*	*25%*	*28%*	*27%*	***28%e***	*27%*	*23%*	*25%*	*24%*	*24%*	*24%*
Total Mean (including those not Sending any)																	
Mean	**0.63**	0.51	**0.74a**	0.58	0.69	0.42	0.63	0.50	0.61	**0.84e**	**0.77e**	**0.68e**	0.50	0.56	0.65	0.61	0.82
Std Dev.	**1.98**	1.53	2.01	1.35	2.73	1.07	2.20	1.10	1.32	2.45	2.06	1.52	1.19	1.32	2.15	1.58	3.94
Std Error	**0.03**	0.04	0.06	0.04	0.08	0.05	0.11	0.05	0.06	0.12	0.10	0.07	0.06	0.06	0.10	0.08	0.19
Sending Mean (excluding those not Sending any)																	
Mean	**2.53**	2.26	2.65	2.29	2.91	2.05	2.78	2.00	2.14	3.07	2.72	2.51	2.13	2.21	2.75	2.57	3.45
Std Dev.	**3.31**	2.53	3.07	1.82	5.00	1.48	3.94	1.35	1.70	3.89	3.12	1.99	1.61	1.79	3.72	2.35	7.52
Std Error	**0.10**	0.16	0.17	0.11	0.30	0.17	0.42	0.14	0.16	0.38	0.30	0.21	0.17	0.19	0.38	0.25	0.73

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**2946**	-	2946	1373	1558	296	319	479	443	566	448	395	615	922	1409	843	2719	195	2958
	57%	-	*57%*	*55%*	**59%c**	*43%*	**52%eg**	*45%*	**59%eg**	**63%efg**	**71%efghi**	**75%efghi**	*47%*	*51%*	**68%lm**	**73%lm**	**58%q**	*42%*	*57%*
1-2	**1597**	-	1597	853	739	268	203	399	230	242	143	112	471	629	497	256	1415	173	1620
	31%	-	*31%*	**34%d**	*28%*	**39%hijk**	**33%ijk**	**38%hijk**	**31%jk**	*27%*	*23%*	*21%*	**36%no**	**35%no**	*24%*	*22%*	*30%*	**37%p**	*31%*
3-4	**339**	-	339	156	183	71	50	103	35	42	27	10	121	139	79	37	273	63	314
	7%	-	*7%*	*6%*	*7%*	**10%hijk**	**8%ijk**	**10%hijk**	**5%k**	**5%k**	*4%*	*2%*	**9%no**	**8%no**	*4%*	*3%*	*6%*	**14%p**	*6%*
5-10	**239**	-	239	115	124	48	33	62	33	41	14	7	81	95	62	22	210	27	221
	5%	-	*5%*	*5%*	*5%*	**7%jk**	**5%jk**	**6%jk**	**4%k**	**5%k**	*2%*	*1%*	**6%no**	**5%no**	*3%*	*2%*	*5%*	*6%*	*4%*
11-20	**37**	-	37	18	19	6	4	16	3	5	2	1	10	19	9	3	32	5	39
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
21+	**4**	-	4	1	3	-	*	*	2	1	*	-	*	2	1	*	4	-	9
	*	-	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	-	*
Any Sent (non-zero entry)	**2215**	-	2215	1142	1068	393	290	581	303	331	187	131	682	884	649	317	1935	268	2203
	43%	-	*43%*	**45%d**	*41%*	**57%fhijk**	**48%ijk**	**55%fhijk**	**41%jk**	**37%jk**	*29%*	*25%*	**53%no**	**49%no**	*32%*	*27%*	*42%*	**58%p**	*43%*
Total Mean (including those not Sending any)																			
Mean	**1.08**	-	1.08	1.08	1.09	**1.43hijk**	**1.23jk**	**1.47hijk**	**1.03jk**	**0.95k**	0.67	0.47	**1.34no**	**1.29no**	0.74	0.58	1.04	**1.52p**	1.11
Std Dev.	**2.31**	-	2.31	2.20	2.43	2.19	2.36	2.54	2.81	2.26	1.88	1.32	2.27	2.66	1.95	1.65	2.32	2.29	3.02
Std Error	**0.03**	-	0.03	0.04	0.05	0.09	0.10	0.08	0.10	0.07	0.07	0.06	0.07	0.06	0.04	0.05	0.03	0.13	0.04
Sending Mean (excluding those not Sending any)																			
Mean	**2.52**	-	2.52	2.38	2.68	**2.51k**	2.58	**2.68k**	2.53	2.58	2.29	1.88	2.54	2.63	2.35	2.12	2.50	2.64	2.61
Std Dev.	**2.98**	-	2.98	2.75	3.21	2.39	2.87	2.91	3.95	3.10	2.88	2.09	2.60	3.31	2.87	2.59	3.04	2.47	4.18
Std Error	**0.06**	-	0.06	0.08	0.10	0.13	0.17	0.13	0.24	0.16	0.18	0.17	0.11	0.12	0.10	0.13	0.07	0.20	0.09

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	2946	432	944	696	874	1376	1570	1485	1409	450	390	806	690	378	1885	456	2302
	57%	*44%*	**59%a**	**59%a**	**63%a**	*53%*	**61%e**	*48%*	**70%g**	**66%lmn**	**60%m**	**62%lm**	**55%m**	*41%*	**59%m**	**66%p**	*55%*
1-2	1597	396	463	354	384	859	738	1114	465	166	187	361	412	385	961	166	1363
	31%	**40%bcd**	*29%*	*30%*	*28%*	**33%f**	*29%*	**36%h**	*23%*	*24%*	*29%*	*28%*	**33%ik**	**42%ijkln**	**30%l**	*24%*	**33%o**
3-4	339	91	107	67	74	198	141	261	71	38	36	69	84	89	188	38	281
	7%	**9%cd**	*7%*	*6%*	*5%*	**8%f**	*5%*	**9%h**	*4%*	*6%*	*5%*	*5%*	*7%*	**10%ijkn**	*6%*	*6%*	*7%*
5-10	239	65	73	52	49	138	101	180	54	27	29	56	56	65	142	27	208
	5%	**7%d**	*5%*	*4%*	*4%*	*5%*	*4%*	**6%h**	*3%*	*4%*	*4%*	*4%*	*4%*	**7%kn**	*4%*	*4%*	*5%*
11-20	37	6	12	15	5	18	19	28	9	2	9	8	12	3	28	2	32
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
21+	4	2	1	*	1	3	1	4	*	1	*	-	2	-	2	1	2
	*	*	*	*	*	*	*	*	*	*	*	-	*	-	*	*	*
Any Sent (non-zero entry)	2215	559	655	487	513	1214	1001	1586	598	234	261	493	566	542	1321	234	1886
	43%	**56%bcd**	*41%*	*41%*	*37%*	**47%f**	*39%*	**52%h**	*30%*	*34%*	*40%*	*38%*	**45%ik**	**59%ijkln**	**41%l**	*34%*	**45%o**
Total Mean (including those not Sending any)																	
Mean	1.08	**1.42bcd**	**1.06d**	**1.10d**	0.85	**1.20f**	0.96	**1.35h**	0.67	0.85	1.07	0.92	**1.20ik**	**1.43ijkn**	1.06	0.84	**1.14o**
Std Dev.	2.31	2.72	2.32	2.35	1.90	2.49	2.12	2.57	1.81	2.30	2.56	1.92	2.78	2.08	2.42	2.29	2.35
Std Error	0.03	0.08	0.06	0.07	0.05	0.05	0.04	0.05	0.04	0.09	0.10	0.05	0.08	0.07	0.04	0.09	0.04
Sending Mean (excluding those not Sending any)																	
Mean	2.52	2.53	2.59	2.66	2.29	2.56	2.47	**2.62h**	2.25	2.48	2.67	2.43	2.67	2.43	2.58	2.48	2.54
Std Dev.	2.98	3.22	3.03	3.04	2.54	3.12	2.80	3.07	2.74	3.38	3.48	2.45	3.63	2.21	3.21	3.38	2.95
Std Error	0.06	0.13	0.12	0.14	0.12	0.09	0.09	0.08	0.10	0.23	0.21	0.11	0.15	0.10	0.09	0.23	0.07

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**2946**	2494	452	134	2497	243	137	69	114	310	267	218	285	294	301	421	287	37	206
	57%	*56%*	**62%a**	*57%*	**58%g**	**56%g**	**56%g**	*48%*	**54%n**	**55%n**	**63%n**	**58%n**	**63%n**	**61%n**	*44%*	**60%n**	**65%hinr**	**59%n**	**56%n**
1-2	**1597**	1402	195	70	1317	148	74	58	72	186	113	102	124	143	247	219	112	17	131
	31%	**32%b**	*27%*	*29%*	*30%*	*34%*	*30%*	**40%def**	**34%p**	*33%*	*26%*	*27%*	*27%*	*30%*	**36%jklp**	*31%*	*25%*	*28%*	**35%jklp**
3-4	**339**	311	28	14	291	19	19	10	10	42	19	35	29	25	71	31	28	3	16
	7%	**7%b**	*4%*	*6%*	*7%*	*4%*	**7%e**	*7%*	*5%*	*7%*	*4%*	**9%jor**	*6%*	*5%*	**11%hjmor**	*4%*	*6%*	*5%*	*4%*
5-10	**239**	200	39	17	199	18	16	5	11	17	23	12	17	17	54	34	15	4	15
	5%	*4%*	*5%*	*7%*	*5%*	*4%*	*7%*	*4%*	*5%*	*3%*	*5%*	*3%*	*4%*	*4%*	**8%iklmpr**	*5%*	*3%*	*6%*	*4%*
11-20	**37**	28	9	1	31	4	1	1	2	10	4	7	-	1	5	2	2	2	3
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	**2%l**	*1%*	**2%l**	-	*	*1%*	*	*	**3%lmop**	*1%*
21+	**4**	3	1	1	3	*	*	*	1	-	-	2	-	-	-	-	-	-	*
	*	*	*	*	*	*	*	*	*1%*	-	-	*	-	-	-	-	-	-	*
Any Sent (non-zero entry)	**2215**	1943	272	102	1841	190	110	74	96	256	158	157	170	186	377	286	156	26	164
	43%	**44%b**	*38%*	*43%*	*42%*	*44%*	*44%*	**52%def**	**46%p**	**45%p**	*37%*	*42%*	*37%*	*39%*	**56%hijklmopqr**	*40%*	*35%*	*41%*	**44%p**
Total Mean (including those not Sending any)																			
Mean	**1.08**	1.08	1.12	1.20	1.07	1.10	1.17	1.27	**1.24lmp**	1.13	0.93	**1.37lmp**	0.85	0.82	**1.48jlmopr**	0.96	0.81	**1.40lmp**	1.05
Std Dev.	**2.31**	2.15	3.14	3.51	2.23	2.49	2.69	3.46	2.98	2.40	2.12	3.61	1.56	1.63	2.27	1.87	1.52	3.02	2.39
Std Error	**0.03**	0.04	0.08	0.13	0.04	0.08	0.09	0.14	0.18	0.14	0.13	0.22	0.09	0.10	0.13	0.11	0.09	0.23	0.08
Sending Mean (excluding those not Sending any)																			
Mean	**2.52**	2.46	**2.97a**	2.78	2.52	2.50	2.63	2.45	2.72	2.51	2.51	**3.27m**	2.28	2.13	2.66	2.38	2.29	**3.42lmop**	2.36
Std Dev.	**2.98**	2.68	4.56	4.93	2.83	3.26	3.54	4.51	3.93	3.05	2.86	4.99	1.82	2.02	2.48	2.29	1.78	3.94	3.13
Std Error	**0.06**	0.07	0.17	0.27	0.09	0.15	0.18	0.25	0.36	0.27	0.29	0.48	0.18	0.20	0.20	0.21	0.17	0.45	0.16

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	2946	996	1117	493	202	94	2113	296	940	1058	623	181	80	1998	261
	57%	*54%*	*57%*	**63%abf**	*57%*	*57%*	*56%*	*57%*	*51%*	*54%*	**69%him**	**68%him**	**78%him**	*53%*	**71%him**
1-2	1597	602	617	204	111	48	1219	159	639	653	210	68	15	1292	82
	31%	**33%c**	**32%c**	*26%*	*31%*	*29%*	**32%c**	*31%*	**35%jkln**	**33%jln**	*23%*	*25%*	*14%*	**34%jkln**	*22%*
3-4	339	124	135	43	28	8	259	36	132	146	44	14	2	277	15
	7%	*7%*	*7%*	*5%*	*8%*	*5%*	*7%*	*7%*	*7%*	*7%*	*5%*	*5%*	*1%*	*7%*	*4%*
5-10	239	104	73	37	12	12	176	24	113	87	29	4	6	200	10
	5%	**6%b**	*4%*	*5%*	*3%*	*7%*	*5%*	*5%*	**6%jkn**	*4%*	*3%*	*1%*	*6%*	**5%k**	*3%*
11-20	37	16	13	5	2	*	29	3	17	16	3	1	*	33	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*
21+	4	2	*	-	*	1	3	1	3	*	-	*	-	4	*
	*	*	*	-	*	**1%b**	*	*	*	*	-	*	-	*	*
Any Sent (non-zero entry)	2215	848	838	289	154	69	1686	223	904	901	287	86	22	1806	108
	43%	**46%c**	**43%c**	*37%*	*43%*	*43%*	**44%c**	*43%*	**49%jkln**	**46%jkln**	*31%*	*32%*	*22%*	**47%jkln**	*29%*
Total Mean (including those not Sending any)															
Mean	1.08	1.21	1.02	0.96	1.03	1.26	1.11	1.11	**1.34jkln**	**1.13jkn**	0.69	0.67	0.63	**1.23jkln**	0.66
Std Dev.	2.31	2.49	2.19	2.09	2.34	2.95	2.34	2.54	2.74	2.28	1.61	1.56	1.56	2.51	1.56
Std Error	0.03	0.06	0.05	0.08	0.13	0.23	0.04	0.11	0.06	0.05	0.06	0.10	0.15	0.04	0.08
Sending Mean (excluding those not Sending any)															
Mean	2.52	2.63	2.39	2.60	2.40	2.97	2.51	2.58	2.73	2.46	2.21	2.07	2.88	2.59	2.24
Std Dev.	2.98	3.12	2.82	2.74	3.07	3.93	2.97	3.36	3.39	2.84	2.21	2.16	2.17	3.13	2.18
Std Error	0.06	0.11	0.10	0.16	0.27	0.48	0.07	0.24	0.11	0.09	0.14	0.25	0.43	0.07	0.22

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**2946**	187	2705	54	855	1927	165	2880	32	15	8	2926	12
	57%	*47%*	**58%a**	**63%a**	*55%*	**59%f**	*50%*	**57%h**	*36%*	*69%*	*80%*	**57%h**	*53%*
1-2	**1597**	152	1423	22	466	1029	101	1541	42	5	2	1588	7
	31%	**38%b**	*30%*	*26%*	*30%*	*31%*	*31%*	*31%*	**47%gk**	*23%*	*20%*	*31%*	*29%*
3-4	**339**	31	304	4	130	173	35	325	11	1	-	337	2
	7%	*8%*	*6%*	*5%*	**8%e**	*5%*	**11%e**	*6%*	*12%*	*3%*	-	*7%*	*8%*
5-10	**239**	32	202	4	86	127	25	231	4	1	-	236	2
	5%	**8%b**	*4%*	*5%*	*6%*	*4%*	**8%e**	*5%*	*5%*	*5%*	-	*5%*	*10%*
11-20	**37**	*	36	*	17	19	*	37	-	-	-	37	-
	1%	*	*1%*	*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
21+	**4**	-	4	-	*	3	-	4	-	-	-	4	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	**2215**	215	1969	31	701	1352	162	2138	57	7	2	2202	11
	43%	**53%bc**	*42%*	*37%*	*45%*	*41%*	**50%e**	*43%*	**64%gk**	*31%*	*20%*	*43%*	*47%*
Total Mean (including those not Sending any)													
Mean	**1.08**	1.27	1.07	0.83	**1.21e**	1.00	1.24	1.08	1.43	0.79	0.21	1.08	1.45
Std Dev.	**2.31**	1.74	2.37	1.70	2.43	2.30	1.87	2.33	1.65	2.02	0.45	2.32	2.23
Std Error	**0.03**	0.09	0.03	0.18	0.06	0.04	0.10	0.03	0.20	0.38	0.17	0.03	0.51
Sending Mean (excluding those not Sending any)													
Mean	**2.52**	2.38	2.54	2.28	2.69	2.43	2.50	2.53	2.23	2.53	1.04	2.52	3.09
Std Dev.	**2.98**	1.75	3.09	2.16	3.03	3.05	1.97	3.01	1.57	3.09	0.27	2.98	2.36
Std Error	**0.06**	0.12	0.07	0.34	0.11	0.08	0.16	0.07	0.24	1.09	0.19	0.06	0.83

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**2946**	774	714	760	698	276	249	250	249	248	217	247	260	253	253	209	235
	57%	**60%d**	*55%*	*59%*	*54%*	**64%ijno**	**60%o**	*56%*	*58%*	*54%*	*54%*	*57%*	**60%o**	*59%*	*55%*	*51%*	*57%*
1-2	**1597**	381	407	370	439	118	116	147	134	144	129	129	120	121	165	146	128
	31%	*30%*	*32%*	*29%*	**34%c**	*27%*	*28%*	*33%*	*31%*	*31%*	*32%*	*30%*	*28%*	*28%*	*36%*	*35%*	*31%*
3-4	**339**	76	98	90	75	24	29	23	26	45	26	28	31	31	23	30	22
	7%	*6%*	*8%*	*7%*	*6%*	*6%*	*7%*	*5%*	*6%*	**10%n**	*7%*	*6%*	*7%*	*7%*	*5%*	*7%*	*5%*
5-10	**239**	49	63	58	69	9	18	21	19	19	25	22	16	19	19	25	26
	5%	*4%*	*5%*	*4%*	*5%*	*2%*	*4%*	*5%*	*4%*	*4%*	**6%e**	*5%*	*4%*	*5%*	*4%*	**6%e**	**6%e**
11-20	**37**	9	7	13	8	6	1	2	1	4	2	6	5	2	1	3	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
21+	**4**	1	*	*	2	-	1	*	-	-	*	-	-	*	2	*	-
	*	*	*	*	*	-	*	*	-	-	*	-	-	*	*	*	-
Any Sent (non-zero entry)	**2215**	516	576	530	593	157	165	193	181	213	182	185	172	174	210	203	180
	43%	*40%*	*45%*	*41%*	**46%a**	*36%*	*40%*	*44%*	*42%*	**46%e**	**46%e**	*43%*	*40%*	*41%*	**45%e**	**49%efl**	*43%*
Total Mean (including those not Sending any)																	
Mean	**1.08**	0.94	1.11	1.10	1.16	0.85	1.01	0.97	0.98	1.18	1.19	1.15	1.10	1.07	1.09	**1.30e**	1.10
Std Dev.	**2.31**	1.99	2.21	2.37	2.63	1.89	2.23	1.86	1.84	2.28	2.50	2.26	2.52	2.33	2.85	2.84	2.10
Std Error	**0.03**	0.06	0.06	0.07	0.07	0.09	0.11	0.09	0.09	0.11	0.12	0.11	0.12	0.11	0.14	0.14	0.10
Sending Mean (excluding those not Sending any)																	
Mean	**2.52**	2.36	2.50	2.69	2.53	2.36	2.54	2.22	2.34	2.55	2.60	2.68	2.76	2.62	2.41	2.64	2.53
Std Dev.	**2.98**	2.57	2.75	3.07	3.41	2.51	2.93	2.28	2.21	2.78	3.17	2.80	3.37	3.04	3.85	3.59	2.56
Std Error	**0.06**	0.11	0.11	0.13	0.14	0.20	0.22	0.17	0.16	0.20	0.22	0.20	0.26	0.23	0.28	0.25	0.19

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3204**	-	3204	1522	1669	351	362	575	471	592	445	407	713	1046	1445	852	2925	246	3201
	62%	-	*62%*	*60%*	*64%*	*51%*	**60%e**	*54%*	**63%eg**	**66%eg**	**70%efgh**	**77%efghij**	*55%*	*58%*	**70%lm**	**73%lm**	**63%q**	*53%*	*62%*
1-2	**1453**	-	1453	745	703	239	182	339	215	237	153	88	421	554	478	241	1302	145	1447
	28%	-	*28%*	*30%*	*27%*	**35%ijk**	**30%k**	**32%ijk**	**29%k**	**26%k**	**24%k**	*17%*	**32%no**	**31%no**	*23%*	*21%*	*28%*	*31%*	*28%*
3-4	**256**	-	256	143	112	64	35	61	36	20	19	23	98	96	62	42	212	43	269
	5%	-	*5%*	*6%*	*4%*	**9%ghijk**	**6%l**	**6%l**	**5%l**	*2%*	*3%*	*4%*	**8%no**	**5%n**	*3%*	*4%*	*5%*	**9%p**	*5%*
5-10	**205**	-	205	92	114	33	27	67	19	37	14	8	60	86	60	22	178	24	203
	4%	-	*4%*	*4%*	*4%*	**5%k**	**4%k**	**6%hjk**	*3%*	**4%k**	*2%*	*2%*	**5%o**	**5%no**	*3%*	*2%*	*4%*	*5%*	*4%*
11-20	**36**	-	36	14	22	3	2	17	2	8	2	1	5	19	11	3	30	5	31
	1%	-	*1%*	*1%*	*1%*	*	*	**2%h**	*	*1%*	*	*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
21+	**6**	-	6	*	6	-	*	1	3	2	*	-	*	4	2	*	6	-	10
	*******	-	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	-	*
Any Sent (non-zero entry)	**1957**	-	1957	994	956	339	246	485	275	305	189	119	585	760	613	308	1729	218	1960
	38%	-	*38%*	*40%*	*36%*	**49%fhijk**	**40%jk**	**46%hijk**	**37%jk**	**34%k**	**30%k**	*23%*	**45%no**	**42%no**	*30%*	*27%*	*37%*	**47%p**	*38%*
Total Mean (including those not Sending any)																			
Mean	**0.94**	-	0.94	0.91	0.97	**1.15ijk**	**0.96jk**	**1.32fijk**	0.88	**0.85k**	0.65	0.47	**1.06no**	**1.14no**	0.69	0.57	0.91	1.23	1.02
Std Dev.	**2.58**	-	2.58	2.75	2.42	1.93	2.03	2.88	4.20	2.22	1.79	1.16	1.98	3.49	1.87	1.54	2.63	2.15	4.30
Std Error	**0.04**	-	0.04	0.06	0.05	0.08	0.08	0.09	0.16	0.07	0.07	0.05	0.06	0.08	0.04	0.04	0.04	0.13	0.06
Sending Mean (excluding those not Sending any)																			
Mean	**2.48**	-	2.48	2.30	2.67	2.34	2.38	2.88	2.40	2.50	2.19	2.06	2.36	2.71	2.32	2.14	2.46	2.63	2.68
Std Dev.	**3.72**	-	3.72	3.99	3.40	2.19	2.60	3.69	6.65	3.23	2.72	1.63	2.37	4.97	2.83	2.35	3.85	2.49	6.65
Std Error	**0.08**	-	0.08	0.13	0.11	0.13	0.16	0.18	0.40	0.17	0.18	0.15	0.10	0.19	0.10	0.12	0.09	0.21	0.15

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	3204	466	1029	766	943	1495	1709	1709	1436	453	439	865	780	420	2084	458	2545
	62%	47%	64%a	65%a	68%a	58%	66%e	56%	72%g	66%m	68%m	67%m	62%m	46%	65%m	66%p	61%
1-2	1453	387	424	299	343	811	642	1004	439	166	161	334	354	366	849	167	1229
	28%	39%bcd	27%	25%	25%	31%f	25%	33%h	22%	24%	25%	26%	28%	40%ijkln	26%	24%	29%o
3-4	256	70	63	57	67	132	124	180	70	47	20	49	57	72	125	47	199
	5%	7%b	4%	5%	5%	5%	5%	6%h	3%	7%jkn	3%	4%	5%	8%jkln	4%	7%	5%
5-10	205	65	63	47	30	128	77	147	53	15	25	43	49	59	117	15	181
	4%	7%bcd	4%d	4%d	2%	5%f	3%	5%h	3%	2%	4%	3%	4%	6%ikn	4%	2%	4%o
11-20	36	3	16	13	4	19	17	27	8	3	6	8	12	2	26	3	28
	1%	*	1%	1%	*	1%	1%	1%	*	*	1%	1%	1%	*	1%	*	1%
21+	6	1	5	1	-	5	1	4	2	*	*	1	5	*	6	*	6
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
Any Sent (non-zero entry)	1957	525	570	418	444	1095	862	1362	571	231	211	434	476	499	1122	232	1643
	38%	53%bcd	36%	35%	32%	42%f	34%	44%h	28%	34%	32%	33%	38%	54%ijkln	35%	34%	39%o
Total Mean (including those not Sending any)																	
Mean	0.94	1.29d	0.97d	0.94d	0.66	1.09f	0.79	1.12h	0.66	0.80	0.79	0.81	1.04	1.24ijkn	0.90	0.79	0.97
Std Dev.	2.58	3.75	2.59	2.39	1.44	3.09	1.94	2.92	1.86	4.03	2.02	2.17	2.70	1.99	2.37	4.01	2.29
Std Error	0.04	0.10	0.07	0.07	0.04	0.06	0.04	0.06	0.04	0.16	0.08	0.06	0.07	0.07	0.04	0.16	0.04
Sending Mean (excluding those not Sending any)																	
Mean	2.48	2.43	2.72d	2.67d	2.06	2.58	2.36	2.52	2.33	2.37	2.44	2.42	2.74	2.29	2.56	2.36	2.48
Std Dev.	3.72	4.87	3.75	3.40	1.89	4.33	2.75	3.97	2.88	6.66	2.93	3.19	3.82	2.22	3.43	6.65	3.11
Std Error	0.08	0.20	0.16	0.17	0.09	0.13	0.10	0.12	0.10	0.46	0.19	0.15	0.17	0.10	0.10	0.46	0.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**3204**	2745	459	145	2721	253	145	85	129	351	278	239	302	326	333	483	280	33	220
	62%	*62%*	*63%*	*61%*	*63%*	*58%*	*59%*	*59%*	**61%n**	**62%n**	**65%nq**	**64%n**	**66%nq**	**68%nqr**	*49%*	**68%nqr**	**63%n**	*53%*	**59%n**
1-2	**1453**	1272	181	60	1215	122	71	46	62	170	110	108	123	118	248	154	122	20	102
	28%	*29%*	*25%*	*25%*	*28%*	*28%*	*29%*	*32%*	**30%o**	**30%o**	*26%*	*29%*	*27%*	*25%*	**37%lmopr**	*22%*	*27%*	*31%*	*28%*
3-4	**256**	204	52	12	196	36	17	7	10	19	20	9	19	18	42	30	29	5	31
	5%	*5%*	**7%a**	*5%*	*5%*	**8%d**	**7%d**	*5%*	*5%*	*3%*	*5%*	*2%*	*4%*	*4%*	*6%*	*4%*	**6%k**	**8%lk**	**8%lklmo**
5-10	**205**	179	26	18	173	17	11	4	9	19	14	14	9	14	48	34	12	4	13
	4%	*4%*	*4%*	**8%ab**	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	**7%lmp**	*5%*	*3%*	**6%l**	*4%*
11-20	**36**	34	2	*	30	4	1	*	-	7	-	5	2	4	7	6	-	-	4
	1%	*1%*	*	*	*1%*	*1%*	*	*	-	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	-	-	**1%jp**
21+	**6**	3	3	*	3	1	2	1	-	-	3	-	-	-	-	-	-	1	-
	*	*	*a	*	*	*	**1%d**	*d	-	-	*1%*	-	-	-	-	-	-	**1%iklmnopr**	-
Any Sent (non-zero entry)	**1957**	1692	265	91	1616	180	102	58	81	215	147	136	153	153	345	224	162	30	150
	38%	*38%*	*37%*	*39%*	*37%*	*42%*	*41%*	*41%*	*39%*	*38%*	*35%*	*36%*	*34%*	*32%*	**51%hijklmopr**	*32%*	*37%*	**47%jlmo**	**41%mo**
Total Mean (including those not Sending any)																			
Mean	**0.94**	0.93	1.01	1.23	0.89	**1.14d**	**1.22d**	**1.25d**	0.84	0.91	0.83	0.90	0.70	0.70	**1.28hjlmp**	0.91	0.75	**1.47hlmp**	**1.09lmp**
Std Dev.	**2.58**	2.13	4.46	6.94	2.04	2.67	3.34	8.60	1.64	2.08	2.32	2.28	1.69	1.70	2.26	2.32	1.35	3.83	2.43
Std Error	**0.04**	0.04	0.11	0.26	0.04	0.08	0.11	0.34	0.10	0.12	0.14	0.14	0.10	0.10	0.13	0.14	0.08	0.30	0.08
Sending Mean (excluding those not Sending any)																			
Mean	**2.48**	2.44	2.76	3.18	2.40	2.75	**2.94d**	**3.07d**	2.17	2.40	2.39	2.49	2.07	2.20	2.51	2.88	2.05	**3.09p**	2.69
Std Dev.	**3.72**	2.86	7.05	10.92	2.76	3.58	4.70	13.32	2.01	2.80	3.43	3.24	2.37	2.39	2.64	3.37	1.53	5.13	3.20
Std Error	**0.08**	0.08	0.27	0.64	0.09	0.17	0.25	0.83	0.20	0.27	0.35	0.34	0.24	0.26	0.22	0.35	0.15	0.59	0.17

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	3204	1059	1237	542	221	97	2296	318	1014	1190	663	195	76	2204	272
	62%	*57%*	**63%a**	**69%abfg**	*62%*	*60%*	*60%*	*61%*	*55%*	**61%h**	**73%him**	**73%him**	**75%him**	*58%*	**74%him**
1-2	1453	557	550	171	112	52	1107	164	596	586	190	49	21	1182	70
	28%	**30%c**	**28%c**	*22%*	**31%c**	**32%c**	**29%c**	**32%c**	**32%jkln**	**30%jkn**	*21%*	*18%*	*21%*	**31%jkn**	*19%*
3-4	256	110	102	23	15	6	212	21	118	90	34	8	4	208	12
	5%	**6%c**	*5%*	*3%*	*4%*	*4%*	**6%c**	*4%*	**6%j**	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*
5-10	205	97	57	36	8	7	154	15	96	77	20	13	1	172	14
	4%	**5%b**	*3%*	*5%*	*2%*	*4%*	*4%*	*3%*	**5%j**	*4%*	*2%*	*5%*	*1%*	**5%j**	*4%*
11-20	36	15	9	10	*	1	24	1	17	14	4	1	-	31	1
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*	-	*1%*	*
21+	6	6	1	*	-	-	6	-	4	3	-	-	*	6	*
	*	*	*	*	-	-	*	-	*	*	-	-	*	*	*
Any Sent (non-zero entry)	1957	785	718	240	135	65	1503	201	830	769	247	71	26	1599	97
	38%	**43%bc**	**37%c**	*31%*	*38%*	*40%*	**40%c**	**39%c**	**45%ijkln**	**39%jkln**	*27%*	*27%*	*25%*	**42%jkln**	*26%*
Total Mean (including those not Sending any)															
Mean	0.94	**1.17bdg**	0.82	0.88	0.69	0.90	0.99	0.75	**1.22ijn**	**0.93j**	0.57	0.70	0.49	**1.07jn**	0.64
Std Dev.	2.58	2.68	2.79	2.44	1.28	1.98	2.74	1.54	3.42	2.20	1.41	1.86	1.81	2.86	1.84
Std Error	0.04	0.06	0.06	0.09	0.07	0.15	0.04	0.07	0.08	0.05	0.05	0.12	0.17	0.05	0.10
Sending Mean (excluding those not Sending any)															
Mean	2.48	**2.76dg**	2.22	**2.86dg**	1.81	2.23	2.50	1.95	2.71	2.37	2.11	2.62	1.94	2.55	2.44
Std Dev.	3.72	3.54	4.25	3.70	1.51	2.62	3.90	1.94	4.69	2.98	2.03	2.83	3.21	3.96	2.93
Std Error	0.08	0.13	0.15	0.24	0.14	0.32	0.10	0.14	0.16	0.11	0.13	0.33	0.63	0.10	0.30

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**3204**	219	2924	61	908	2098	198	3118	48	13	10	3179	15
	62%	*55%*	**63%a**	**72%a**	*58%*	**64%d**	*61%*	*62%*	*54%*	*62%*	*99%*	*62%*	*66%*
1-2	**1453**	140	1295	18	481	877	95	1412	30	7	*	1449	4
	28%	**35%b**	*28%*	*22%*	**31%e**	*27%*	*29%*	*28%*	*34%*	*32%*	*1%*	*28%*	*18%*
3-4	**256**	25	232	-	93	152	12	248	8	1	-	256	-
	5%	*6%*	*5%*	-	*6%*	*5%*	*4%*	*5%*	*9%*	*3%*	-	*5%*	-
5-10	**205**	14	188	3	58	130	17	198	3	1	-	202	4
	4%	*4%*	*4%*	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*3%*	-	*4%*	*16%*
11-20	**36**	4	29	2	15	16	5	36	-	-	-	36	-
	1%	*1%*	*1%*	*3%*	*1%*	*	*1%*	*1%*	-	-	-	*1%*	-
21+	**6**	-	6	*	*	5	1	6	-	-	-	6	-
	*	-	*	*	*	*	*	*	-	-	-	*	-
Any Sent (non-zero entry)	**1957**	183	1750	24	647	1180	129	1900	41	8	*	1949	8
	38%	**45%bc**	*37%*	*28%*	**42%e**	*36%*	*39%*	*38%*	*46%*	*38%*	*1%*	*38%*	*34%*
Total Mean (including those not Sending any)													
Mean	**0.94**	1.00	0.93	1.08	1.04	0.87	1.17	0.94	0.96	0.63	0.01	0.94	1.44
Std Dev.	**2.58**	2.01	2.60	3.80	3.28	2.13	2.94	2.61	1.36	1.18	0.09	2.59	2.66
Std Error	**0.04**	0.10	0.04	0.40	0.08	0.04	0.16	0.04	0.16	0.22	0.03	0.04	0.61
Sending Mean (excluding those not Sending any)													
Mean	**2.48**	2.21	2.49	3.84	2.51	2.41	2.96	2.49	2.10	1.66	1.00	2.47	4.19
Std Dev.	**3.72**	2.50	3.77	6.49	4.71	2.98	4.08	3.76	1.29	1.42	-	3.72	3.04
Std Error	**0.08**	0.19	0.09	1.17	0.18	0.09	0.36	0.09	0.24	0.45	-	0.08	1.36

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 78

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3204**	840	784	773	807	305	255	281	282	273	229	249	277	247	291	262	254
	62%	*65%*	*61%*	*60%*	*63%*	**70%ijkmp**	*62%*	*63%*	*66%*	*59%*	*57%*	*58%*	*64%*	*58%*	*63%*	*64%*	*61%*
1-2	**1453**	335	364	402	352	92	122	121	102	145	116	144	125	133	116	119	117
	28%	*26%*	*28%*	**31%a**	*27%*	*21%*	*29%*	*27%*	*24%*	**32%e**	*29%*	**33%eh**	*29%*	**31%e**	*25%*	*29%*	*28%*
3-4	**256**	59	82	44	72	20	19	20	30	20	31	19	10	16	29	14	29
	5%	*5%*	**6%c**	*3%*	*6%*	*5%*	*5%*	*5%*	**7%l**	*4%*	**8%lmo**	*4%*	*2%*	*4%*	**6%l**	*3%*	**7%l**
5-10	**205**	47	55	55	49	11	16	20	12	20	23	18	17	20	24	14	11
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*3%*	*4%*	*6%*	*4%*	*4%*	*5%*	*5%*	*3%*	*3%*
11-20	**36**	9	2	14	11	5	3	1	-	2	*	3	-	11	3	4	4
	1%	*1%*	*	**1%b**	*1%*	*1%*	*1%*	*	-	*	*	*1%*	-	**2%ghjl**	*1%*	*1%*	*1%*
21+	**6**	*	3	3	1	-	*	-	3	-	*	-	3	*	*	*	*
	*	*	*	*	*	-	*	-	*1%*	-	*	-	*1%*	*	*	*	*
Any Sent (non-zero entry)	**1957**	450	506	517	484	128	159	162	148	188	170	183	154	179	172	150	162
	38%	*35%*	*39%*	*40%*	*37%*	*30%*	*38%*	*37%*	*34%*	**41%e**	**43%e**	**42%e**	*36%*	**42%e**	*37%*	*36%*	**39%e**
Total Mean (including those not Sending any)																	
Mean	**0.94**	0.81	0.97	1.04	0.94	0.74	0.84	0.85	0.97	0.91	1.05	0.96	0.92	**1.24e**	0.96	0.93	0.94
Std Dev.	**2.58**	1.79	2.20	2.59	3.46	1.77	1.81	1.78	2.69	1.70	2.12	1.85	2.61	3.16	2.14	5.22	2.27
Std Error	**0.04**	0.05	0.06	0.07	0.10	0.09	0.09	0.09	0.13	0.08	0.10	0.09	0.13	0.15	0.10	0.25	0.11
Sending Mean (excluding those not Sending any)																	
Mean	**2.48**	2.32	2.48	2.59	2.51	2.50	2.18	2.32	2.83	2.23	2.45	2.25	2.58	2.96	2.57	2.55	2.41
Std Dev.	**3.72**	2.38	2.93	3.57	5.29	2.50	2.37	2.30	3.98	2.04	2.66	2.27	3.85	4.32	2.86	8.42	3.11
Std Error	**0.08**	0.11	0.13	0.16	0.24	0.22	0.19	0.18	0.32	0.15	0.20	0.17	0.31	0.33	0.23	0.65	0.24

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3801**	-	3801	1745	2036	459	430	678	553	691	531	459	889	1230	1682	991	3490	274	3885
	74%	-	*74%*	*69%*	**78%c**	*67%*	**71%g**	*64%*	**74%eg**	**77%efg**	**84%efghi**	**87%efghi**	*69%*	*68%*	**82%lm**	**85%lm**	**75%q**	*59%*	*75%*
1-2	**1073**	-	1073	612	461	182	142	287	164	169	79	51	324	451	298	129	932	137	1026
	21%	-	*21%*	**24%d**	*18%*	**26%ijk**	**23%jk**	**27%ijk**	**22%jk**	**19%jk**	*12%*	*10%*	**25%no**	**25%no**	**15%o**	*11%*	*20%*	**29%p**	*20%*
3-4	**139**	-	139	79	60	26	21	35	16	11	18	11	48	51	41	30	110	29	128
	3%	-	*3%*	*3%*	*2%*	**4%l**	**4%l**	**3%l**	*2%*	*1%*	*3%*	*2%*	**4%n**	*3%*	*2%*	*3%*	*2%*	**6%p**	*2%*
5-10	**127**	-	127	67	60	22	11	48	13	22	6	4	33	62	33	10	105	21	104
	2%	-	*2%*	*3%*	*2%*	**3%jk**	*2%*	**5%fhjk**	*2%*	*2%*	*1%*	*1%*	**3%o**	**3%no**	*2%*	*1%*	*2%*	**4%p**	*2%*
11-20	**18**	-	18	10	8	-	3	10	-	4	-	*	3	10	4	*	15	3	14
	*	-	*	*	*	-	*1%*	**1%h**	-	*	-	*	*	*1%*	*	*	*	*1%*	*
21+	**3**	-	3	2	*	-	*	2	*	-	*	-	*	2	*	*	3	-	4
	*	-	*	*	*	-	*	*	*	-	*	-	*	*	*	*	*	-	*
Any Sent (non-zero entry)	**1360**	-	1360	770	590	230	178	382	193	206	103	67	408	576	376	170	1164	189	1276
	26%	-	*26%*	**31%d**	*22%*	**33%hijk**	**29%ijk**	**36%fhijk**	**26%jk**	**23%jk**	*16%*	*13%*	**31%no**	**32%no**	*18%*	*15%*	*25%*	**41%p**	*25%*
Total Mean (including those not Sending any)																			
Mean	**0.60**	-	0.60	**0.70d**	0.50	**0.66jk**	**0.64jk**	**1.00efhijk**	0.52	**0.50k**	0.31	0.26	**0.65no**	**0.80no**	0.38	0.29	0.56	**0.99p**	0.59
Std Dev.	**2.24**	-	2.24	2.82	1.48	1.29	1.71	2.80	3.75	1.58	1.27	1.07	1.50	3.23	1.37	1.18	2.27	1.89	3.94
Std Error	**0.03**	-	0.03	0.06	0.03	0.05	0.07	0.09	0.14	0.05	0.05	0.05	0.04	0.08	0.03	0.03	0.03	0.11	0.05
Sending Mean (excluding those not Sending any)																			
Mean	**2.26**	-	2.26	2.29	2.23	1.97	2.20	**2.76e**	1.99	2.20	1.92	2.08	2.07	2.51	2.10	1.98	2.23	2.42	2.40
Std Dev.	**3.90**	-	3.90	4.73	2.42	1.54	2.58	4.10	7.17	2.67	2.62	2.29	2.06	5.34	2.59	2.49	4.11	2.30	7.65
Std Error	**0.11**	-	0.11	0.18	0.10	0.12	0.20	0.23	0.53	0.18	0.23	0.30	0.11	0.24	0.13	0.18	0.12	0.22	0.21

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 79

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	**3801**	598	1251	856	1096	1849	1952	2067	1678	553	491	977	927	569	2395	558	3018
	74%	*60%*	**78%ac**	**72%a**	**79%ac**	*71%*	**76%e**	*67%*	**84%g**	**81%klmn**	**75%m**	**75%m**	**74%m**	*62%*	**75%m**	**81%p**	*72%*
1-2	**1073**	300	266	277	231	566	508	790	263	94	125	260	261	277	647	94	932
	21%	**30%bcd**	*17%*	**23%bd**	*17%*	*22%*	*20%*	**26%h**	*13%*	*14%*	**19%l**	**20%l**	**21%l**	**30%ijkln**	**20%l**	*14%*	**22%o**
3-4	**139**	47	37	20	36	84	56	95	41	26	19	28	28	31	75	26	107
	3%	**5%bcd**	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*3%*	*2%*	*4%*	*3%*
5-10	**127**	43	38	23	23	81	46	101	24	10	12	28	35	42	75	10	116
	2%	**4%bcd**	*2%*	*2%*	*2%*	**3%f**	*2%*	**3%h**	*1%*	*1%*	*2%*	*2%*	*3%*	**5%ijkn**	*2%*	*1%*	*3%*
11-20	**18**	2	8	5	3	10	8	16	2	2	4	6	2	*	12	2	12
	*	*	*	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	*
21+	**3**	*	*	2	-	1	2	3	*	*	*	-	2	-	2	*	2
	*	*	*	*	-	*	*	*	*	*	*	-	*	-	*	*	*
Any Sent (non-zero entry)	**1360**	393	348	327	292	741	619	1004	329	132	160	322	329	350	811	132	1170
	26%	**40%bcd**	*22%*	**28%bd**	*21%*	**29%f**	*24%*	**33%h**	*16%*	*19%*	*25%*	**25%l**	**26%l**	**38%ijkln**	**25%l**	*19%*	**28%o**
Total Mean (including those not Sending any)																	
Mean	**0.60**	**0.90bd**	0.53	**0.63d**	0.43	0.67	0.52	**0.77h**	0.33	0.46	0.56	0.56	0.64	**0.78k**	0.59	0.46	0.63
Std Dev.	**2.24**	3.57	1.73	2.23	1.31	2.60	1.80	2.70	1.23	3.90	1.90	1.69	2.28	1.44	1.98	3.88	1.86
Std Error	**0.03**	0.10	0.04	0.07	0.04	0.05	0.04	0.05	0.02	0.16	0.07	0.05	0.06	0.05	0.03	0.15	0.03
Sending Mean (excluding those not Sending any)																	
Mean	**2.26**	2.26	2.43	2.27	2.06	2.34	2.17	2.35	2.01	2.40	2.27	2.25	2.44	2.04	2.33	2.40	2.24
Std Dev.	**3.90**	5.40	3.03	3.79	2.19	4.44	3.14	4.32	2.42	8.66	3.31	2.78	3.92	1.70	3.38	8.65	2.97
Std Error	**0.11**	0.27	0.17	0.23	0.13	0.16	0.13	0.15	0.12	0.77	0.27	0.16	0.22	0.10	0.12	0.77	0.09

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 79

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**3801**	3244	557	171	3191	324	185	101	145	402	335	277	340	370	422	561	338	48	276
	74%	*73%*	*77%*	*72%*	*74%*	*75%*	*75%*	*70%*	*69%*	**71%n**	**79%hin**	**74%n**	**75%n**	**77%hn**	*62%*	**79%hin**	**76%n**	**76%n**	**75%n**
1-2	**1073**	941	132	53	904	88	46	35	52	135	76	78	91	94	189	111	77	9	79
	21%	*21%*	*18%*	*22%*	*21%*	*20%*	*19%*	**25%f**	**25%op**	**24%o**	*18%*	*21%*	*20%*	*20%*	**28%ijmopq**	*16%*	*17%*	*15%*	*21%*
3-4	**139**	124	15	4	118	10	8	4	6	16	11	7	12	6	43	10	5	3	8
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	**6%kmopr**	*1%*	*1%*	**4%p**	*2%*
5-10	**127**	109	18	9	108	8	7	3	4	10	3	9	10	9	21	21	21	2	7
	2%	*2%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	**5%jr**	*3%*	*2%*
11-20	**18**	16	2	*	14	3	1	*	1	3	-	2	-	-	3	4	2	1	2
	*	*	*	*	*	*1%*	*	*	*1%*	*	-	*	-	-	*	*1%*	*	**2%jlmp**	*
21+	**3**	2	*	*	2	-	*	*	-	-	-	2	-	-	-	-	-	-	-
	*	*	*	*	*	-	*	*	-	-	-	*1%*	-	-	-	-	-	-	-
Any Sent (non-zero entry)	**1360**	1193	167	66	1147	109	62	42	64	164	90	98	114	109	256	146	104	15	94
	26%	*27%*	*23%*	*28%*	*26%*	*25%*	*25%*	*30%*	**31%jmo**	**29%jo**	*21%*	*26%*	*25%*	*23%*	**38%ijklmopqr**	*21%*	*24%*	*24%*	*25%*
Total Mean (including those not Sending any)																			
Mean	**0.60**	0.60	0.57	0.80	0.59	0.58	0.62	**0.84d**	**0.63j**	**0.57j**	0.35	**0.78j**	0.52	0.42	**0.80jlmr**	0.60	**0.57j**	**0.83jm**	0.54
Std Dev.	**2.24**	1.79	4.00	6.68	1.76	1.76	2.32	8.27	1.56	1.48	0.85	3.31	1.38	1.14	1.52	2.07	1.58	2.47	1.61
Std Error	**0.03**	0.03	0.10	0.25	0.03	0.05	0.08	0.33	0.10	0.09	0.05	0.20	0.08	0.07	0.09	0.12	0.09	0.19	0.05
Sending Mean (excluding those not Sending any)																			
Mean	**2.26**	2.23	2.47	2.88	2.22	2.31	2.48	2.83	2.06	1.95	1.63	3.01	2.08	1.83	2.10	**2.91j**	**2.44j**	3.47	2.13
Std Dev.	**3.90**	2.89	8.05	12.51	2.84	2.90	4.14	15.16	2.24	2.20	1.14	5.97	2.10	1.77	1.84	3.76	2.48	4.14	2.63
Std Error	**0.11**	0.10	0.41	0.99	0.11	0.19	0.28	1.11	0.25	0.24	0.15	0.75	0.25	0.23	0.18	0.49	0.31	0.74	0.19

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	3801	1281	1496	578	269	127	2778	397	1295	1449	698	204	89	2743	293
	74%	*69%*	**77%af**	*74%*	*76%*	*78%*	**73%a**	**76%a**	*70%*	*74%*	**77%hm**	*76%*	**87%him**	*72%*	**79%hm**
1-2	1073	430	375	162	73	22	805	95	409	408	182	50	12	817	62
	21%	**23%be**	*19%*	*21%*	*21%*	*13%*	*21%*	*18%*	**22%l**	*21%*	*20%*	*19%*	*12%*	**21%l**	*17%*
3-4	139	70	37	25	4	3	106	7	70	46	16	6	1	116	7
	3%	**4%bg**	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	**4%j**	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*
5-10	127	56	39	12	9	11	95	19	62	45	14	7	-	106	7
	2%	*3%*	*2%*	*2%*	*2%*	**7%bcf**	*2%*	*4%*	**3%j**	*2%*	*1%*	*3%*	-	*3%*	*2%*
11-20	18	5	8	5	1	-	13	1	6	11	-	-	1	17	1
	*	*	*	*1%*	*	-	*	*	*	*1%*	-	-	*1%*	*	*
21+	3	2	1	-	-	-	3	-	3	*	-	-	-	3	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Any Sent (non-zero entry)	1360	563	459	204	87	36	1022	122	550	510	212	63	13	1060	76
	26%	**31%bfg**	*23%*	*26%*	*24%*	*22%*	**27%b**	*24%*	**30%jln**	**26%l**	*23%*	*24%*	*13%*	**28%jln**	*21%*
Total Mean (including those not Sending any)															
Mean	0.60	**0.72b**	0.51	0.58	0.52	0.60	0.61	0.54	**0.76j**	**0.59j**	0.38	0.45	0.27	**0.68j**	0.40
Std Dev.	2.24	2.05	2.69	1.89	1.41	1.45	2.40	1.42	3.12	1.81	0.91	1.11	1.38	2.53	1.20
Std Error	0.03	0.05	0.06	0.07	0.08	0.11	0.04	0.06	0.07	0.04	0.03	0.07	0.13	0.04	0.06
Sending Mean (excluding those not Sending any)															
Mean	2.26	2.36	2.18	2.22	2.12	2.75	2.28	2.30	2.56	**2.27j**	1.63	1.89	2.07	2.42	1.92
Std Dev.	3.90	3.16	5.22	3.17	2.19	1.91	4.21	2.13	5.30	2.97	1.25	1.60	3.39	4.34	2.00
Std Error	0.11	0.14	0.24	0.24	0.25	0.32	0.14	0.20	0.23	0.14	0.09	0.21	0.88	0.14	0.24

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	3801	227	3514	61	1044	2537	220	3721	38	14	10	3773	18
	74%	*56%*	**75%a**	*72%*	*67%*	**77%df**	*67%*	**74%h**	*43%*	*67%*	*99%*	**74%h**	*79%*
1-2	1073	137	917	20	382	609	82	1022	43	5	-	1070	3
	21%	**34%b**	*20%*	*23%*	**25%e**	*19%*	**25%e**	*20%*	**48%gk**	*25%*	-	*21%*	*14%*
3-4	139	20	116	3	58	65	17	133	5	1	*	139	-
	3%	**5%b**	*2%*	*4%*	**4%e**	*2%*	**5%e**	*3%*	*5%*	*3%*	*1%*	*3%*	-
5-10	127	19	107	1	61	58	8	121	3	1	-	125	2
	2%	**5%b**	*2%*	*2%*	**4%e**	*2%*	*3%*	*2%*	*3%*	*5%*	-	*2%*	*7%*
11-20	18	-	18	*	11	7	-	17	1	-	-	18	-
	*	-	*	*	*1%*	*	-	*	*1%*	-	-	*	-
21+	3	-	3	-	*	2	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1360	175	1160	24	511	741	107	1297	51	7	*	1355	5
	26%	**44%b**	*25%*	*28%*	**33%e**	*23%*	**33%e**	*26%*	**57%gk**	*33%*	*1%*	*26%*	*21%*
Total Mean (including those not Sending any)													
Mean	0.60	**0.90b**	0.57	0.52	**0.83e**	0.48	0.64	0.59	1.15	0.89	0.02	0.60	0.55
Std Dev.	2.24	1.64	2.29	1.18	3.16	1.71	1.30	2.25	1.85	2.19	0.28	2.24	1.36
Std Error	0.03	0.08	0.03	0.12	0.08	0.03	0.07	0.03	0.22	0.41	0.10	0.03	0.31
Sending Mean (excluding those not Sending any)													
Mean	2.26	2.07	2.30	1.81	2.53	2.12	1.96	2.27	2.01	2.73	3.00	2.26	2.67
Std Dev.	3.90	1.94	4.15	1.62	5.10	3.09	1.59	3.97	2.07	3.25	-	3.91	1.92
Std Error	0.11	0.16	0.12	0.29	0.23	0.12	0.16	0.11	0.36	1.08	-	0.11	1.11

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3801**	1007	921	938	935	358	303	347	299	327	295	294	325	319	336	305	294
	74%	**78%bcd**	*71%*	*73%*	*72%*	**83%fhijkmnop**	*73%*	**78%hk**	*70%*	*71%*	*74%*	*68%*	*75%*	*75%*	*72%*	*74%*	*71%*
1-2	**1073**	225	290	287	271	56	92	78	103	109	78	114	80	93	89	90	92
	21%	*17%*	**23%a**	**22%a**	*21%*	*13%*	**22%e**	*18%*	**24%e**	**24%e**	**20%e**	**26%eg**	*19%*	**22%e**	*19%*	**22%e**	**22%e**
3-4	**139**	31	38	29	41	10	13	8	14	11	13	9	15	5	21	7	13
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*1%*	**5%m**	*2%*	*3%*
5-10	**127**	21	38	27	41	4	7	10	12	13	13	14	11	2	18	8	14
	2%	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	**3%m**	*3%*	**3%m**	**3%m**	*2%*	*1%*	**4%em**	*2%*	**3%m**
11-20	**18**	5	2	8	4	5	-	1	1	-	*	2	-	6	-	1	2
	*	*	*	*1%*	*	*1%*	-	*	*	-	*	*	-	*1%*	-	*	*1%*
21+	**3**	-	*	2	*	-	-	-	-	-	*	-	-	2	-	*	*
	*	-	*	*	*	-	-	-	-	-	*	-	-	*1%*	-	*	*
Any Sent (non-zero entry)	**1360**	283	369	352	356	75	112	96	131	133	104	138	106	108	128	107	122
	26%	*22%*	**29%a**	**27%a**	**28%a**	*17%*	**27%e**	*22%*	**30%eg**	**29%e**	**26%e**	**32%eg**	*25%*	**25%e**	**28%e**	**26%e**	**29%e**
Total Mean (including those not Sending any)																	
Mean	**0.60**	0.48	0.60	0.66	0.64	0.44	0.53	0.47	0.69	0.54	0.59	0.70	0.53	0.77	0.64	0.60	0.68
Std Dev.	**2.24**	1.44	1.52	2.43	3.12	1.56	1.34	1.41	1.66	1.12	1.76	1.74	1.42	3.56	1.43	5.01	1.78
Std Error	**0.03**	0.04	0.04	0.07	0.09	0.08	0.06	0.07	0.08	0.05	0.08	0.08	0.07	0.17	0.07	0.24	0.09
Sending Mean (excluding those not Sending any)																	
Mean	**2.26**	2.18	2.11	2.44	2.31	2.54	1.96	2.15	2.25	1.85	2.26	2.18	2.15	3.05	2.31	2.30	2.33
Std Dev.	**3.90**	2.40	2.22	4.16	5.61	2.97	1.96	2.36	2.35	1.38	2.84	2.50	2.18	6.59	1.87	9.66	2.64
Std Error	**0.11**	0.14	0.12	0.23	0.31	0.33	0.19	0.24	0.20	0.14	0.28	0.23	0.21	0.67	0.18	0.91	0.25

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**4372**	-	4372	2044	2308	544	488	825	654	820	571	470	1032	1479	1861	1041	3989	347	4460
	85%	-	*85%*	*81%*	**88%c**	*79%*	*80%*	*78%*	**88%efg**	**91%efg**	**90%efg**	**89%efg**	*80%*	*82%*	**90%lm**	**90%lm**	**86%q**	*75%*	*86%*
1-2	**619**	-	619	380	240	108	102	176	79	59	54	41	211	255	154	95	531	83	563
	12%	-	*12%*	**15%d**	*9%*	**16%hijk**	**17%hijk**	**17%hijk**	**11%i**	*7%*	*8%*	*8%*	**16%no**	**14%no**	*8%*	*8%*	*11%*	**18%p**	*11%*
3-4	**100**	-	100	55	45	27	12	28	8	9	6	10	40	36	25	16	82	18	75
	2%	-	*2%*	*2%*	*2%*	**4%hij**	*2%*	**3%i**	*1%*	*1%*	*1%*	*2%*	**3%no**	*2%*	*1%*	*1%*	*2%*	**4%p**	*1%*
5-10	**62**	-	62	33	29	8	6	29	5	7	4	4	14	33	15	8	48	12	55
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	**3%hij**	*1%*	*1%*	*1%*	*1%*	*1%*	**2%n**	*1%*	*1%*	*1%*	**3%p**	*1%*
11-20	**6**	-	6	3	3	2	-	3	-	2	*	-	2	3	2	*	3	3	5
	*	-	*	*	*	*	-	*	-	*	*	-	*	*	*	*	*	**1%p**	*
21+	**1**	-	1	*	*	*	-	-	-	*	*	-	*	-	*	*	*	*	3
	*	-	*	*	*	*	-	-	-	*	*	-	*	-	*	*	*	*	*
Any Sent (non-zero entry)	**788**	-	788	471	317	145	121	235	92	77	63	56	266	327	196	119	665	116	701
	15%	-	*15%*	**19%d**	*12%*	**21%hijk**	**20%hijk**	**22%hijk**	*12%*	*9%*	*10%*	*11%*	**20%no**	**18%no**	*10%*	*10%*	*14%*	**25%p**	*14%*
Total Mean (including those not Sending any)																			
Mean	**0.32**	-	0.32	**0.38d**	0.27	**0.45hij**	**0.36hij**	**0.53fhijk**	0.21	0.19	0.18	0.25	**0.41no**	**0.40no**	0.20	0.21	0.29	**0.65p**	0.31
Std Dev.	**1.16**	-	1.16	1.15	1.18	1.56	0.96	1.39	0.80	0.95	1.14	0.96	1.31	1.20	1.01	1.06	1.05	1.96	1.87
Std Error	**0.02**	-	0.02	0.02	0.02	0.06	0.04	0.04	0.03	0.03	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.12	0.03
Sending Mean (excluding those not Sending any)																			
Mean	**2.11**	-	2.11	2.02	2.23	2.13	1.80	**2.39f**	1.73	2.24	1.76	2.35	1.98	2.20	2.12	2.04	2.02	2.59	2.27
Std Dev.	**2.26**	-	2.26	1.92	2.68	2.83	1.45	2.08	1.63	2.45	3.22	1.93	2.31	1.99	2.60	2.70	2.04	3.22	4.61
Std Error	**0.09**	-	0.09	0.10	0.15	0.28	0.14	0.16	0.18	0.25	0.36	0.26	0.16	0.12	0.17	0.23	0.08	0.39	0.17

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	4372	702	1415	1009	1246	2117	2256	2498	1810	609	569	1135	1098	661	2801	614	3519
	85%	*71%*	**89%a**	**85%a**	**90%ac**	*82%*	**88%e**	*81%*	**90%g**	**89%m**	**87%m**	**87%m**	**87%m**	*72%*	**87%m**	**89%p**	*84%*
1-2	619	226	139	142	112	366	254	445	164	62	69	134	120	200	323	62	527
	12%	**23%bcd**	*9%*	**12%bd**	*8%*	**14%f**	*10%*	**14%h**	*8%*	*9%*	*11%*	*10%*	*10%*	**22%ijkln**	*10%*	*9%*	**13%o**
3-4	100	35	27	22	16	62	38	75	20	11	7	16	23	35	46	11	81
	2%	**4%bd**	*2%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*2%*	*1%*	*1%*	*2%*	**4%ijkln**	*1%*	*2%*	*2%*
5-10	62	27	14	8	13	41	21	50	10	2	6	14	15	24	35	2	58
	1%	**3%bcd**	*1%*	*1%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*	*1%*	*1%*	*1%*	**3%in**	*1%*	*	*1%*
11-20	6	1	3	2	-	4	2	3	3	-	-	*	-	-	*	-	2
	*	*	*	*	-	*	*	*	*	-	-	*	-	-	*	-	*
21+	1	1	-	-	-	1	-	*	*	*	*	-	*	-	*	*	*
	*	*	-	-	-	*	-	*	*	*	*	-	*	-	*	*	*
Any Sent (non-zero entry)	788	290	184	174	141	473	315	573	198	76	82	164	158	258	405	76	669
	15%	**29%bcd**	*11%*	**15%d**	*10%*	**18%f**	*12%*	**19%h**	*10%*	*11%*	*13%*	*13%*	*13%*	**28%ijkln**	*13%*	*11%*	**16%o**
Total Mean (including those not Sending any)																	
Mean	0.32	**0.63bcd**	0.25	**0.30d**	0.20	**0.40f**	0.24	**0.40h**	0.20	0.21	0.24	0.25	0.27	**0.59ijkln**	0.26	0.21	**0.33o**
Std Dev.	1.16	1.71	1.05	1.07	0.79	1.35	0.93	1.22	1.05	1.18	1.24	0.96	0.98	1.28	1.03	1.18	1.12
Std Error	0.02	0.05	0.03	0.03	0.02	0.03	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02
Sending Mean (excluding those not Sending any)																	
Mean	2.11	2.16	2.22	2.03	1.95	2.18	1.99	2.13	2.00	1.88	1.93	1.97	2.15	2.11	2.03	1.88	2.08
Std Dev.	2.26	2.58	2.30	2.06	1.66	2.47	1.89	2.08	2.76	3.10	3.00	1.97	1.91	1.62	2.19	3.10	2.05
Std Error	0.09	0.16	0.17	0.17	0.14	0.12	0.11	0.10	0.18	0.37	0.33	0.16	0.15	0.12	0.11	0.37	0.08

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 80

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	4372 *85%*	3749 *84%*	624 *86%*	192 *81%*	3663 *84%*	373 *86%*	215 *87%*	121 *85%*	173 **83%n**	475 **84%n**	376 **88%nq**	310 **83%n**	384 **85%n**	431 **90%hknq**	503 *74%*	629 **89%hknq**	383 **87%n**	50 *79%*	323 **87%nq**
1-2	619 *12%*	550 *12%*	69 *10%*	26 *11%*	527 *12%*	49 *11%*	26 *10%*	17 *12%*	31 **15%jo**	70 *12%*	38 *9%*	51 *14%*	60 *13%*	46 *10%*	127 **19%jmopr**	59 *8%*	44 *10%*	8 *13%*	41 *11%*
3-4	100 *2%*	73 *2%*	27 **4%a**	15 **6%a**	87 *2%*	8 *2%*	3 *1%*	3 *2%*	2 *1%*	15 **3%m**	7 *2%*	6 *2%*	5 *1%*	1 *	27 **4%hlmr**	12 *2%*	12 **3%m**	4 **6%hjklmor**	4 *1%*
5-10	62 *1%*	59 *1%*	4 *	3 *1%*	55 *1%*	3 *1%*	2 *1%*	2 *1%*	3 *2%*	6 *1%*	3 *1%*	7 *2%*	5 *1%*	1 *	18 **3%mr**	7 *1%*	4 *1%*	1 *1%*	2 *1%*
11-20	6 *	6 *	* *	- -	6 *	* *	- -	- -	- -	- -	1 *	2 *	- -	- -	3 *	- -	- -	- -	* *
21+	1 *	* *	* *	* *	- -	- -	* *d	* *d	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Any Sent (non-zero entry)	788 *15%*	688 *16%*	100 *14%*	44 *19%*	674 *16%*	60 *14%*	32 *13%*	22 *15%*	36 **17%mo**	91 *16%*	50 *12%*	65 **17%mo**	70 *15%*	49 *10%*	175 **26%hijklmopr**	79 *11%*	60 *13%*	13 **21%jmor**	47 *13%*
Total Mean (including those not Sending any)																			
Mean	0.32	0.33	0.30	0.46	0.33	0.28	0.32	0.35	**0.31m**	0.30	0.25	**0.37m**	0.31	0.16	**0.60hijlmopr**	0.25	0.28	**0.50mor**	0.24
Std Dev.	1.16	1.15	1.25	1.89	1.06	1.05	2.35	1.40	0.91	0.89	1.07	1.25	1.09	0.68	1.42	0.97	0.85	1.25	1.00
Std Error	0.02	0.02	0.03	0.07	0.02	0.03	0.08	0.06	0.06	0.05	0.06	0.08	0.06	0.04	0.08	0.06	0.05	0.10	0.03
Sending Mean (excluding those not Sending any)																			
Mean	2.11	2.10	2.16	2.49	2.09	1.99	2.51	2.30	1.81	1.86	2.13	2.12	2.03	1.59	2.34	2.23	2.11	2.35	1.88
Std Dev.	2.26	2.19	2.69	3.79	1.88	2.12	6.22	2.94	1.46	1.41	2.43	2.33	2.05	1.53	1.92	2.04	1.22	1.78	2.21
Std Error	0.09	0.10	0.19	0.39	0.10	0.19	0.59	0.34	0.22	0.21	0.44	0.35	0.31	0.28	0.23	0.35	0.20	0.34	0.22

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	**4372**	1492	1691	683	310	144	3183	454	1518	1643	817	236	87	3161	323
	85%	*81%*	**86%af**	**87%a**	**87%a**	*88%*	*84%*	**87%a**	*82%*	*84%*	**90%him**	*89%*	*85%*	*83%*	*88%*
1-2	**619**	277	201	84	39	15	478	54	254	246	74	25	15	501	39
	12%	**15%bcg**	*10%*	*11%*	*11%*	*9%*	*13%*	*10%*	**14%j**	**13%j**	*8%*	*9%*	*14%*	**13%j**	*11%*
3-4	**100**	41	37	8	7	4	78	11	41	41	11	3	1	82	4
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
5-10	**62**	32	23	7	*	*	54	1	29	25	6	2	*	54	3
	1%	**2%g**	*1%*	*1%*	*	*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
11-20	**6**	2	3	1	-	-	5	-	1	3	2	-	-	5	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
21+	**1**	-	1	-	-	-	1	-	*	*	-	-	-	1	-
	*	-	*	-	-	-	*	-	*	*	-	-	-	*	-
Any Sent (non-zero entry)	**788**	352	265	100	46	19	617	65	326	316	93	30	16	642	46
	15%	**19%bcdg**	*14%*	*13%*	*13%*	*12%*	**16%b**	*13%*	**18%j**	**16%j**	*10%*	*11%*	*15%*	**17%j**	*12%*
Total Mean (including those not Sending any)															
Mean	**0.32**	**0.40cdg**	0.30	0.27	0.20	0.19	**0.35g**	0.20	**0.40jn**	**0.34j**	0.20	0.20	0.21	**0.37j**	0.20
Std Dev.	**1.16**	1.15	1.33	1.03	0.61	0.65	1.25	0.62	1.33	1.21	0.85	0.70	0.64	1.27	0.69
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.05	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.02	0.04
Sending Mean (excluding those not Sending any)															
Mean	**2.11**	2.10	2.25	2.10	1.56	1.62	2.16	1.57	2.24	2.09	1.95	1.75	1.38	2.17	1.63
Std Dev.	**2.26**	1.84	2.95	2.11	0.89	1.16	2.38	0.96	2.41	2.32	1.93	1.29	1.07	2.37	1.22
Std Error	**0.09**	0.11	0.19	0.22	0.14	0.26	0.10	0.13	0.14	0.14	0.21	0.25	0.28	0.10	0.19

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**4372**	265	4034	74	1213	2889	271	4268	57	18	10	4343	20
	85%	*66%*	**86%a**	**87%a**	*78%*	**88%df**	*83%*	**85%h**	*64%*	*84%*	*100%*	**85%h**	*85%*
1-2	**619**	111	500	9	255	322	42	589	24	3	-	616	3
	12%	**28%bc**	*11%*	*10%*	**16%e**	*10%*	*13%*	*12%*	**27%gk**	*12%*	-	*12%*	*15%*
3-4	**100**	15	84	1	47	41	12	94	6	1	-	100	-
	2%	**4%b**	*2%*	*1%*	**3%e**	*1%*	**4%e**	*2%*	**6%gk**	*3%*	-	*2%*	-
5-10	**62**	11	50	1	35	25	2	60	2	*	-	62	-
	1%	**3%b**	*1%*	*2%*	**2%e**	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	-
11-20	**6**	-	6	-	4	2	-	6	-	-	-	6	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
21+	**1**	-	1	-	*	*	-	1	-	-	-	1	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	**788**	137	640	11	342	390	56	750	32	3	-	785	3
	15%	**34%bc**	*14%*	*13%*	**22%e**	*12%*	**17%e**	*15%*	**36%gk**	*16%*	-	*15%*	*15%*
Total Mean (including those not Sending any)													
Mean	**0.32**	**0.67b**	0.29	0.30	**0.51e**	0.23	0.33	0.31	**0.83gk**	0.33	0.00	0.32	0.22
Std Dev.	**1.16**	1.32	1.14	1.35	1.53	0.95	0.90	1.15	1.76	0.99	0.00	1.17	0.57
Std Error	**0.02**	0.07	0.02	0.14	0.04	0.02	0.05	0.02	0.21	0.18	0.00	0.02	0.13
Sending Mean (excluding those not Sending any)													
Mean	**2.11**	1.98	2.13	2.33	2.32	1.94	1.92	2.10	2.30	2.02	-	2.11	1.47
Std Dev.	**2.26**	1.59	2.36	3.17	2.54	2.08	1.31	2.27	2.30	1.76	-	2.26	0.59
Std Error	**0.09**	0.15	0.10	0.75	0.15	0.11	0.16	0.09	0.45	0.72	-	0.09	0.34

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 80

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**4372**	1111	1069	1113	1080	378	342	390	347	408	315	364	361	388	370	371	338
	85%	*86%*	*83%*	*86%*	*84%*	**87%hjn**	*83%*	**88%hjnp**	*81%*	**89%hjnp**	*79%*	*84%*	*84%*	**91%fhjklnp**	*80%*	**90%fhjlnp**	*81%*
1-2	**619**	138	174	145	164	42	58	37	66	48	59	55	56	33	68	37	59
	12%	*11%*	*13%*	*11%*	*13%*	*10%*	**14%m**	*8%*	**15%gmo**	*10%*	**15%gmo**	*13%*	*13%*	*8%*	**15%gm**	*9%*	**14%m**
3-4	**100**	29	33	14	23	8	8	14	11	2	20	4	6	4	10	3	9
	2%	*2%*	**3%c**	*1%*	*2%*	*2%*	*2%*	**3%l**	*3%*	*1%*	**5%iklmo**	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
5-10	**62**	10	12	18	23	1	7	1	6	2	4	10	7	1	13	*	9
	1%	*1%*	*1%*	*1%*	*2%*	*	*2%*	*	*1%*	*	*1%*	**2%mo**	*2%*	*	**3%egimo**	*	**2%mo**
11-20	**6**	3	2	*	1	3	*	-	-	-	2	-	-	*	1	-	-
	*	*	*	*	*	*1%*	*	-	-	-	*	-	-	*	*	-	-
21+	**1**	-	*	-	*	-	-	-	-	*	*	-	-	-	*	-	-
	*	-	*	-	*	-	-	-	-	*	*	-	-	-	*	-	-
Any Sent (non-zero entry)	**788**	179	221	177	211	54	72	53	83	53	85	68	70	39	93	41	77
	15%	*14%*	*17%*	*14%*	*16%*	*13%*	**17%mo**	*12%*	**19%egimo**	*11%*	**21%egimo**	**16%m**	**16%mo**	*9%*	**20%egimo**	*10%*	**19%gimo**
Total Mean (including those not Sending any)																	
Mean	**0.32**	0.28	0.37	0.29	0.35	0.29	**0.33o**	0.23	**0.41gmo**	0.21	**0.49gimo**	**0.36o**	**0.33o**	0.18	**0.47gimo**	0.15	**0.41gmo**
Std Dev.	**1.16**	1.00	1.42	1.05	1.13	1.24	0.96	0.75	1.17	1.36	1.70	1.12	1.16	0.82	1.42	0.57	1.16
Std Error	**0.02**	0.03	0.04	0.03	0.03	0.06	0.05	0.04	0.06	0.07	0.08	0.05	0.06	0.04	0.07	0.03	0.06
Sending Mean (excluding those not Sending any)																	
Mean	**2.11**	2.04	2.15	2.12	2.11	2.32	1.92	1.92	2.14	1.87	2.32	2.28	2.05	1.95	2.32	1.48	2.19
Std Dev.	**2.26**	1.92	2.84	2.04	2.02	2.78	1.52	1.20	1.83	3.65	3.09	1.90	2.21	2.00	2.41	1.13	1.82
Std Error	**0.09**	0.16	0.20	0.17	0.15	0.44	0.18	0.18	0.21	0.52	0.34	0.27	0.28	0.33	0.27	0.17	0.22

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**852**	-	852	451	392	98	111	178	140	161	96	68	209	318	325	164	765	71	861
	17%	-	*17%*	**18%d**	*15%*	*14%*	*18%*	*17%*	**19%k**	*18%*	*15%*	*13%*	*16%*	*18%*	*16%*	*14%*	*16%*	*15%*	*17%*
1-2	**1192**	-	1192	511	676	117	136	222	187	238	152	140	253	409	530	292	1096	80	1180
	23%	-	*23%*	*20%*	**26%c**	*17%*	*22%*	*21%*	**25%e**	**27%eg**	**24%e**	**27%e**	*19%*	*23%*	**26%l**	**25%l**	**24%q**	*17%*	*23%*
3-4	**845**	-	845	389	455	96	95	160	118	138	133	105	191	278	376	238	788	57	868
	16%	-	*16%*	*15%*	*17%*	*14%*	*16%*	*15%*	*16%*	*15%*	**21%egi**	**20%e**	*15%*	*15%*	*18%*	**20%lm**	*17%*	*12%*	*17%*
5-10	**1238**	-	1238	607	627	222	130	231	191	206	150	110	351	422	465	260	1124	110	1267
	24%	-	*24%*	*24%*	*24%*	**32%fghijk**	*21%*	*22%*	*26%*	*23%*	*24%*	*21%*	**27%n**	*23%*	*23%*	*22%*	*24%*	*24%*	*25%*
11-20	**600**	-	600	327	274	102	80	136	83	94	55	49	183	219	199	104	512	85	581
	12%	-	*12%*	**13%d**	*10%*	**15%jk**	*13%*	*13%*	*11%*	*11%*	*9%*	*9%*	**14%nc**	*12%*	*10%*	*9%*	*11%*	**18%p**	*11%*
21+	**433**	-	433	230	203	55	56	133	27	59	49	54	110	160	162	103	370	60	404
	8%	-	*8%*	*9%*	*8%*	**8%h**	**9%h**	**13%ehij**	*4%*	**7%h**	**8%h**	**10%h**	*9%*	*9%*	*8%*	*9%*	*8%*	**13%p**	*8%*
Any Post Sent (non-zero entry)	**4309**	-	4309	2065	2234	592	497	882	606	736	538	458	1089	1488	1733	997	3889	392	4300
	83%	-	*83%*	*82%*	**85%c**	*86%*	*82%*	*83%*	*81%*	*82%*	*85%*	**87%h**	*84%*	*82%*	*84%*	*86%*	*84%*	*85%*	*83%*
Total Mean (including those not Sending any)																			
Mean	**7.49**	-	7.49	7.74	7.29	7.91	7.43	**9.06hij**	5.97	6.21	6.59	**9.27hij**	7.68	7.78	7.11	7.81	7.26	**10.10p**	7.68
Std Dev.	**14.36**	-	14.36	13.17	15.45	21.11	10.58	13.96	12.79	9.17	11.44	19.25	17.00	13.57	13.16	15.52	12.50	26.72	23.59
Std Error	**0.20**	-	0.20	0.27	0.30	0.86	0.43	0.44	0.48	0.29	0.42	0.88	0.49	0.33	0.28	0.44	0.18	1.57	0.33
Sending Mean (excluding those not Sending any)																			
Mean	**8.97**	-	8.97	9.43	8.57	9.22	9.09	**10.88hij**	7.35	7.58	7.77	**10.63hij**	9.16	9.44	8.44	9.09	8.68	**11.93p**	9.21
Std Dev.	**15.29**	-	15.29	13.98	16.42	22.52	11.04	14.64	13.84	9.60	12.04	20.26	18.19	14.42	13.94	16.40	13.21	28.67	25.57
Std Error	**0.23**	-	0.23	0.31	0.34	1.01	0.50	0.51	0.57	0.33	0.47	0.99	0.58	0.38	0.32	0.50	0.21	1.84	0.39

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	852	93	269	159	331	362	490	441	403	171	113	228	193	76	534	171	622
	17%	9%	17%a	13%a	24%abc	14%	19%e	14%	20%g	25%ijklmn	17%m	18%m	15%m	8%	17%m	25%p	15%
1-2	1192	143	396	304	349	539	653	664	509	157	170	303	314	173	786	157	972
	23%	14%	25%a	26%a	25%a	21%	25%e	22%	25%g	23%	26%m	23%	25%m	19%	25%m	23%	23%
3-4	845	162	266	199	217	429	416	476	352	105	99	239	198	134	537	109	683
	16%	16%	17%	17%	16%	17%	16%	16%	18%	15%	15%	18%	16%	15%	17%	16%	16%
5-10	1238	275	383	272	309	658	581	782	441	147	141	324	317	238	782	148	1033
	24%	28%d	24%	23%	22%	25%	23%	25%h	22%	21%	22%	25%	25%	26%	24%	21%	25%
11-20	600	171	162	143	124	334	267	415	172	77	69	135	114	170	318	77	493
	12%	17%bcd	10%	12%	9%	13%f	10%	14%h	9%	11%	11%	10%	9%	18%ijkln	10%	11%	12%
21+	433	146	122	107	57	269	164	293	131	28	59	71	120	129	250	28	385
	8%	15%bcd	8%d	9%d	4%	10%f	6%	10%h	7%	4%	9%ik	5%	10%ik	14%ijkln	8%ik	4%	9%o
Any Post Sent (non-zero entry)	4309	898	1330	1024	1056	2228	2081	2630	1605	513	538	1071	1063	843	2672	519	3566
	83%	91%bcd	83%d	87%d	76%	86%f	81%	86%h	80%	75%	83%l	82%l	85%l	92%ijkln	83%l	75%	85%o
Total Mean (including those not Sending any)																	
Mean	7.49	10.54bcd	7.22d	7.59d	5.54	8.49f	6.48	8.13h	6.50	5.87	7.02	6.08	8.09k	10.14ijkln	7.06k	5.85	7.82o
Std Dev.	14.36	16.77	12.42	11.61	16.22	14.33	14.32	12.84	16.51	22.65	12.40	8.63	14.23	13.67	11.89	22.55	12.74
Std Error	0.20	0.46	0.31	0.36	0.46	0.27	0.30	0.25	0.33	0.90	0.49	0.24	0.39	0.46	0.21	0.89	0.20
Sending Mean (excluding those not Sending any)																	
Mean	8.97	11.63bcd	8.68	8.77	7.27	9.87f	8.01	9.49h	8.13	7.83	8.49	7.38	9.56k	11.05ijkn	8.47	7.78	9.18
Std Dev.	15.29	17.26	13.14	12.06	18.24	15.00	15.53	13.40	18.11	25.87	13.17	8.99	15.01	13.92	12.56	25.73	13.34
Std Error	0.23	0.51	0.37	0.41	0.59	0.30	0.36	0.28	0.41	1.19	0.57	0.27	0.45	0.49	0.24	1.18	0.22

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 81

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	852	756	96	28	725	67	40	20	44	77	84	76	79	71	108	111	74	10	57
	17%	17%b	13%	12%	17%	15%	16%	14%	21%l	14%	20%	20%l	17%	15%	16%	16%	17%	15%	15%
1-2	1192	1037	155	40	1021	93	54	24	39	129	98	82	126	136	100	200	110	15	77
	23%	23%	21%	17%	24%g	21%	22%	17%	19%	23%n	23%n	22%n	28%hnr	28%hnr	15%	28%hnr	25%n	24%n	21%n
3-4	845	711	134	48	696	89	33	27	40	120	71	50	68	72	79	136	60	9	79
	16%	16%	19%	20%	16%	20%df	13%	19%f	19%n	21%knp	17%	13%	15%	15%	12%	19%n	14%	15%	21%klmnp
5-10	1238	1068	171	58	1021	104	71	43	42	118	111	86	109	113	188	143	112	13	90
	24%	24%	24%	24%	24%	24%	29%d	30%de	20%	21%	26%	23%	24%	23%	28%o	20%	25%	21%	24%
11-20	600	522	79	31	503	50	32	16	29	72	39	39	41	55	112	63	53	7	43
	12%	12%	11%	13%	12%	11%	13%	11%	14%	13%	9%	10%	9%	11%	17%jlo	9%	12%	12%	11%
21+	433	344	89	32	371	32	17	13	16	50	23	41	32	32	91	55	32	9	23
	8%	8%	12%a	14%a	9%	7%	7%	9%	8%	9%	5%	11%jr	7%	7%	13%hjlmopr	8%	7%	14%jlmr	6%
Any Post Sent (non-zero entry)	4309	3681	628	209	3612	367	207	123	165	488	341	299	376	408	570	597	368	53	313
	83%	83%	87%a	88%	83%	85%	84%	86%	79%	86%hk	80%	80%	83%	85%	84%	84%	83%	85%	85%
Total Mean (including those not Sending any)																			
Mean	7.49	7.17	9.45a	10.60a	7.39	7.15	8.51	9.84de	6.68	6.99	5.94	8.25j	7.34	6.34	9.47hjmpr	7.33	6.97	9.75hjmpr	6.70
Std Dev.	14.36	13.54	18.48	23.90	11.60	10.63	35.71	28.65	9.29	8.62	8.96	13.96	15.24	8.63	11.94	13.63	9.89	14.61	9.75
Std Error	0.20	0.23	0.45	0.88	0.23	0.33	1.18	1.13	0.57	0.51	0.53	0.86	0.88	0.52	0.71	0.79	0.59	1.13	0.32
Sending Mean (excluding those not Sending any)																			
Mean	8.97	8.64	10.90a	11.99a	8.87	8.44	10.17	11.40de	8.48	8.10	7.40	10.35jmr	8.88	7.44	11.27hjmopr	8.70	8.37	11.49jmpr	7.92
Std Dev.	15.29	14.43	19.45	25.10	12.18	11.07	38.83	30.57	9.71	8.78	9.45	14.93	16.35	8.91	12.22	14.44	10.29	15.22	10.13
Std Error	0.23	0.27	0.51	0.99	0.27	0.37	1.40	1.30	0.67	0.56	0.63	1.03	1.06	0.58	0.79	0.92	0.67	1.25	0.37

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	852	190	286	201	92	51	476	144	232	280	206	54	44	512	98
	17%	*10%*	**15%a**	**26%abf**	**26%abf**	**31%abf**	*13%*	**28%abf**	*13%*	*14%*	**23%him**	**20%hm**	**43%hijkmn**	*13%*	**27%him**
1-2	1192	370	500	198	80	31	870	111	352	460	257	79	21	812	100
	23%	*20%*	**26%a**	**25%a**	*22%*	*19%*	*23%*	*21%*	*19%*	**23%h**	**28%him**	**30%hm**	*20%*	*21%*	**27%h**
3-4	845	324	317	126	59	17	641	76	307	331	140	44	16	638	60
	16%	*18%*	*16%*	*16%*	*17%*	*10%*	*17%*	*15%*	*17%*	*17%*	*15%*	*17%*	*15%*	*17%*	*16%*
5-10	1238	467	508	140	80	32	976	111	479	520	170	50	9	999	59
	24%	**25%c**	**26%c**	*18%*	*22%*	*19%*	**26%c**	*21%*	**26%jln**	**27%jkln**	**19%l**	*19%*	*9%*	**26%jkln**	*16%*
11-20	600	288	191	72	24	23	478	48	278	199	96	18	8	477	26
	12%	**16%bcdfg**	*10%*	*9%*	*7%*	**14%d**	**13%bd**	*9%*	**15%ijkn**	*10%*	*11%*	*7%*	*8%*	**13%kn**	*7%*
21+	433	204	154	45	21	9	359	29	197	168	40	21	4	366	25
	8%	**11%bcdg**	*8%*	*6%*	*6%*	*5%*	**9%cg**	*6%*	**11%j**	**9%j**	*4%*	*8%*	*4%*	**10%j**	*7%*
Any Post Sent (non-zero entry)	4309	1654	1669	581	264	112	3323	375	1613	1679	704	212	59	3291	271
	83%	**90%bcdeg**	**85%cdeg**	*74%*	*74%*	*69%*	**87%cdeg**	*72%*	**87%jkln**	**86%jln**	**77%l**	**80%l**	*57%*	**87%jkln**	**73%l**
Total Mean (including those not Sending any)															
Mean	7.49	**9.57bcdefg**	6.96	5.59	5.67	5.26	**8.22bcdg**	5.54	**9.22ijkln**	**7.36jln**	5.58	5.81	3.91	**8.26jln**	5.28
Std Dev.	14.36	15.03	16.30	9.55	9.52	7.19	15.75	8.85	18.92	11.53	10.48	9.22	7.79	15.58	8.88
Std Error	0.20	0.35	0.36	0.35	0.52	0.55	0.25	0.39	0.43	0.26	0.37	0.59	0.73	0.25	0.47
Sending Mean (excluding those not Sending any)															
Mean	8.97	**10.67bcdg**	8.15	7.53	7.65	7.68	9.40	7.66	**10.54ijn**	8.59	7.22	7.29	6.85	**9.55j**	7.19
Std Dev.	15.29	15.50	17.37	10.40	10.35	7.54	16.51	9.59	19.89	12.03	11.41	9.80	9.30	16.38	9.68
Std Error	0.23	0.38	0.42	0.44	0.65	0.70	0.29	0.50	0.49	0.29	0.46	0.70	1.10	0.28	0.59

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 81

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	852	39	807	5	259	545	48	825	10	6	7	841	4
	17%	*10%*	**17%ac**	*6%*	*17%*	*17%*	*15%*	*16%*	*12%*	*30%*	*70%*	*16%*	*17%*
1-2	1192	67	1098	27	283	835	74	1180	7	2	1	1188	2
	23%	*17%*	**23%a**	**32%a**	*18%*	**25%d**	*23%*	**24%h**	*7%*	*8%*	*10%*	**23%h**	*10%*
3-4	845	48	779	18	234	564	47	821	12	4	-	837	8
	16%	*12%*	*17%*	*22%*	*15%*	*17%*	*15%*	*16%*	*14%*	*18%*	-	*16%*	*36%*
5-10	1238	136	1078	24	395	769	75	1207	21	3	2	1231	5
	24%	**34%b**	*23%*	*28%*	*25%*	*23%*	*23%*	*24%*	*23%*	*15%*	*20%*	*24%*	*23%*
11-20	600	63	532	5	218	329	53	569	24	5	-	599	2
	12%	*16%*	*11%*	*6%*	**14%e**	*10%*	**16%e**	*11%*	**27%gk**	*25%*	-	*12%*	*7%*
21+	433	49	379	5	166	237	30	415	15	1	-	431	2
	8%	**12%b**	*8%*	*6%*	**11%e**	*7%*	*9%*	*8%*	**17%gk**	*5%*	-	*8%*	*7%*
Any Post Sent (non-zero entry)	4309	363	3867	79	1296	2734	279	4193	79	15	3	4287	19
	83%	**90%b**	*83%*	**94%b**	*83%*	*83%*	*85%*	*84%*	*88%*	*70%*	*30%*	*84%*	*83%*
Total Mean (including those not Sending any)													
Mean	7.49	**9.93b**	7.30	6.55	**8.75e**	6.85	7.86	7.43	**11.96gk**	6.98	1.13	7.50	6.93
Std Dev.	14.36	27.55	12.64	10.72	18.84	12.04	10.05	14.42	13.47	7.98	2.15	14.39	8.90
Std Error	0.20	1.39	0.18	1.13	0.47	0.21	0.56	0.20	1.61	1.48	0.81	0.20	2.04
Sending Mean (excluding those not Sending any)													
Mean	8.97	11.00	8.82	7.00	**10.50e**	8.22	9.21	8.89	**13.52g**	9.91	3.76	8.98	8.32
Std Dev.	15.29	28.80	13.41	10.95	20.19	12.75	10.30	15.35	13.57	7.82	2.44	15.31	9.16
Std Error	0.23	1.55	0.22	1.24	0.55	0.25	0.62	0.24	1.71	1.71	1.41	0.23	2.45

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	852	235	214	197	206	84	71	80	62	84	68	47	83	67	78	62	66
	17%	*18%*	*17%*	*15%*	*16%*	**19%k**	*17%*	**18%k**	*14%*	**18%k**	*17%*	*11%*	**19%jk**	*16%*	*17%*	*15%*	*16%*
1-2	1192	349	285	262	296	119	115	115	112	108	66	75	91	96	106	89	101
	23%	**27%bc**	*22%*	*20%*	*23%*	**27%jk**	**28%jk**	**26%jk**	**26%jk**	*23%*	*16%*	*17%*	*21%*	*22%*	*23%*	*22%*	**24%j**
3-4	845	221	189	209	226	68	76	77	68	66	54	51	71	87	90	77	59
	16%	*17%*	*15%*	*16%*	*17%*	*16%*	*18%*	*17%*	*16%*	*14%*	*14%*	*12%*	*17%*	**20%k**	**19%k**	**19%k**	*14%*
5-10	1238	307	284	294	354	111	85	111	94	107	83	76	113	105	108	121	125
	24%	*24%*	*22%*	*23%*	**27%bc**	**26%k**	*20%*	*25%*	*22%*	*23%*	*21%*	*18%*	**26%k**	*25%*	*23%*	**29%fjk**	**30%fhjk**
11-20	600	103	191	172	134	32	43	28	54	66	71	80	43	49	51	45	38
	12%	*8%*	**15%ad**	**13%a**	*10%*	*7%*	*10%*	*6%*	**13%g**	**14%eg**	**18%efgilnop**	**19%efgilmnop**	*10%*	*12%*	*11%*	*11%*	*9%*
21+	433	76	126	156	75	19	24	33	40	30	57	103	31	22	30	17	28
	8%	*6%*	**10%ad**	**12%ad**	*6%*	*4%*	*6%*	*7%*	**9%eo**	*6%*	**14%efgilmnop**	**24%efghijlmnop**	*7%*	*5%*	*7%*	*4%*	*7%*
Any Post Sent (non-zero entry)	4309	1055	1076	1093	1085	349	343	363	368	377	331	385	348	359	385	350	350
	83%	*82%*	*83%*	*85%*	*84%*	*81%*	*83%*	*82%*	*86%*	*82%*	*83%*	**89%egil**	*81%*	*84%*	*83%*	*85%*	*84%*
Total Mean (including those not Sending any)																	
Mean	7.49	5.76	**7.98a**	**9.30ad**	6.92	5.12	6.44	5.76	**7.09e**	6.69	**10.42efghimnp**	**13.14efghilmnop**	**8.08eg**	6.63	6.93	7.04	6.78
Std Dev.	14.36	9.06	13.37	14.60	18.55	8.24	10.83	7.91	9.13	9.69	19.28	15.67	15.28	11.70	11.81	28.48	10.58
Std Error	0.20	0.25	0.37	0.41	0.52	0.40	0.52	0.38	0.44	0.47	0.93	0.76	0.74	0.56	0.57	1.37	0.51
Sending Mean (excluding those not Sending any)																	
Mean	8.97	7.05	**9.57a**	**10.97ad**	8.23	6.35	7.79	7.02	**8.29e**	8.19	**12.55efghimnp**	**14.74efghilmnop**	**0.00eg**	7.88	8.34	8.28	8.05
Std Dev.	15.29	9.56	14.11	15.27	19.97	8.74	11.46	8.21	9.36	10.13	20.52	15.87	16.43	12.36	12.49	30.73	11.07
Std Error	0.23	0.29	0.43	0.46	0.61	0.47	0.61	0.43	0.49	0.53	1.08	0.82	0.89	0.64	0.66	1.61	0.59

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	1392	-	1392	682	698	187	187	295	237	251	151	84	374	532	486	235	1241	131	1435
	27%	-	27%	27%	27%	27%k	31%jk	28%k	32%jk	28%k	24%k	16%	29%no	29%no	24%	20%	27%	28%	28%
1-2	1487	-	1487	641	843	174	145	286	231	291	195	166	319	517	652	361	1382	91	1498
	29%	-	29%	25%	32%c	25%	24%	27%	31%f	32%efg	31%f	32%f	25%	29%	32%l	31%l	30%q	20%	29%
3-4	895	-	895	450	441	135	107	150	115	153	123	113	242	265	389	236	816	79	882
	17%	-	17%	18%	17%	20%g	18%	14%	15%	17%	19%g	21%g	19%m	15%	19%m	20%m	18%	17%	17%
5-10	871	-	871	461	409	143	101	199	123	134	94	77	244	322	305	171	775	89	869
	17%	-	17%	18%	16%	21%ij	17%	19%	16%	15%	15%	15%	19%n	18%	15%	15%	17%	19%	17%
11-20	316	-	316	187	129	32	52	88	29	40	34	41	84	116	116	76	265	48	274
	6%	-	6%	7%d	5%	5%	9%ehi	8%ehi	4%	5%	5%	8%h	6%	6%	6%	7%	6%	10%p	5%
21+	200	-	200	94	106	18	17	43	12	28	37	45	35	54	110	82	174	24	203
	4%	-	4%	4%	4%	3%	3%	4%h	2%	3%	6%eh	9%efghi	3%	3%	5%lm	7%lm	4%	5%	4%
Any Letters Sent (non-zero entry)	3769	-	3769	1834	1927	502	422	765	509	647	483	442	923	1274	1572	925	3413	332	3726
	73%	-	73%	73%	73%	73%	69%	72%	68%	72%	76%fh	84%efghij	71%	71%	76%lm	80%lm	73%	72%	72%
Total Mean (including those not Sending any)																			
Mean	4.55	-	4.55	4.67	4.46	4.23	4.24	4.75hi	3.33	3.71	4.78hi	7.82efghij	4.23	4.16	5.09m	6.16lm	4.45	5.70	4.64
Std Dev.	11.36	-	11.36	9.07	13.22	19.92	7.02	7.49	7.07	6.45	8.64	18.20	15.29	7.35	11.33	13.90	9.04	24.76	18.61
Std Error	0.16	-	0.16	0.18	0.26	0.81	0.29	0.24	0.26	0.20	0.32	0.84	0.44	0.18	0.24	0.40	0.13	1.46	0.26
Sending Mean (excluding those not Sending any)																			
Mean	6.23	-	6.23	6.40	6.08	5.80	6.11	6.58hi	4.87	5.15	6.28	9.31fghij	5.94	5.90	6.67	7.72m	6.07	7.95	6.43
Std Dev.	12.89	-	12.89	10.08	15.11	23.16	7.72	8.11	8.10	7.09	9.42	19.51	17.84	8.15	12.56	15.17	10.08	28.95	21.64
Std Error	0.21	-	0.21	0.24	0.34	1.14	0.38	0.31	0.36	0.26	0.39	0.98	0.63	0.24	0.30	0.49	0.17	2.03	0.35

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	1392	169	437	295	492	605	787	798	578	256	181	355	340	155	875	256	1046
	27%	17%	27%a	25%a	35%abc	23%	31%e	26%	29%	37%jklmn	28%m	27%m	27%m	17%	27%m	37%p	25%
1-2	1487	187	513	369	418	700	787	862	601	203	206	392	374	221	972	203	1217
	29%	19%	32%a	31%a	30%a	27%	31%e	28%	30%	30%	32%m	30%m	30%m	24%	30%m	29%	29%
3-4	895	226	275	191	203	501	394	519	364	89	89	250	233	173	572	93	758
	17%	23%bcd	17%	16%	15%	19%f	15%	17%	18%	13%	14%	19%ij	19%ij	19%ij	18%ij	13%	18%o
5-10	871	246	236	205	184	482	389	572	284	86	108	214	187	221	509	87	734
	17%	25%bcd	15%	17%d	13%	19%f	15%	19%h	14%	13%	17%	16%	15%	24%ijkln	16%	13%	18%o
11-20	316	117	70	72	57	187	128	216	89	35	38	56	55	109	149	35	259
	6%	12%bcd	4%	6%	4%	7%f	5%	7%h	4%	5%	6%	4%	4%	12%ijkln	5%	5%	6%
21+	200	46	68	53	33	114	86	106	92	16	30	33	66	40	129	16	175
	4%	5%d	4%d	4%d	2%	4%	3%	3%	5%	2%	5%	3%	5%ik	4%	4%	2%	4%
Any Letters Sent (non-zero entry)	3769	823	1162	889	895	1985	1784	2274	1430	428	470	945	916	765	2331	434	3142
	73%	83%bcd	73%d	75%d	65%	77%f	69%	74%	71%	63%	72%l	73%l	73%l	83%ijkln	73%l	63%	75%o
Total Mean (including those not Sending any)																	
Mean	4.55	6.30bcd	4.40	4.62	3.40	5.13f	3.96	4.49	4.64	3.55	4.36	3.54	4.94k	6.10ijkn	4.26k	3.55	4.74
Std Dev.	11.36	10.88	9.76	8.13	15.03	10.24	12.36	8.21	15.07	20.10	8.33	5.55	10.55	10.48	8.39	20.02	9.44
Std Error	0.16	0.30	0.25	0.25	0.42	0.19	0.26	0.16	0.31	0.80	0.33	0.15	0.29	0.35	0.15	0.79	0.15
Sending Mean (excluding those not Sending any)																	
Mean	6.23	7.60bcd	6.06	6.15	5.27	6.69	5.71	6.07	6.51	5.68	6.03k	4.87	6.77k	7.33kn	5.85k	5.64	6.32
Std Dev.	12.89	11.53	11.00	8.87	18.45	11.25	14.49	9.02	17.51	25.18	9.28	5.99	11.84	11.09	9.36	25.01	10.43
Std Error	0.21	0.36	0.33	0.32	0.64	0.24	0.36	0.21	0.42	1.26	0.43	0.20	0.38	0.42	0.19	1.24	0.19

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	1392	1223	169	47	1170	120	66	36	73	137	123	108	139	130	172	174	113	19	101
	27%	28%c	23%	20%	27%	28%	27%	25%	35%inopr	24%	29%	29%	31%	27%	25%	25%	26%	30%	27%
1-2	1487	1293	194	60	1253	123	73	38	49	178	129	99	140	137	128	252	140	17	106
	29%	29%	27%	25%	29%	28%	30%	27%	23%	31%n	30%n	26%n	31%n	29%n	19%	36%hkn	32%hn	27%	29%n
3-4	895	759	136	47	748	82	40	25	38	105	72	69	71	84	116	116	76	8	75
	17%	17%	19%	20%	17%	19%	16%	18%	18%	19%	17%	18%	16%	18%	17%	16%	17%	12%	20%
5-10	871	760	111	42	721	74	49	27	35	85	69	59	68	83	159	101	62	12	62
	17%	17%	15%	18%	17%	17%	20%	19%	17%	15%	16%	16%	15%	17%	24%ijklopr	14%	14%	19%	17%
11-20	316	264	52	18	277	19	10	10	7	38	19	17	18	28	81	40	29	2	17
	6%	6%	7%	7%	6%	4%	4%	7%	3%	7%	5%	4%	4%	6%	12%hijklmopqr	6%	7%	2%	5%
21+	200	138	62	23	170	16	8	7	7	22	13	24	17	17	22	25	23	6	9
	4%	3%	9%a	10%a	4%	4%	3%	5%	3%	4%	3%	6%r	4%	4%	3%	4%	5%	10%hijlmnor	2%
Any Letters Sent (non-zero entry)	3769	3214	555	189	3168	314	181	107	136	428	302	267	315	350	506	534	329	44	269
	73%	72%	77%	80%a	73%	72%	73%	75%	65%	76%h	71%	71%	69%	73%	75%h	75%h	74%h	70%	73%h
Total Mean (including those not Sending any)																			
Mean	4.55	4.24	6.46a	6.91a	4.51	4.04	5.18	6.13de	3.66	4.08	3.59	4.82	4.95	4.23	5.32hijr	4.60	4.55	5.56hjr	3.78
Std Dev.	11.36	11.03	13.05	12.81	8.52	6.99	33.30	19.87	6.44	5.93	5.91	8.90	13.90	7.29	7.11	9.84	7.59	9.43	6.47
Std Error	0.16	0.19	0.31	0.47	0.17	0.21	1.11	0.78	0.40	0.35	0.35	0.55	0.81	0.44	0.42	0.57	0.45	0.73	0.22
Sending Mean (excluding those not Sending any)																			
Mean	6.23	5.85	8.43a	8.63a	6.18	5.59	7.06	8.21de	5.62	5.40	5.05	6.76	7.14	5.80	7.13ijr	6.10	6.12	7.89ijr	5.21
Std Dev.	12.89	12.59	14.34	13.80	9.45	7.68	38.75	22.65	7.27	6.27	6.46	9.90	16.22	7.99	7.40	10.92	8.23	10.41	7.09
Std Error	0.21	0.25	0.40	0.58	0.22	0.28	1.49	1.04	0.56	0.43	0.46	0.73	1.15	0.56	0.51	0.74	0.57	0.92	0.28

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	1392	325	489	309	141	87	814	228	409	501	299	73	63	910	136
	27%	18%	25%af	40%abf	39%abf	53%abcdf	21%a	44%abf	22%	26%	33%him	27%	62%hijkmn	24%	37%him
1-2	1487	512	603	245	90	32	1115	122	522	575	274	90	11	1096	102
	29%	28%	31%eg	31%eg	25%	20%	29%eg	23%	28%l	29%l	30%l	34%l	11%	29%l	28%l
3-4	895	375	350	91	64	12	725	76	344	340	149	43	13	684	55
	17%	20%ceg	18%ce	12%	18%ce	7%	19%ce	15%	19%	17%	16%	16%	12%	18%	15%
5-10	871	377	334	89	38	24	710	62	337	346	130	40	11	683	51
	17%	20%cdg	17%cdg	11%	11%	15%	19%cdg	12%	18%	18%	14%	15%	10%	18%	14%
11-20	316	157	103	32	15	8	259	24	138	126	34	10	5	264	15
	6%	8%bcdg	5%	4%	4%	5%	7%c	5%	7%j	6%j	4%	4%	4%	7%j	4%
21+	200	100	77	16	7	*	176	8	94	71	24	9	1	166	10
	4%	5%cdeg	4%eg	2%	2%	*	5%ceg	1%	5%j	4%	3%	4%	1%	4%	3%
Any Letters Sent (non-zero entry)	3769	1519	1467	473	215	76	2986	291	1435	1458	610	193	39	2893	233
	73%	82%bcdefg	75%cdeg	60%e	61%e	47%	79%bcdeg	56%	78%jln	74%jln	67%l	73%l	38%	76%jln	63%l
Total Mean (including those not Sending any)															
Mean	4.55	6.06bcdeg	4.30c	2.90	3.23	2.31	5.16cdeg	2.94	5.50ij	4.37l	3.74	3.80	2.31	4.92j	3.38
Std Dev.	11.36	11.87	13.50	5.50	6.53	3.82	12.76	5.83	15.82	7.54	8.94	7.02	4.82	12.29	6.51
Std Error	0.16	0.28	0.30	0.20	0.36	0.29	0.21	0.26	0.36	0.17	0.31	0.45	0.45	0.20	0.34
Sending Mean (excluding those not Sending any)															
Mean	6.23	7.36bcg	5.74	4.80	5.34	4.96	6.56	5.24	7.06	5.87	5.57	5.23	6.01	6.46	5.36
Std Dev.	12.89	12.71	15.32	6.39	7.69	4.27	14.07	6.96	17.63	8.22	10.44	7.78	6.22	13.73	7.53
Std Error	0.21	0.33	0.40	0.30	0.55	0.48	0.26	0.42	0.46	0.21	0.45	0.59	0.85	0.25	0.50

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	1392	75	1303	13	398	920	74	1362	11	8	7	1380	4
	27%	19%	28%a	16%	26%	28%	23%	27%h	12%	36%	70%	27%h	19%
1-2	1487	78	1377	33	374	1014	100	1467	13	1	1	1481	5
	29%	19%	29%a	39%a	24%	31%d	31%	29%h	14%	7%	11%	29%h	22%
3-4	895	82	795	18	289	557	49	862	18	4	2	884	9
	17%	20%	17%	22%	19%	17%	15%	17%	21%	19%	19%	17%	40%
5-10	871	113	743	15	314	484	73	833	31	5	-	868	3
	17%	28%b	16%	18%	20%e	15%	22%e	17%	34%gk	24%	-	17%	11%
11-20	316	41	273	2	119	176	20	300	11	3	-	314	2
	6%	10%b	6%	3%	8%e	5%	6%	6%	13%	13%	-	6%	7%
21+	200	14	183	3	61	127	11	195	5	-	-	200	*
	4%	4%	4%	3%	4%	4%	3%	4%	6%	-	-	4%	*
Any Letters Sent (non-zero entry)	3769	327	3370	71	1158	2359	253	3656	78	13	3	3748	19
	73%	81%b	72%	84%	74%	72%	77%	73%	88%gk	64%	30%	73%	81%
Total Mean (including those not Sending any)													
Mean	4.55	6.08b	4.43	3.82	5.15	4.27	4.48	4.51	7.59	4.33	0.89	4.56	3.26
Std Dev.	11.36	26.02	9.14	5.05	15.52	9.20	6.25	11.43	9.99	4.77	1.64	11.39	3.89
Std Error	0.16	1.31	0.13	0.53	0.39	0.16	0.35	0.16	1.19	0.89	0.62	0.16	0.89
Sending Mean (excluding those not Sending any)													
Mean	6.23	7.47	6.14	4.54	6.92	5.94	5.79	6.19	8.63	6.80	2.96	6.24	4.05
Std Dev.	12.89	28.68	10.27	5.20	17.65	10.38	6.55	12.99	10.22	4.32	1.73	12.93	3.96
Std Error	0.21	1.63	0.18	0.64	0.51	0.22	0.42	0.22	1.30	1.02	1.00	0.21	1.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**1392**	375	340	316	360	134	120	122	98	136	106	82	127	107	122	112	127
	27%	*29%*	*26%*	*25%*	*28%*	**31%hk**	**29%k**	**28%k**	*23%*	**30%k**	*26%*	*19%*	**30%k**	*25%*	*26%*	**27%k**	**30%k**
1-2	**1487**	423	333	339	393	135	136	152	129	127	77	90	117	131	153	125	115
	29%	**33%bc**	*26%*	*26%*	*30%*	**31%jk**	**33%jk**	**34%jk**	**30%jk**	**28%j**	*19%*	*21%*	**27%j**	**31%jk**	**33%jk**	**30%jk**	**28%j**
3-4	**895**	237	226	210	222	81	82	74	75	85	66	44	75	92	76	71	74
	17%	*18%*	*18%*	*16%*	*17%*	**19%k**	**20%k**	**17%k**	**17%k**	**18%k**	**17%k**	*10%*	**17%k**	**21%k**	**16%k**	**17%k**	**18%k**
5-10	**871**	177	234	224	236	61	48	68	89	70	75	83	75	66	83	77	76
	17%	*14%*	**18%a**	*17%*	**18%a**	*14%*	*12%*	*15%*	**21%f**	*15%*	**19%f**	**19%f**	*17%*	*15%*	*18%*	**19%f**	**18%f**
11-20	**316**	56	102	104	54	21	19	16	27	26	50	60	16	29	23	15	15
	6%	*4%*	**8%ad**	**8%ad**	*4%*	*5%*	*4%*	*4%*	*6%*	*6%*	**12%efghilmnop**	**14%efghilmnop**	*4%*	*7%*	*5%*	*4%*	*4%*
21+	**200**	22	55	96	26	2	9	11	12	16	26	73	21	2	7	11	9
	4%	*2%*	**4%ad**	**7%abd**	*2%*	*	*2%*	*2%*	**3%e**	**4%em**	**7%efghmnop**	**17%efghijlmnop**	**5%emn**	*1%*	*2%*	*3%*	*2%*
Any Letters Sent (non-zero entry)	**3769**	915	950	974	931	299	295	321	332	324	294	350	304	320	342	300	289
	73%	*71%*	*74%*	*75%*	*72%*	*69%*	*71%*	*72%*	**77%e**	*70%*	*74%*	**81%efgilop**	*70%*	*75%*	*74%*	*73%*	*70%*
Total Mean (including those not Sending any)																	
Mean	**4.55**	3.25	**4.92a**	**6.20abd**	3.83	2.79	3.73	3.24	**4.04e**	**3.86e**	**7.10efghimnp**	**9.98efghijlmnop**	**5.20egm**	3.37	3.78	4.06	3.66
Std Dev.	**11.36**	6.14	10.45	11.31	15.37	4.07	8.47	5.14	5.39	6.28	16.42	13.54	12.47	4.63	7.14	25.37	6.38
Std Error	**0.16**	0.17	0.29	0.32	0.43	0.20	0.41	0.25	0.26	0.30	0.79	0.65	0.60	0.22	0.34	1.22	0.31
Sending Mean (excluding those not Sending any)																	
Mean	**6.23**	4.58	**6.68a**	**8.21abd**	5.31	4.04	5.24	4.48	**5.23e**	**5.48e**	**9.66efghimnp**	**12.33efghilmnop**	**7.38egm**	4.50	5.12	5.58	5.26
Std Dev.	**12.89**	6.87	11.68	12.37	17.89	4.35	9.64	5.56	5.61	6.87	18.49	14.05	14.31	4.85	7.89	29.61	7.08
Std Error	**0.21**	0.23	0.38	0.40	0.59	0.25	0.55	0.31	0.31	0.39	1.04	0.77	0.83	0.27	0.45	1.71	0.41

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	2391	-	2391	1134	1246	232	258	398	352	444	359	346	490	751	1150	705	2200	159	2331
	46%	-	46%	45%	47%	34%	42%e	38%	47%eg	50%efg	57%efghi	66%efghij	38%	42%	56%lm	61%lmn	47%q	34%	45%
1-2	1521	-	1521	757	757	212	191	298	242	283	174	120	403	540	577	294	1379	138	1597
	29%	-	29%	30%	29%	31%k	31%k	28%	32%k	32%k	27%	23%	31%o	30%	28%	25%	30%	30%	31%
3-4	612	-	612	316	295	114	79	183	77	71	53	37	192	260	160	90	538	72	625
	12%	-	12%	13%	11%	16%hijk	13%ijk	17%hijk	10%	8%	8%	7%	15%no	14%no	8%	8%	12%	16%	12%
5-10	477	-	477	241	235	108	59	123	61	68	38	20	167	184	126	58	398	73	446
	9%	-	9%	10%	9%	16%fhijk	10%k	12%ijk	8%k	8%k	6%	4%	13%no	10%no	6%	5%	9%	16%p	9%
11-20	118	-	118	52	66	19	18	38	9	24	9	2	37	47	35	10	102	15	117
	2%	-	2%	2%	3%	3%k	3%k	4%hjk	1%	3%k	1%	*	3%o	3%o	2%	1%	2%	3%	2%
21+	42	-	42	15	27	4	4	19	5	7	2	1	8	24	10	3	37	5	45
	1%	-	1%	1%	1%	1%	1%	2%j	1%	1%	*	*	1%	1%no	*	*	1%	1%	1%
Any Parcels Sent (non-zero entry)	2770	-	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
	54%	-	54%	55%	53%	66%fhijk	58%ijk	62%hijk	53%jk	50%jk	43%k	34%	62%no	58%no	44%o	39%	53%	66%p	55%
Total Mean (including those not Sending any)																			
Mean	2.02	-	2.02	1.99	2.06	2.58ijk	2.19jk	2.78hijk	1.91k	1.80k	1.33	0.94	2.40no	2.42no	1.43	1.15	1.95	2.76p	2.13
Std Dev.	4.36	-	4.36	4.48	4.26	3.67	3.84	4.85	6.47	3.80	3.17	2.25	3.75	5.59	3.28	2.79	4.39	4.08	6.71
Std Error	0.06	-	0.06	0.09	0.08	0.15	0.16	0.15	0.24	0.12	0.12	0.10	0.11	0.13	0.07	0.08	0.06	0.24	0.09
Sending Mean (excluding those not Sending any)																			
Mean	3.77	-	3.77	3.63	3.92	3.89k	3.81k	4.46ijk	3.62	3.57	3.06	2.73	3.86no	4.15no	3.25	2.93	3.71	4.21	3.89
Std Dev.	5.37	-	5.37	5.53	5.22	3.90	4.41	5.50	8.56	4.72	4.22	3.15	4.12	6.81	4.31	3.83	5.48	4.39	8.67
Std Error	0.10	-	0.10	0.15	0.14	0.20	0.23	0.22	0.45	0.20	0.22	0.22	0.15	0.22	0.13	0.16	0.11	0.32	0.16

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	2391	321	767	570	732	1088	1302	1170	1177	371	333	669	549	268	1551	376	1853
	46%	*32%*	**48%a**	**48%a**	**53%a**	*42%*	**51%e**	*38%*	**59%g**	**54%lmn**	**51%lm**	**51%lm**	**44%m**	*29%*	**48%lm**	**54%p**	*44%*
1-2	1521	322	482	331	386	804	717	972	529	167	190	362	413	304	964	167	1286
	29%	*32%*	*30%*	*28%*	*28%*	*31%*	*28%*	**32%h**	*26%*	*24%*	*29%*	*28%*	**33%ik**	**33%l**	**30%l**	*24%*	**31%o**
3-4	612	167	165	138	143	332	281	449	158	68	54	151	135	173	340	68	518
	12%	**17%bcd**	*10%*	*12%*	*10%*	*13%*	*11%*	**15%h**	*8%*	*10%*	*8%*	*12%*	*11%*	**19%ijkln**	*11%*	*10%*	*12%*
5-10	477	141	132	97	107	273	204	366	103	67	51	82	112	142	244	67	388
	9%	**14%bcd**	*8%*	*8%*	*8%*	**11%f**	*8%*	**12%h**	*5%*	**10%k**	*8%*	*6%*	*9%*	**15%ijkln**	*8%*	*10%*	*9%*
11-20	118	35	33	35	16	67	51	82	33	11	17	24	33	27	75	11	106
	2%	**3%d**	*2%*	**3%d**	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*
21+	42	6	20	12	3	27	15	33	8	1	6	11	14	5	32	1	36
	1%	*1%*	**1%d**	*1%*	*	*1%*	*1%*	**1%h**	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
Any Parcels Sent (non-zero entry)	2770	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
	54%	**68%bcd**	*52%*	*52%*	*47%*	**58%f**	*49%*	**62%h**	*41%*	*46%*	*49%*	*49%*	**56%ijkn**	**71%ijkln**	**52%l**	*46%*	**56%o**
Total Mean (including those not Sending any)																	
Mean	2.02	**2.71bcd**	**2.03d**	**2.04d**	1.51	**2.29f**	1.75	**2.47h**	1.33	1.65	1.86	1.73	**2.24k**	**2.67ijkn**	1.96	1.64	2.12
Std Dev.	4.36	5.93	4.40	4.21	2.77	5.05	3.52	4.92	3.20	5.68	4.14	3.57	5.00	3.59	4.30	5.66	4.16
Std Error	0.06	0.16	0.11	0.13	0.08	0.09	0.07	0.10	0.06	0.23	0.16	0.10	0.14	0.12	0.08	0.22	0.06
Sending Mean (excluding those not Sending any)																	
Mean	3.77	**4.01d**	**3.90d**	**3.93d**	3.19	3.95	3.55	**3.99h**	3.23	3.60	3.81	3.57	3.99	3.77	3.79	3.59	3.80
Std Dev.	5.37	6.84	5.46	5.17	3.30	6.11	4.32	5.75	4.32	7.97	5.25	4.44	6.13	3.74	5.37	7.96	4.96
Std Error	0.10	0.24	0.19	0.22	0.14	0.15	0.13	0.14	0.13	0.47	0.28	0.17	0.22	0.15	0.13	0.47	0.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 83

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	2391	2045	345	105	2053	179	106	52	94	251	220	178	238	245	241	357	229	24	156
	46%	*46%*	*48%*	*44%*	47%eg	*41%*	*43%*	*36%*	45%n	44%n	52%nqr	47%n	52%nqr	51%nqr	*36%*	50%nqr	52%nqr	*37%*	*42%*
1-2	1521	1295	225	74	1250	142	77	52	64	182	118	120	114	147	188	205	113	21	121
	29%	*29%*	*31%*	*31%*	*29%*	*33%*	*31%*	36%d	*30%*	*32%*	*28%*	*32%*	*25%*	*31%*	*28%*	*29%*	*26%*	*33%*	33%lp
3-4	612	547	66	21	503	60	27	22	29	71	43	25	62	50	113	61	49	9	51
	12%	12%b	*9%*	*9%*	*12%*	*14%*	*11%*	16%df	14%ko	12%k	*10%*	*7%*	14%k	*10%*	17%jkmo	*9%*	*11%*	14%k	14%ko
5-10	477	413	64	30	400	36	27	14	13	39	40	37	34	26	106	59	47	5	31
	9%	*9%*	*9%*	*13%*	*9%*	*8%*	*11%*	*10%*	*6%*	*7%*	*9%*	*10%*	*8%*	*5%*	16%hijlmor	*8%*	11%m	*8%*	*8%*
11-20	118	104	15	5	100	10	7	2	6	19	2	9	4	12	23	21	3	2	8
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	3%jlp	3%j	*	*3%*	*1%*	*3%*	3%j	3%j	*1%*	3%jp	*2%*
21+	42	34	8	1	32	6	3	1	3	5	3	7	2	-	7	6	-	3	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	1%mp	*1%*	*1%*	2%mp	*	-	*1%*	*1%*	-	4%jlmnopr	*1%*
Any Parcels Sent (non-zero entry)	2770	2392	378	131	2285	254	141	91	115	315	205	197	216	235	437	351	213	39	215
	54%	*54%*	*52%*	*56%*	*53%*	59%d	*57%*	64%d	*55%*	*56%*	*48%*	*53%*	*48%*	*49%*	64%hijklmop	*50%*	*48%*	63%lmop	58%lmop
Total Mean (including those not Sending any)																			
Mean	2.02	2.01	2.12	2.43	1.96	2.24	2.39d	2.52d	2.08	2.04	1.76	2.28	1.55	1.53	2.75ijlmop	1.88	1.56	2.87jlmop	2.14lmp
Std Dev.	4.36	3.77	6.96	9.87	3.83	4.26	5.42	11.71	3.99	3.85	4.20	5.52	2.87	2.88	4.11	3.82	2.49	5.39	4.04
Std Error	0.06	0.06	0.17	0.36	0.08	0.13	0.18	0.46	0.25	0.23	0.25	0.34	0.17	0.17	0.24	0.22	0.15	0.42	0.13
Sending Mean (excluding those not Sending any)																			
Mean	3.77	3.72	4.06	4.37	3.73	3.82	4.19	3.97	3.79	3.67	3.65	4.33	3.26	3.12	4.27lmp	3.78	3.23	4.58lmp	3.69
Std Dev.	5.37	4.47	9.21	12.93	4.61	4.99	6.64	14.52	4.76	4.55	5.45	7.00	3.43	3.46	4.44	4.72	2.73	6.23	4.73
Std Error	0.10	0.10	0.30	0.62	0.13	0.20	0.29	0.73	0.39	0.36	0.47	0.60	0.29	0.30	0.33	0.40	0.23	0.61	0.21

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	2391	784	916	414	161	76	1700	237	723	831	549	156	72	1554	228
	46%	*42%*	**47%a**	**53%abf**	*45%*	*47%*	*45%*	*46%*	*39%*	*42%*	**60%him**	**58%him**	**71%him**	*41%*	**62%him**
1-2	1521	543	594	212	115	41	1137	155	563	656	215	62	10	1219	72
	29%	*29%*	*30%*	*27%*	*32%*	*25%*	*30%*	*30%*	**31%jln**	**33%jkln**	**24%l**	**23%l**	*10%*	**32%jkln**	*20%*
3-4	612	256	228	63	42	21	484	62	264	231	76	24	14	496	37
	12%	**14%c**	**12%c**	*8%*	*12%*	*13%*	**13%c**	*12%*	**14%j**	**12%j**	*8%*	*9%*	*13%*	**13%j**	*10%*
5-10	477	182	169	70	34	21	351	54	209	181	59	20	6	391	25
	9%	*10%*	*9%*	*9%*	*9%*	*13%*	*9%*	*10%*	**11%j**	*9%*	*6%*	*7%*	*6%*	**10%j**	*7%*
11-20	118	58	39	16	3	3	97	6	63	43	8	4	1	106	5
	2%	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	**3%j**	*2%*	*1%*	*2%*	*1%*	**3%j**	*1%*
21+	42	21	9	7	2	2	30	4	22	16	3	1	*	38	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*
Any Parcels Sent (non-zero entry)	2770	1061	1039	368	195	87	2099	282	1122	1128	360	111	30	2249	141
	54%	**58%bc**	**53%c**	*47%*	*55%*	*53%*	**55%c**	*54%*	**61%jkln**	**58%jkln**	*40%*	*42%*	*29%*	**59%jkln**	*38%*
Total Mean (including those not Sending any)															
Mean	2.02	**2.38bc**	1.84	1.84	1.72	2.16	2.10	1.86	**2.56ijkln**	**2.06jkn**	1.27	1.37	1.12	**2.30jkln**	1.30
Std Dev.	4.36	4.62	4.50	4.01	3.07	3.96	4.57	3.37	5.41	4.06	2.74	3.10	3.05	4.77	3.08
Std Error	0.06	0.11	0.10	0.15	0.17	0.30	0.07	0.15	0.12	0.09	0.10	0.20	0.28	0.08	0.16
Sending Mean (excluding those not Sending any)															
Mean	3.77	**4.14b**	3.46	3.91	3.15	4.05	3.80	3.42	**4.21j**	3.58	3.20	3.28	3.84	3.89	3.40
Std Dev.	5.37	5.47	5.70	5.11	3.57	4.67	5.60	3.95	6.42	4.81	3.57	4.10	4.66	5.68	4.22
Std Error	0.10	0.17	0.17	0.27	0.27	0.50	0.12	0.24	0.19	0.14	0.19	0.40	0.78	0.12	0.35

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**2391**	154	2187	49	710	1543	137	2326	32	13	8	2370	12
	46%	*38%*	**47%a**	**58%a**	*46%*	*47%*	*42%*	*46%*	*36%*	*61%*	*80%*	*46%*	*53%*
1-2	**1521**	118	1381	22	391	1030	100	1491	19	5	2	1515	4
	29%	*29%*	*30%*	*25%*	*25%*	**31%d**	*30%*	*30%*	*21%*	*23%*	*19%*	*30%*	*18%*
3-4	**612**	71	536	5	220	354	38	588	20	1	*	609	3
	12%	**18%b**	*11%*	*6%*	**14%e**	*11%*	*12%*	*12%*	**23%gk**	*4%*	*1%*	*12%*	*13%*
5-10	**477**	50	421	5	186	254	36	457	17	2	-	476	1
	9%	*13%*	*9%*	*6%*	**12%e**	*8%*	*11%*	*9%*	**19%gk**	*11%*	-	*9%*	*3%*
11-20	**118**	7	111	1	31	76	12	115	1	-	-	115	3
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*4%*	*2%*	*1%*	-	-	*2%*	*14%*
21+	**42**	2	38	2	18	21	4	42	-	-	-	42	-
	1%	*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Any Parcels Sent (non-zero entry)	**2770**	248	2487	35	845	1735	190	2692	57	8	2	2758	11
	54%	**62%bc**	*53%*	*42%*	*54%*	*53%*	*58%*	*54%*	*64%*	*39%*	*20%*	*54%*	*47%*
Total Mean (including those not Sending any)													
Mean	**2.02**	2.27	2.00	1.91	**2.26e**	1.87	2.41	2.02	2.39	1.42	0.22	2.02	2.90
Std Dev.	**4.36**	3.42	4.42	5.18	5.11	3.96	4.20	4.39	2.63	2.49	0.49	4.36	4.64
Std Error	**0.06**	0.17	0.06	0.55	0.13	0.07	0.23	0.06	0.31	0.46	0.18	0.06	1.07
Sending Mean (excluding those not Sending any)													
Mean	**3.77**	3.69	3.76	4.56	**4.15e**	3.54	4.15	3.76	3.73	3.66	1.08	3.76	6.16
Std Dev.	**5.37**	3.70	5.48	7.27	6.34	4.88	4.82	5.42	2.41	2.83	0.54	5.37	5.12
Std Error	**0.10**	0.24	0.11	1.07	0.21	0.12	0.35	0.10	0.37	0.85	0.38	0.10	1.81

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**2391**	636	609	578	568	231	204	202	220	212	177	183	205	190	212	163	194
	46%	**49%d**	*47%*	*45%*	*44%*	**53%ko**	**49%o**	*46%*	**51%o**	*46%*	*44%*	*42%*	*48%*	*44%*	*46%*	*40%*	*47%*
1-2	**1521**	381	337	404	399	123	120	138	106	120	111	134	130	141	135	139	125
	29%	*30%*	*26%*	**31%b**	**31%b**	*28%*	*29%*	*31%*	*25%*	*26%*	*28%*	*31%*	*30%*	**33%h**	*29%*	**34%h**	*30%*
3-4	**612**	136	168	144	164	32	46	58	53	70	44	57	49	38	61	61	42
	12%	*11%*	*13%*	*11%*	*13%*	*8%*	*11%*	*13%*	*12%*	**15%em**	*11%*	*13%*	*11%*	*9%*	**13%e**	**15%em**	*10%*
5-10	**477**	106	132	116	122	37	32	37	37	42	53	41	34	40	45	35	43
	9%	*8%*	*10%*	*9%*	*9%*	*9%*	*8%*	*8%*	*9%*	*9%*	*13%*	*10%*	*8%*	*9%*	*10%*	*8%*	*10%*
11-20	**118**	24	34	35	26	6	11	6	11	12	11	16	8	11	8	10	8
	2%	*2%*	*3%*	*3%*	*2%*	*1%*	*3%*	*1%*	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*
21+	**42**	7	10	14	11	3	2	2	4	4	2	1	5	8	2	5	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*1%*
Any Parcels Sent (non-zero entry)	**2770**	654	681	712	723	202	211	241	211	249	222	249	226	237	252	249	222
	54%	*51%*	*53%*	*55%*	**56%a**	*47%*	*51%*	*54%*	*49%*	*54%*	*56%*	**58%e**	*52%*	*56%*	*54%*	**60%efh**	*53%*
Total Mean (including those not Sending any)																	
Mean	**2.02**	1.75	2.09	2.14	2.10	1.60	1.85	1.82	1.95	2.08	2.23	2.10	2.02	2.31	2.05	2.23	2.03
Std Dev.	**4.36**	3.32	3.91	4.49	5.43	3.26	3.45	3.25	3.94	3.53	4.28	3.51	4.74	5.09	4.52	7.32	3.99
Std Error	**0.06**	0.09	0.11	0.13	0.15	0.16	0.17	0.16	0.19	0.17	0.21	0.17	0.23	0.25	0.22	0.35	0.19
Sending Mean (excluding those not Sending any)																	
Mean	**3.77**	3.46	3.95	3.88	3.76	3.42	3.64	3.34	3.99	3.85	4.02	3.65	3.85	4.16	3.77	3.69	3.81
Std Dev.	**5.37**	3.98	4.65	5.46	6.82	4.07	4.12	3.78	4.86	4.03	5.08	3.97	5.99	6.24	5.57	9.13	4.80
Std Error	**0.10**	0.15	0.17	0.20	0.25	0.28	0.28	0.24	0.33	0.26	0.32	0.25	0.40	0.40	0.37	0.56	0.32

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Invitations/ greetings cards/ postcards	**2828**	-	2828	1327	1496	338	301	566	390	493	367	372	640	956	1232	739	2601	215	2745
	55%	-	*55%*	*53%*	**57%c**	*49%*	*50%*	*53%*	*52%*	*55%*	**58%ef**	**71%efghij**	*49%*	*53%*	**60%lm**	**64%lm**	**56%q**	*46%*	*53%*
Personal letters (e.g. to a friend or relative)	**1661**	-	1661	943	715	299	226	408	167	237	176	148	525	574	561	324	1444	205	1501
	32%	-	*32%*	**37%d**	*27%*	**43%hijk**	**37%hijk**	**38%hijk**	*22%*	*26%*	*28%*	*28%*	**40%mno**	**32%n**	*27%*	*28%*	*31%*	**44%p**	*29%*
Formal letters to organisations or individuals	**1735**	-	1735	974	761	240	230	413	223	285	196	146	471	636	628	343	1526	195	1714
	34%	-	*34%*	**39%d**	*29%*	*35%*	**38%hk**	**39%hijk**	*30%*	*32%*	*31%*	*28%*	**36%no**	**35%no**	*31%*	*30%*	*33%*	**42%p**	*33%*
Payments for Bills/ invoices/ statements	**1285**	-	1285	764	518	263	209	388	144	109	81	91	472	532	281	172	1085	193	1157
	25%	-	*25%*	**30%d**	*20%*	**38%hijk**	**34%hijk**	**37%hijk**	**19%jl**	*12%*	*13%*	**17%l**	**36%mno**	**29%no**	*14%*	*15%*	*23%*	**42%p**	*22%*
Smaller parcels - that will fit through a letterbox	**2215**	-	2215	1142	1068	393	290	581	303	331	187	131	682	884	649	317	1935	268	2203
	43%	-	*43%*	**45%d**	*41%*	**57%fhijk**	**48%ljk**	**55%fhijk**	**41%jk**	**37%jk**	*29%*	*25%*	**53%no**	**49%no**	*32%*	*27%*	*42%*	**58%p**	*43%*
Larger parcels - that will not fit through a letterbox	**1957**	-	1957	994	956	339	246	485	275	305	189	119	585	760	613	308	1729	218	1960
	38%	-	*38%*	*40%*	*36%*	**49%fhijk**	**40%jk**	**46%hijk**	**37%jk**	**34%k**	**30%k**	*23%*	**45%no**	**42%no**	*30%*	*27%*	*37%*	**47%p**	*38%*
Items requiring a signature	**1360**	-	1360	770	590	230	178	382	193	206	103	67	408	576	376	170	1164	189	1276
	26%	-	*26%*	**31%d**	*22%*	**33%hijk**	**29%ljk**	**36%fhijk**	**26%jk**	**23%jk**	*16%*	*13%*	**31%no**	**32%no**	*18%*	*15%*	*25%*	**41%p**	*25%*
Other important items which involve postal or delivery services	**788**	-	788	471	317	145	121	235	92	77	63	56	266	327	196	119	665	116	701
	15%	-	*15%*	**19%d**	*12%*	**21%hijk**	**20%hijk**	**22%hijk**	*12%*	*9%*	*10%*	*11%*	**20%no**	**18%no**	*10%*	*10%*	*14%*	**25%p**	*14%*
Any Post sent	**4309**	-	4309	2065	2234	592	497	882	606	736	538	458	1089	1488	1733	997	3889	392	4300
	83%	-	*83%*	*82%*	**85%c**	*86%*	*82%*	*83%*	*81%*	*82%*	*85%*	**87%h**	*84%*	*82%*	*84%*	*86%*	*84%*	*85%*	*83%*
Any Letter Post sent	**3769**	-	3769	1834	1927	502	422	765	509	647	483	442	923	1274	1572	925	3413	332	3726
	73%	-	*73%*	*73%*	*73%*	*73%*	*69%*	*72%*	*68%*	*72%*	**76%fh**	**84%efghij**	*71%*	*71%*	**76%lm**	**80%lm**	*73%*	*72%*	*72%*
Any Parcels sent	**2770**	-	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
	54%	-	*54%*	*55%*	*53%*	**66%fhijk**	**58%ljk**	**62%hijk**	**53%jk**	**50%jk**	**43%k**	*34%*	**62%no**	**58%no**	**44%o**	*39%*	*53%*	**66%p**	*55%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Invitations/ greetings cards/ postcards	**2828**	665	865	665	633	1530	1298	1669	1112	310	340	680	707	608	1727	315	2365
	55%	**67%bcd**	**54%d**	**56%d**	*46%*	**59%f**	*50%*	*54%*	*55%*	*45%*	*52%*	**52%i**	**56%i**	**66%ijkln**	**54%i**	*46%*	**56%o**
Personal letters (e.g. to a friend or relative)	**1661**	511	441	397	312	951	709	1129	497	173	190	378	370	449	937	173	1407
	32%	**52%bcd**	**28%d**	**34%bd**	*23%*	**37%f**	*28%*	**37%h**	*25%*	*25%*	*29%*	*29%*	*29%*	**49%ijkln**	*29%*	*25%*	**34%o**
Formal letters to organisations or individuals	**1735**	503	506	403	323	1009	726	1179	532	169	201	423	379	465	1002	170	1481
	34%	**51%bcd**	**32%d**	**34%d**	*23%*	**39%f**	*28%*	**38%h**	*27%*	*25%*	*31%*	**33%i**	*30%*	**51%ijkln**	**31%i**	*25%*	**35%o**
Payments for Bills/ invoices/ statements	**1285**	431	323	297	235	754	532	964	296	126	131	291	294	392	716	127	1117
	25%	**43%bcd**	*20%*	**25%bd**	*17%*	**29%f**	*21%*	**31%h**	*15%*	*18%*	*20%*	*22%*	*23%*	**43%ijkln**	*22%*	*18%*	**27%o**
Smaller parcels - that will fit through a letterbox	**2215**	559	655	487	513	1214	1001	1586	598	234	261	493	566	542	1321	234	1886
	43%	**56%bcd**	*41%*	*41%*	*37%*	**47%f**	*39%*	**52%h**	*30%*	*34%*	*40%*	*38%*	**45%ik**	**59%ijkln**	**41%i**	*34%*	**45%o**
Larger parcels - that will not fit through a letterbox	**1957**	525	570	418	444	1095	862	1362	571	231	211	434	476	499	1122	232	1643
	38%	**53%bcd**	*36%*	*35%*	*32%*	**42%f**	*34%*	**44%h**	*28%*	*34%*	*32%*	*33%*	*38%*	**54%ijkln**	*35%*	*34%*	**39%o**
Items requiring a signature	**1360**	393	348	327	292	741	619	1004	329	132	160	322	329	350	811	132	1170
	26%	**40%bcd**	*22%*	**28%bd**	*21%*	**29%f**	*24%*	**33%h**	*16%*	*19%*	*25%*	**25%i**	**26%i**	**38%ijkln**	**25%i**	*19%*	**28%o**
Other important items which involve postal or delivery services	**788**	290	184	174	141	473	315	573	198	76	82	164	158	258	405	76	669
	15%	**29%bcd**	*11%*	**15%d**	*10%*	**18%f**	*12%*	**19%h**	*10%*	*11%*	*13%*	*13%*	*13%*	**28%ijkln**	*13%*	*11%*	**16%o**
Any Post sent	**4309**	898	1330	1024	1056	2228	2081	2630	1605	513	538	1071	1063	843	2672	519	3566
	83%	**91%bcd**	**83%d**	**87%d**	*76%*	**86%f**	*81%*	**86%h**	*80%*	*75%*	**83%i**	**82%i**	**85%i**	**92%ijkln**	**83%i**	*75%*	**85%o**
Any Letter Post sent	**3769**	823	1162	889	895	1985	1784	2274	1430	428	470	945	916	765	2331	434	3142
	73%	**83%bcd**	**73%d**	**75%d**	*65%*	**77%f**	*69%*	*74%*	*71%*	*63%*	**72%i**	**73%i**	**73%i**	**83%ijkln**	**73%i**	*63%*	**75%o**
Any Parcels sent	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
	54%	**68%bcd**	*52%*	*52%*	*47%*	**58%f**	*49%*	**62%h**	*41%*	*46%*	*49%*	*49%*	**56%ijkn**	**71%ijkln**	**52%i**	*46%*	**56%o**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Invitations/ greetings cards/ postcards	2828 55%	2381 54%	447 62%a	150 64%a	2374 55%	243 56%	137 55%	74 52%	107 51%	327 58%	221 52%	207 55%	242 53%	262 55%	373 55%	391 55%	244 55%	33 53%	210 57%
Personal letters (e.g. to a friend or relative)	1661 32%	1443 33%	218 30%	70 30%	1429 33%df	121 28%	66 27%	45 32%	60 29%	197 35%jr	102 24%	117 31%	144 32%	135 28%	320 47%hijklmopr	218 31%	135 31%	22 35%j	98 27%
Formal letters to organisations or individuals	1735 34%	1499 34%	236 33%	91 38%	1464 34%	137 32%	80 32%	54 38%	62 30%	204 36%l	149 35%	115 31%	125 27%	141 29%	330 49%hijklmopqr	199 28%	140 32%	22 35%	115 31%
Payments for Bills/ invoices/ statements	1285 25%	1127 25%	158 22%	69 29%	1103 25%ef	87 20%	51 21%	45 32%def	52 25%	146 26%r	79 19%	86 23%	91 20%	92 19%	272 40%hijklmopqr	176 25%	109 25%	16 25%	71 19%
Smaller parcels - that will fit through a letterbox	2215 43%	1943 44%b	272 38%	102 43%	1841 42%	190 44%	110 44%	74 52%def	96 46%p	256 45%p	158 37%	157 42%	170 37%	186 39%	377 56%hijklmopqr	286 40%	156 35%	26 41%	164 44%p
Larger parcels - that will not fit through a letterbox	1957 38%	1692 38%	265 37%	91 39%	1616 37%	180 42%	102 41%	58 41%	81 39%	215 38%	147 35%	136 36%	153 34%	153 32%	345 51%hijklmopr	224 32%	162 37%	30 47%jlmo	150 41%mo
Items requiring a signature	1360 26%	1193 27%	167 23%	66 28%	1147 26%	109 25%	62 25%	42 30%	64 31%jmo	164 29%jo	90 21%	98 26%	114 25%	109 23%	256 38%ijklmopqr	146 21%	104 24%	15 24%	94 25%
Other important items which involve postal or delivery services	788 15%	688 16%	100 14%	44 19%	674 16%	60 14%	32 13%	22 15%	36 17%mo	91 16%	50 12%	65 17%mo	70 15%	49 10%	175 26%hijklmopr	79 11%	60 13%	13 21%mor	47 13%
Any Post sent	4309 83%	3681 83%	628 87%a	209 88%	3612 83%	367 85%	207 84%	123 86%	165 79%	488 86%hk	341 80%	299 80%	376 83%	408 85%	570 84%	597 84%	368 83%	53 85%	313 85%
Any Letter Post sent	3769 73%	3214 72%	555 77%	189 80%a	3168 73%	314 72%	181 73%	107 75%	136 65%	428 76%h	302 71%	267 71%	315 69%	350 73%	506 75%h	534 75%h	329 74%h	44 70%	269 73%h
Any Parcels sent	2770 54%	2392 54%	378 52%	131 56%	2285 53%	254 59%d	141 57%	91 64%d	115 55%	315 56%	205 48%	197 53%	216 48%	235 49%	437 64%hijklmop	351 50%	213 48%	39 63%jmop	215 58%jmop

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Invitations/ greetings cards/ postcards	2828	1247	1064	311	144	45	2310	189	1105	1094	434	143	25	2198	168
	55%	**68%bcdefg**	**54%cdeg**	**40%e**	**40%e**	*28%*	**61%bcdeg**	*36%*	**60%jln**	**56%jln**	**48%l**	**54%l**	*25%*	**58%jln**	**46%l**
Personal letters (e.g. to a friend or relative)	1661	731	606	203	70	39	1337	109	665	652	253	64	16	1317	80
	32%	**40%bcdefg**	**31%dg**	*26%*	*20%*	*24%*	**35%bcdeg**	*21%*	**36%jkln**	**33%jkln**	**28%l**	*24%*	*16%*	**35%jkln**	*22%*
Formal letters to organisations or individuals	1735	718	667	202	102	41	1385	143	723	652	238	94	18	1374	112
	34%	**39%bcdeg**	**34%cg**	*26%*	*29%*	*25%*	**36%cdeg**	*28%*	**39%jln**	**33%jl**	*26%*	**35%jl**	*17%*	**36%jl**	**30%l**
Payments for Bills/ invoices/ statements	1285	519	467	173	91	27	987	118	486	491	225	59	14	978	73
	25%	**28%bce**	*24%*	*22%*	*26%*	*16%*	**26%e**	*23%*	**26%ln**	**25%l**	**25%l**	*22%*	*13%*	**26%l**	*20%*
Smaller parcels - that will fit through a letterbox	2215	848	838	289	154	69	1686	223	904	901	287	86	22	1806	108
	43%	**46%c**	**43%c**	*37%*	*43%*	*43%*	**44%c**	*43%*	**49%jkln**	**46%jkln**	*31%*	*32%*	*22%*	**47%jkln**	*29%*
Larger parcels - that will not fit through a letterbox	1957	785	718	240	135	65	1503	201	830	769	247	71	26	1599	97
	38%	**43%bc**	**37%c**	*31%*	*38%*	*40%*	**40%c**	**39%c**	**45%ijkln**	**39%jkln**	*27%*	*27%*	*25%*	**42%jkln**	*26%*
Items requiring a signature	1360	563	459	204	87	36	1022	122	550	510	212	63	13	1060	76
	26%	**31%bfg**	*23%*	*26%*	*24%*	*22%*	**27%b**	*24%*	**30%jln**	**26%l**	*23%*	*24%*	*13%*	**28%jln**	*21%*
Other important items which involve postal or delivery services	788	352	265	100	46	19	617	65	326	316	93	30	16	642	46
	15%	**19%bcdg**	*14%*	*13%*	*13%*	*12%*	**16%b**	*13%*	**18%j**	**16%j**	*10%*	*11%*	*15%*	**17%j**	*12%*
Any Post sent	4309	1654	1669	581	264	112	3323	375	1613	1679	704	212	59	3291	271
	83%	**90%bcdeg**	**85%cdeg**	*74%*	*74%*	*69%*	**87%cdeg**	*72%*	**87%jkln**	**86%jln**	**77%l**	**80%l**	*57%*	**87%jkln**	**73%l**
Any Letter Post sent	3769	1519	1467	473	215	76	2986	291	1435	1458	610	193	39	2893	233
	73%	**82%bcdefg**	**75%cdeg**	**60%e**	**61%e**	*47%*	**79%bcdeg**	*56%*	**78%jln**	**74%jln**	**67%l**	**73%l**	*38%*	**76%jln**	**63%l**
Any Parcels sent	2770	1061	1039	368	195	87	2099	282	1122	1128	360	111	30	2249	141
	54%	**58%bc**	**53%c**	*47%*	*55%*	*53%*	**55%c**	*54%*	**61%jkln**	**58%jkln**	*40%*	*42%*	*29%*	**59%jkln**	*38%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Invitations/ greetings cards/ postcards	2828 55%	249 62%b	2524 54%	55 65%	900 58%e	1755 54%	172 53%	2732 54%	70 79%gk	12 57%	2 20%	2814 55%	11 49%
Personal letters (e.g. to a friend or relative)	1661 32%	200 50%b	1427 31%	34 41%	562 36%e	963 29%	136 42%e	1575 31%	64 72%gk	6 28%	2 19%	1645 32%	14 61%
Formal letters to organisations or individuals	1735 34%	192 48%b	1511 32%	32 38%	603 39%e	1002 31%	129 40%e	1673 33%	46 52%gk	7 33%	3 29%	1726 34%	6 27%
Payments for Bills/ invoices/ statements	1285 25%	188 47%bc	1074 23%	23 28%	466 30%e	701 21%	119 36%e	1205 24%	62 69%gk	8 36%	- -	1274 25%	11 48%
Smaller parcels - that will fit through a letterbox	2215 43%	215 53%bc	1969 42%	31 37%	701 45%	1352 41%	162 50%e	2138 43%	57 64%gk	7 31%	2 20%	2202 43%	11 47%
Larger parcels - that will not fit through a letterbox	1957 38%	183 45%bc	1750 37%	24 28%	647 42%e	1180 36%	129 39%	1900 38%	41 46%	8 38%	* 1%	1949 38%	8 34%
Items requiring a signature	1360 26%	175 44%b	1160 25%	24 28%	511 33%e	741 23%	107 33%e	1297 26%	51 57%gk	7 33%	* 1%	1355 26%	5 21%
Other important items which involve postal or delivery services	788 15%	137 34%bc	640 14%	11 13%	342 22%e	390 12%	56 17%e	750 15%	32 36%gk	3 16%	- -	785 15%	3 15%
Any Post sent	4309 83%	363 90%b	3867 83%	79 94%b	1296 83%	2734 83%	279 85%	4193 84%	79 88%	15 70%	3 30%	4287 84%	19 83%
Any Letter Post sent	3769 73%	327 81%b	3370 72%	71 84%	1158 74%	2359 72%	253 77%	3656 73%	78 88%gk	13 64%	3 30%	3748 73%	19 81%
Any Parcels sent	2770 54%	248 62%bc	2487 53%	35 42%	845 54%	1735 53%	190 58%	2692 54%	57 64%	8 39%	2 20%	2758 54%	11 47%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Invitations/ greetings cards/ postcards	2828	659	735	741	693	208	229	221	269	210	256	279	251	212	262	193	239
	55%	51%	57%a	57%a	54%	48%	55%l	50%	63%egimo	45%	64%egimo	65%egimo	58%elo	50%	56%lo	47%	57%elo
Personal letters (e.g. to a friend or relative)	1661	379	433	475	374	132	110	137	148	150	134	196	119	160	139	140	96
	32%	29%	34%	37%ad	29%	31%	26%	31%	34%p	33%p	34%p	45%efghijlnop	28%	38%flp	30%	34%p	23%
Formal letters to organisations or individuals	1735	389	482	393	471	117	132	139	180	158	144	132	121	140	167	146	159
	34%	30%	37%ac	30%	36%ac	27%	32%	31%	42%efgklm	34%	36%e	31%	28%	33%	36%e	35%	38%el
Payments for Bills/ invoices/ statements	1285	293	361	325	306	89	94	111	122	126	113	117	100	108	110	98	99
	25%	23%	28%a	25%	24%	21%	23%	25%	28%	27%	28%e	27%	23%	25%	24%	24%	24%
Smaller parcels - that will fit through a letterbox	2215	516	576	530	593	157	165	193	181	213	182	185	172	174	210	203	180
	43%	40%	45%	41%	46%a	36%	40%	44%	42%	46%e	46%e	43%	40%	41%	45%e	49%efl	43%
Larger parcels - that will not fit through a letterbox	1957	450	506	517	484	128	159	162	148	188	170	183	154	179	172	150	162
	38%	35%	39%	40%	37%	30%	38%	37%	34%	41%e	43%e	42%e	36%	42%e	37%	36%	39%e
Items requiring a signature	1360	283	369	352	356	75	112	96	131	133	104	138	106	108	128	107	122
	26%	22%	29%a	27%a	28%a	17%	27%e	22%	30%eg	29%e	26%e	32%eg	25%	25%e	28%e	26%e	29%e
Other important items which involve postal or delivery services	788	179	221	177	211	54	72	53	83	53	85	68	70	39	93	41	77
	15%	14%	17%	14%	16%	13%	17%mo	12%	19%egimo	11%	21%egimo	16%m	16%mo	9%	20%egimo	10%	19%gimo
Any Post sent	4309	1055	1076	1093	1085	349	343	363	368	377	331	385	348	359	385	350	350
	83%	82%	83%	85%	84%	81%	83%	82%	86%	82%	83%	89%egil	81%	84%	83%	85%	84%
Any Letter Post sent	3769	915	950	974	931	299	295	321	332	324	294	350	304	320	342	300	289
	73%	71%	74%	75%	72%	69%	71%	72%	77%e	70%	74%	81%efgilop	70%	75%	74%	73%	70%
Any Parcels sent	2770	654	681	712	723	202	211	241	211	249	222	249	226	237	252	249	222
	54%	51%	53%	55%	56%a	47%	51%	54%	49%	54%	56%	58%e	52%	56%	54%	60%efh	53%

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Invitations/ greetings cards/ postcards	**2.36**	-	2.36	2.17	**2.55c**	1.13	**1.51e**	**1.58e**	**1.94efg**	**2.24efg**	**3.20efghi**	**6.31efghij**	1.31	**1.73l**	**3.58lm**	**4.61lmn**	**2.46q**	1.50	2.39
Personal letters (e.g. to a friend or relative)	**0.74**	-	0.74	**0.83d**	0.65	**1.04fhijk**	**0.75hik**	**1.01fhijk**	0.45	0.56	**0.63h**	**0.59h**	**0.91mno**	**0.78no**	0.59	0.62	0.68	**1.33p**	0.67
Formal letters to organisations or individuals	**0.82**	-	0.82	0.90	0.75	1.12	**0.95h**	**1.11hijk**	0.54	0.65	0.64	0.61	1.04	**0.87no**	0.63	0.62	0.75	1.53	0.99
Payments for Bills/ invoices/ statements	**0.63**	-	0.63	**0.77d**	0.50	**0.93hijk**	**1.02hijk**	**1.05hijk**	0.39	0.26	0.32	0.31	**0.97no**	**0.78no**	0.29	0.31	0.56	**1.34p**	0.59
Smaller parcels - that will fit through a letterbox	**1.08**	-	1.08	1.08	1.09	**1.43hijk**	**1.23jk**	**1.47hijk**	**1.03jk**	**0.95k**	0.67	0.47	**1.34no**	**1.29no**	0.74	0.58	1.04	**1.52p**	1.11
Larger parcels - that will not fit through a letterbox	**0.94**	-	0.94	0.91	0.97	**1.15ijk**	**0.96jk**	**1.32fijk**	0.88	**0.85k**	0.65	0.47	**1.06no**	**1.14no**	0.69	0.57	0.91	1.23	1.02
Items requiring a signature	**0.60**	-	0.60	**0.70d**	0.50	**0.66jk**	**0.64jk**	**1.00efhijk**	0.52	**0.50k**	0.31	0.26	**0.65no**	**0.80no**	0.38	0.29	0.56	**0.99p**	0.59
Other important items which involve postal or delivery services	**0.32**	-	0.32	**0.38d**	0.27	**0.45hij**	**0.36hij**	**0.53fhijk**	0.21	0.19	0.18	0.25	**0.41no**	**0.40no**	0.20	0.21	0.29	**0.65p**	0.31
Any Post sent	**7.49**	-	7.49	7.74	7.29	7.91	7.43	**9.06hij**	5.97	6.21	6.59	**9.27hij**	7.68	7.78	7.11	7.81	7.26	**10.10p**	7.68
Any Letter Post sent	**4.55**	-	4.55	4.67	4.46	4.23	4.24	**4.75hi**	3.33	3.71	**4.78hi**	**7.82efghij**	4.23	4.16	**5.09m**	**6.16lm**	4.45	5.70	4.64
Any Parcels sent	**2.02**	-	2.02	1.99	2.06	**2.58ijk**	**2.19jk**	**2.78hijk**	**1.91k**	**1.80k**	1.33	0.94	**2.40no**	**2.42no**	1.43	1.15	1.95	**2.76p**	2.13

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Invitations/ greetings cards/ postcards	2.36	2.59d	2.51d	2.55d	1.86	2.54f	2.18	1.82	3.17g	1.76	2.26ik	1.76	2.93ijkn	2.50ik	2.32ik	1.77	2.45o
Personal letters (e.g. to a friend or relative)	0.74	1.37bcd	0.56	0.73bd	0.49	0.87f	0.60	0.87h	0.52	0.55	0.76ik	0.61	0.66	1.17ijkln	0.66	0.55	0.77o
Formal letters to organisations or individuals	0.82	1.25bc	0.79	0.72	0.64	0.96	0.68	0.95	0.63	0.84	0.82	0.64	0.70	1.29jkln	0.70	0.84	0.83
Payments for Bills/ invoices/ statements	0.63	1.09bcd	0.55	0.62d	0.41	0.75f	0.51	0.84h	0.31	0.41	0.52	0.53	0.64i	1.14ijkln	0.57	0.40	0.69o
Smaller parcels - that will fit through a letterbox	1.08	1.42bcd	1.06d	1.10d	0.85	1.20f	0.96	1.35h	0.67	0.85	1.07	0.92	1.20ik	1.43ijkn	1.06	0.84	1.14o
Larger parcels - that will not fit through a letterbox	0.94	1.29d	0.97d	0.94d	0.66	1.09f	0.79	1.12h	0.66	0.80	0.79	0.81	1.04	1.24ijkn	0.90	0.79	0.97
Items requiring a signature	0.60	0.90bd	0.53	0.63d	0.43	0.67	0.52	0.77h	0.33	0.46	0.56	0.56	0.64	0.78k	0.59	0.46	0.63
Other important items which involve postal or delivery services	0.32	0.63bcd	0.25	0.30d	0.20	0.40f	0.24	0.40h	0.20	0.21	0.24	0.25	0.27	0.59ijkln	0.26	0.21	0.33o
Any Post sent	7.49	10.54bcd	7.22d	7.59d	5.54	8.49f	6.48	8.13h	6.50	5.87	7.02	6.08	8.09k	10.14ijkln	7.06k	5.85	7.82o
Any Letter Post sent	4.55	6.30bcd	4.40	4.62	3.40	5.13f	3.96	4.49	4.64	3.55	4.36	3.54	4.94k	6.10ijkn	4.26k	3.55	4.74
Any Parcels sent	2.02	2.71bcd	2.03d	2.04d	1.51	2.29f	1.75	2.47h	1.33	1.65	1.86	1.73	2.24k	2.67ijkn	1.96	1.64	2.12

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Invitations/ greetings cards/ postcards	**2.36**	2.06	**4.18a**	**4.11a**	2.35	2.22	2.11	3.67	1.99	2.15	1.96	**2.36n**	**3.15ijn**	**2.56jn**	1.86	**2.51n**	**2.54jn**	2.67	2.14
Personal letters (e.g. to a friend or relative)	**0.74**	0.73	0.79	**0.93a**	0.76	0.58	0.59	0.72	0.56	**0.67m**	0.61	0.73	0.67	0.55	**1.21hijklmopr**	**0.74mr**	**0.82mr**	0.86	0.53
Formal letters to organisations or individuals	**0.82**	0.81	0.92	1.04	0.78	0.72	**1.72d**	0.93	0.58	0.73	0.63	1.05	0.52	0.68	**1.22hijlmopr**	0.68	0.68	**1.26hijlopr**	0.63
Payments for Bills/ invoices/ statements	**0.63**	0.64	0.57	0.83	0.63	0.52	0.75	**0.81e**	0.53	0.54	0.39	**0.68j**	0.61	0.44	**1.03hijkmopr**	0.67	0.51	**0.77j**	0.48
Smaller parcels - that will fit through a letterbox	**1.08**	1.08	1.12	1.20	1.07	1.10	1.17	1.27	**1.24lmp**	1.13	0.93	**1.37lmp**	0.85	0.82	**1.48jlmopr**	0.96	0.81	**1.40lmp**	1.05
Larger parcels - that will not fit through a letterbox	**0.94**	0.93	1.01	1.23	0.89	**1.14d**	**1.22d**	**1.25d**	0.84	0.91	0.83	0.90	0.70	0.70	**1.28hjlmp**	0.91	0.75	**1.47hlmp**	**1.09lmp**
Items requiring a signature	**0.60**	0.60	0.57	0.80	0.59	0.58	0.62	**0.84d**	**0.63j**	**0.57j**	0.35	**0.78j**	0.52	0.42	**0.80jlmr**	0.60	**0.57j**	**0.83jm**	0.54
Other important items which involve postal or delivery services	**0.32**	0.33	0.30	0.46	0.33	0.28	0.32	0.35	**0.31m**	0.30	0.25	**0.37m**	0.31	0.16	**0.60hijlmopr**	0.25	0.28	**0.50mor**	0.24
Any Post sent	**7.49**	7.17	**9.45a**	**10.60a**	7.39	7.15	8.51	**9.84de**	6.68	6.99	5.94	**8.25j**	7.34	6.34	**9.47hijmpr**	7.33	6.97	**9.75hijmpr**	6.70
Any Letter Post sent	**4.55**	4.24	**6.46a**	**6.91a**	4.51	4.04	5.18	**6.13de**	3.66	4.08	3.59	4.82	4.95	4.23	**5.32hijr**	4.60	4.55	**5.56hjr**	3.78
Any Parcels sent	**2.02**	2.01	2.12	2.43	1.96	2.24	**2.39d**	**2.52d**	2.08	2.04	1.76	2.28	1.55	1.53	**2.75ijlmop**	1.88	1.56	**2.87jlmop**	**2.14lmp**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Invitations/ greetings cards/ postcards	2.36	3.56bcdefg	2.06cdeg	1.20	1.29	0.88	2.79bcdeg	1.16	2.90ijklmn	2.19in	2.08	1.85	0.95	2.53ijkln	1.60
Personal letters (e.g. to a friend or relative)	0.74	0.96bcdefg	0.68deg	0.61dg	0.39	0.46	0.81bcdeg	0.42	0.83ij	0.74j	0.59	0.73	0.57	0.79j	0.69
Formal letters to organisations or individuals	0.82	0.89ce	0.93	0.51	0.87	0.44	0.91	0.73	1.12	0.77j	0.49	0.61	0.39	0.94	0.55
Payments for Bills/ invoices/ statements	0.63	0.66	0.64	0.57	0.68	0.52	0.65	0.63	0.65	0.67	0.57	0.60	0.41	0.66	0.55
Smaller parcels - that will fit through a letterbox	1.08	1.21	1.02	0.96	1.03	1.26	1.11	1.11	1.34jkln	1.13jkn	0.69	0.67	0.63	1.23jkln	0.66
Larger parcels - that will not fit through a letterbox	0.94	1.17bdg	0.82	0.88	0.69	0.90	0.99	0.75	1.22ijn	0.93j	0.57	0.70	0.49	1.07jn	0.64
Items requiring a signature	0.60	0.72b	0.51	0.58	0.52	0.60	0.61	0.54	0.76j	0.59j	0.38	0.45	0.27	0.68j	0.40
Other important items which involve postal or delivery services	0.32	0.40cdg	0.30	0.27	0.20	0.19	0.35g	0.20	0.40jn	0.34j	0.20	0.20	0.21	0.37j	0.20
Any Post sent	7.49	9.57bcdefg	6.96	5.59	5.67	5.26	8.22bcdg	5.54	9.22ijkln	7.36jln	5.58	5.81	3.91	8.26jln	5.28
Any Letter Post sent	4.55	6.06bcdeg	4.30c	2.90	3.23	2.31	5.16cdeg	2.94	5.50ij	4.37l	3.74	3.80	2.31	4.92j	3.38
Any Parcels sent	2.02	2.38bc	1.84	1.84	1.72	2.16	2.10	1.86	2.56ijkln	2.06jkn	1.27	1.37	1.12	2.30jkln	1.30

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Invitations/ greetings cards/ postcards	**2.36**	**2.19c**	2.39	1.41	**2.38f**	**2.42f**	1.64	2.38	**2.04l**	2.03	0.40	2.37	0.93
Personal letters (e.g. to a friend or relative)	**0.74**	**1.11b**	0.70	0.90	**0.86e**	0.64	**1.11de**	0.71	**1.96gk**	0.70	0.19	0.74	1.10
Formal letters to organisations or individuals	**0.82**	1.62	0.75	0.97	1.12	0.68	0.88	0.82	1.13	0.66	0.29	0.82	0.27
Payments for Bills/ invoices/ statements	**0.63**	**1.16bc**	0.59	0.54	**0.79e**	0.53	**0.85e**	0.60	**2.46gk**	0.94	0.00	0.63	0.96
Smaller parcels - that will fit through a letterbox	**1.08**	1.27	1.07	0.83	**1.21e**	1.00	1.24	1.08	1.43	0.79	0.21	1.08	1.45
Larger parcels - that will not fit through a letterbox	**0.94**	1.00	0.93	1.08	1.04	0.87	1.17	0.94	0.96	0.63	0.01	0.94	1.44
Items requiring a signature	**0.60**	**0.90b**	0.57	0.52	**0.83e**	0.48	0.64	0.59	1.15	0.89	0.02	0.60	0.55
Other important items which involve postal or delivery services	**0.32**	**0.67b**	0.29	0.30	**0.51e**	0.23	0.33	0.31	**0.83gk**	0.33	0.00	0.32	0.22
Any Post sent	**7.49**	**9.93b**	7.30	6.55	**8.75e**	6.85	7.86	7.43	**11.96gk**	6.98	1.13	7.50	6.93
Any Letter Post sent	**4.55**	**6.08b**	4.43	3.82	5.15	4.27	4.48	4.51	7.59	4.33	0.89	4.56	3.26
Any Parcels sent	**2.02**	2.27	2.00	1.91	**2.26e**	1.87	2.41	2.02	2.39	1.42	0.22	2.02	2.90

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Invitations/ greetings cards/ postcards	**2.36**	1.46	**2.49ad**	**4.09abd**	1.40	1.17	**1.99egimop**	1.25	**1.61egimo**	1.21	**4.92efghilmnop**	**7.44efghijlmnop**	**3.47efghimnop**	1.33	**1.53egio**	1.23	**1.41e**
Personal letters (e.g. to a friend or relative)	**0.74**	0.62	**0.81a**	**0.81a**	0.71	0.64	0.52	**0.69f**	**0.97efgjlmp**	**0.78fl**	0.66	**1.14efgjjlmnop**	0.57	**0.71f**	**0.78fl**	**0.74f**	0.61
Formal letters to organisations or individuals	**0.82**	0.65	**0.89a**	0.72	1.03	0.56	0.59	0.80	**0.86ef**	1.03	0.75	0.73	0.66	0.78	0.81	1.47	0.82
Payments for Bills/ invoices/ statements	**0.63**	0.51	**0.74a**	0.58	0.69	0.42	0.63	0.50	0.61	**0.84e**	**0.77e**	**0.68e**	0.50	0.56	0.65	0.61	0.82
Smaller parcels - that will fit through a letterbox	**1.08**	0.94	1.11	1.10	1.16	0.85	1.01	0.97	0.98	1.18	1.19	1.15	1.10	1.07	1.09	**1.30e**	1.10
Larger parcels - that will not fit through a letterbox	**0.94**	0.81	0.97	1.04	0.94	0.74	0.84	0.85	0.97	0.91	1.05	0.96	0.92	**1.24e**	0.96	0.93	0.94
Items requiring a signature	**0.60**	0.48	0.60	0.66	0.64	0.44	0.53	0.47	0.69	0.54	0.59	0.70	0.53	0.77	0.64	0.60	0.68
Other important items which involve postal or delivery services	**0.32**	0.28	0.37	0.29	0.35	0.29	**0.33o**	0.23	**0.41gmo**	0.21	**0.49gimo**	**0.36o**	**0.33o**	0.18	**0.47gimo**	0.15	**0.41gmo**
Any Post sent	**7.49**	5.76	**7.98a**	**9.30ad**	6.92	5.12	6.44	5.76	**7.09e**	6.69	**10.42efghimnp**	**13.14efghilmnop**	**8.08eg**	6.63	6.93	7.04	6.78
Any Letter Post sent	**4.55**	3.25	**4.92a**	**6.20abd**	3.83	2.79	3.73	3.24	**4.04e**	**3.86e**	**7.10efghimnp**	**9.98efghijlmnop**	**5.20egm**	3.37	3.78	4.06	3.66
Any Parcels sent	**2.02**	1.75	2.09	2.14	2.10	1.60	1.85	1.82	1.95	2.08	2.23	2.10	2.02	2.31	2.05	2.23	2.03

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Invitations/ greetings cards/ postcards	**4.31**	-	4.31	4.12	4.48	2.31	**3.05e**	**2.96e**	**3.72e**	**4.08efg**	**5.52efghi**	**8.93efghij**	2.65	**3.27l**	**5.97lm**	**7.24lmn**	4.40	3.23	4.50
Personal letters (e.g. to a friend or relative)	**2.29**	-	2.29	2.21	2.39	2.41	2.02	**2.63f**	2.02	2.13	2.28	2.11	2.24	2.45	2.17	2.20	2.19	**3.01p**	2.30
Formal letters to organisations or individuals	**2.44**	-	2.44	2.32	2.60	3.22	2.52	**2.83hi**	1.82	2.04	2.06	2.18	2.88	2.48	2.08	2.11	2.29	3.64	2.99
Payments for Bills/ invoices/ statements	**2.53**	-	2.53	2.53	2.55	2.43	2.97	**2.87hik**	2.00	2.16	2.47	1.77	2.67	2.63	2.12	2.10	2.41	**3.21p**	2.62
Smaller parcels - that will fit through a letterbox	**2.52**	-	2.52	2.38	2.68	**2.51k**	2.58	**2.68k**	2.53	2.58	2.29	1.88	2.54	2.63	2.35	2.12	2.50	2.64	2.61
Larger parcels - that will not fit through a letterbox	**2.48**	-	2.48	2.30	2.67	2.34	2.38	2.88	2.40	2.50	2.19	2.06	2.36	2.71	2.32	2.14	2.46	2.63	2.68
Items requiring a signature	**2.26**	-	2.26	2.29	2.23	1.97	2.20	**2.76e**	1.99	2.20	1.92	2.08	2.07	2.51	2.10	1.98	2.23	2.42	2.40
Other important items which involve postal or delivery services	**2.11**	-	2.11	2.02	2.23	2.13	1.80	**2.39f**	1.73	2.24	1.76	2.35	1.98	2.20	2.12	2.04	2.02	2.59	2.27
Any Post sent	**8.97**	-	8.97	9.43	8.57	9.22	9.09	**10.88hij**	7.35	7.58	7.77	**10.63hij**	9.16	9.44	8.44	9.09	8.68	**11.93p**	9.21
Any Letter Post sent	**6.23**	-	6.23	6.40	6.08	5.80	6.11	**6.58hi**	4.87	5.15	6.28	**9.31fghij**	5.94	5.90	6.67	**7.72m**	6.07	7.95	6.43
Any Parcels sent	**3.77**	-	3.77	3.63	3.92	**3.89k**	**3.81k**	**4.46ijk**	3.62	3.57	3.06	2.73	**3.86no**	**4.15no**	3.25	2.93	3.71	4.21	3.89

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Invitations/ greetings cards/ postcards	4.31	3.86	4.64	4.54	4.08	4.30	4.32	3.36	5.73g	3.88	4.33k	3.37	5.21kmn	3.78	4.31k	3.87	4.34
Personal letters (e.g. to a friend or relative)	2.29	2.65bc	2.05	2.18	2.17	2.37	2.18	2.37	2.10	2.18	2.59	2.08	2.24	2.39	2.25	2.18	2.30
Formal letters to organisations or individuals	2.44	2.47	2.48	2.11	2.75	2.48	2.39	2.49	2.38	3.38	2.66	1.98	2.33	2.56k	2.25	3.39	2.34
Payments for Bills/ invoices/ statements	2.53	2.51	2.71	2.46	2.44	2.59	2.45	2.68	2.12	2.20	2.57	2.37	2.75	2.66	2.56	2.19	2.59
Smaller parcels - that will fit through a letterbox	2.52	2.53	2.59	2.66	2.29	2.56	2.47	2.62h	2.25	2.48	2.67	2.43	2.67	2.43	2.58	2.48	2.54
Larger parcels - that will not fit through a letterbox	2.48	2.43	2.72d	2.67d	2.06	2.58	2.36	2.52	2.33	2.37	2.44	2.42	2.74	2.29	2.56	2.36	2.48
Items requiring a signature	2.26	2.26	2.43	2.27	2.06	2.34	2.17	2.35	2.01	2.40	2.27	2.25	2.44	2.04	2.33	2.40	2.24
Other important items which involve postal or delivery services	2.11	2.16	2.22	2.03	1.95	2.18	1.99	2.13	2.00	1.88	1.93	1.97	2.15	2.11	2.03	1.88	2.08
Any Post sent	8.97	11.63bcd	8.68	8.77	7.27	9.87f	8.01	9.49h	8.13	7.83	8.49	7.38	9.56k	11.05ijkn	8.47	7.78	9.18
Any Letter Post sent	6.23	7.60bcd	6.06	6.15	5.27	6.69	5.71	6.07	6.51	5.68	6.03k	4.87	6.77k	7.33kn	5.85k	5.64	6.32
Any Parcels sent	3.77	4.01d	3.90d	3.93d	3.19	3.95	3.55	3.99h	3.23	3.60	3.81	3.57	3.99	3.77	3.79	3.59	3.80

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Invitations/ greetings cards/ postcards	**4.31**	3.85	**6.77a**	**6.48a**	4.28	3.96	3.81	7.13	3.88	3.71	3.77	4.27	**5.92in**	**4.69n**	3.39	**4.54n**	**4.61n**	5.08	3.78
Personal letters (e.g. to a friend or relative)	**2.29**	2.24	2.63	3.11	2.31	2.08	2.23	2.25	1.96	1.91	2.54	2.34	2.11	1.94	**2.57im**	2.42	2.68	2.44	1.99
Formal letters to organisations or individuals	**2.44**	2.38	2.82	2.73	2.30	2.28	**5.30d**	2.46	1.94	2.02	1.79	**3.44j**	1.90	2.31	**2.50j**	2.43	2.16	3.64	2.03
Payments for Bills/ invoices/ statements	**2.53**	2.52	2.63	2.82	2.47	2.63	**3.67d**	2.58	2.13	2.11	2.10	**2.99i**	3.06	2.31	2.57	2.69	2.05	3.01	2.54
Smaller parcels - that will fit through a letterbox	**2.52**	2.46	**2.97a**	2.78	2.52	2.50	2.63	2.45	2.72	2.51	2.51	**3.27m**	2.28	2.13	2.66	2.38	2.29	**3.42lmop**	2.36
Larger parcels - that will not fit through a letterbox	**2.48**	2.44	2.76	3.18	2.40	2.75	**2.94d**	**3.07d**	2.17	2.40	2.39	2.49	2.07	2.20	2.51	2.88	2.05	**3.09p**	2.69
Items requiring a signature	**2.26**	2.23	2.47	2.88	2.22	2.31	2.48	2.83	2.06	1.95	1.63	3.01	2.08	1.83	2.10	**2.91j**	**2.44j**	3.47	2.13
Other important items which involve postal or delivery services	**2.11**	2.10	2.16	2.49	2.09	1.99	2.51	2.30	1.81	1.86	2.13	2.12	2.03	1.59	2.34	2.23	2.11	2.35	1.88
Any Post sent	**8.97**	8.64	**10.90a**	**11.99a**	8.87	8.44	10.17	**11.40de**	8.48	8.10	7.40	**10.35jmr**	8.88	7.44	**11.27hijmopr**	8.70	8.37	**11.49ijmpr**	7.92
Any Letter Post sent	**6.23**	5.85	**8.43a**	**8.63a**	6.18	5.59	7.06	**8.21de**	5.62	5.40	5.05	6.76	7.14	5.80	**7.13ijr**	6.10	6.12	**7.89ijr**	5.21
Any Parcels sent	**3.77**	3.72	4.06	4.37	3.73	3.82	4.19	3.97	3.79	3.67	3.65	4.33	3.26	3.12	**4.27lmp**	3.78	3.23	**4.58lmp**	3.69

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Invitations/ greetings cards/ postcards	4.31	5.26bc	3.79	3.03	3.19	3.18	4.58bc	3.18	4.84i	3.92	4.36	3.44	3.83	4.38	3.50
Personal letters (e.g. to a friend or relative)	2.29	2.41	2.18	2.36	2.00	1.94	2.31	1.98	2.31	2.23	2.13	3.06	3.53	2.27	3.15
Formal letters to organisations or individuals	2.44	2.28	2.71	1.99	3.02	1.74	2.49	2.65	2.86	2.31	1.87	1.74	2.26	2.60	1.82
Payments for Bills/ invoices/ statements	2.53	2.35	2.67	2.58	2.66	3.19	2.50	2.78	2.45	2.68	2.32	2.71	3.11	2.57	2.79
Smaller parcels - that will fit through a letterbox	2.52	2.63	2.39	2.60	2.40	2.97	2.51	2.58	2.73	2.46	2.21	2.07	2.88	2.59	2.24
Larger parcels - that will not fit through a letterbox	2.48	2.76dg	2.22	2.86dg	1.81	2.23	2.50	1.95	2.71	2.37	2.11	2.62	1.94	2.55	2.44
Items requiring a signature	2.26	2.36	2.18	2.22	2.12	2.75	2.28	2.30	2.56	2.27j	1.63	1.89	2.07	2.42	1.92
Other important items which involve postal or delivery services	2.11	2.10	2.25	2.10	1.56	1.62	2.16	1.57	2.24	2.09	1.95	1.75	1.38	2.17	1.63
Any Post sent	8.97	10.67bcdg	8.15	7.53	7.65	7.68	9.40	7.66	10.54ijn	8.59	7.22	7.29	6.85	9.55j	7.19
Any Letter Post sent	6.23	7.36bcg	5.74	4.80	5.34	4.96	6.56	5.24	7.06	5.87	5.57	5.23	6.01	6.46	5.36
Any Parcels sent	3.77	4.14b	3.46	3.91	3.15	4.05	3.80	3.42	4.21j	3.58	3.20	3.28	3.84	3.89	3.40

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Invitations/ greetings cards/ postcards	**4.31**	3.54	4.43	2.18	4.12	4.52	3.10	4.37	2.59	3.58	2.00	4.32	1.89
Personal letters (e.g. to a friend or relative)	**2.29**	2.24	2.30	2.21	2.37	2.19	2.67	2.28	2.73	2.53	1.00	2.30	1.79
Formal letters to organisations or individuals	**2.44**	3.38	2.32	2.58	2.88	2.21	2.21	2.46	2.19	1.98	1.00	2.45	1.00
Payments for Bills/ invoices/ statements	**2.53**	2.48	2.56	1.96	2.65	2.49	2.34	2.49	3.56	2.61	-	2.54	1.99
Smaller parcels - that will fit through a letterbox	**2.52**	2.38	2.54	2.28	2.69	2.43	2.50	2.53	2.23	2.53	1.04	2.52	3.09
Larger parcels - that will not fit through a letterbox	**2.48**	2.21	2.49	3.84	2.51	2.41	2.96	2.49	2.10	1.66	1.00	2.47	4.19
Items requiring a signature	**2.26**	2.07	2.30	1.81	2.53	2.12	1.96	2.27	2.01	2.73	3.00	2.26	2.67
Other important items which involve postal or delivery services	**2.11**	1.98	2.13	2.33	2.32	1.94	1.92	2.10	2.30	2.02	-	2.11	1.47
Any Post sent	**8.97**	11.00	8.82	7.00	**10.50e**	8.22	9.21	8.89	**13.52g**	9.91	3.76	8.98	8.32
Any Letter Post sent	**6.23**	7.47	6.14	4.54	6.92	5.94	5.79	6.19	8.63	6.80	2.96	6.24	4.05
Any Parcels sent	**3.77**	3.69	3.76	4.56	**4.15e**	3.54	4.15	3.76	3.73	3.66	1.08	3.76	6.16

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Invitations/ greetings cards/ postcards	**4.31**	2.87	**4.37ad**	**7.12abd**	2.60	2.44	3.60	2.51	2.57	2.66	**7.67efghimnop**	**11.51efghijlmnop**	**5.98efghimnop**	2.67	2.71	2.63	2.46
Personal letters (e.g. to a friend or relative)	**2.29**	2.11	2.41	2.20	2.46	2.09	1.95	2.24	**2.81m**	2.40	1.97	**2.52m**	2.08	1.88	**2.63m**	2.18	2.63
Formal letters to organisations or individuals	**2.44**	2.16	2.37	2.36	2.82	2.05	1.85	2.54	2.04	3.00	2.09	2.37	2.34	2.37	2.26	4.16	2.16
Payments for Bills/ invoices/ statements	**2.53**	2.26	2.65	2.29	2.91	2.05	2.78	2.00	2.14	3.07	2.72	2.51	2.13	2.21	2.75	2.57	3.45
Smaller parcels - that will fit through a letterbox	**2.52**	2.36	2.50	2.69	2.53	2.36	2.54	2.22	2.34	2.55	2.60	2.68	2.76	2.62	2.41	2.64	2.53
Larger parcels - that will not fit through a letterbox	**2.48**	2.32	2.48	2.59	2.51	2.50	2.18	2.32	2.83	2.23	2.45	2.25	2.58	2.96	2.57	2.55	2.41
Items requiring a signature	**2.26**	2.18	2.11	2.44	2.31	2.54	1.96	2.15	2.25	1.85	2.26	2.18	2.15	3.05	2.31	2.30	2.33
Other important items which involve postal or delivery services	**2.11**	2.04	2.15	2.12	2.11	2.32	1.92	1.92	2.14	1.87	2.32	2.28	2.05	1.95	2.32	1.48	2.19
Any Post sent	**8.97**	7.05	**9.57a**	**10.97ad**	8.23	6.35	7.79	7.02	**8.29e**	8.19	**12.55efghimnp**	**14.74efghilmnop**	**10.00eg**	7.88	8.34	8.28	8.05
Any Letter Post sent	**6.23**	4.58	**6.68a**	**8.21abd**	5.31	4.04	5.24	4.48	**5.23e**	**5.48e**	**9.66efghimnp**	**12.33efghilmnop**	**7.38egm**	4.50	5.12	5.58	5.26
Any Parcels sent	**3.77**	3.46	3.95	3.88	3.76	3.42	3.64	3.34	3.99	3.85	4.02	3.65	3.85	4.16	3.77	3.69	3.81

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2203**	-	2203	1070	1129	322	288	535	275	382	254	147	610	810	783	401	2033	157	2203
Weighted Base	**2215**	-**	2215	1142	1068	393	290	581	303	331	187	131*	682	884	649	317	1935	268	2203
Effective Base	**1158**	-	1158	568	591	185	158	301	148	190	105	78	341	448	373	183	1042	114	2203
0%	**550**	-	550	233	315	33	35	70	74	132	108	98	68	144	338	206	515	32	717
	25%	-	*25%*	*20%*	**29%c**	*8%*	*12%*	*12%*	**24%efg**	**40%efgh**	**58%efghi**	**75%efghij**	*10%*	**16%l**	**52%lm**	**65%lmn**	**27%q**	*12%*	*33%*
10%	**96**	-	96	33	62	8	3	24	16	31	10	2	12	41	43	13	90	6	95
	4%	-	*4%*	*3%*	**6%c**	*2%*	*1%*	*4%*	**5%f**	**9%efgk**	**5%f**	*2%*	*2%*	**5%l**	**7%l**	*4%*	*5%*	*2%*	*4%*
20%	**79**	-	79	52	28	9	15	20	24	7	5	-	24	44	12	5	65	15	70
	4%	-	*4%*	*5%*	*3%*	*2%*	**5%k**	*3%*	**8%egik**	*2%*	*3%*	-	*3%*	**5%no**	*2%*	*1%*	*3%*	*5%*	*3%*
30%	**65**	-	65	42	20	20	7	26	9	-	-	4	27	35	4	4	51	14	52
	3%	-	*3%*	*4%*	*2%*	**5%ij**	**3%l**	**4%ij**	**3%l**	-	-	**3%l**	**4%n**	**4%n**	*1%*	*1%*	*3%*	*5%*	*2%*
40%	**87**	-	87	58	29	29	12	29	8	7	2	1	40	37	10	3	73	13	67
	4%	-	*4%*	**5%d**	*3%*	**7%ijk**	*4%*	*5%*	*3%*	*2%*	*1%*	*1%*	**6%no**	**4%no**	*1%*	*1%*	*4%*	*5%*	*3%*
50%	**146**	-	146	87	59	25	22	54	17	18	6	5	47	71	29	11	119	27	144
	7%	-	*7%*	*8%*	*6%*	*6%*	*7%*	**9%j**	*6%*	*5%*	*3%*	*4%*	*7%*	**8%no**	*4%*	*3%*	*6%*	*10%*	*7%*
60%	**117**	-	117	76	41	31	20	48	9	8	*	1	51	57	9	1	95	22	88
	5%	-	*5%*	**7%d**	*4%*	**8%ijk**	**7%jk**	**8%hijk**	*3%*	*3%*	*	*	**7%no**	**6%no**	*1%*	*	*5%*	*8%*	*4%*
70%	**152**	-	152	73	79	59	29	43	10	4	6	*	89	52	11	6	124	28	117
	7%	-	*7%*	*6%*	*7%*	**15%ghijk**	**10%hijk**	**7%ijk**	*3%*	*1%*	*3%*	*	**13%mno**	**6%no**	*2%*	*2%*	*6%*	*10%*	*5%*
80%	**145**	-	145	87	58	40	28	45	13	17	3	-	67	58	20	3	118	27	121
	7%	-	*7%*	*8%*	*5%*	**10%hjk**	**10%jk**	**8%jk**	*4%*	**5%k**	*2%*	-	**10%no**	**7%no**	*3%*	*1%*	*6%*	*10%*	*5%*
90%	**96**	-	96	52	44	23	19	32	10	11	1	-	42	42	12	1	82	14	86
	4%	-	*4%*	*5%*	*4%*	**6%jk**	**6%jk**	**6%jk**	*3%*	*3%*	*	-	**6%no**	**5%no**	*2%*	*	*4%*	*5%*	*4%*
100%	**617**	-	617	320	297	99	85	181	106	91	40	14	184	288	146	54	547	65	587
	28%	-	*28%*	*28%*	*28%*	**25%k**	**29%k**	**31%k**	**35%jk**	**28%k**	*21%*	*11%*	**27%o**	**33%no**	*22%*	*17%*	*28%*	*24%*	*27%*
Don't know	**64**	-	64	29	35	17	16	8	7	4	6	6	33	15	16	12	57	6	59
	3%	-	*3%*	*3%*	*3%*	**4%g**	**5%gl**	*1%*	*2%*	*1%*	*3%*	*4%*	**5%m**	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*
Mean	**53.43**	-	53.43	**56.20d**	50.59	**65.01hijk**	**64.61hijk**	**62.53hijk**	**53.59ijk**	**42.61jk**	**29.34k**	15.22	**64.84mno**	**59.48no**	**33.40o**	23.57	52.40	**60.65p**	48.22
Std Dev.	**40.39**	-	40.39	38.64	42.03	31.70	34.90	35.57	42.43	44.02	42.18	33.05	33.07	38.26	42.83	39.27	41.10	34.01	42.10

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2215**	-**	2215	1142	1068	393	290	581	303	331	187	131*	682	884	649	317	1935	268	2203
Std Error	**0.87**	-	0.87	1.19	1.27	1.79	2.10	1.55	2.59	2.27	2.69	2.77	1.36	1.36	1.55	2.00	0.92	2.75	0.91

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2203	648	659	440	456	1307	896	1351	825	221	273	518	598	466	1389	222	1879
Weighted Base	2215	559	655	487	513	1214	1001	1586	598	234	261	493	566	542	1321	234	1886
Effective Base	1158	287	355	251	266	641	517	755	421	127	150	268	296	253	712	128	976
0%	550	102	195	113	139	297	253	267	276	62	86	133	147	88	366	62	461
	25%	*18%*	**30%a**	*23%*	**27%a**	*24%*	*25%*	*17%*	**46%g**	**27%m**	**33%m**	**27%m**	**26%m**	*16%*	**28%m**	*27%*	*24%*
10%	96	7	28	28	31	36	60	66	26	5	12	25	27	16	63	5	80
	4%	*1%*	**4%a**	**6%a**	**6%a**	*3%*	**6%e**	*4%*	*4%*	*2%*	*5%*	*5%*	*5%*	*3%*	*5%*	*2%*	*4%*
20%	79	25	16	16	22	42	38	66	14	2	19	20	10	23	49	2	74
	4%	*5%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*2%*	*1%*	**7%iln**	*4%*	*2%*	*4%*	*4%*	*1%*	*4%*
30%	65	19	20	13	14	38	27	56	9	3	8	19	12	20	39	3	59
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*1%*	*3%*	*4%*	*2%*	*4%*	*3%*	*1%*	*3%*
40%	87	26	11	26	24	38	50	68	17	8	8	21	27	22	56	8	79
	4%	**5%b**	*2%*	**5%b**	**5%b**	*3%*	*5%*	*4%*	*3%*	*3%*	*3%*	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*
50%	146	40	60	26	20	101	46	119	25	15	20	19	36	46	75	15	121
	7%	*7%*	**9%d**	*5%*	*4%*	**8%f**	*5%*	**8%h**	*4%*	*6%*	*8%*	*4%*	*6%*	**8%k**	*6%*	*6%*	*6%*
60%	117	43	28	28	18	71	46	102	13	12	11	15	41	36	67	12	104
	5%	**8%d**	*4%*	*6%*	*4%*	*6%*	*5%*	**6%h**	*2%*	*5%*	*4%*	*3%*	**7%k**	*7%*	*5%*	*5%*	*6%*
70%	152	52	23	39	38	74	78	124	24	16	15	29	37	46	81	16	129
	7%	**9%b**	*3%*	**8%b**	**7%b**	*6%*	*8%*	**8%h**	*4%*	*7%*	*6%*	*6%*	*7%*	*9%*	*6%*	*7%*	*7%*
80%	145	53	38	32	23	90	55	128	17	10	9	45	33	45	87	10	132
	7%	**9%d**	*6%*	*7%*	*4%*	*7%*	*5%*	**8%h**	*3%*	*4%*	*3%*	**9%j**	*6%*	*8%*	*7%*	*4%*	*7%*
90%	96	28	26	29	13	54	42	71	25	13	6	17	25	29	48	13	81
	4%	*5%*	*4%*	*6%*	*2%*	*4%*	*4%*	*4%*	*4%*	*6%*	*2%*	*3%*	*4%*	*5%*	*4%*	*6%*	*4%*
100%	617	158	198	114	147	356	261	473	138	79	58	133	166	158	357	79	523
	28%	*28%*	*30%*	*23%*	*29%*	*29%*	*26%*	**30%h**	*23%*	**34%j**	*22%*	*27%*	*29%*	*29%*	*27%*	*34%*	*28%*
Don't know	64	6	12	22	25	18	46	46	14	10	8	17	6	12	31	10	43
	3%	*1%*	*2%*	**4%a**	**5%ab**	*1%*	**5%e**	*3%*	*2%*	**4%l**	*3%*	**3%l**	*1%*	*2%*	*2%*	*4%*	*2%*
Mean	53.43	59.55bcd	51.40	52.31	50.24	55.17	51.25	59.13h	38.72	57.51j	42.88	51.19	54.01j	60.00jkn	50.79j	57.50	53.58
Std Dev.	40.39	37.15	42.08	39.56	41.80	40.07	40.72	37.85	43.15	41.78	40.53	41.36	40.56	37.12	41.03	41.77	40.18

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2215**	559	655	487	513	1214	1001	1586	598	234	261	493	566	542	1321	234	1886
Std Error	**0.87**	1.47	1.66	1.92	2.00	1.12	1.39	1.04	1.52	2.86	2.50	1.84	1.67	1.74	1.11	2.85	0.94

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 87

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2203	1472	731	331	1035	456	397	315	120	124	100	109	104	106	153	115	104	78	378
Weighted Base	2215	1943	272	102*	1841	190	110	74	96	256	158*	157*	170*	186*	377	286	156*	26*	164
Effective Base	1158	983	187	71	854	214	170	186	107	112	86	97	92	96	139	102	94	35	179
0%	550	443	107	41	413	72	37	27	20	56	50	39	45	60	35	61	47	13	59
	25%	23%	39%a	40%a	22%	38%d	34%d	36%d	21%n	22%n	32%n	25%n	27%n	32%n	9%	21%n	30%n	51%hiknop	36%hino
10%	96	84	12	3	80	5	6	4	5	7	6	8	5	11	21	16	2	1	4
	4%	4%	4%	3%	4%	3%	6%	6%	5%	3%	4%	5%	3%	6%	6%	5%	1%	4%	3%
20%	79	75	4	1	70	5	2	3	-	8	11	6	13	6	14	9	4	2	3
	4%	4%	2%	1%	4%	3%	2%	4%	-	3%	7%h	4%	7%hr	3%	4%	3%	2%	6%h	2%
30%	65	58	7	2	57	3	3	2	2	11	5	5	3	3	17	7	6	-	3
	3%	3%	3%	2%	3%	2%	3%	3%	2%	4%	3%	3%	1%	2%	4%	2%	4%	-	2%
40%	87	82	5	2	81	5	*	1	8	7	8	5	7	5	27	9	4	-	5
	4%	4%	2%	2%	4%fg	3%	*	1%	8%ipr	3%	5%	3%	4%	3%	7%	3%	2%	-	3%
50%	146	131	15	6	119	18	5	5	10	17	5	12	8	2	28	18	18	3	15
	7%	7%	6%	6%	6%	9%	5%	6%	11%jm	7%	3%	7%m	5%	1%	7%m	6%	12%jm	11%jm	9%m
60%	117	108	9	1	104	6	6	2	6	13	7	13	6	4	32	19	5	2	4
	5%	6%	3%	1%	6%	3%	5%	3%	6%	5%	4%	8%	3%	2%	8%r	6%	3%	6%	3%
70%	152	136	16	3	136	6	6	4	8	12	11	6	12	11	41	27	6	1	5
	7%	7%	6%	3%	7%e	3%	5%	6%	9%r	5%	7%	4%	7%	6%	11%r	10%	4%	3%	3%
80%	145	133	12	10	126	10	7	2	5	24	11	18	10	4	33	12	10	*	10
	7%	7%	4%	9%	7%	5%	6%	3%	5%	9%m	7%	11%mo	6%	2%	9%m	4%	6%	*	6%
90%	96	88	8	4	83	7	3	3	1	5	8	7	8	1	21	24	8	1	6
	4%	5%	3%	4%	5%	3%	3%	4%	1%	2%	5%	5%	5%	1%	5%	9%him	5%	3%	4%
100%	617	546	71	25	519	47	31	20	28	84	35	32	44	72	102	78	43	4	43
	28%	28%	26%	24%	28%	25%	28%	27%	29%	33%k	22%	21%	26%	39%jkqr	27%	27%	27%	16%	26%
Don't know	64	60	4	3	54	7	3	1	4	11	1	7	10	6	5	6	4	-	7
	3%	3%	2%	3%	3%	4%	2%	1%	4%	4%	1%	4%	6%n	3%	1%	2%	2%	-	4%
Mean	53.43	54.72b	44.36	44.91	54.97eg	44.59	48.36	45.23	55.64q	57.75qr	46.56	50.76q	51.18q	51.41q	61.88jklmpqr	56.46q	51.54q	31.43	46.75q

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2215**	1943	272	102*	1841	190	110	74	96	256	158*	157*	170*	186*	377	286	156*	26*	164
Std Dev.	**40.39**	39.85	43.04	43.62	39.73	42.52	43.25	43.21	38.55	40.27	40.99	39.17	41.34	45.11	34.04	39.48	41.29	39.49	42.73
Std Error	**0.87**	1.05	1.61	2.43	1.25	2.01	2.21	2.45	3.61	3.68	4.12	3.86	4.18	4.47	2.77	3.71	4.09	4.47	2.22

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2203**	824	871	285	134	67	1695	201	921	894	268	76	26	1815	102
Weighted Base	**2215**	848	838	289	154*	69*	1686	223	904	901	287	86*	22**	1806	108*
Effective Base	**1158**	444	439	149	77	38	882	115	480	462	147	47	13	942	60
0%	**550**	265	213	44	22	4	479	26	262	223	43	19	3	484	21
	25%	**31%cdeg**	**25%cdeg**	*15%*	*15%*	*6%*	**28%cdeg**	*12%*	**29%j**	**25%j**	*15%*	*22%*	*11%*	**27%j**	*20%*
10%	**96**	31	40	16	3	5	71	9	31	43	15	5	*	75	5
	4%	*4%*	*5%*	*6%*	*2%*	*8%*	*4%*	*4%*	*3%*	*5%*	*5%*	*6%*	*1%*	*4%*	*5%*
20%	**79**	25	35	6	7	6	60	14	31	30	16	2	1	61	3
	4%	*3%*	*4%*	*2%*	*5%*	**9%c**	*4%*	*6%*	*3%*	*3%*	*5%*	*2%*	*6%*	*3%*	*3%*
30%	**65**	18	34	9	4	-	52	4	21	37	7	-	-	58	-
	3%	*2%*	*4%*	*3%*	*3%*	-	*3%*	*2%*	*2%*	*4%*	*2%*	-	-	*3%*	-
40%	**87**	31	37	15	4	*	68	4	37	29	13	8	*	66	9
	4%	*4%*	*4%*	*5%*	*2%*	*1%*	*4%*	*2%*	*4%*	*3%*	*4%*	**10%lm**	*2%*	*4%*	*8%*
50%	**146**	42	62	33	7	2	104	9	49	66	25	6	1	115	6
	7%	*5%*	*7%*	**11%afg**	*5%*	*3%*	*6%*	*4%*	*5%*	*7%*	*9%*	*6%*	*3%*	*6%*	*6%*
60%	**117**	22	51	24	18	2	73	20	27	56	19	13	3	82	16
	5%	*3%*	**6%a**	**8%af**	**12%af**	*3%*	*4%*	**9%af**	*3%*	**6%h**	**6%h**	**15%him**	*15%*	*5%*	**15%him**
70%	**152**	38	61	24	16	11	99	27	40	55	42	11	1	95	12
	7%	*4%*	*7%*	*8%*	**10%a**	**15%af**	*6%*	**12%af**	*4%*	*6%*	**15%him**	**13%hm**	*5%*	*5%*	**11%h**
80%	**145**	50	52	18	17	8	102	25	50	68	17	4	4	118	8
	7%	*6%*	*6%*	*6%*	*11%*	*11%*	*6%*	**11%af**	*6%*	*8%*	*6%*	*5%*	*19%*	*7%*	*8%*
90%	**96**	34	32	16	4	9	66	13	35	45	15	*	*	80	*
	4%	*4%*	*4%*	*6%*	*3%*	**13%abdf**	*4%*	*6%*	*4%*	*5%*	*5%*	*	*	*4%*	*
100%	**617**	283	190	74	44	21	472	65	313	224	52	15	8	538	23
	28%	**33%bf**	*23%*	*26%*	*29%*	*30%*	**28%b**	*29%*	**35%ijkn**	*25%*	*18%*	*17%*	*37%*	**30%j**	*21%*
Don't know	**64**	10	31	10	6	*	41	6	10	24	23	3	-	34	3
	3%	*1%*	**4%a**	*4%*	*4%*	*	*2%*	*3%*	*1%*	*3%*	**8%him**	*4%*	-	*2%*	*3%*
Mean	**53.43**	52.44	49.63	**58.21b**	**62.10bf**	**68.64abf**	51.06	**64.18abf**	54.01	52.21	54.64	49.25	68.54	53.12	53.37
Std Dev.	**40.39**	43.23	39.34	36.33	35.90	34.11	41.38	35.39	42.74	39.80	35.63	35.89	34.58	41.31	36.33

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	2215	848	838	289	154*	69*	1686	223	904	901	287	86*	22**	1806	108*
Std Error	0.87	1.52	1.35	2.18	3.16	4.20	1.02	2.53	1.42	1.35	2.24	4.20	6.78	0.98	3.65

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2203**	200	1963	40	714	1333	156	2143	42	8	2	2193	8
Weighted Base	**2215**	215	1969	31**	701	1352	162*	2138	57**	7**	2**	2202	11**
Effective Base	**1158**	113	1025	21	377	689	93	1118	29	5	1	1151	6
0%	**550**	27	519	4	142	392	16	548	1	*	*	550	*
	25%	*13%*	***26%a***	*12%*	***20%f***	***29%df***	*10%*	*26%*	*2%*	*2%*	*4%*	*25%*	*2%*
10%	**96**	9	83	3	25	58	13	96	-	-	-	96	-
	4%	*4%*	*4%*	*11%*	*4%*	*4%*	*8%*	*4%*	-	-	-	*4%*	-
20%	**79**	10	69	1	29	47	3	74	5	-	-	79	-
	4%	*4%*	*3%*	*4%*	*4%*	*3%*	*2%*	*3%*	*9%*	-	-	*4%*	-
30%	**65**	7	57	1	23	34	8	64	1	-	-	65	*
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*5%*	*3%*	*2%*	-	-	*3%*	*3%*
40%	**87**	8	79	1	40	39	8	74	11	1	-	86	2
	4%	*4%*	*4%*	*2%*	***6%e***	*3%*	*5%*	*3%*	*18%*	*22%*	-	*4%*	*15%*
50%	**146**	9	131	5	27	100	19	141	1	2	-	145	2
	7%	*4%*	*7%*	*18%*	*4%*	***7%d***	***12%d***	*7%*	*2%*	*34%*	-	*7%*	*15%*
60%	**117**	13	101	3	33	68	16	105	10	-	-	115	2
	5%	*6%*	*5%*	*11%*	*5%*	*5%*	***10%e***	*5%*	*17%*	-	-	*5%*	*22%*
70%	**152**	15	134	3	62	75	16	133	13	3	-	149	3
	7%	*7%*	*7%*	*9%*	***9%e***	*6%*	*10%*	*6%*	*22%*	*41%*	-	*7%*	*30%*
80%	**145**	21	123	2	45	79	22	134	10	-	2	143	-
	7%	*10%*	*6%*	*5%*	*6%*	*6%*	***13%de***	*6%*	*17%*	-	*96%*	*7%*	-
90%	**96**	25	71	*	49	43	4	92	4	-	-	96	-
	4%	***12%b***	*4%*	*	***7%e***	*3%*	*3%*	*4%*	*7%*	-	-	*4%*	-
100%	**617**	69	543	5	207	378	31	613	2	*	-	615	2
	28%	*32%*	*28%*	*16%*	***30%f***	*28%*	*19%*	*29%*	*4%*	*1%*	-	*28%*	*14%*
Don't know	**64**	3	59	3	18	40	5	64	-	-	-	64	-
	3%	*1%*	*3%*	*9%*	*3%*	*3%*	*3%*	*3%*	-	-	-	*3%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2215**	215	1969	31**	701	1352	162*	2138	57**	7**	2**	2202	11**
Mean	**53.43**	**65.27b**	52.16	50.34	**57.90e**	50.61	57.52	53.17	59.99	55.10	76.94	53.36	62.36
Std Dev.	**40.39**	36.63	40.68	34.18	39.40	41.46	33.08	40.89	23.16	16.85	21.67	40.48	21.16
Std Error	**0.87**	2.62	0.93	5.62	1.49	1.15	2.70	0.90	3.57	5.96	15.32	0.88	7.48

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	2203	512	584	538	569	152	175	185	190	196	198	188	171	179	186	204	179
Weighted Base	2215	516	576	530	593	157*	165*	193*	181	213	182	185*	172*	174*	210	203	180
Effective Base	1158	250	332	260	322	78	82	90	112	107	117	92	80	89	107	114	101
0%	550	112	152	125	161	26	36	50	49	59	44	42	40	43	57	61	44
	25%	22%	26%	24%	27%	17%	22%	26%	27%	28%	24%	23%	23%	25%	27%	30%e	24%
10%	96	16	20	27	33	9	2	6	11	3	6	12	8	7	12	12	10
	4%	3%	3%	5%	6%	5%	1%	3%	6%l	1%	3%	7%l	5%	4%	6%	6%	5%
20%	79	17	14	27	21	3	10	4	6	*	8	11	5	11	8	9	5
	4%	3%	2%	5%	4%	2%	6%l	2%	3%l	*	4%l	6%l	3%	6%l	4%	4%l	3%
30%	65	16	14	22	12	3	7	7	5	9	1	14	4	4	4	5	3
	3%	3%	3%	4%	2%	2%	4%	4%	3%	4%	*	8%jp	2%	2%	2%	2%	2%
40%	87	13	23	17	35	5	6	1	8	8	6	7	9	2	13	16	5
	4%	2%	4%	3%	6%a	3%	4%	1%	5%	4%	3%	4%	5%	1%	6%g	8%gm	3%
50%	146	36	33	32	46	14	15	7	3	13	16	10	11	11	15	10	21
	7%	7%	6%	6%	8%	9%h	9%h	4%	2%	6%	9%h	5%	6%	6%	7%	5%	12%ghj
60%	117	27	27	39	24	2	13	12	8	9	10	14	12	14	10	6	8
	5%	5%	5%	7%	4%	1%	8%e	6%	4%	4%	6%	7%e	7%	8%e	5%	3%	5%
70%	152	48	42	34	28	7	19	22	11	19	11	17	9	8	6	5	17
	7%	9%d	7%	6%	5%	4%	11%no	11%no	6%	9%o	6%	9%o	5%	5%	3%	2%	9%o
80%	145	40	37	26	43	13	13	14	13	10	15	11	8	8	24	10	9
	7%	8%	6%	5%	7%	8%	8%	7%	7%	4%	8%	6%	5%	4%	11%	5%	5%
90%	96	15	34	26	21	8	2	6	14	10	10	4	7	15	3	8	9
	4%	3%	6%	5%	3%	5%	1%	3%	8%fn	5%	6%	2%	4%	8%fn	2%	4%	5%
100%	617	158	162	142	155	55	41	62	42	72	48	43	48	52	52	58	44
	28%	31%	28%	27%	26%	35%	25%	32%	23%	34%	26%	23%	28%	30%	25%	29%	24%
Don't know	64	18	18	13	16	12	3	2	11	1	6	1	11	1	6	4	5
	3%	3%	3%	2%	3%	8%gikm	2%	1%	6%ikm	1%	3%	*	7%ikm	*	3%	2%	3%
Mean	53.43	57.46d	54.22	52.49	50.03	62.18kno	54.08	56.74	50.31	56.85	54.83	49.02	53.92	54.84	49.61	48.27	52.53
Std Dev.	40.39	39.57	40.99	39.97	40.67	39.74	37.54	40.97	41.46	41.39	39.97	38.53	40.40	41.03	40.38	42.12	39.42

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**2215**	516	576	530	593	157*	165*	193*	181	213	182	185*	172*	174*	210	203	180
Std Error	**0.87**	1.77	1.73	1.75	1.72	3.28	2.86	3.04	3.10	2.98	2.89	2.83	3.18	3.08	2.99	2.98	2.99

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1960	-	1960	927	1027	269	251	442	271	365	235	127	520	713	727	362	1810	139	1960
Weighted Base	1957	-**	1957	994	956	339	246	485	275	305	189*	119*	585	760	613	308	1729	218*	1960
Effective Base	1038	-	1038	497	540	159	144	249	147	178	100	67	299	396	344	167	935	99	1960
0%	556	-	556	236	317	22	37	68	97	140	114	77	59	165	331	191	525	28	709
	28%	-	28%	24%	33%c	7%	15%e	14%e	35%efg	46%efg	60%efghi	65%efghi	10%	22%l	54%lm	62%lm	30%q	13%	36%
10%	68	-	68	34	34	14	9	12	13	17	1	3	23	25	21	4	60	6	77
	3%	-	3%	3%	4%	4%	3%	2%	5%	5%j	1%	2%	4%	3%	3%	1%	3%	3%	4%
20%	64	-	64	29	35	14	6	26	9	5	2	2	20	35	9	4	44	20	56
	3%	-	3%	3%	4%	4%	3%	5%l	3%	2%	1%	1%	3%	5%n	1%	1%	3%	9%p	3%
30%	57	-	57	36	21	19	8	17	7	6	*	-	27	24	6	*	51	6	47
	3%	-	3%	4%	2%	6%j	3%	3%	3%	2%	*	-	5%no	3%no	1%	*	3%	3%	2%
40%	64	-	64	43	21	22	2	27	6	7	-	*	25	33	7	*	47	17	52
	3%	-	3%	4%d	2%	7%ijk	1%	5%fj	2%	2%	-	*	4%no	4%no	1%	*	3%	8%p	3%
50%	138	-	138	82	56	37	23	40	13	15	7	5	59	53	27	12	111	27	120
	7%	-	7%	8%	6%	11%hij	9%	8%	5%	5%	4%	4%	10%no	7%	4%	4%	6%	13%p	6%
60%	97	-	97	59	36	29	17	35	10	4	1	2	46	45	6	3	78	19	78
	5%	-	5%	6%	4%	9%ij	7%ij	7%ij	4%	1%	1%	2%	8%no	6%no	1%	1%	5%	9%	4%
70%	107	-	107	61	45	40	18	30	11	4	2	-	58	42	7	2	88	18	84
	5%	-	5%	6%	5%	12%ghijk	7%ijk	6%ik	4%	1%	1%	-	10%mno	5%no	1%	1%	5%	8%	4%
80%	109	-	109	71	38	17	22	42	11	9	7	-	40	54	16	7	104	5	86
	6%	-	6%	7%d	4%	5%	9%ik	9%ik	4%	3%	4%	-	7%no	7%no	3%	2%	6%	2%	4%
90%	85	-	85	44	40	19	10	38	9	6	2	-	29	47	9	2	76	9	78
	4%	-	4%	4%	4%	6%	4%	8%ijk	3%	2%	1%	-	5%no	6%no	1%	1%	4%	4%	4%
100%	562	-	562	275	286	95	80	141	84	89	49	24	175	225	162	73	500	57	526
	29%	-	29%	28%	30%	28%	32%	29%	31%	29%	26%	20%	30%	30%	26%	24%	29%	26%	27%
Don't know	51	-	51	22	27	10	15	9	3	4	3	7	25	12	14	10	46	5	47
	3%	-	3%	2%	3%	3%	6%ghi	2%	1%	1%	1%	6%hi	4%m	2%	2%	3%	3%	2%	2%
Mean	51.89	-	51.89	54.39	49.41	63.44hijk	63.03hijk	61.61hijk	47.81jk	40.29k	33.77	25.00	63.27mno	56.60no	35.40	30.47	51.33	56.14	46.23
Std Dev.	41.42	-	41.42	39.64	43.09	32.39	37.29	36.25	43.66	44.69	44.87	41.21	34.47	39.64	44.42	43.67	42.07	35.37	42.79

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1957**	-**	1957	994	956	339	246	485	275	305	189*	119*	585	760	613	308	1729	218*	1960
Std Error	**0.95**	-	0.95	1.32	1.36	2.00	2.40	1.74	2.68	2.36	2.97	3.75	1.54	1.50	1.67	2.33	1.00	3.04	0.98

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1960	604	564	388	404	1168	792	1157	781	207	235	460	503	455	1198	209	1677
Weighted Base	1957	525	570	418	444	1095	862	1362	571	231	211	434	476	499	1122	232	1643
Effective Base	1038	281	312	220	226	593	446	651	407	109	127	241	268	242	635	109	886
0%	556	112	185	117	142	298	258	297	255	79	61	137	153	98	351	79	452
	28%	21%	33%a	28%	32%a	27%	30%	22%	45%g	34%m	29%m	32%m	32%m	20%	31%m	34%	28%
10%	68	11	20	22	16	31	38	44	22	7	9	12	15	14	36	7	52
	3%	2%	3%	5%	3%	3%	4%	3%	4%	3%	4%	3%	3%	3%	3%	3%	3%
20%	64	17	19	10	19	35	29	52	12	4	6	28	5	17	39	5	57
	3%	3%	3%	2%	4%	3%	3%	4%	2%	2%	3%	6%l	1%	3%	3%l	2%	3%
30%	57	15	8	15	19	23	34	41	15	8	2	13	15	19	30	8	49
	3%	3%	1%	4%	4%b	2%	4%	3%	3%	3%	1%	3%	3%	4%	3%	3%	3%
40%	64	25	13	14	12	39	25	55	8	12	11	12	19	10	41	12	52
	3%	5%	2%	3%	3%	4%	3%	4%h	1%	5%	5%	3%	4%	2%	4%	5%	3%
50%	138	41	44	35	18	86	53	109	28	18	15	15	32	45	62	18	108
	7%	8%	8%	8%	4%	8%	6%	8%	5%	8%	7%	4%	7%	9%k	6%	8%	7%
60%	97	34	27	11	25	61	37	78	18	14	13	22	21	25	56	14	81
	5%	7%c	5%	3%	6%	6%	4%	6%	3%	6%	6%	5%	4%	5%	5%	6%	5%
70%	107	52	21	14	20	73	34	86	18	6	11	22	23	38	55	6	95
	5%	10%bcd	4%	3%	5%	7%	4%	6%h	3%	3%	5%	5%	5%	8%	5%	3%	6%
80%	109	35	27	33	13	62	47	93	16	4	15	24	18	43	57	4	101
	6%	7%	5%	8%d	3%	6%	5%	7%h	3%	2%	7%i	6%	4%	9%ilm	5%	2%	6%
90%	85	37	24	18	6	60	25	73	11	2	2	20	26	30	48	2	81
	4%	7%d	4%	4%	1%	5%f	3%	5%h	2%	1%	1%	5%	5%j	6%ij	4%	1%	5%
100%	562	139	174	119	129	313	248	399	154	69	56	115	149	152	320	69	480
	29%	26%	31%	28%	29%	29%	29%	29%	27%	30%	27%	27%	31%	30%	29%	30%	29%
Don't know	51	7	9	10	25	15	35	34	15	8	10	14	2	7	27	8	36
	3%	1%	1%	2%	6%ab	1%	4%e	3%	3%	4%l	5%lm	3%l	*	1%	2%l	4%	2%
Mean	51.89	57.24bd	50.42	51.50	47.64	53.69	49.55	56.46h	40.63	46.98	49.91	48.54	51.67	59.52ijkln	50.15	46.90	53.17
Std Dev.	41.42	38.22	42.77	41.66	42.60	40.77	42.16	39.48	43.86	42.36	41.05	42.17	42.55	38.61	42.12	42.31	41.30

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	1957	525	570	418	444	1095	862	1362	571	231	211	434	476	499	1122	232	1643
Std Error	0.95	1.57	1.82	2.14	2.17	1.20	1.53	1.17	1.59	3.00	2.73	1.99	1.91	1.82	1.23	2.98	1.02

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1960	1298	662	295	922	423	357	258	102	108	98	93	98	87	142	95	99	76	347
Weighted Base	1957	1692	265	91*	1616	180	102	58	81*	215*	147*	136*	153*	153*	345	224*	162*	30*	150
Effective Base	1038	871	174	64	760	199	150	175	91	95	84	83	88	79	128	82	89	39	161
0%	556	431	125	38	416	78	37	25	22	40	46	41	48	60	33	66	61	18	61
	28%	25%	47%a	42%a	26%	43%d	36%d	43%d	27%n	18%	31%n	30%n	31%n	39%n	10%	30%n	38%n	59%hijklmnopr	40%hin
10%	68	62	6	2	58	5	4	2	3	10	6	7	5	5	10	5	6	1	4
	3%	4%	2%	3%	4%	3%	3%	3%	4%	5%	4%	5%	4%	3%	3%	2%	4%	3%	3%
20%	64	58	6	4	56	5	2	1	4	6	3	5	4	4	20	6	4	-	5
	3%	3%	2%	5%	3%	3%	2%	2%	5%	3%	2%	4%	2%	3%	6%	3%	3%	-	4%
30%	57	54	3	*	49	5	2	1	3	6	5	7	4	1	13	6	4	3	3
	3%	3%	1%	1%	3%	3%	2%	1%	4%	3%	4%	5%	2%	1%	4%	3%	2%	8%mr	2%
40%	64	63	1	*	56	3	3	1	3	19	5	4	3	4	14	3	1	*	3
	3%	4%b	*	*	3%	2%	3%	2%	4%	9%opr	4%	3%	2%	3%	4%	1%	1%	1%	2%
50%	138	129	9	3	120	11	4	4	11	11	10	7	7	6	42	11	13	1	10
	7%	8%b	3%	3%	7%	6%	4%	6%	14%iklmo	5%	7%	5%	5%	4%	12%	5%	8%	4%	7%
60%	97	89	8	2	88	6	3	1	6	17	12	15	5	2	7	15	8	2	4
	5%	5%	3%	2%	5%g	3%	3%	1%	7%mn	8%n	8%n	11%mnr	3%	2%	2%	7%	5%	5%	3%
70%	107	97	9	2	91	6	7	2	2	6	8	5	14	1	38	10	7	*	6
	5%	6%	3%	2%	6%	3%	7%	3%	2%	3%	6%	3%	9%m	1%	11%hlmr	5%	4%	1%	4%
80%	109	92	17	11	90	9	7	2	2	13	4	6	4	4	31	21	5	*	9
	6%	5%	6%	12%a	6%	5%	7%	4%	2%	6%	3%	4%	3%	2%	9%	10%	3%	1%	6%
90%	85	79	6	2	71	7	5	2	4	8	9	8	9	3	15	12	4	2	5
	4%	5%	2%	2%	4%	4%	5%	3%	5%	4%	6%	6%	6%	2%	4%	5%	2%	7%	3%
100%	562	489	73	24	475	43	26	17	18	68	37	26	44	57	118	60	47	3	40
	29%	29%	27%	26%	29%	24%	26%	30%	23%	32%q	25%	19%	29%q	37%hkq	34%kq	27%	29%q	11%	27%q
Don't know	51	48	2	1	47	1	2	1	3	12	2	6	6	5	3	8	2	-	1
	3%	3%	1%	1%	3%	1%	2%	1%	3%	6%nr	1%	5%	4%	3%	1%	3%	1%	-	1%
Mean	51.89	53.47b	42.02	44.62	53.61eg	41.68	47.80	44.05	47.05q	57.68kqr	48.65q	45.45q	51.36q	48.30q	65.18hjklmopqr	52.82q	46.18q	26.67	44.67q

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1957**	1692	265	91*	1616	180	102	58	81*	215*	147*	136*	153*	153*	345	224*	162*	30*	150
Std Dev.	**41.42**	40.66	44.70	44.43	40.83	42.96	43.01	44.81	39.30	39.28	41.05	39.86	42.68	46.15	34.57	41.66	43.18	38.18	43.35
Std Error	**0.95**	1.14	1.75	2.61	1.37	2.10	2.31	2.81	3.95	3.87	4.19	4.25	4.43	5.04	2.92	4.34	4.36	4.38	2.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : Send any Larger parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1960	763	757	242	115	66	1520	181	861	753	234	72	26	1614	98
Weighted Base	1957	785	718	240	135*	65*	1503	201	830	769	247	71*	26**	1599	97*
Effective Base	1038	418	370	134	70	38	788	108	461	386	128	43	14	845	57
0%	556	269	212	48	20	7	481	26	266	212	57	19	2	478	21
	28%	**34%cdeg**	**30%cdeg**	*20%*	*14%*	*10%*	**32%cdeg**	*13%*	*32%*	*28%*	*23%*	*27%*	*8%*	*30%*	*22%*
10%	68	24	30	8	6	1	53	7	27	29	12	1	-	55	1
	3%	*3%*	*4%*	*3%*	*5%*	*1%*	*4%*	*4%*	*3%*	*4%*	*5%*	*2%*	-	*3%*	*1%*
20%	64	19	31	7	4	4	49	8	21	35	4	2	1	56	3
	3%	*2%*	*4%*	*3%*	*3%*	*6%*	*3%*	*4%*	*3%*	*5%*	*2%*	*3%*	*5%*	*4%*	*3%*
30%	57	9	29	7	8	4	38	12	13	22	17	1	4	35	5
	3%	*1%*	**4%a**	*3%*	**6%a**	**6%a**	*3%*	**6%a**	*2%*	*3%*	**7%him**	*2%*	*15%*	*2%*	*5%*
40%	64	24	19	13	5	3	43	8	20	30	6	4	3	50	7
	3%	*3%*	*3%*	*6%*	*3%*	*5%*	*3%*	*4%*	*2%*	*4%*	*3%*	*5%*	*12%*	*3%*	**7%h**
50%	138	48	46	31	9	4	94	13	45	56	32	5	-	101	5
	7%	*6%*	*6%*	**13%abf**	*7%*	*6%*	*6%*	*7%*	*5%*	*7%*	**13%hm**	*8%*	-	*6%*	*6%*
60%	97	29	36	17	10	4	65	14	25	38	19	11	1	64	12
	5%	*4%*	*5%*	*7%*	*7%*	*6%*	*4%*	*7%*	*3%*	*5%*	**8%h**	**15%him**	*5%*	*4%*	**12%him**
70%	107	30	38	17	12	6	68	19	41	45	9	8	*	86	9
	5%	*4%*	*5%*	*7%*	*9%*	*10%*	*5%*	**9%af**	*5%*	*6%*	*4%*	**12%j**	*2%*	*5%*	*9%*
80%	109	45	37	12	10	5	82	15	42	48	13	1	5	89	6
	6%	*6%*	*5%*	*5%*	*7%*	*7%*	*5%*	*7%*	*5%*	*6%*	*5%*	*1%*	*19%*	*6%*	*6%*
90%	85	40	30	7	2	6	70	8	29	43	7	5	-	73	5
	4%	*5%*	*4%*	*3%*	*2%*	*9%*	*5%*	*4%*	*4%*	*6%*	*3%*	*7%*	-	*5%*	*5%*
100%	562	235	185	71	46	21	420	67	291	192	56	12	9	483	20
	29%	*30%*	*26%*	*30%*	*34%*	*33%*	*28%*	*33%*	**35%ijkn**	*25%*	*23%*	*16%*	*34%*	*30%*	*21%*
Don't know	51	13	25	2	4	1	39	5	11	17	15	2	-	28	2
	3%	*2%*	*4%*	*1%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*	**6%him**	*2%*	-	*2%*	*2%*
Mean	51.89	50.33	48.83	56.25	**61.07bf**	**65.54abf**	49.62	**62.54abf**	53.15	50.71	49.91	49.55	63.79	51.99	53.43
Std Dev.	41.42	43.24	41.31	37.95	37.41	35.03	42.33	36.62	43.60	40.55	38.37	37.27	34.83	42.17	36.99

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1957**	785	718	240	135*	65*	1503	201	830	769	247	71*	26**	1599	97*
Std Error	**0.95**	1.58	1.52	2.44	3.53	4.35	1.10	2.75	1.50	1.50	2.55	4.42	6.83	1.06	3.76

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1960**	175	1754	31	654	1176	130	1914	30	10	1	1954	5
Weighted Base	**1957**	183*	1750	24**	647	1180	129*	1900	41**	8**	***	1949	8**
Effective Base	**1038**	98	923	19	359	605	76	1008	20	7	1	1033	4
0%	**556**	25	528	3	148	389	19	555	*	*	*	556	-
	28%	*14%*	***30%a***	*13%*	*23%*	***33%df***	*15%*	*29%*	*	*4%*	*100%*	*29%*	-
10%	**68**	3	65	-	26	34	9	68	-	-	-	68	-
	3%	*2%*	*4%*	-	*4%*	*3%*	*7%*	*4%*	-	-	-	*4%*	-
20%	**64**	9	55	-	20	37	6	62	2	1	-	64	-
	3%	*5%*	*3%*	-	*3%*	*3%*	*5%*	*3%*	*4%*	*8%*	-	*3%*	-
30%	**57**	8	47	2	29	23	5	50	6	-	-	57	-
	3%	*4%*	*3%*	*10%*	***5%e***	*2%*	*4%*	*3%*	*16%*	-	-	*3%*	-
40%	**64**	2	62	-	13	43	7	58	4	1	-	64	-
	3%	*1%*	*4%*	-	*2%*	*4%*	*5%*	*3%*	*10%*	*18%*	-	*3%*	-
50%	**138**	14	123	1	33	89	17	129	6	2	-	137	2
	7%	*8%*	*7%*	*5%*	*5%*	*8%*	***13%d***	*7%*	*14%*	*30%*	-	*7%*	*20%*
60%	**97**	15	80	2	38	52	7	86	10	1	-	97	-
	5%	*8%*	*5%*	*10%*	*6%*	*4%*	*5%*	*5%*	*26%*	*12%*	-	*5%*	-
70%	**107**	11	95	1	45	51	10	97	6	*	-	104	3
	5%	*6%*	*5%*	*2%*	*7%*	*4%*	*8%*	*5%*	*15%*	*4%*	-	*5%*	*40%*
80%	**109**	22	84	3	50	44	15	106	1	1	-	109	-
	6%	***12%b***	*5%*	*13%*	***8%e***	*4%*	***11%e***	*6%*	*3%*	*16%*	-	*6%*	-
90%	**85**	13	67	4	35	46	4	83	1	-	-	85	-
	4%	*7%*	*4%*	*19%*	*5%*	*4%*	*3%*	*4%*	*4%*	-	-	*4%*	-
100%	**562**	58	498	5	194	342	25	554	4	1	-	559	3
	29%	*32%*	*28%*	*21%*	*30%*	*29%*	*20%*	*29%*	*10%*	*8%*	-	*29%*	*39%*
Don't know	**51**	3	46	2	16	29	6	51	-	-	-	51	-
	3%	*2%*	*3%*	*6%*	*3%*	*2%*	*4%*	*3%*	-	-	-	*3%*	-

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1957**	183*	1750	24**	647	1180	129*	1900	41**	8**	***	1949	8**
Mean	**51.89**	**64.78b**	50.35	65.60	**56.55e**	49.14	53.85	51.66	57.31	54.04	0.00	51.79	77.75
Std Dev.	**41.42**	36.08	41.77	35.11	40.30	42.38	35.65	41.83	21.99	24.90	-	41.45	20.75
Std Error	**0.95**	2.76	1.01	6.52	1.59	1.25	3.20	0.97	4.01	7.87	-	0.95	9.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1960**	456	511	505	488	133	159	164	150	176	185	183	154	168	155	169	164
Weighted Base	**1957**	450	506	517	484	128*	159*	162*	148*	188	170	183*	154*	179*	172*	150*	162*
Effective Base	**1038**	223	294	251	276	60	81	83	87	100	108	87	78	87	90	92	95
0%	**556**	118	143	168	127	33	41	45	42	56	45	70	49	48	41	44	41
	28%	*26%*	*28%*	*32%*	*26%*	*26%*	*26%*	*28%*	*28%*	*30%*	*26%*	**38%n**	*32%*	*27%*	*24%*	*29%*	*26%*
10%	**68**	17	12	23	16	3	10	4	3	1	7	11	8	4	5	6	5
	3%	*4%*	*2%*	*5%*	*3%*	*3%*	**6%l**	*3%*	*2%*	*1%*	*4%*	**6%l**	*5%*	*2%*	*3%*	*4%*	*3%*
20%	**64**	23	17	11	13	6	7	10	8	4	5	8	3	1	6	5	3
	3%	*5%*	*3%*	*2%*	*3%*	*5%*	*5%*	**6%m**	**5%m**	*2%*	*3%*	*4%*	*2%*	*	*3%*	*3%*	*2%*
30%	**57**	23	10	13	11	3	9	11	1	7	2	4	2	7	2	6	2
	3%	*5%*	*2%*	*3%*	*2%*	*2%*	*5%*	**7%hp**	*1%*	*4%*	*1%*	*2%*	*1%*	*4%*	*1%*	*4%*	*1%*
40%	**64**	20	13	20	11	*	9	11	2	8	4	6	3	10	7	1	3
	3%	*5%*	*3%*	*4%*	*2%*	*	*6%*	**7%eo**	*1%*	*4%*	*2%*	*3%*	*2%*	*6%*	*4%*	*1%*	*2%*
50%	**138**	35	31	36	37	9	18	7	4	14	12	8	10	18	15	8	14
	7%	*8%*	*6%*	*7%*	*8%*	*7%*	**11%h**	*4%*	*3%*	*8%*	*7%*	*4%*	*7%*	*10%*	*9%*	*5%*	*9%*
60%	**97**	20	30	19	27	9	7	5	8	10	13	9	7	3	12	8	7
	5%	*5%*	*6%*	*4%*	*6%*	*7%*	*4%*	*3%*	*6%*	*5%*	*7%*	*5%*	*5%*	*2%*	*7%*	*6%*	*4%*
70%	**107**	13	41	23	29	3	1	9	11	17	14	9	7	7	8	5	16
	5%	*3%*	**8%a**	*5%*	*6%*	*2%*	*1%*	*6%*	**7%f**	**9%f**	**8%f**	*5%*	*5%*	*4%*	*5%*	*3%*	**10%f**
80%	**109**	35	27	18	29	10	16	9	12	5	10	3	7	7	14	4	11
	6%	**8%c**	*5%*	*3%*	*6%*	*8%*	**10%ikc**	*6%*	**8%k**	*3%*	*6%*	*2%*	*5%*	*4%*	*8%*	*2%*	*7%*
90%	**85**	13	26	24	22	3	4	7	11	7	8	14	3	7	7	4	11
	4%	*3%*	*5%*	*5%*	*4%*	*2%*	*2%*	*4%*	*7%*	*4%*	*5%*	*7%*	*2%*	*4%*	*4%*	*3%*	*7%*
100%	**562**	121	142	144	154	46	33	42	39	57	46	39	42	63	54	56	45
	29%	*27%*	*28%*	*28%*	*32%*	*36%*	*21%*	*26%*	*27%*	*31%*	*27%*	*21%*	*27%*	**35%fk**	*31%*	**37%fk**	*28%*
Don't know	**51**	12	12	17	10	3	5	3	6	1	5	*	12	4	2	4	3
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*1%*	*3%*	*	**8%jkn**	*2%*	*1%*	*3%*	*2%*
Mean	**51.89**	50.31	53.35	48.49	55.44	**56.72k**	46.46	49.03	53.86	52.94	53.36	42.01	47.98	**55.66k**	**56.42k**	53.51	**56.17k**
Std Dev.	**41.42**	40.48	41.14	42.43	41.25	42.01	38.72	40.58	41.99	41.26	40.53	41.86	42.86	41.80	40.17	43.61	40.36

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**1957**	450	506	517	484	128*	159*	162*	148*	188	170	183*	154*	179*	172*	150*	162*
Std Error	**0.95**	1.92	1.84	1.92	1.88	3.68	3.11	3.20	3.49	3.13	3.03	3.11	3.57	3.26	3.24	3.38	3.19

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2830**	-	2830	1331	1492	381	357	630	368	536	359	199	738	998	1094	558	2629	187	2830
Weighted Base	**2770**	-**	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
Effective Base	**1473**	-	1473	699	773	217	199	349	198	263	147	107	412	547	517	254	1339	133	2830
Sent any small parcels to people who have bought products online	**2119**	-	2119	1091	1023	369	271	549	293	320	186	131	640	841	637	317	1853	254	2117
	76%	-	*76%*	**79%d**	*74%*	**81%ij**	**77%j**	**83%hijk**	*74%*	*71%*	*68%*	*72%*	**79%no**	**80%no**	*70%*	*70%*	*76%*	**83%p**	*75%*
Sent any large parcels to people who have bought products online	**1872**	-	1872	949	916	320	236	447	266	298	187	119	556	712	604	306	1653	209	1882
	68%	-	*68%*	*69%*	*66%*	*70%*	*67%*	*68%*	*67%*	*66%*	*68%*	*66%*	*69%*	*67%*	*67%*	*67%*	*67%*	*69%*	*67%*
Neither	**48**	-	48	19	29	13	12	12	6	2	2	-	25	18	4	2	42	5	51
	2%	-	*2%*	*1%*	*2%*	**3%l**	**3%l**	*2%*	*1%*	*1%*	*1%*	-	**3%no**	*2%*	*	*	*2%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 89

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2830**	817	850	570	593	1667	1163	1647	1149	290	345	677	757	601	1779	292	2412
Weighted Base	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
Effective Base	**1473**	359	460	317	338	819	655	908	594	156	188	350	382	315	918	157	1248
Sent any small parcels to people who have bought products online	**2119**	531	629	458	501	1160	959	1515	574	221	254	477	542	513	1273	221	1805
	76%	*79%*	*76%*	*75%*	*76%*	*77%*	*76%*	**80%h**	*69%*	*70%*	**80%i**	*76%*	*77%*	**79%i**	*77%*	*70%*	*77%*
Sent any large parcels to people who have bought products online	**1872**	489	546	400	438	1035	837	1289	560	229	209	415	450	469	1074	230	1562
	68%	**73%bc**	*66%*	*65%*	*67%*	*69%*	*66%*	*68%*	*67%*	**73%ln**	*66%*	*66%*	*64%*	**72%ln**	*65%*	*73%*	*67%*
Neither	**48**	11	15	12	9	26	21	34	13	6	*	14	15	8	29	6	41
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2830**	1856	974	433	1305	615	517	393	146	158	135	138	136	134	179	141	138	105	510
Weighted Base	**2770**	2392	378	131*	2285	254	141	91	115	315	205	197	216	235	437	351	213	39*	215
Effective Base	**1473**	1231	254	94	1071	299	225	237	130	142	117	122	121	121	161	123	123	53	247
Sent any small parcels to people who have bought products online	**2119**	1855	264	98	1758	184	106	71	95	250	150	150	161	185	356	262	148	25	159
	76%	**78%b**	*70%*	*75%*	*77%*	*72%*	*76%*	*78%*	**83%pq**	**79%q**	*73%*	*76%*	*75%*	**79%q**	**81%pq**	*75%*	*69%*	*63%*	*74%*
Sent any large parcels to people who have bought products online	**1872**	1613	259	89	1545	173	97	57	77	207	138	128	145	151	330	212	158	28	145
	68%	*67%*	*68%*	*68%*	*68%*	*68%*	*69%*	*62%*	*67%*	*66%*	*67%*	*65%*	*67%*	*64%*	**75%mo**	*60%*	**74%o**	*71%*	*68%*
Neither	**48**	42	6	2	35	6	5	2	-	-	3	5	5	-	5	14	3	1	5
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	**3%d**	*2%*	-	-	*2%*	**3%l**	*2%*	-	*1%*	**4%lm**	*1%*	**2%lm**	**2%l**

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2830**	1065	1114	363	175	87	2179	262	1175	1147	344	106	36	2322	142
Weighted Base	**2770**	1061	1039	368	195	87*	2099	282	1122	1128	360	111*	30**	2249	141*
Effective Base	**1473**	571	543	195	102	49	1114	150	615	580	186	63	17	1194	81
Sent any small parcels to people who have bought products online	**2119**	814	806	273	149	60	1620	210	869	856	272	85	22	1725	108
	76%	*77%*	*78%*	*74%*	*77%*	*69%*	*77%*	*74%*	*78%*	*76%*	*75%*	*77%*	*74%*	*77%*	*77%*
Sent any large parcels to people who have bought products online	**1872**	745	688	233	133	60	1433	193	801	726	240	66	26	1526	92
	68%	*70%*	*66%*	*63%*	*68%*	*69%*	*68%*	*69%*	***71%ik***	*64%*	*67%*	*59%*	*87%*	*68%*	*65%*
Neither	**48**	11	20	10	4	2	31	6	18	21	8	*	-	40	*
	2%	*1%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*	-	*2%*	*

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

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2830**	237	2547	46	897	1748	185	2767	42	11	2	2820	8
Weighted Base	**2770**	248	2487	35**	845	1735	190	2692	57**	8**	2**	2758	11**
Effective Base	**1473**	134	1316	25	475	891	110	1431	29	7	1	1466	6
Sent any small parcels to people who have bought products online	**2119**	190	1898	31	652	1309	158	2046	53	7	2	2106	11
	76%	*77%*	*76%*	*87%*	*77%*	*75%*	*83%*	*76%*	*93%*	*80%*	*100%*	*76%*	*100%*
Sent any large parcels to people who have bought products online	**1872**	170	1683	19	613	1134	125	1817	39	8	*	1864	8
	68%	*68%*	*68%*	*54%*	***72%e***	*65%*	*66%*	*67%*	*69%*	*98%*	*4%*	*68%*	*73%*
Neither	**48**	12	35	-	15	28	5	44	4	-	-	48	-
	2%	***5%b***	*1%*	-	*2%*	*2%*	*3%*	*2%*	*7%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2830**	671	710	728	721	205	224	242	222	241	247	256	229	243	230	262	229
Weighted Base	**2770**	654	681	712	723	202*	211	241	211	249	222	249	226	237	252	249	222
Effective Base	**1473**	324	400	354	403	98	108	118	129	131	143	119	114	121	132	143	129
Sent any small parcels to people who have bought products online	**2119**	500	542	504	573	149	164	187	167	203	172	180	164	159	207	195	171
	76%	*76%*	**80%c**	*71%*	**79%c**	*74%*	*78%*	*78%*	**79%m**	**81%m**	*78%*	*72%*	*73%*	*67%*	**82%m**	**78%m**	*77%*
Sent any large parcels to people who have bought products online	**1872**	437	480	494	462	125	156	156	137	180	162	170	151	172	166	146	151
	68%	*67%*	*70%*	*69%*	*64%*	*62%*	**74%o**	*65%*	*65%*	**72%o**	**73%o**	*68%*	*67%*	**73%o**	*66%*	*59%*	*68%*
Neither	**48**	10	14	13	11	4	2	5	9	3	2	3	5	5	1	5	5
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	**4%n**	*1%*	*1%*	*1%*	*2%*	*2%*	*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1708**	-	1708	829	878	315	277	485	206	234	136	55	592	691	425	191	1547	152	1708
Weighted Base	**1879**	-**	1879	1016	861	401	281	555	258	237	104*	43**	682	812	385	148*	1618	253	1708
Effective Base	**955**	-	955	477	484	188	157	281	118	125	67	27	342	399	217	93	844	109	1708
Yes	**677**	-	677	411	266	208	120	242	55	43	5	5	328	296	53	10	545	129	512
	36%	-	*36%*	**41%d**	*31%*	**52%hij**	**43%hij**	**44%hij**	**21%j**	**18%j**	*5%*	*11%*	**48%mno**	**36%no**	*14%*	*7%*	*34%*	**51%p**	*30%*
No	**1182**	-	1182	598	582	186	159	305	202	194	99	37	345	507	330	136	1054	123	1181
	63%	-	*63%*	*59%*	**68%c**	*46%*	*57%*	*55%*	**78%efg**	**82%efg**	**95%efghi**	*85%*	*51%*	**62%l**	**86%lm**	**92%lm**	**65%q**	*49%*	*69%*
I don't know	**20**	-	20	6	14	7	2	8	1	-	-	2	9	9	2	2	19	1	15
	1%	-	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*	-	-	*5%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1708**	495	509	359	345	1004	704	1147	537	182	206	382	452	394	1040	184	1454
Weighted Base	**1879**	512	535	419	413	1047	832	1447	408	205	195	403	481	508	1079	206	1607
Effective Base	**955**	253	285	208	210	537	418	674	301	106	110	219	243	233	571	107	811
Yes	**677**	270	165	140	103	435	243	602	67	64	56	118	161	256	335	64	595
	36%	**53%bcd**	*31%*	*33%*	*25%*	**42%f**	*29%*	**42%h**	*16%*	*31%*	*29%*	*29%*	*33%*	**50%jkln**	*31%*	*31%*	*37%*
No	**1182**	235	366	276	305	601	581	835	330	139	136	282	315	247	733	140	995
	63%	*46%*	**68%a**	**66%a**	**74%a**	*57%*	**70%e**	*58%*	**81%g**	**68%m**	**70%m**	**70%m**	**66%m**	*49%*	**68%m**	*68%*	*62%*
I don't know	**20**	7	4	3	5	11	9	9	11	1	3	3	5	5	11	1	18
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%g**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1708**	1244	464	202	884	315	294	215	98	114	89	82	85	80	152	97	87	39	276
Weighted Base	**1879**	1687	192	68*	1597	145	86	51	79*	225	131*	124*	137*	139*	381	247*	133*	17**	128
Effective Base	**955**	840	119	45	732	156	131	133	88	103	80	74	76	72	138	87	78	21	135
Yes	**677**	642	35	16	594	42	26	15	24	84	29	53	44	39	208	83	31	6	36
	36%	**38%b**	*18%*	*24%*	*37%*	*29%*	*30%*	*30%*	*30%*	**37%j**	*22%*	**43%jpr**	*32%*	*28%*	**54%hijlmopr**	*34%*	*24%*	*35%*	*28%*
No	**1182**	1027	155	52	986	100	59	36	56	139	100	71	90	101	166	164	99	10	90
	63%	*61%*	**80%a**	**76%a**	*62%*	*69%*	*69%*	*70%*	**70%n**	**62%n**	**76%ikn**	*57%*	**66%n**	**72%n**	*44%*	**66%n**	**75%kn**	*60%*	**71%n**
I don't know	**20**	18	2	*	17	2	*	*	-	3	2	-	2	-	7	-	2	1	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*	-	*1%*	*2%*	-	*2%*	-	*2%*	-	*2%*	*5%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1708	579	655	263	127	70	1234	197	691	688	224	63	30	1379	93
Weighted Base	1879	661	685	291	154*	78*	1346	232	738	769	260	75*	28**	1507	102*
Effective Base	955	332	352	148	75	42	684	116	379	382	132	40	15	761	56
Yes	677	285	216	85	61	26	502	88	267	268	95	29	15	535	44
	36%	**43%bc**	*32%*	*29%*	*40%*	*33%*	*37%*	*38%*	*36%*	*35%*	*36%*	*38%*	*55%*	*35%*	*43%*
No	1182	374	455	205	92	50	829	142	462	494	162	46	13	956	58
	63%	*57%*	**66%a**	**70%af**	*60%*	*64%*	*62%*	*61%*	*63%*	*64%*	*62%*	*61%*	*45%*	*63%*	*57%*
I don't know	20	1	14	1	1	2	15	3	9	7	3	*	-	16	*
	1%	*	**2%a**	*	*1%*	**2%a**	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1708**	165	1509	34	565	1007	136	1652	39	9	1	1700	7
Weighted Base	**1879**	203	1649	27**	609	1117	153*	1803	56**	8**	2**	1867	11**
Effective Base	**955**	102	835	19	323	548	86	915	28	6	1	948	6
Yes	**677**	128	541	8	320	296	61	634	32	5	-	671	6
	36%	**63%b**	*33%*	*31%*	**53%ef**	*27%*	**40%e**	*35%*	*57%*	*63%*	-	*36%*	*59%*
No	**1182**	73	1091	18	286	808	89	1150	23	3	2	1176	4
	63%	*36%*	**66%a**	*66%*	*47%*	**72%df**	*58%*	*64%*	*41%*	*37%*	*100%*	*63%*	*41%*
I don't know	**20**	2	17	1	4	13	4	19	1	-	-	20	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1708**	407	435	433	433	127	141	139	139	149	147	148	131	154	137	153	143
Weighted Base	**1879**	458	458	474	489	149*	148*	161*	142*	166*	150*	166*	143*	165*	171*	165*	154*
Effective Base	**955**	213	256	228	263	68	70	75	84	82	92	79	69	80	85	93	86
Yes	**677**	166	200	140	172	54	53	58	57	64	78	49	44	46	62	54	56
	36%	*36%*	**44%c**	*29%*	*35%*	*37%*	*36%*	*36%*	*41%*	*38%*	**52%fgklmnop**	*30%*	*31%*	*28%*	*36%*	*33%*	*37%*
No	**1182**	291	253	329	309	95	94	102	83	98	72	113	97	119	107	105	96
	63%	*64%*	*55%*	**69%b**	*63%*	*63%*	**64%j**	**64%j**	*59%*	*59%*	*48%*	**68%j**	**68%j**	**72%j**	**63%j**	**64%j**	*63%*
I don't know	**20**	1	6	6	7	-	-	1	1	5	-	4	2	*	1	5	1
	1%	*	*1%*	*1%*	*2%*	-	-	*1%*	*1%*	*3%*	-	*2%*	*1%*	*	*1%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		4300	-	4300	2024	2267	501	480	828	583	841	649	418	981	1411	1908	1067	4027	244	4300
Weighted Base		4309	-**	4309	2065	2234	592	497	882	606	736	538	458	1089	1488	1733	997	3889	392	4300
Effective Base		2292	-	2292	1080	1206	290	278	463	315	436	287	231	566	778	949	518	2109	174	4300
Up to £1.00	(0.5)	409	-	409	158	252	34	26	71	77	93	49	60	60	148	201	109	380	24	406
		10%	-	10%	8%	11%c	6%	5%	8%	13%efg	13%efg	9%	13%efg	6%	10%l	12%l	11%l	10%	6%	9%
£1.01 to £2.00	(1.5)	442	-	442	208	234	55	48	62	54	87	71	66	103	116	224	136	404	34	434
		10%	-	10%	10%	10%	9%	10%	7%	9%	12%g	13%g	14%gh	9%	8%	13%lm	14%lm	10%	9%	10%
£2.01 to £4.00	(3)	583	-	583	262	320	82	62	108	68	85	93	86	144	175	264	179	526	55	621
		14%	-	14%	13%	14%	14%	12%	12%	11%	12%	17%hi	19%ghi	13%	12%	15%m	18%lm	14%	14%	14%
£4.01 to £6.00	(5)	548	-	548	273	273	88	67	80	99	98	60	55	155	179	213	115	503	45	524
		13%	-	13%	13%	12%	15%g	13%	9%	16%g	13%g	11%	12%	14%	12%	12%	12%	13%	11%	12%
£6.01 to £10.00	(8)	616	-	616	316	298	88	75	121	86	108	78	60	163	207	246	138	576	38	637
		14%	-	14%	15%	13%	15%	15%	14%	14%	15%	15%	13%	15%	14%	14%	14%	15%	10%	15%
£10.01 to £20.00	(15)	672	-	672	303	369	92	87	147	105	87	96	58	179	253	241	154	576	92	667
		16%	-	16%	15%	17%	16%	17%i	17%i	17%i	12%	18%i	13%	16%	17%	14%	15%	15%	23%p	16%
£20.01 to £30.00	(25)	325	-	325	163	161	38	37	83	59	61	32	13	76	142	107	46	294	27	346
		8%	-	8%	8%	7%	6%	8%k	9%k	10%k	8%k	6%	3%	7%	10%no	6%	5%	8%	7%	8%
£30.01 to £40.00	(35)	219	-	219	108	111	29	28	59	19	41	23	21	56	78	85	43	196	23	179
		5%	-	5%	5%	5%	5%	6%	7%h	3%	6%	4%	5%	5%	5%	5%	4%	5%	6%	4%
£40.01 to £50.00	(45)	118	-	118	82	36	11	14	63	6	16	8	*	25	70	23	8	108	10	107
		3%	-	3%	4%d	2%	2%	3%k	7%efhijk	1%	2%k	1%	*	2%o	5%lno	1%	1%	3%	2%	2%
Over £50	(55)	153	-	153	101	52	25	19	66	14	16	5	10	43	80	30	14	138	15	140
		4%	-	4%	5%d	2%	4%j	4%j	7%fhijk	2%	2%	1%	2%	4%no	5%no	2%	1%	4%	4%	3%
I don't know		191	-	191	77	111	42	30	13	17	37	22	30	72	30	89	52	161	24	206
		4%	-	4%	4%	5%	7%gh	6%g	1%	3%	5%g	4%g	7%gh	7%m	2%	5%m	5%m	4%	6%	5%
I prefer not to say		32	-	32	16	16	7	5	8	2	6	4	*	12	10	10	4	26	5	33
		1%	-	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	1%	1%
Mean		12.21	-	12.21	13.53d	10.99	12.32jk	13.14hijk	17.03efhijk	10.69k	11.02k	9.66	8.45	12.69no	14.46lno	9.92	9.11	12.11	13.45	11.79
Std Dev.		13.78	-	13.78	14.96	12.46	13.77	13.91	16.95	11.69	12.82	10.64	11.08	13.83	15.35	11.76	10.86	13.79	13.80	13.34
Std Error		0.22	-	0.22	0.34	0.27	0.64	0.66	0.60	0.50	0.45	0.43	0.56	0.46	0.42	0.28	0.34	0.22	0.92	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		4300	1158	1292	887	963	2450	1850	2257	1980	473	542	1073	1112	803	2727	478	3588
Weighted Base		4309	898	1330	1024	1056	2228	2081	2630	1605	513	538	1071	1063	843	2672	519	3566
Effective Base		2292	487	720	518	569	1207	1086	1267	1031	264	304	584	568	414	1456	266	1896
Up to £1.00	(0.5)	409	38	136	100	136	174	236	209	193	72	57	112	93	40	262	72	310
		10%	4%	10%a	10%a	13%a	8%	11%e	8%	12%g	14%lmn	11%m	10%m	9%m	5%	10%m	14%p	9%
£1.01 to £2.00	(1.5)	442	61	140	100	141	201	241	206	231	67	70	121	96	66	287	71	354
		10%	7%	10%a	10%	13%a	9%	12%e	8%	14%g	13%m	13%m	11%	9%	8%	11%	14%	10%
£2.01 to £4.00	(3)	583	100	195	136	152	295	288	306	271	103	74	167	155	53	396	104	453
		14%	11%	15%	13%	14%	13%	14%	12%	17%g	20%jlmn	14%m	16%m	15%m	6%	15%m	20%p	13%
£4.01 to £6.00	(5)	548	112	169	125	142	281	267	326	204	63	77	164	123	92	364	64	464
		13%	12%	13%	12%	13%	13%	13%	12%	13%	12%	14%	15%m	12%	11%	14%	12%	13%
£6.01 to £10.00	(8)	616	144	200	154	119	343	272	420	190	53	83	159	161	140	403	53	551
		14%	16%d	15%d	15%	11%	15%	13%	16%h	12%	10%	15%	15%	15%	17%l	15%l	10%	15%o
£10.01 to £20.00	(15)	672	153	191	175	153	344	328	426	234	57	75	165	196	136	436	57	578
		16%	17%	14%	17%	14%	15%	16%	16%	15%	11%	14%	15%	18%l	16%	16%l	11%	16%o
£20.01 to £30.00	(25)	325	75	98	65	87	173	152	240	78	37	30	77	77	87	184	37	273
		8%	8%	7%	6%	8%	8%	7%	9%h	5%	7%	6%	7%	7%	10%n	7%	7%	8%
£30.01 to £40.00	(35)	219	62	61	52	44	123	96	166	53	26	19	32	67	66	118	26	185
		5%	7%d	5%	5%	4%	6%	5%	6%h	3%	5%	3%	3%	6%k	8%jkn	4%	5%	5%
£40.01 to £50.00	(45)	118	63	30	19	6	93	25	101	17	1	14	10	24	67	48	1	115
		3%	7%bcd	2%d	2%	1%	4%f	1%	4%h	1%	*	3%l	1%	2%l	8%jkln	2%	*	3%o
Over £50	(55)	153	64	37	37	14	102	51	125	28	11	9	17	30	79	56	11	138
		4%	7%bcd	3%	4%d	1%	5%f	2%	5%h	2%	2%	2%	2%	3%	9%jkln	2%	2%	4%
I don't know		191	23	62	52	54	85	106	92	95	20	31	45	38	15	113	20	137
		4%	3%	5%	5%a	5%a	4%	5%	3%	6%g	4%	6%m	4%m	4%	2%	4%m	4%	4%
I prefer not to say		32	2	12	10	9	13	19	14	11	2	*	3	2	2	5	2	7
		1%	*	1%	1%	1%	1%	1%	1%	1%	*	*	*	*	*	*	*	*
Mean		12.21	17.00bcd	11.28d	11.86d	9.52	13.63f	10.67	14.23h	8.94	9.30	9.90	9.53	12.24ijkn	19.06ijkln	10.69	9.22	12.72o
Std Dev.		13.78	16.60	13.01	13.41	11.04	14.85	12.31	14.87	11.12	11.82	11.79	10.83	13.14	17.49	12.05	11.78	14.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**4309**	898	1330	1024	1056	2228	2081	2630	1605	513	538	1071	1063	843	2672	519	3566
Std Error	**0.22**	0.50	0.37	0.46	0.37	0.31	0.30	0.32	0.26	0.56	0.52	0.34	0.40	0.63	0.24	0.55	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		4300	2821	1479	639	2076	902	767	555	207	242	227	210	238	234	238	244	236	149	753
Weighted Base		4309	3681	628	209	3612	367	207	123	165	488	341	299	376	408	570	597	368	53*	313
Effective Base		2292	1910	392	139	1713	418	359	344	185	217	199	185	209	210	214	213	211	73	347
Up to £1.00	(0.5)	409	356	53	19	348	31	21	9	20	45	31	47	36	36	41	44	47	4	27
		10%	*10%*	*8%*	*9%*	*10%*	*8%*	*10%*	*8%*	*12%*	*9%*	*9%*	**16%mnor**	*10%*	*9%*	*7%*	*7%*	*13%*	*8%*	*8%*
£1.01 to £2.00	(1.5)	442	371	71	18	378	35	19	10	10	50	42	30	43	55	31	82	36	4	31
		10%	*10%*	*11%*	*9%*	*10%*	*10%*	*9%*	*8%*	*6%*	*10%*	**12%hn**	*10%*	**11%n**	**13%hn**	*5%*	**14%hn**	*10%*	*7%*	**10%n**
£2.01 to £4.00	(3)	583	503	80	31	491	44	34	15	22	60	40	42	70	59	75	87	36	8	36
		14%	*14%*	*13%*	*15%*	*14%*	*12%*	*16%*	*12%*	*13%*	*12%*	*12%*	*14%*	**19%jpr**	*14%*	*13%*	*15%*	*10%*	*15%*	*12%*
£4.01 to £6.00	(5)	548	466	82	27	471	45	19	14	24	77	49	31	49	49	59	87	46	7	38
		13%	*13%*	*13%*	*13%*	**13%f**	*12%*	*9%*	*11%*	*15%*	*16%*	*14%*	*10%*	*13%*	*12%*	*10%*	*15%*	*12%*	*13%*	*12%*
£6.01 to £10.00	(8)	616	521	94	31	514	50	32	20	29	48	50	30	57	76	92	81	51	8	41
		14%	*14%*	*15%*	*15%*	*14%*	*14%*	*15%*	*16%*	**17%ik**	*10%*	*15%*	*10%*	*15%*	**19%ik**	*16%*	*14%*	*14%*	*16%*	*13%*
£10.01 to £20.00	(15)	672	564	108	30	543	65	37	27	19	95	52	34	50	56	88	79	71	8	57
		16%	*15%*	*17%*	*14%*	*15%*	*18%*	*18%*	**22%d**	*12%*	**19%hk**	*15%*	*11%*	*13%*	*14%*	*15%*	*13%*	**19%hk**	*16%*	**18%hk**
£20.01 to £30.00	(25)	325	281	44	17	263	30	18	13	13	39	24	21	26	28	43	35	34	5	26
		8%	*8%*	*7%*	*8%*	*7%*	*8%*	*9%*	**10%d**	*8%*	*8%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*9%*	*9%*	*8%*
£30.01 to £40.00	(35)	219	189	30	14	186	23	7	3	9	19	18	19	14	7	35	51	12	3	20
		5%	*5%*	*5%*	*7%*	*5%*	**6%g**	*3%*	*3%*	**6%m**	*4%*	**5%m**	**6%m**	*4%*	*2%*	**6%m**	**9%mp**	*3%*	**6%m**	**6%m**
£40.01 to £50.00	(45)	118	109	9	3	100	10	5	3	7	18	5	6	4	4	37	5	14	1	10
		3%	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	**4%lmo**	**4%o**	*2%*	*2%*	*1%*	*1%*	**7%jklmo**	*1%*	**4%lmo**	*1%*	**3%o**
Over £50	(55)	153	131	22	3	131	10	7	5	7	22	5	14	6	11	44	19	3	1	9
		4%	*4%*	*3%*	*1%*	*4%*	*3%*	*3%*	*4%*	**4%p**	**4%p**	*2%*	**5%p**	*2%*	*3%*	**8%jlmopr**	*3%*	*1%*	*3%*	*3%*
I don't know		191	165	26	10	160	19	7	5	4	12	25	20	20	25	19	21	14	2	17
		4%	*4%*	*4%*	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	*2%*	**7%hi**	**7%i**	*5%*	*6%*	*3%*	*4%*	*4%*	*4%*	*5%*
I prefer not to say		32	23	9	6	27	4	1	*	1	2	-	5	2	3	6	5	3	2	2
		1%	*1%*	*1%*	**3%a**	*1%*	*1%*	*	*	*	*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%j**	*1%*
Mean		12.21	12.31	11.64	11.27	12.16	12.77	11.84	12.75	**13.11lm**	**12.96lm**	10.69	12.15	9.52	9.67	**16.59hijklmopr**	11.57	11.40	12.08	**12.89lm**
Std Dev.		13.78	13.89	13.07	12.00	13.86	13.49	13.25	13.08	14.85	14.40	11.87	14.94	11.11	11.48	16.97	13.35	12.02	12.93	13.60

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**4309**	3681	628	209	3612	367	207	123	165	488	341	299	376	408	570	597	368	53*	313
Std Error	**0.22**	0.27	0.35	0.49	0.31	0.46	0.49	0.57	1.04	0.94	0.82	1.08	0.74	0.78	1.13	0.88	0.80	1.09	0.51

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		4300	1633	1715	549	251	117	3348	368	1665	1705	623	196	72	3370	268
Weighted Base		4309	1654	1669	581	264	112*	3323	375	1613	1679	704	212	59*	3291	271
Effective Base		2292	873	883	307	145	66	1756	211	872	881	360	118	39	1753	156
Up to £1.00	(0.5)	409	152	144	77	19	11	296	30	115	149	96	29	11	264	40
		10%	*9%*	*9%*	**13%abi**	*7%*	*10%*	*9%*	*8%*	*7%*	*9%*	**14%him**	**14%hm**	**18%hm**	*8%*	**15%him**
£1.01 to £2.00	(1.5)	442	143	186	70	35	7	329	42	125	168	93	44	5	293	49
		10%	*9%*	*11%*	*12%*	*13%*	*6%*	*10%*	*11%*	*8%*	*10%*	**13%hm**	**21%him**	*9%*	*9%*	**18%him**
£2.01 to £4.00	(3)	583	219	244	71	35	14	463	49	201	240	102	27	10	442	37
		14%	*13%*	*15%*	*12%*	*13%*	*13%*	*14%*	*13%*	*12%*	*14%*	*15%*	*13%*	*17%*	*13%*	*14%*
£4.01 to £6.00	(5)	548	176	217	94	40	19	393	59	175	226	108	26	8	401	34
		13%	*11%*	*13%*	**16%af**	*15%*	*17%*	*12%*	**16%a**	*11%*	*13%*	**15%h**	*12%*	*13%*	*12%*	*13%*
£6.01 to £10.00	(8)	616	255	243	68	30	18	498	48	239	256	88	24	6	495	30
		14%	*15%*	*15%*	*12%*	*12%*	*16%*	*15%*	*13%*	*15%*	*15%*	*13%*	*11%*	*11%*	*15%*	*11%*
£10.01 to £20.00	(15)	672	263	275	75	42	17	538	58	281	286	79	22	4	566	26
		16%	*16%*	*16%*	*13%*	*16%*	*15%*	*16%*	*16%*	**17%jn**	**17%jn**	*11%*	*10%*	*7%*	**17%jn**	*10%*
£20.01 to £30.00	(25)	325	126	124	43	13	15	250	29	153	119	28	15	8	273	23
		8%	*8%*	*7%*	*7%*	*5%*	**14%d**	*8%*	*8%*	**10%j**	**7%j**	*4%*	*7%*	**14%j**	**8%j**	**9%j**
£30.01 to £40.00	(35)	219	100	71	27	18	2	171	20	110	74	30	4	1	184	5
		5%	*6%*	*4%*	*5%*	*7%*	*1%*	*5%*	*5%*	**7%ikn**	*4%*	*4%*	*2%*	*1%*	**6%n**	*2%*
£40.01 to £50.00	(45)	118	65	39	7	5	3	104	7	52	48	15	3	1	100	4
		3%	**4%c**	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*	*3%*	*1%*
Over £50	(55)	153	84	43	16	4	5	127	8	91	39	16	6	1	129	7
		4%	**5%b**	*3%*	*3%*	*1%*	*4%*	*4%*	*2%*	**6%ijm**	*2%*	*2%*	*3%*	*1%*	**4%l**	*3%*
I don't know		191	67	69	26	20	2	136	22	63	61	41	12	4	125	16
		4%	*4%*	*4%*	*4%*	**8%f**	*2%*	*4%*	*6%*	*4%*	*4%*	*6%*	*6%*	*6%*	*4%*	*6%*
I prefer not to say		32	5	13	7	2	*	18	3	7	13	6	*	*	21	1
		1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*
Mean		12.21	**13.90bcdfg**	11.34	10.49	10.90	12.32	**12.62bc**	11.34	**14.82ijklmn**	**11.44jn**	9.50	9.01	9.27	**13.09ijkn**	9.07
Std Dev.		13.78	15.15	12.74	12.71	12.19	13.36	14.05	12.57	15.20	12.67	12.43	12.32	11.31	14.07	12.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**4309**	1654	1669	581	264	112*	3323	375	1613	1679	704	212	59*	3291	271
Std Error	**0.22**	0.39	0.32	0.56	0.80	1.25	0.25	0.68	0.38	0.31	0.52	0.91	1.37	0.25	0.76

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		4300	347	3875	78	1360	2667	273	4199	63	21	3	4283	14
Weighted Base		4309	363	3867	79*	1296	2734	279	4193	79*	15**	3**	4287	19**
Effective Base		2292	198	2050	43	719	1411	167	2228	43	12	2	2282	8
Up to £1.00	(0.5)	409	28	371	11	93	288	29	396	5	1	1	402	7
		10%	*8%*	*10%*	*13%*	*7%*	**11%d**	*10%*	*9%*	*6%*	*9%*	*33%*	*9%*	*36%*
£1.01 to £2.00	(1.5)	442	24	410	9	125	288	29	435	2	2	2	439	1
		10%	*6%*	*11%*	*11%*	*10%*	*11%*	*10%*	*10%*	*3%*	*16%*	*65%*	*10%*	*7%*
£2.01 to £4.00	(3)	583	39	528	17	173	374	36	569	10	4	-	583	-
		14%	*11%*	*14%*	*21%*	*13%*	*14%*	*13%*	*14%*	*13%*	*30%*	-	*14%*	-
£4.01 to £6.00	(5)	548	44	496	7	171	353	23	530	13	-	*	543	4
		13%	*12%*	*13%*	*9%*	*13%*	*13%*	*8%*	*13%*	*16%*	-	*3%*	*13%*	*23%*
£6.01 to £10.00	(8)	616	57	550	9	177	412	26	604	8	2	-	614	2
		14%	*16%*	*14%*	*11%*	*14%*	**15%f**	*9%*	*14%*	*10%*	*12%*	-	*14%*	*9%*
£10.01 to £20.00	(15)	672	57	608	8	197	435	40	655	15	2	-	672	-
		16%	*16%*	*16%*	*10%*	*15%*	*16%*	*14%*	*16%*	*19%*	*13%*	-	*16%*	-
£20.01 to £30.00	(25)	325	20	302	3	108	190	26	311	8	3	-	323	2
		8%	*5%*	*8%*	*4%*	*8%*	*7%*	*9%*	*7%*	*11%*	*21%*	-	*8%*	*11%*
£30.01 to £40.00	(35)	219	12	204	3	61	144	13	214	4	-	-	219	*
		5%	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*6%*	-	-	*5%*	*
£40.01 to £50.00	(45)	118	27	85	6	59	46	13	111	7	-	-	118	-
		3%	**7%b**	*2%*	**7%b**	**5%e**	*2%*	**5%e**	*3%*	**9%gk**	-	-	*3%*	-
Over £50	(55)	153	40	113	*	62	82	9	148	5	-	-	153	-
		4%	**11%bc**	*3%*	*	**5%e**	*3%*	*3%*	*4%*	*6%*	-	-	*4%*	-
I don't know		191	10	178	3	55	115	21	187	1	*	-	188	3
		4%	*3%*	*5%*	*4%*	*4%*	*4%*	*7%*	*4%*	*2%*	*	-	*4%*	*14%*
I prefer not to say		32	6	22	4	14	5	13	32	-	-	-	32	-
		1%	**2%b**	*1%*	**5%b**	**1%e**	*	**5%de**	*1%*	-	-	-	*1%*	-
Mean		12.21	**17.43bc**	11.75	10.27	**13.77e**	11.35	13.59	12.16	**17.21gk**	9.35	1.26	12.24	5.93

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**4309**	363	3867	79*	1296	2734	279	4193	79*	15**	3**	4287	19**
Std Dev.	**13.78**	18.36	13.17	13.30	15.08	12.92	14.96	13.73	16.42	9.54	0.94	13.79	8.41
Std Error	**0.22**	1.01	0.22	1.60	0.42	0.26	0.97	0.22	2.09	2.13	0.54	0.22	2.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		4300	1058	1087	1090	1065	342	350	366	369	360	358	378	342	370	353	364	348
Weighted Base		4309	1055	1076	1093	1085	349	343	363	368	377	331	385	348	359	385	350	350
Effective Base		2292	533	624	539	606	176	174	183	215	202	211	184	168	188	207	201	198
Up to £1.00	(0.5)	409	121	110	93	86	30	41	50	38	41	31	22	34	36	33	19	33
		10%	**11%d**	*10%*	*8%*	*8%*	*9%*	**12%ko**	**14%ko**	*10%*	**11%o**	*9%*	*6%*	*10%*	*10%*	*9%*	*5%*	*10%*
£1.01 to £2.00	(1.5)	442	118	122	91	111	49	36	34	61	35	26	32	31	28	42	39	31
		10%	*11%*	*11%*	*8%*	*10%*	*14%*	*10%*	*9%*	**16%gijklmp**	*9%*	*8%*	*8%*	*9%*	*8%*	*11%*	*11%*	*9%*
£2.01 to £4.00	(3)	583	152	134	122	176	57	54	41	54	51	29	28	61	33	75	47	54
		14%	*14%*	*12%*	*11%*	**16%c**	**16%jkm**	**16%jk**	*11%*	**15%k**	**14%k**	*9%*	*7%*	**18%jkm**	*9%*	**20%gjkm**	**13%k**	**15%jk**
£4.01 to £6.00	(5)	548	130	117	133	167	44	46	41	44	44	30	39	45	49	52	49	66
		13%	*12%*	*11%*	*12%*	**15%b**	*13%*	*13%*	*11%*	*12%*	*12%*	*9%*	*10%*	*13%*	*14%*	*14%*	*14%*	**19%gijk**
£6.01 to £10.00	(8)	616	135	161	163	156	56	29	50	54	54	53	53	44	66	56	45	55
		14%	*13%*	*15%*	*15%*	*14%*	**16%f**	*9%*	*14%*	*15%*	*14%*	**16%f**	*14%*	*13%*	**18%f**	*15%*	*13%*	**16%f**
£10.01 to £20.00	(15)	672	169	151	190	162	43	61	65	38	64	50	76	54	61	53	67	42
		16%	*16%*	*14%*	*17%*	*15%*	*12%*	**18%h**	**18%h**	*10%*	**17%h**	*15%*	**20%hp**	*15%*	*17%*	*14%*	**19%hp**	*12%*
£20.01 to £30.00	(25)	325	70	96	85	74	23	23	24	26	32	38	46	18	22	20	29	25
		8%	*7%*	*9%*	*8%*	*7%*	*7%*	*7%*	*7%*	*7%*	*9%*	**12%ln**	**12%ln**	*5%*	*6%*	*5%*	*8%*	*7%*
£30.01 to £40.00	(35)	219	46	57	64	52	14	16	17	17	23	17	36	15	13	19	16	17
		5%	*4%*	*5%*	*6%*	*5%*	*4%*	*5%*	*5%*	*5%*	*6%*	*5%*	**9%em**	*4%*	*4%*	*5%*	*5%*	*5%*
£40.01 to £50.00	(45)	118	27	41	29	21	7	10	10	15	9	17	13	9	7	7	14	1
		3%	*3%*	*4%*	*3%*	*2%*	*2%*	**3%p**	**3%p**	**4%p**	*2%*	**5%np**	**3%p**	*3%*	*2%*	*2%*	**4%p**	*
Over £50	(55)	153	34	33	53	33	7	10	16	13	7	13	18	18	18	13	10	10
		4%	*3%*	*3%*	*5%*	*3%*	*2%*	*3%*	*5%*	*3%*	*2%*	*4%*	*5%*	*5%*	*5%*	*3%*	*3%*	*3%*
I don't know		191	45	43	65	38	16	15	14	8	14	21	22	17	25	11	13	14
		4%	*4%*	*4%*	*6%*	*4%*	*5%*	*4%*	*4%*	*2%*	*4%*	**6%h**	*6%*	*5%*	**7%h**	*3%*	*4%*	*4%*
I prefer not to say		32	8	10	6	9	4	3	1	3	3	5	1	3	2	4	2	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Mean		12.21	11.36	12.56	**13.64ad**	11.27	10.13	11.45	12.44	11.39	11.76	**14.88efhinp**	**16.17efghilmnop**	12.05	12.46	10.76	12.80	10.30
Std Dev.		13.78	13.36	14.02	14.60	12.94	12.12	13.38	14.36	14.20	12.68	15.05	14.82	14.54	14.08	13.06	13.54	12.08
Std Error		0.22	0.42	0.44	0.46	0.41	0.67	0.74	0.76	0.76	0.68	0.83	0.78	0.81	0.76	0.71	0.73	0.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2830	-	2830	1331	1492	381	357	630	368	536	359	199	738	998	1094	558	2629	187	2830
Weighted Base	2770	-**	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
Effective Base	1473	-	1473	699	773	217	199	349	198	263	147	107	412	547	517	254	1339	133	2830
Royal Mail	2480	-	2480	1190	1281	398	320	554	359	428	253	169	717	913	850	422	2199	271	2571
	90%	-	*90%*	*86%*	**93%c**	*87%*	**91%g**	*84%*	**91%g**	**95%eg**	**92%g**	**94%g**	*89%*	*86%*	**94%lm**	**93%m**	*90%*	*89%*	*91%*
Citipost	86	-	86	78	8	19	12	52	2	1	-	-	32	54	1	-	80	6	55
	3%	-	*3%*	**6%d**	*1%*	**4%hijk**	**4%hij**	**8%hijk**	*1%*	*	-	-	**4%no**	**5%no**	*	-	*3%*	*2%*	*2%*
Collect+ (Collect Plus)	149	-	149	99	50	35	37	48	14	9	7	1	72	61	16	7	127	23	114
	5%	-	*5%*	**7%d**	*4%*	**8%ijk**	**11%hijk**	**7%ijk**	*3%*	*2%*	*2%*	*	**9%no**	**6%no**	*2%*	*2%*	*5%*	*8%*	*4%*
DHL	351	-	351	261	89	100	52	138	42	13	3	3	152	180	19	6	258	93	266
	13%	-	*13%*	**19%d**	*6%*	**22%hijk**	**15%ijk**	**21%hijk**	**11%ijk**	*3%*	*1%*	*2%*	**19%no**	**17%no**	*2%*	*1%*	*11%*	**30%p**	*9%*
FedEx	254	-	254	181	73	73	46	105	21	4	5	-	120	126	9	5	194	60	170
	9%	-	*9%*	**13%d**	*5%*	**16%hijk**	**13%hijk**	**16%hijk**	**5%ik**	*1%*	*2%*	-	**15%no**	**12%no**	*1%*	*1%*	*8%*	**20%p**	*6%*
Hermes / Evri	618	-	618	268	350	142	72	139	91	99	54	21	215	230	173	75	516	97	620
	22%	-	*22%*	*19%*	**25%c**	**31%fgijk**	**21%k**	**21%k**	**23%k**	**22%k**	*20%*	*11%*	**27%no**	*22%*	*19%*	*16%*	*21%*	**32%p**	*22%*
Interlink	81	-	81	63	18	18	20	30	12	1	-	-	38	42	1	-	74	6	56
	3%	-	*3%*	**5%d**	*1%*	**4%ijk**	**6%ijk**	**5%ijk**	**3%ij**	*	-	-	**5%no**	**4%no**	*	-	*3%*	*2%*	*2%*
DPD	211	-	211	128	83	59	32	86	15	9	9	2	91	101	19	10	177	35	212
	8%	-	*8%*	**9%d**	*6%*	**13%hijk**	**9%hijk**	**13%hijk**	*4%*	*2%*	*3%*	*1%*	**11%no**	**10%no**	*2%*	*2%*	*7%*	*11%*	*7%*
Parcelforce	220	-	220	143	76	35	32	83	18	38	11	3	67	101	52	14	188	30	208
	8%	-	*8%*	**10%d**	*6%*	**8%k**	**9%k**	**13%hijk**	*4%*	**8%k**	*4%*	*1%*	**8%o**	**10%no**	*6%*	*3%*	*8%*	*10%*	*7%*
TNT Express	83	-	83	70	13	15	18	42	9	-	-	-	33	50	-	-	77	6	58
	3%	-	*3%*	**5%d**	*1%*	**3%ij**	**5%ijk**	**6%hijk**	**2%i**	-	-	-	**4%no**	**5%no**	-	-	*3%*	*2%*	*2%*
UPS	143	-	143	105	38	20	30	58	20	7	6	1	51	78	14	7	125	18	108
	5%	-	*5%*	**8%d**	*3%*	*4%*	**9%ijk**	**9%eijk**	**5%ik**	*2%*	*2%*	*	**6%no**	**7%no**	*2%*	*2%*	*5%*	*6%*	*4%*
Yodel	163	-	163	87	77	41	34	63	10	14	2	1	74	73	16	2	129	33	142
	6%	-	*6%*	*6%*	*6%*	**9%hijk**	**10%hijk**	**10%hijk**	*3%*	*3%*	*1%*	*	**9%no**	**7%no**	*2%*	*	*5%*	**11%p**	*5%*
UK Mail (not to be confused with Royal Mail)	63	-	63	49	15	16	15	26	5	1	-	-	32	31	1	-	54	9	44
	2%	-	*2%*	**4%d**	*1%*	**4%ij**	**4%ijk**	**4%ijk**	*1%*	*	-	-	**4%no**	**3%no**	*	-	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2770**	-**	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**6** *	- -	6 *	4 *	3 *	2 *1%*	- -	1 *	1 *	2 *	* *	* *	2 *	2 *	3 *	1 *	6 *	- -	14 *
I don't know	**14** *	- -	14 *	7 *1%*	6 *	2 *	* *	* *	1 *	5 **1%g**	2 *1%*	3 **2%g**	3 *	1 *	10 **1%m**	5 **1%m**	14 *1%*	- -	25 *1%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1148** ***41%***	- -	1148 *41%*	665 **48%d**	483 *35%*	266 **58%fhijk**	165 **47%ijk**	347 **53%hijk**	155 **39%ijk**	118 **26%k**	71 **26%k**	25 *14%*	431 **53%no**	502 **48%no**	215 *24%*	97 *21%*	958 *39%*	183 **60%p**	1040 *37%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2830**	817	850	570	593	1667	1163	1647	1149	290	345	677	757	601	1779	292	2412
Weighted Base	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
Effective Base	**1473**	359	460	317	338	819	655	908	594	156	188	350	382	315	918	157	1248
Royal Mail	**2480**	548	767	551	614	1315	1165	1668	776	292	284	593	648	524	1524	293	2075
	90%	*82%*	**92%a**	**90%a**	**94%a**	*88%*	**92%e**	*88%*	**93%g**	**93%m**	**89%m**	**94%jm**	**92%m**	*80%*	**92%m**	*93%*	*89%*
Citipost	**86**	55	15	14	2	70	16	86	-	1	3	11	16	56	30	1	86
	3%	**8%bcd**	**2%d**	**2%d**	*	**5%f**	*1%*	**5%h**	-	*	*1%*	*2%*	*2%*	**9%ijkln**	*2%*	*	**4%o**
Collect+ (Collect Plus)	**149**	68	32	23	26	100	49	129	20	13	16	17	36	62	69	13	132
	5%	**10%bcd**	*4%*	*4%*	*4%*	**7%f**	*4%*	**7%h**	*2%*	*4%*	*5%*	*3%*	*5%*	**10%kln**	*4%*	*4%*	*6%*
DHL	**351**	156	82	66	46	238	113	313	34	31	26	60	78	147	164	31	313
	13%	**23%bcd**	*10%*	*11%*	*7%*	**16%f**	*9%*	**16%h**	*4%*	*10%*	*8%*	*10%*	*11%*	**23%ijkln**	*10%*	*10%*	*13%*
FedEx	**254**	136	51	40	28	186	68	224	27	21	9	38	60	123	107	21	230
	9%	**20%bcd**	*6%*	*6%*	*4%*	**12%f**	*5%*	**12%h**	*3%*	*7%*	*3%*	*6%*	**9%j**	**19%ijkln**	**6%j**	*7%*	*10%*
Hermes / Evri	**618**	124	159	186	148	283	335	437	167	74	78	141	173	111	393	74	511
	22%	*19%*	*19%*	**30%abd**	*23%*	*19%*	**26%e**	*23%*	*20%*	*24%*	**25%m**	*22%*	**24%m**	*17%*	**24%m**	*24%*	*22%*
Interlink	**81**	49	9	16	8	58	23	73	8	7	8	8	14	44	29	7	73
	3%	**7%bcd**	*1%*	*3%*	*1%*	**4%f**	*2%*	**4%h**	*1%*	*2%*	*2%*	*1%*	*2%*	**7%ijkln**	*2%*	*2%*	*3%*
DPD	**211**	81	47	37	46	128	83	178	31	20	20	46	65	57	130	20	188
	8%	**12%bcd**	*6%*	*6%*	*7%*	*9%*	*7%*	**9%h**	*4%*	*6%*	*6%*	*7%*	*9%*	*9%*	*8%*	*6%*	*8%*
Parcelforce	**220**	76	45	51	47	121	99	187	30	24	18	36	68	68	122	24	191
	8%	**11%b**	*5%*	*8%*	*7%*	*8%*	*8%*	**10%h**	*4%*	*8%*	*6%*	*6%*	*10%*	**11%k**	*7%*	*8%*	*8%*
TNT Express	**83**	45	14	22	2	59	24	80	3	2	3	9	16	49	28	2	77
	3%	**7%bd**	*2%*	**4%d**	*	**4%f**	*2%*	**4%h**	*	*1%*	*1%*	*2%*	*2%*	**8%ijkln**	*2%*	*1%*	*3%*
UPS	**143**	67	30	29	17	97	46	124	19	9	9	29	23	68	61	9	129
	5%	**10%bcd**	*4%*	*5%*	*3%*	**6%f**	*4%*	**7%h**	*2%*	*3%*	*3%*	*5%*	*3%*	**10%ijkln**	*4%*	*3%*	*6%*
Yodel	**163**	50	35	44	35	85	79	136	27	17	10	35	46	49	91	17	140
	6%	**7%b**	*4%*	*7%*	*5%*	*6%*	*6%*	**7%h**	*3%*	*5%*	*3%*	*6%*	*6%*	*8%*	*6%*	*5%*	*6%*
UK Mail (not to be confused with Royal Mail)	**63**	37	12	8	6	49	14	56	8	2	1	9	17	33	27	2	61
	2%	**6%bcd**	*1%*	*1%*	*1%*	**3%f**	*1%*	**3%h**	*1%*	*1%*	*	*1%*	*2%*	**5%ijkn**	*2%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other: please specify	**6**	2	*	1	3	2	4	3	4	-	3	1	*	2	4	-	6
	*****	*	*	*	*	*	*	*	*	-	*1%*	*	*	*	*	-	*
I don't know	**14**	2	2	4	6	4	9	9	4	4	2	3	2	1	7	4	8
	*****	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	*	*	*	*1%*	*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1148**	374	284	264	226	658	490	905	227	101	115	222	284	370	620	101	1001
	41%	**56%bcd**	*34%*	**43%bd**	*35%*	**44%f**	*39%*	**48%h**	*27%*	*32%*	*36%*	*35%*	*40%*	**57%ijkln**	*37%*	*32%*	**43%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2830**	1856	974	433	1305	615	517	393	146	158	135	138	136	134	179	141	138	105	510
Weighted Base	**2770**	2392	378	131*	2285	254	141	91	115	315	205	197	216	235	437	351	213	39*	215
Effective Base	**1473**	1231	254	94	1071	299	225	237	130	142	117	122	121	121	161	123	123	53	247
Royal Mail	**2480**	2123	357	126	2042	229	126	83	104	271	188	178	192	219	369	312	207	34	196
	90%	*89%*	**94%a**	**96%a**	*89%*	*90%*	*89%*	*92%*	*91%*	*86%*	*92%*	*90%*	*89%*	**93%n**	*85%*	*89%*	**97%hiklnoqr**	*85%*	*91%*
Citipost	**86**	84	2	1	78	4	1	2	6	12	3	6	10	-	30	4	7	2	2
	3%	**4%b**	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	**5%mor**	**4%m**	*2%*	**3%m**	**5%mr**	-	**7%mor**	*1%*	**3%m**	**6%mor**	*1%*
Collect+ (Collect Plus)	**149**	131	19	13	130	12	5	2	9	11	13	10	20	4	43	12	8	5	7
	5%	*5%*	*5%*	*10%*	*6%*	*5%*	*3%*	*3%*	**7%m**	*3%*	*6%*	*5%*	**9%imor**	*2%*	**10%imor**	*3%*	*4%*	**12%imopr**	*3%*
DHL	**351**	333	18	6	311	18	14	8	16	44	13	31	28	16	99	42	22	3	14
	13%	**14%bc**	*5%*	*5%*	**14%ag**	*7%*	*10%*	*8%*	**14%jr**	**14%jr**	*6%*	**16%jmr**	*13%*	*7%*	**23%jlmopqr**	*12%*	*10%*	*8%*	*7%*
FedEx	**254**	242	12	1	232	9	9	4	7	42	20	10	22	8	86	26	10	2	6
	9%	**10%bc**	*3%*	*1%*	**10%ag**	*3%*	*6%*	*5%*	*6%*	**13%kmpr**	**10%mr**	*5%*	**10%mr**	*3%*	**20%hjklmopqr**	*7%*	*5%*	*6%*	*3%*
Hermes / Evri	**618**	530	88	31	512	55	36	15	27	73	39	44	63	50	93	81	42	6	49
	22%	*22%*	*23%*	*24%*	*22%*	*22%*	**26%g**	*17%*	*24%*	*23%*	*19%*	*22%*	*29%*	*21%*	*21%*	*23%*	*20%*	*15%*	*23%*
Interlink	**81**	78	3	-	72	6	2	2	8	8	3	5	10	3	21	7	6	2	4
	3%	**3%b**	*1%*	-	*3%*	*2%*	*1%*	*2%*	**7%jmor**	*3%*	*2%*	*2%*	*4%*	*1%*	*5%*	*2%*	*3%*	*4%*	*2%*
DPD	**211**	195	16	5	169	21	11	10	13	19	6	21	15	17	45	19	14	4	17
	8%	**8%b**	*4%*	*4%*	*7%*	*8%*	*8%*	*11%*	**11%j**	*6%*	*3%*	**11%j**	*7%*	*7%*	**10%j**	*5%*	*7%*	**10%j**	**8%j**
Parcelforce	**220**	198	22	4	180	20	9	10	16	30	11	17	19	9	42	21	17	6	15
	8%	*8%*	*6%*	*3%*	*8%*	*8%*	*7%*	*11%*	**14%jmor**	*9%*	*5%*	*8%*	*9%*	*4%*	*10%*	*6%*	*8%*	**15%jmo**	*7%*
TNT Express	**83**	78	5	4	74	6	3	1	7	9	2	3	18	3	30	2	1	2	3
	3%	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*1%*	**6%jmopr**	*3%*	*1%*	*2%*	**8%jkmopr**	*1%*	**7%jkmopr**	*	*1%*	**6%jmopr**	*1%*
UPS	**143**	133	10	1	129	7	6	*	8	18	5	9	23	7	39	13	8	3	4
	5%	*6%*	*3%*	*1%*	**6%ag**	*3%*	**5%g**	*	**7%r**	*6%*	*2%*	*4%*	**11%jmopr**	*3%*	**9%jr**	*4%*	*4%*	**7%r**	*2%*
Yodel	**163**	151	12	2	132	21	6	4	12	17	7	12	19	8	32	17	8	4	17
	6%	**6%c**	*3%*	*1%*	*6%*	*8%*	*5%*	*5%*	**11%jmp**	*5%*	*3%*	*6%*	*9%*	*3%*	*7%*	*5%*	*4%*	**10%jm**	*8%*
UK Mail (not to be confused with Royal Mail)	**63**	58	5	3	57	3	2	1	2	5	8	4	4	4	18	5	6	2	1
	2%	*2%*	*1%*	*3%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	**4%r**	*2%*	*2%*	*2%*	**4%r**	*1%*	*3%*	**4%r**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	2770	2392	378	131*	2285	254	141	91	115	315	205	197	216	235	437	351	213	39*	215
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other: please specify	6	6	1	1	2	2	2	*	-	1	1	-	-	-	-	-	-	-	2
	*	*	*	1%	*	1%d	2%d	*	-	*	*	-	-	-	-	-	-	-	1%
I don't know	14	12	1	*	9	3	1	1	-	-	1	2	1	-	2	2	-	1	3
	*	1%	*	*	*	1%d	*	1%	-	-	*	1%	1%	-	*	1%	-	2%lmp	1%
NET Used any 'other' provider (not Royal Mail/Parcelforce)	1148	1024	124	45	968	91	57	32	46	141	70	78	94	73	251	142	72	10	80
	41%	43%b	33%	34%	42%e	36%	41%	36%	40%	45%mq	34%	40%	44%mq	31%	57%hijklmopqr	40%	34%	26%	37%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2830	1065	1114	363	175	87	2179	262	1175	1147	344	106	36	2322	142
Weighted Base	2770	1061	1039	368	195	87*	2099	282	1122	1128	360	111*	30**	2249	141*
Effective Base	1473	571	543	195	102	49	1114	150	615	580	186	63	17	1194	81
Royal Mail	2480	965	933	317	177	69	1898	246	1021	1020	314	81	28	2041	109
	90%	**91%ce**	**90%e**	*86%*	**91%e**	*79%*	**90%e**	*87%*	**91%kn**	**90%kn**	**87%kn**	*73%*	*92%*	**91%kn**	*77%*
Citipost	86	65	20	-	-	-	85	-	50	30	5	-	-	80	-
	3%	**6%bcdg**	**2%c**	-	-	-	**4%bcdg**	-	*4%*	*3%*	*1%*	-	-	*4%*	-
Collect+ (Collect Plus)	149	81	35	19	5	7	116	11	63	65	13	5	1	127	6
	5%	**8%b**	*3%*	*5%*	*2%*	*7%*	*6%*	*4%*	*6%*	*6%*	*4%*	*5%*	*2%*	*6%*	*4%*
DHL	351	145	123	39	20	21	269	41	148	132	49	11	7	280	18
	13%	*14%*	*12%*	*10%*	*10%*	**24%abcdf**	*13%*	*14%*	*13%*	*12%*	*14%*	*10%*	*23%*	*12%*	*13%*
FedEx	254	115	99	23	5	9	214	14	114	91	29	16	1	205	18
	9%	**11%dg**	**10%d**	*6%*	*3%*	**11%d**	**10%dg**	*5%*	*10%*	*8%*	*8%*	*15%*	*5%*	*9%*	*13%*
Hermes / Evri	618	187	227	118	54	27	414	81	209	255	95	44	7	465	51
	22%	*18%*	*22%*	**32%abf**	**28%a**	**31%a**	*20%*	**29%af**	*19%*	*23%*	**26%h**	**40%hijm**	*24%*	*21%*	**37%hijm**
Interlink	81	45	24	2	2	7	70	9	31	41	2	4	2	72	6
	3%	**4%c**	*2%*	*1%*	*1%*	**8%bcd**	**3%c**	*3%*	*3%*	**4%j**	*1%*	*3%*	*7%*	*3%*	**4%j**
DPD	211	74	74	35	13	13	148	27	67	91	34	13	4	158	17
	8%	*7%*	*7%*	*9%*	*7%*	**15%abf**	*7%*	*9%*	*6%*	*8%*	*10%*	*12%*	*14%*	*7%*	**12%h**
Parcelforce	220	94	82	20	15	7	176	23	101	81	25	9	3	182	11
	8%	*9%*	*8%*	*5%*	*8%*	*8%*	*8%*	*8%*	*9%*	*7%*	*7%*	*8%*	*10%*	*8%*	*8%*
TNT Express	83	39	37	3	2	2	76	5	33	39	12	-	-	71	-
	3%	**4%c**	**4%c**	*1%*	*1%*	*3%*	**4%c**	*2%*	*3%*	*3%*	*3%*	-	-	*3%*	-
UPS	143	72	44	12	10	5	116	15	42	77	19	2	3	119	5
	5%	*7%*	*4%*	*3%*	*5%*	*5%*	*6%*	*5%*	*4%*	**7%h**	*5%*	*2%*	*9%*	*5%*	*3%*
Yodel	163	56	59	26	14	6	115	20	63	61	19	15	3	124	18
	6%	*5%*	*6%*	*7%*	*7%*	*7%*	*5%*	*7%*	*6%*	*5%*	*5%*	**14%hijm**	*9%*	*6%*	**13%hijm**
UK Mail (not to be confused with Royal Mail)	63	30	25	4	1	4	55	4	36	14	9	5	-	49	5
	2%	*3%*	*2%*	*1%*	*	*4%*	*3%*	*1%*	**3%i**	*1%*	*3%*	*4%*	-	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2770**	1061	1039	368	195	87*	2099	282	1122	1128	360	111*	30**	2249	141*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**6** *	* *	3 *	2 *1%*	* *	1 *1%*	3 *	1 *	1 *	2 *	3 *1%*	- -	- -	4 *	- -
I don't know	**14** *	1 *	6 *1%*	6 **2%af**	1 *	- -	7 *	1 *	1 *	7 *1%*	4 **1%h**	1 *1%*	- -	8 *	1 *1%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1148** ***41%***	424 *40%*	413 *40%*	179 **48%abf**	76 *39%*	49 **56%abdf**	837 *40%*	126 *45%*	439 *39%*	461 *41%*	162 *45%*	65 **58%him**	13 *42%*	900 *40%*	78 **55%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2830**	237	2547	46	897	1748	185	2767	42	11	2	2820	8
Weighted Base	**2770**	248	2487	35**	845	1735	190	2692	57**	8**	2**	2758	11**
Effective Base	**1473**	134	1316	25	475	891	110	1431	29	7	1	1466	6
Royal Mail	**2480**	192	2260	28	726	1596	158	2420	42	6	2	2469	9
	90%	*77%*	**91%a**	*79%*	*86%*	**92%df**	*84%*	*90%*	*74%*	*77%*	*100%*	*90%*	*85%*
Citipost	**86**	32	53	1	51	27	8	83	3	-	-	86	-
	3%	**13%b**	*2%*	*3%*	**6%e**	*2%*	**4%e**	*3%*	*6%*	-	-	*3%*	-
Collect+ (Collect Plus)	**149**	37	109	3	63	77	9	140	6	-	-	147	3
	5%	**15%b**	*4%*	*10%*	**7%e**	*4%*	*5%*	*5%*	*11%*	-	-	*5%*	*24%*
DHL	**351**	54	295	2	139	180	32	332	13	3	-	349	2
	13%	**22%b**	*12%*	*5%*	**16%e**	*10%*	**17%e**	*12%*	*23%*	*34%*	-	*13%*	*20%*
FedEx	**254**	41	210	3	107	130	17	237	12	3	2	252	-
	9%	**17%b**	*8%*	*8%*	**13%e**	*7%*	*9%*	*9%*	*20%*	*40%*	*96%*	*9%*	-
Hermes / Evri	**618**	51	559	8	207	371	41	592	16	5	-	614	4
	22%	*21%*	*22%*	*21%*	*24%*	*21%*	*21%*	*22%*	*28%*	*62%*	-	*22%*	*39%*
Interlink	**81**	21	59	1	43	26	12	74	7	-	-	81	-
	3%	**9%b**	*2%*	*2%*	**5%e**	*2%*	**6%e**	*3%*	*12%*	-	-	*3%*	-
DPD	**211**	25	182	4	91	100	20	200	5	4	-	210	2
	8%	*10%*	*7%*	*12%*	**11%e**	*6%*	**11%e**	*7%*	*10%*	*52%*	-	*8%*	*14%*
Parcelforce	**220**	26	191	3	75	132	13	214	6	-	*	220	-
	8%	*10%*	*8%*	*8%*	*9%*	*8%*	*7%*	*8%*	*10%*	-	*4%*	*8%*	-
TNT Express	**83**	22	61	*	35	39	9	76	7	-	-	83	-
	3%	**9%b**	*2%*	*	**4%e**	*2%*	*5%*	*3%*	*12%*	-	-	*3%*	-
UPS	**143**	22	120	1	64	65	14	133	9	1	-	143	-
	5%	**9%b**	*5%*	*1%*	**8%e**	*4%*	*7%*	*5%*	*16%*	*8%*	-	*5%*	-
Yodel	**163**	18	143	2	55	92	16	153	5	2	-	161	3
	6%	*7%*	*6%*	*5%*	*7%*	*5%*	*9%*	*6%*	*9%*	*29%*	-	*6%*	*24%*
UK Mail (not to be confused with Royal Mail)	**63**	12	47	4	31	27	5	59	3	1	-	63	-
	2%	**5%b**	*2%*	*11%*	**4%e**	*2%*	*3%*	*2%*	*6%*	*18%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2770**	248	2487	35**	845	1735	190	2692	57**	8**	2**	2758	11**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**6** *	- -	6 *	- -	1 *	5 *	- -	6 *	- -	- -	- -	6 *	- -
I don't know	**14** *	1 *	10 *	2 *5%*	4 *	6 *	3 **2%e**	14 *1%*	- -	- -	- -	14 *	- -
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1148** ***41%***	155 **62%b**	977 *39%*	16 *44%*	429 **51%e**	630 *36%*	88 **47%e**	1094 *41%*	39 *69%*	6 *78%*	2 *96%*	1139 *41%*	6 *58%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	2830	671	710	728	721	205	224	242	222	241	247	256	229	243	230	262	229
Weighted Base	2770	654	681	712	723	202*	211	241	211	249	222	249	226	237	252	249	222
Effective Base	1473	324	400	354	403	98	108	118	129	131	143	119	114	121	132	143	129
Royal Mail	2480	588	601	652	640	188	188	212	183	235	183	227	209	215	221	221	199
	90%	90%	88%	91%	89%	93%j	89%	88%	87%	94%hj	82%	91%j	92%j	91%	88%	89%	90%
Citipost	86	26	29	16	15	5	8	13	13	5	12	4	7	6	6	3	5
	3%	4%	4%	2%	2%	3%	4%	5%	6%o	2%	5%o	2%	3%	2%	2%	1%	2%
Collect+ (Collect Plus)	149	46	46	32	25	12	17	17	14	11	21	15	13	5	8	8	9
	5%	7%d	7%d	5%	3%	6%	8%m	7%	6%	5%	9%mnc	6%	6%	2%	3%	3%	4%
DHL	351	72	106	88	84	21	23	29	27	37	41	44	23	21	44	15	25
	13%	11%	16%	12%	12%	10%	11%	12%	13%	15%o	19%mo	18%mo	10%	9%	17%mo	6%	11%
FedEx	254	52	85	55	62	10	18	23	19	21	44	18	18	19	24	20	18
	9%	8%	12%ac	8%	9%	5%	9%	10%	9%	9%	20%efghiklmnop	7%	8%	8%	10%	8%	8%
Hermes / Evri	618	159	124	158	177	57	57	45	39	46	39	62	43	52	53	51	74
	22%	24%b	18%	22%	25%b	28%	27%	19%	19%	18%	18%	25%	19%	22%	21%	20%	33%ghijlmno
Interlink	81	15	34	12	19	8	1	7	13	5	16	7	2	3	11	4	4
	3%	2%	5%c	2%	3%	4%	*	3%	6%fim	2%	7%filmop	3%	1%	1%	4%	2%	2%
DPD	211	51	67	52	42	22	14	14	21	26	20	19	21	12	14	17	10
	8%	8%	10%d	7%	6%	11%	7%	6%	10%	10%	9%	8%	9%	5%	6%	7%	5%
Parcelforce	220	51	60	58	52	20	16	15	11	32	17	32	14	12	21	15	16
	8%	8%	9%	8%	7%	10%	7%	6%	5%	13%hm	8%	13%hm	6%	5%	8%	6%	7%
TNT Express	83	12	36	16	18	5	1	6	11	12	13	3	8	5	4	9	5
	3%	2%	5%acd	2%	3%	2%	*	3%	5%f	5%f	6%fk	1%	4%	2%	2%	4%	2%
UPS	143	23	51	30	39	10	9	5	17	12	21	17	7	6	27	6	6
	5%	4%	7%a	4%	5%	5%	4%	2%	8%go	5%	10%glmop	7%	3%	3%	11%glmop	2%	3%
Yodel	163	36	49	32	46	13	10	13	12	21	15	18	7	8	10	16	19
	6%	6%	7%	5%	6%	7%	5%	6%	6%	9%	7%	7%	3%	3%	4%	7%	9%
UK Mail (not to be confused with Royal Mail)	63	14	30	10	9	6	4	4	12	5	13	1	9	1	3	6	-
	2%	2%	4%cd	1%	1%	3%	2%	2%	6%kmnp	2%	6%kmnp	*	4%kp	*	1%	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**2770**	654	681	712	723	202*	211	241	211	249	222	249	226	237	252	249	222
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other: please specify	**6** *****	3 *	* *	1 *	2 *	- -	2 *1%*	1 *1%*	* *	- -	- -	- -	* *	1 *1%*	* *	* *	1 *1%*
I don't know	**14** *****	1 *	5 *1%*	3 *	5 *1%*	- -	1 *	* *	* *	1 *	4 *2%*	1 *	1 *1%*	1 *	4 *2%*	- -	1 *
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1148** ***41%***	269 *41%*	296 *43%*	286 *40%*	297 *41%*	71 *35%*	99 *47%*	98 *41%*	87 *41%*	104 *42%*	105 *47%*	108 *43%*	85 *38%*	94 *39%*	103 *41%*	93 *37%*	102 *46%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2830**	-	2830	1331	1492	381	357	630	368	536	359	199	738	998	1094	558	2629	187	2830
Weighted Base	**2770**	-**	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
Effective Base	**1473**	-	1473	699	773	217	199	349	198	263	147	107	412	547	517	254	1339	133	2830
Royal Mail postbox (using stamps)	**871**	-	871	465	403	233	128	234	97	92	51	37	361	331	180	87	695	171	758
	31%	-	*31%*	*34%*	*29%*	**51%fghijk**	**36%hijk**	**35%hijk**	*25%*	*20%*	*18%*	*20%*	**45%mno**	**31%no**	*20%*	*19%*	*28%*	**56%p**	*27%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2139**	-	2139	1055	1079	305	257	516	305	385	230	141	562	821	756	371	1932	197	2245
	77%	-	*77%*	*76%*	*78%*	*67%*	*73%*	**78%e**	**77%e**	**85%efgh**	**84%ef**	**78%e**	*70%*	**78%l**	**83%lm**	**82%l**	**79%q**	*65%*	*79%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**399**	-	399	214	184	80	60	95	58	59	32	14	140	154	105	46	354	45	397
	14%	-	*14%*	*16%*	*13%*	**18%k**	**17%k**	*14%*	*15%*	*13%*	*12%*	*8%*	**17%no**	*15%*	*12%*	*10%*	*14%*	*15%*	*14%*
Online collection and delivery services, i.e. organised pick-up from home	**393**	-	393	236	155	70	53	140	46	43	25	16	123	186	84	41	336	54	360
	14%	-	*14%*	**17%d**	*11%*	*15%*	*15%*	**21%hijk**	*12%*	*10%*	*9%*	*9%*	**15%no**	**18%no**	*9%*	*9%*	*14%*	*18%*	*13%*
Other method: please specify	**24**	-	24	9	15	2	3	5	2	9	3	1	4	7	13	4	22	-	37
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
I don't know	**20**	-	20	10	10	2	2	5	3	4	1	3	4	7	9	4	17	3	27
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2830**	817	850	570	593	1667	1163	1647	1149	290	345	677	757	601	1779	292	2412
Weighted Base	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
Effective Base	**1473**	359	460	317	338	819	655	908	594	156	188	350	382	315	918	157	1248
Royal Mail postbox (using stamps)	**871**	253	215	210	193	468	403	662	190	98	96	203	181	238	480	98	727
	31%	**38%bd**	*26%*	**34%b**	*29%*	*31%*	*32%*	**35%h**	*23%*	*31%*	*30%*	*32%*	*26%*	**37%ln**	*29%*	*31%*	*31%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2139**	507	668	468	496	1175	964	1441	669	253	226	484	576	488	1286	253	1799
	77%	*76%*	*80%*	*76%*	*76%*	*78%*	*76%*	*76%*	**81%g**	**81%j**	*71%*	*77%*	**82%jm**	*75%*	**78%j**	*81%*	*77%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**399**	122	121	92	64	243	155	295	99	25	63	81	88	114	231	25	352
	14%	**18%d**	**15%d**	**15%d**	*10%*	**16%f**	*12%*	*16%*	*12%*	*8%*	**20%ikln**	*13%*	*12%*	**18%l**	**14%l**	*8%*	**15%o**
Online collection and delivery services, i.e. organised pick-up from home	**393**	149	90	85	69	239	154	298	89	43	26	71	84	157	181	43	340
	14%	**22%bcd**	*11%*	*14%*	*11%*	**16%f**	*12%*	**16%h**	*11%*	*14%*	*8%*	*11%*	*12%*	**24%ijkln**	*11%*	*14%*	*15%*
Other method: please specify	**24**	3	5	8	9	8	16	12	12	4	4	4	9	2	16	4	18
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
I don't know	**20**	2	3	3	13	4	16	13	6	6	4	3	2	*	9	6	9
	1%	*	*	*	**2%ab**	*	**1%e**	*1%*	*1%*	**2%m**	*1%*	*1%*	*	*	*1%*	**2%p**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2830**	1856	974	433	1305	615	517	393	146	158	135	138	136	134	179	141	138	105	510
Weighted Base	**2770**	2392	378	131*	2285	254	141	91	115	315	205	197	216	235	437	351	213	39*	215
Effective Base	**1473**	1231	254	94	1071	299	225	237	130	142	117	122	121	121	161	123	123	53	247
Royal Mail postbox (using stamps)	**871**	779	92	48	756	56	37	23	36	91	66	61	55	70	208	109	61	10	45
	31%	**33%b**	*24%*	**37%b**	**33%efg**	*22%*	*26%*	*25%*	**32%r**	*29%*	**32%r**	**31%r**	*25%*	*30%*	**48%hijklmopqr**	**31%r**	*29%*	*26%*	*21%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2139**	1823	316	115	1745	208	109	77	93	240	161	152	178	180	311	249	182	33	175
	77%	*76%*	**84%a**	**87%a**	*76%*	*82%*	*78%*	**85%df**	*81%*	*76%*	*78%*	*77%*	**82%no**	*77%*	*71%*	*71%*	**85%no**	*83%*	**82%no**
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**399**	348	51	14	329	38	20	12	28	51	32	23	27	22	61	64	21	6	32
	14%	*15%*	*13%*	*11%*	*14%*	*15%*	*14%*	*13%*	**24%klmnpr**	*16%*	*16%*	*12%*	*13%*	*9%*	*14%*	**18%m**	*10%*	*15%*	*15%*
Online collection and delivery services, i.e. organised pick-up from home	**393**	358	35	11	326	39	18	10	18	48	14	25	33	28	107	31	23	5	34
	14%	**15%b**	*9%*	*9%*	*14%*	*16%*	*13%*	*11%*	**15%j**	**15%j**	*7%*	*12%*	**15%j**	*12%*	**24%jkmopr**	*9%*	*11%*	*13%*	**16%jo**
Other method: please specify	**24**	20	4	1	18	3	3	*	-	1	1	1	3	1	3	4	2	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**2%d**	*	-	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
I don't know	**20**	17	2	*	16	3	1	*	1	1	1	6	-	1	4	2	-	1	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*	*3%*	-	*1%*	*1%*	*1%*	-	**2%lp**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2830**	1065	1114	363	175	87	2179	262	1175	1147	344	106	36	2322	142
Weighted Base	**2770**	1061	1039	368	195	87*	2099	282	1122	1128	360	111*	30**	2249	141*
Effective Base	**1473**	571	543	195	102	49	1114	150	615	580	186	63	17	1194	81
Royal Mail postbox (using stamps)	**871** *31%*	333 *31%*	333 *32%*	107 *29%*	61 *31%*	30 *34%*	666 *32%*	90 *32%*	330 *29%*	357 *32%*	125 *35%*	40 *36%*	12 *42%*	688 *31%*	52 *37%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2139** *77%*	871 **82%bcdeg**	799 **77%eg**	267 *73%*	136 *70%*	51 *59%*	1670 **80%cdeg**	187 *66%*	919 **82%jkn**	879 **78%jkn**	248 **69%k**	61 *55%*	22 *74%*	1797 **80%jkn**	83 *59%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**399** *14%*	141 *13%*	143 *14%*	67 *18%*	24 *12%*	22 **25%abf**	284 *14%*	46 *16%*	146 *13%*	173 *15%*	47 *13%*	26 **23%hm**	4 *12%*	320 *14%*	29 *21%*
Online collection and delivery services, i.e. organised pick-up from home	**393** *14%*	169 **16%g**	145 *14%*	49 *13%*	19 *10%*	6 *7%*	315 **15%g**	25 *9%*	176 *16%*	149 *13%*	41 *11%*	21 *19%*	2 *6%*	325 *14%*	23 *17%*
Other method: please specify	**24** *1%*	9 *1%*	9 *1%*	4 *1%*	- -	3 *3%*	17 *1%*	3 *1%*	8 *1%*	11 *1%*	4 *1%*	* *	* *	19 *1%*	* *
I don't know	**20** *1%*	3 *	7 *1%*	5 *1%*	3 *2%*	- -	10 *	3 *1%*	3 *	5 *	7 **2%hm**	1 *1%*	- -	8 *	1 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2830**	237	2547	46	897	1748	185	2767	42	11	2	2820	8
Weighted Base	**2770**	248	2487	35**	845	1735	190	2692	57**	8**	2**	2758	11**
Effective Base	**1473**	134	1316	25	475	891	110	1431	29	7	1	1466	6
Royal Mail postbox (using stamps)	**871**	108	754	9	299	485	87	835	23	4	2	862	7
	31%	***44%b***	*30%*	*25%*	***35%e***	*28%*	***46%de***	*31%*	*41%*	*47%*	*96%*	*31%*	*69%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2139**	175	1936	29	641	1371	127	2097	33	3	2	2133	4
	77%	*70%*	*78%*	*81%*	*76%*	***79%f***	*67%*	*78%*	*57%*	*34%*	*100%*	*77%*	*40%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**399**	45	350	4	130	247	22	389	9	1	-	399	-
	14%	*18%*	*14%*	*12%*	*15%*	*14%*	*11%*	*14%*	*15%*	*8%*	-	*14%*	-
Online collection and delivery services, i.e. organised pick-up from home	**393**	84	306	3	159	202	31	367	19	3	-	389	4
	14%	***34%b***	*12%*	*9%*	***19%e***	*12%*	*16%*	*14%*	*33%*	*39%*	-	*14%*	*39%*
Other method: please specify	**24**	*	24	-	5	19	-	24	-	-	-	24	-
	1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
I don't know	**20**	3	15	2	6	7	7	18	-	-	-	18	2
	1%	*1%*	*1%*	*6%*	*1%*	*	***3%de***	*1%*	-	-	-	*1%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2830**	671	710	728	721	205	224	242	222	241	247	256	229	243	230	262	229
Weighted Base	**2770**	654	681	712	723	202*	211	241	211	249	222	249	226	237	252	249	222
Effective Base	**1473**	324	400	354	403	98	108	118	129	131	143	119	114	121	132	143	129
Royal Mail postbox (using stamps)	**871**	220	205	230	216	61	71	88	55	77	74	86	75	69	77	72	66
	31%	*34%*	*30%*	*32%*	*30%*	*30%*	*34%*	*36%*	*26%*	*31%*	*33%*	*35%*	*33%*	*29%*	*31%*	*29%*	*30%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2139**	490	526	567	556	160	158	171	177	198	152	196	178	194	190	204	162
	77%	*75%*	*77%*	*80%*	*77%*	*79%*	*75%*	*71%*	**84%gjp**	**79%j**	*68%*	*79%*	*78%*	**82%gj**	*75%*	**82%gj**	*73%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**399**	91	85	101	121	25	39	27	17	32	36	40	31	31	32	40	50
	14%	*14%*	*12%*	*14%*	*17%*	*12%*	**19%h**	*11%*	*8%*	*13%*	**16%h**	*16%*	*14%*	*13%*	*13%*	*16%*	**22%ghin**
Online collection and delivery services, i.e. organised pick-up from home	**393**	100	141	87	64	25	30	45	42	46	54	40	33	15	15	25	25
	14%	**15%d**	**21%cd**	*12%*	*9%*	*12%*	**14%mn**	**19%mno**	**20%mno**	**18%mno**	**24%emnop**	**16%mn**	**14%mn**	*6%*	*6%*	*10%*	*11%*
Other method: please specify	**24**	9	7	1	7	3	3	2	3	2	2	1	1	*	2	5	*
	1%	*1%*	*1%*	*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*2%*	*
I don't know	**20**	1	8	2	9	-	-	1	1	4	4	-	2	-	6	1	1
	1%	*	*1%*	*	*1%*	-	-	*	*	*1%*	*2%*	-	*1%*	-	*3%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2571**	-	2571	1168	1396	336	328	552	344	503	327	181	664	896	1011	508	2390	168	2571
Weighted Base	**2480**	-**	2480	1190	1281	398	320	554	359	428	253	169*	717	913	850	422	2199	271	2571
Effective Base	**1319**	-	1319	602	715	187	179	297	182	249	134	99	363	479	480	232	1202	117	2571
Royal Mail postbox (using stamps)	**871**	-	871	465	403	233	128	234	97	92	51	37	361	331	180	87	695	171	758
	35%	-	*35%*	**39%d**	*31%*	**59%fghijk**	**40%hijk**	**42%hijk**	*27%*	*22%*	*20%*	*22%*	**50%mno**	**36%no**	*21%*	*21%*	*32%*	**63%p**	*29%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2004**	-	2004	954	1045	272	238	450	295	383	226	140	510	745	749	366	1815	180	2148
	81%	-	*81%*	*80%*	*82%*	*68%*	*74%*	**81%e**	**82%e**	**89%efgh**	**90%efg**	**83%e**	*71%*	**82%l**	**88%lm**	**87%l**	**83%q**	*66%*	*84%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**295**	-	295	147	148	61	50	61	42	46	24	11	111	103	81	35	259	36	300
	12%	-	*12%*	*12%*	*12%*	**15%k**	**16%k**	*11%*	*12%*	*11%*	*10%*	*6%*	**15%no**	*11%*	*10%*	*8%*	*12%*	*13%*	*12%*
Online collection and delivery services, i.e. organised pick-up from home	**294**	-	294	164	128	59	47	85	37	39	17	10	106	122	66	27	244	48	275
	12%	-	*12%*	**14%d**	*10%*	**15%jk**	**15%jk**	**15%ijk**	*10%*	*9%*	*7%*	*6%*	**15%no**	**13%no**	*8%*	*6%*	*11%*	**18%p**	*11%*
Other method: please specify	**19**	-	19	7	12	*	1	5	2	7	2	1	1	7	11	3	17	-	29
	1%	-	*1%*	*1%*	*1%*	*	*	*1%*	*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*
I don't know	**8**	-	8	4	4	1	1	3	2	*	-	-	3	5	*	-	7	1	8
	*	-	*	*	*	*	*	*1%*	*	*	-	-	*	*1%*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2571**	706	787	523	555	1493	1078	1473	1066	273	310	635	702	502	1647	275	2179
Weighted Base	**2480**	548	767	551	614	1315	1165	1668	776	292	284	593	648	524	1524	293	2075
Effective Base	**1319**	296	424	287	314	720	600	793	552	144	169	325	353	252	846	145	1111
Royal Mail postbox (using stamps)	**871**	253	215	210	193	468	403	662	190	98	96	203	181	238	480	98	727
	35%	**46%bcd**	*28%*	**38%b**	*31%*	*36%*	*35%*	**40%h**	*25%*	*33%*	*34%*	*34%*	*28%*	**45%ijkln**	*31%*	*33%*	*35%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2004**	429	648	443	484	1077	927	1322	654	242	219	473	551	406	1243	243	1675
	81%	*78%*	**84%ad**	*80%*	*79%*	*82%*	*80%*	*79%*	**84%g**	*83%*	*77%*	*80%*	**85%jm**	*78%*	*82%*	*83%*	*81%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**295**	83	90	70	52	173	122	210	80	19	44	65	70	74	179	19	259
	12%	**15%d**	*12%*	*13%*	*8%*	*13%*	*10%*	*13%*	*10%*	*7%*	**15%l**	*11%*	*11%*	**14%l**	*12%*	*7%*	**12%o**
Online collection and delivery services, i.e. organised pick-up from home	**294**	99	74	63	58	172	121	221	68	42	19	59	64	99	142	42	244
	12%	**18%bcd**	*10%*	*11%*	*10%*	*13%*	*10%*	**13%h**	*9%*	**14%j**	*7%*	*10%*	*10%*	**19%jkln**	*9%*	*14%*	*12%*
Other method: please specify	**19**	1	3	7	7	4	15	10	9	4	2	4	7	1	13	4	14
	1%	*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
I don't know	**8**	-	*	1	7	*	7	3	4	2	-	3	-	-	3	2	3
	*	-	*	*	*1%*	*	*1%*	*	*1%*	*1%*	-	*1%*	-	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2571**	1663	908	407	1171	558	478	364	134	135	124	125	121	125	150	124	133	94	464
Weighted Base	**2480**	2123	357	126*	2042	229	126	83	104	271	188	178	192	219	369	312	207	34*	196
Effective Base	**1319**	1093	237	88	957	266	211	215	119	121	107	110	107	113	136	108	119	45	222
Royal Mail postbox (using stamps)	**871**	779	92	48	756	56	37	23	36	91	66	61	55	70	208	109	61	10	45
	35%	**37%b**	*26%*	**38%b**	**37%efg**	*24%*	*29%*	*27%*	**35%r**	**33%r**	**35%r**	**34%r**	*29%*	*32%*	**56%hijklmopqr**	**35%r**	*29%*	*31%*	*23%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2004**	1693	311	112	1625	200	106	73	89	218	154	142	162	176	271	236	178	31	169
	81%	*80%*	**87%a**	**89%a**	*80%*	**87%d**	*84%*	**88%d**	**85%n**	*80%*	*82%*	*80%*	**85%n**	*80%*	*73%*	*76%*	**86%n**	**91%no**	**87%no**
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**295**	254	41	13	242	30	14	9	21	33	25	19	21	19	43	41	21	4	26
	12%	*12%*	*11%*	*10%*	*12%*	*13%*	*11%*	*11%*	**20%mnp**	*12%*	*13%*	*11%*	*11%*	*9%*	*12%*	*13%*	*10%*	*12%*	*13%*
Online collection and delivery services, i.e. organised pick-up from home	**294**	264	30	11	243	29	13	9	14	31	8	22	21	19	86	22	19	3	25
	12%	*12%*	*8%*	*8%*	*12%*	*13%*	*10%*	*11%*	**13%j**	*12%*	*4%*	**12%j**	*11%*	*9%*	**23%hijklmopr**	*7%*	*9%*	*10%*	**13%j**
Other method: please specify	**19**	15	4	1	15	2	1	*	-	-	1	1	3	1	2	4	2	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	-	*1%*	*1%*	*2%*	*	*	*1%*	*1%*	*1%*	*1%*
I don't know	**8**	6	2	*	7	-	*	*	1	1	-	2	-	1	3	-	-	-	-
	*	*	*1%*	*	*	-	*	*	*1%*	*	-	*1%*	-	*1%*	*1%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2571**	986	1014	320	156	72	2000	228	1086	1052	304	82	30	2138	112
Weighted Base	**2480**	965	933	317	177*	69*	1898	246	1021	1020	314	81*	28**	2041	109*
Effective Base	**1319**	521	491	166	89	39	1012	128	562	523	163	48	15	1083	63
Royal Mail postbox (using stamps)	**871**	333	333	107	61	30	666	90	330	357	125	40	12	688	52
	35%	*35%*	*36%*	*34%*	*34%*	*43%*	*35%*	*37%*	*32%*	*35%*	*40%*	**49%hm**	*45%*	*34%*	**48%him**
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2004**	810	750	251	133	46	1560	179	864	820	230	56	22	1684	78
	81%	**84%deg**	**80%e**	*79%*	*75%*	*67%*	**82%eg**	*73%*	**85%jkn**	*80%*	*73%*	*69%*	*79%*	**82%jkn**	*72%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**295**	110	111	48	15	9	221	25	116	136	29	10	3	251	13
	12%	*11%*	*12%*	*15%*	*9%*	*13%*	*12%*	*10%*	*11%*	*13%*	*9%*	*13%*	*11%*	*12%*	*12%*
Online collection and delivery services, i.e. organised pick-up from home	**294**	124	112	35	14	5	236	19	136	109	33	12	*	244	13
	12%	*13%*	*12%*	*11%*	*8%*	*7%*	*12%*	*8%*	*13%*	*11%*	*10%*	*15%*	*1%*	*12%*	*12%*
Other method: please specify	**19**	8	5	3	-	3	13	3	7	9	3	-	*	16	*
	1%	*1%*	*1%*	*1%*	-	**4%bl**	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*
I don't know	**8**	3	2	2	-	-	4	-	3	*	3	-	-	3	-
	*	*	*	*1%*	-	-	*	-	*	*	**1%l**	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2571**	194	2342	35	795	1616	160	2522	31	9	2	2562	7
Weighted Base	**2480**	192	2260	28**	726	1596	158*	2420	42**	6**	2**	2469	9**
Effective Base	**1319**	104	1197	18	414	817	93	1288	21	5	1	1313	5
Royal Mail postbox (using stamps)	**871**	108	754	9	299	485	87	835	23	4	2	862	7
	35%	***57%b***	*33%*	*31%*	***41%e***	*30%*	***55%de***	*34%*	*55%*	*61%*	*96%*	*35%*	*81%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2004**	136	1843	26	566	1328	110	1969	26	3	2	1998	4
	81%	*71%*	***82%a***	*91%*	*78%*	***83%df***	*69%*	*81%*	*61%*	*44%*	*100%*	*81%*	*47%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**295**	36	257	2	98	180	17	291	4	-	-	295	-
	12%	***19%b***	*11%*	*8%*	*14%*	*11%*	*11%*	*12%*	*9%*	-	-	*12%*	-
Online collection and delivery services, i.e. organised pick-up from home	**294**	55	238	*	117	155	22	278	11	2	-	291	3
	12%	***29%b***	*11%*	*1%*	***16%e***	*10%*	*14%*	*11%*	*25%*	*31%*	-	*12%*	*28%*
Other method: please specify	**19**	*	19	-	5	14	-	19	-	-	-	19	-
	1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
I don't know	**8**	-	8	-	3	2	3	6	-	-	-	6	2
	*	-	*	-	*	*	***2%e***	*	-	-	-	*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2571**	611	638	669	653	193	203	215	192	228	218	233	211	225	208	237	208
Weighted Base	**2480**	588	601	652	640	188*	188*	212	183	235	183	227	209	215	221	221	199
Effective Base	**1319**	289	351	325	361	91	96	102	110	124	121	107	106	113	117	130	115
Royal Mail postbox (using stamps)	**871**	220	205	230	216	61	71	88	55	77	74	86	75	69	77	72	66
	35%	*37%*	*34%*	*35%*	*34%*	*32%*	*38%*	*42%*	*30%*	*33%*	*40%*	*38%*	*36%*	*32%*	*35%*	*33%*	*33%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2004**	465	491	536	511	158	146	161	159	195	137	188	167	181	173	186	152
	81%	*79%*	*82%*	*82%*	*80%*	*84%*	*78%*	*76%*	**87%gjp**	*83%*	*75%*	*83%*	*80%*	*84%*	*78%*	*84%*	*76%*
Non-Post Office counter services (e.g. DHL service points, Hermes / Evri Parcelshop, Doddle, etc.)	**295**	71	56	81	87	16	33	22	10	25	21	32	24	25	21	28	38
	12%	*12%*	*9%*	*13%*	*14%*	*8%*	**18%h**	*10%*	*6%*	*11%*	*11%*	**14%h**	*12%*	*12%*	*9%*	*13%*	**19%ehn**
Online collection and delivery services, i.e. organised pick-up from home	**294**	75	104	62	52	21	26	28	25	40	39	31	24	7	12	18	22
	12%	*13%*	**17%cd**	*10%*	*8%*	**11%m**	**14%mn**	**13%mn**	**13%mn**	**17%mno**	**22%elmnop**	**14%mn**	**12%m**	*3%*	*5%*	*8%*	**11%m**
Other method: please specify	**19**	6	7	1	5	3	2	1	3	1	2	1	1	*	1	3	*
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*
I don't know	**8**	-	3	1	3	-	-	-	1	3	*	-	1	-	2	1	*
	*	-	*1%*	*	*1%*	-	-	-	*	*1%*	*	-	*	-	*1%*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	723	-	723	362	360	110	108	191	89	114	74	37	218	280	225	111	662	58	723
Weighted Base	750	-**	750	415	333	136*	101*	215	103*	107*	58*	30**	237	318	195	88*	649	96*	723
Effective Base	388	-	388	198	193	67	59	104	49	59	35	19	125	153	112	53	345	42	723
Lower cost of postage	252	-	252	130	123	38	28	76	44	32	25	10	66	120	67	34	209	39	244
	34%	-	34%	31%	37%	28%	28%	35%	43%	30%	42%	32%	28%	38%	34%	39%	32%	41%	34%
Lower cost of insurance	94	-	94	71	21	21	24	29	11	6	4	-	45	40	10	4	76	16	75
	13%	-	13%	17%d	6%	15%	24%j	13%	10%	6%	6%	-	19%no	12%n	5%	4%	12%	17%	10%
Guarantee that the parcel would arrive on time	136	-	136	90	46	19	26	40	19	23	9	-	45	58	32	9	118	16	103
	18%	-	18%	22%d	14%	14%	25%	18%	18%	22%	15%	-	19%	18%	16%	10%	18%	16%	14%
Better ability to track the delivery	202	-	202	127	75	27	35	72	21	35	8	4	62	94	47	12	165	34	183
	27%	-	27%	31%	23%	20%	35%j	34%j	21%	33%j	13%	15%	26%	29%o	24%	13%	25%	36%	25%
Parcel less likely to get lost	135	-	135	76	59	21	24	54	8	17	8	3	45	62	28	11	115	18	112
	18%	-	18%	18%	18%	16%	23%h	25%h	8%	16%	14%	10%	19%	20%	14%	12%	18%	19%	15%
Ability to select an express service	118	-	118	94	22	18	21	59	10	4	5	1	39	69	10	6	101	15	85
	16%	-	16%	23%d	7%	13%	21%i	28%ehij	10%	4%	8%	3%	17%n	22%no	5%	7%	16%	15%	12%
Quicker delivery	232	-	232	148	81	52	30	92	18	21	14	4	82	111	39	18	203	27	182
	31%	-	31%	36%d	24%	39%hi	29%	43%hi	18%	20%	24%	13%	35%n	35%n	20%	20%	31%	28%	25%
More convenient for me to drop the parcel off	223	-	223	121	99	39	41	58	23	44	14	3	80	81	62	18	182	38	206
	30%	-	30%	29%	30%	29%	40%	27%	23%	41%h	25%	11%	34%	26%	32%	20%	28%	40%	28%
More convenient for me to have the parcel collected	191	-	191	95	93	34	33	43	24	29	12	17	67	66	57	28	162	27	190
	25%	-	25%	23%	28%	25%	32%	20%	23%	27%	20%	55%	28%	21%	29%	32%	25%	28%	26%
More convenient for the recipient to take the delivery	166	-	166	106	60	26	16	70	26	19	6	2	42	96	28	9	141	23	133
	22%	-	22%	25%	18%	19%	16%	32%fij	25%	18%	11%	8%	18%	30%lno	14%	10%	22%	24%	18%
Ability to set a specific date/time for delivery	149	-	149	116	32	20	30	54	17	24	*	3	51	72	27	3	116	31	110
	20%	-	20%	28%d	10%	15%j	30%ej	25%j	17%j	22%j	*	9%	21%o	23%o	14%o	3%	18%	33%p	15%
Guarantee that the parcel would arrive intact	130	-	130	96	34	17	21	55	14	16	5	3	37	69	23	8	109	18	103
	17%	-	17%	23%d	10%	12%	20%	26%ej	13%	15%	8%	9%	16%	22%no	12%	9%	17%	19%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**750**	-**	750	415	333	136*	101*	215	103*	107*	58*	30**	237	318	195	88*	649	96*	723
Recommended by others	**97**	-	97	68	29	25	20	35	9	6	2	-	45	44	7	2	78	16	75
	13%	-	*13%*	**16%d**	*9%*	**18%ij**	**20%ij**	**16%i**	*9%*	*5%*	*3%*	-	**19%no**	**14%no**	*4%*	*2%*	*12%*	*16%*	*10%*
Other: please specify	**42**	-	42	23	19	2	5	6	7	8	10	5	7	12	23	14	39	3	62
	6%	-	*6%*	*6%*	*6%*	*1%*	*5%*	*3%*	*6%*	*8%*	**17%eg**	*16%*	*3%*	*4%*	**12%lm**	**16%lm**	*6%*	*3%*	*9%*
NET Cost	**303**	-	303	168	133	53	43	90	47	36	25	10	97	137	70	34	253	46	280
	40%	-	*40%*	*40%*	*40%*	*39%*	*43%*	*42%*	*45%*	*33%*	*42%*	*32%*	*41%*	*43%*	*36%*	*39%*	*39%*	*48%*	*39%*
NET Reliability	**277**	-	277	175	102	43	46	105	27	36	15	6	89	132	57	21	234	41	223
	37%	-	*37%*	**42%d**	*31%*	*31%*	**45%h**	**49%ehj**	*26%*	*34%*	*25%*	*19%*	*37%*	**41%no**	*29%*	*23%*	*36%*	*43%*	*31%*
NET Speed	**290**	-	290	193	94	62	41	120	24	22	16	5	104	144	42	20	251	37	224
	39%	-	*39%*	**47%d**	*28%*	**46%hi**	**41%i**	**56%hij**	*24%*	*20%*	*27%*	*16%*	**44%no**	**45%no**	*22%*	*23%*	*39%*	*39%*	*31%*
NET Convenience	**405**	-	405	244	159	64	71	120	53	68	19	11	135	173	98	29	334	67	368
	54%	-	*54%*	**59%d**	*48%*	*47%*	**70%ej**	**56%j**	*52%*	**64%j**	*32%*	*35%*	**57%o**	**54%o**	**50%o**	*33%*	*52%*	**70%p**	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**723**	252	207	141	123	459	264	454	261	59	84	163	187	196	434	59	640
Weighted Base	**750**	240	198	179*	133*	438	312	552	187	66*	88*	146*	165*	245	398	66*	652
Effective Base	**388**	119	108	88	75	226	162	260	137	35	49	85	94	109	229	35	337
Lower cost of postage	**252**	75	70	52	55	145	107	176	72	25	32	53	57	68	142	25	213
	34%	*31%*	*35%*	*29%*	*41%*	*33%*	*34%*	*32%*	*38%*	*39%*	*37%*	*36%*	*35%*	*28%*	*36%*	*39%*	*33%*
Lower cost of insurance	**94**	43	14	19	18	58	37	77	15	8	7	20	13	40	40	8	80
	13%	**18%b**	*7%*	*11%*	*13%*	*13%*	*12%*	*14%*	*8%*	*12%*	*8%*	*14%*	*8%*	*16%*	*10%*	*12%*	*12%*
Guarantee that the parcel would arrive on time	**136**	45	33	32	25	79	57	109	24	11	12	23	29	57	64	11	121
	18%	*19%*	*17%*	*18%*	*19%*	*18%*	*18%*	*20%*	*13%*	*17%*	*13%*	*16%*	*18%*	*23%*	*16%*	*17%*	*19%*
Better ability to track the delivery	**202**	68	53	50	31	121	81	159	41	14	17	35	48	77	100	14	179
	27%	*28%*	*27%*	*28%*	*24%*	*28%*	*26%*	*29%*	*22%*	*21%*	*19%*	*24%*	*29%*	*32%*	*25%*	*21%*	*27%*
Parcel less likely to get lost	**135**	50	24	37	24	75	61	100	31	13	15	24	38	43	77	13	120
	18%	*21%*	*12%*	*21%*	*18%*	*17%*	*19%*	*18%*	*16%*	*19%*	*17%*	*17%*	*23%*	*18%*	*19%*	*19%*	*18%*
Ability to select an express service	**118**	59	19	26	14	78	40	101	9	8	3	14	25	65	42	8	107
	16%	**25%bd**	*9%*	*14%*	*11%*	*18%*	*13%*	**18%h**	*5%*	*12%*	*4%*	*10%*	**15%j**	**26%jkn**	*11%*	*12%*	*16%*
Quicker delivery	**232**	96	55	44	37	151	81	186	41	21	22	25	56	105	103	21	207
	31%	**40%c**	*28%*	*25%*	*28%*	*35%*	*26%*	**34%h**	*22%*	*33%*	*25%*	*17%*	**34%k**	**43%jkn**	*26%*	*33%*	*32%*
More convenient for me to drop the parcel off	**223**	57	78	64	24	135	88	167	51	14	27	45	64	51	136	14	194
	30%	*24%*	**39%ad**	**35%d**	*18%*	*31%*	*28%*	*30%*	*27%*	*21%*	*31%*	*31%*	**39%m**	*21%*	**34%m**	*21%*	*30%*
More convenient for me to have the parcel collected	**191**	59	50	39	42	109	81	128	59	17	22	42	42	60	106	17	166
	25%	*25%*	*25%*	*22%*	*32%*	*25%*	*26%*	*23%*	*32%*	*25%*	*25%*	*29%*	*26%*	*25%*	*27%*	*25%*	*26%*
More convenient for the recipient to take the delivery	**166**	59	32	41	33	91	75	136	28	16	16	29	37	64	82	16	146
	22%	*25%*	*16%*	*23%*	*25%*	*21%*	*24%*	**25%h**	*15%*	*24%*	*18%*	*20%*	*22%*	*26%*	*21%*	*24%*	*22%*
Ability to set a specific date/time for delivery	**149**	70	25	32	22	95	54	131	16	6	6	27	33	75	66	6	142
	20%	**29%bd**	*13%*	*18%*	*16%*	*22%*	*17%*	**24%h**	*8%*	*9%*	*7%*	*19%*	**20%j**	**31%jn**	*17%*	*9%*	*22%*
Guarantee that the parcel would arrive intact	**130**	53	26	27	24	79	51	106	22	10	16	20	30	48	66	10	116
	17%	*22%*	*13%*	*15%*	*18%*	*18%*	*16%*	*19%*	*12%*	*15%*	*18%*	*14%*	*18%*	*20%*	*17%*	*15%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**750**	240	198	179*	133*	438	312	552	187	66*	88*	146*	165*	245	398	66*	652
Recommended by others	**97**	45	10	26	15	55	42	79	15	8	9	12	19	45	40	8	85
	13%	**19%b**	*5%*	**15%b**	*11%*	*13%*	*13%*	*14%*	*8%*	*12%*	*10%*	*8%*	*12%*	**18%n**	*10%*	*12%*	*13%*
Other: please specify	**42**	14	13	7	8	27	15	21	21	2	5	11	10	9	26	2	37
	6%	*6%*	*6%*	*4%*	*6%*	*6%*	*5%*	*4%*	**11%g**	*3%*	*6%*	*7%*	*6%*	*4%*	*6%*	*3%*	*6%*
NET Cost	**303**	99	81	63	60	180	123	220	78	28	38	62	64	92	165	28	260
	40%	*41%*	*41%*	*35%*	*45%*	*41%*	*39%*	*40%*	*42%*	*43%*	*43%*	*43%*	*39%*	*38%*	*41%*	*43%*	*40%*
NET Reliability	**277**	104	62	71	40	166	111	218	54	21	28	43	71	105	142	21	249
	37%	*43%*	*32%*	*39%*	*30%*	*38%*	*36%*	**40%h**	*29%*	*32%*	*32%*	*30%*	*43%*	*43%*	*36%*	*32%*	*38%*
NET Speed	**290**	116	69	61	44	185	105	233	49	24	23	34	68	135	125	24	260
	39%	**48%bcd**	*35%*	*34%*	*33%*	*42%*	*34%*	**42%h**	*26%*	*37%*	*26%*	*23%*	**41%k**	**55%jkn**	*31%*	*37%*	*40%*
NET Convenience	**405**	134	114	100	57	248	157	313	87	22	39	73	101	141	213	22	362
	54%	*56%*	*58%*	*56%*	*43%*	*57%*	*50%*	*57%*	*47%*	*34%*	*45%*	*50%*	**61%l**	**58%l**	**54%l**	*34%*	**56%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**723**	488	235	95	348	160	125	90	45	48	29	32	37	28	60	39	30	21	139
Weighted Base	**750**	664	86*	26**	619	74*	37*	19*	38*	94*	44**	49**	59*	47**	147*	97*	44**	8**	66*
Effective Base	**388**	333	59	17	288	63	55	58	40	44	25	29	33	25	54	35	27	9	55
Lower cost of postage	**252**	226	26	3	215	18	14	5	19	31	23	15	23	15	58	20	13	1	16
	34%	*34%*	*30%*	*10%*	*35%*	*24%*	*39%*	*25%*	**49%or**	*33%*	*52%*	*31%*	*39%*	*31%*	*39%*	*21%*	*29%*	*17%*	*24%*
Lower cost of insurance	**94**	86	8	*	82	8	4	1	7	9	1	3	8	6	29	12	6	-	8
	13%	*13%*	*10%*	*1%*	**13%g**	*11%*	*10%*	*4%*	*18%*	*10%*	*3%*	*6%*	*13%*	*13%*	*20%*	*12%*	*15%*	-	*13%*
Guarantee that the parcel would arrive on time	**136**	131	4	2	115	13	4	4	12	15	4	11	12	12	27	19	4	-	13
	18%	**20%b**	*5%*	*7%*	*19%*	*18%*	*11%*	*19%*	*32%*	*16%*	*8%*	*23%*	*20%*	*26%*	*18%*	*19%*	*8%*	-	*20%*
Better ability to track the delivery	**202**	186	17	9	173	18	8	3	17	25	11	15	19	15	45	24	2	1	17
	27%	*28%*	*19%*	*34%*	*28%*	*24%*	*22%*	*18%*	*44%*	*26%*	*26%*	*32%*	*32%*	*32%*	*30%*	*25%*	*5%*	*9%*	*26%*
Parcel less likely to get lost	**135**	122	13	8	116	11	5	3	6	17	5	18	17	13	21	10	10	-	11
	18%	*18%*	*15%*	*30%*	*19%*	*14%*	*14%*	*16%*	*16%*	*18%*	*10%*	*36%*	**29%o**	*26%*	*14%*	*10%*	*22%*	-	*16%*
Ability to select an express service	**118**	113	5	3	105	7	4	1	10	27	4	9	13	-	23	13	6	3	5
	16%	**17%b**	*6%*	*13%*	*17%*	*10%*	*11%*	*7%*	**26%r**	**29%r**	*10%*	*18%*	**23%r**	-	*15%*	*14%*	*14%*	*34%*	*7%*
Quicker delivery	**232**	220	12	2	202	19	7	3	14	21	16	14	24	19	63	23	8	1	18
	31%	**33%b**	*14%*	*9%*	**33%g**	*26%*	*20%*	*16%*	*36%*	*22%*	*36%*	*29%*	*41%*	*41%*	**43%l**	*24%*	*19%*	*18%*	*27%*
More convenient for me to drop the parcel off	**223**	195	28	9	186	18	12	7	10	36	14	15	12	14	39	29	17	2	16
	30%	*29%*	*32%*	*37%*	*30%*	*25%*	*32%*	*37%*	*27%*	*38%*	*33%*	*31%*	*20%*	*30%*	*26%*	*29%*	*39%*	*26%*	*25%*
More convenient for me to have the parcel collected	**191**	165	26	6	155	24	8	4	11	17	15	9	16	20	36	21	10	3	21
	25%	*25%*	*30%*	*23%*	*25%*	*32%*	*21%*	*20%*	*29%*	*18%*	*34%*	*18%*	*28%*	*41%*	*24%*	*22%*	*24%*	*37%*	*31%*
More convenient for the recipient to take the delivery	**166**	145	21	12	153	8	3	2	12	22	6	12	14	9	43	23	10	1	7
	22%	*22%*	*24%*	*47%*	**25%efg**	*11%*	*9%*	*10%*	**32%r**	*24%*	*14%*	*25%*	*24%*	*19%*	**29%r**	*24%*	*23%*	*7%*	*11%*
Ability to set a specific date/time for delivery	**149**	143	6	2	132	8	7	3	5	25	8	17	12	5	38	16	6	2	6
	20%	**22%b**	*7%*	*7%*	*21%*	*11%*	*18%*	*14%*	*14%*	**27%r**	*18%*	*34%*	*20%*	*10%*	**26%r**	*16%*	*14%*	*22%*	*9%*
Guarantee that the parcel would arrive intact	**130**	121	8	1	111	10	5	3	9	24	7	9	8	9	31	11	5	1	9
	17%	*18%*	*10%*	*6%*	*18%*	*14%*	*13%*	*17%*	*23%*	*25%*	*15%*	*18%*	*14%*	*18%*	*21%*	*11%*	*11%*	*9%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**750**	664	86*	26**	619	74*	37*	19*	38*	94*	44**	49**	59*	47**	147*	97*	44**	8**	66*
Recommended by others	**97**	86	11	7	84	8	4	1	3	5	5	8	12	2	36	8	5	1	8
	13%	*13%*	*13%*	*29%*	*13%*	*11%*	*11%*	*5%*	*8%*	*5%*	*11%*	*16%*	**21%l**	*3%*	**24%l**	*8%*	*12%*	*6%*	*12%*
Other: please specify	**42**	34	8	2	30	5	6	1	*	5	5	4	5	-	8	-	3	1	4
	6%	*5%*	*10%*	*6%*	*5%*	*7%*	**16%d**	*5%*	*1%*	*5%*	*11%*	*8%*	*8%*	-	*6%*	-	*7%*	*10%*	*7%*
NET Cost	**303**	273	30	3	261	21	16	5	21	38	24	15	25	17	74	32	14	1	20
	40%	*41%*	*35%*	*10%*	**42%e**	*28%*	*42%*	*28%*	**56%or**	*41%*	*55%*	*31%*	*43%*	*36%*	**50%r**	*33%*	*32%*	*17%*	*30%*
NET Reliability	**277**	259	19	9	235	24	11	7	17	34	15	21	21	16	59	36	15	1	23
	37%	**39%b**	*22%*	*35%*	*38%*	*32%*	*31%*	*34%*	*45%*	*36%*	*34%*	*43%*	*36%*	*34%*	*40%*	*37%*	*35%*	*9%*	*35%*
NET Speed	**290**	274	16	5	255	22	8	4	18	39	18	19	27	19	73	31	10	4	18
	39%	**41%b**	*19%*	*18%*	**41%fg**	*30%*	*22%*	*23%*	*47%*	*41%*	*41%*	*40%*	*46%*	*41%*	**50%r**	*32%*	*23%*	*51%*	*27%*
NET Convenience	**405**	367	38	11	343	33	19	11	21	56	27	35	30	25	82	43	23	3	30
	54%	*55%*	*44%*	*43%*	*55%*	*44%*	*51%*	*58%*	*56%*	*59%*	*60%*	*72%*	*51%*	*53%*	*56%*	*45%*	*52%*	*34%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	723	254	297	100	42	24	551	66	274	303	87	43	9	577	52
Weighted Base	750	289	274	114*	40**	28**	563	68*	297	309	88*	45**	5**	606	51**
Effective Base	388	148	142	59	25	12	290	36	150	160	46	25	3	311	28
Lower cost of postage	252	79	105	39	14	12	184	27	95	103	26	22	3	197	25
	34%	*27%*	**38%a**	*34%*	*35%*	*44%*	*33%*	*39%*	*32%*	*33%*	*30%*	*49%*	*46%*	*33%*	*48%*
Lower cost of insurance	94	40	37	11	4	2	77	6	45	33	12	4	*	78	4
	13%	*14%*	*13%*	*10%*	*10%*	*7%*	*14%*	*9%*	*15%*	*11%*	*14%*	*8%*	*6%*	*13%*	*8%*
Guarantee that the parcel would arrive on time	136	39	68	18	7	2	107	9	52	67	8	8	*	119	8
	18%	*13%*	**25%a**	*16%*	*17%*	*7%*	*19%*	*13%*	*17%*	**22%j**	*9%*	*17%*	*1%*	*20%*	*15%*
Better ability to track the delivery	202	95	60	28	12	5	156	17	86	81	14	19	*	167	19
	27%	**33%b**	*22%*	*25%*	*29%*	*20%*	*28%*	*25%*	*29%*	*26%*	*17%*	*42%*	*6%*	*28%*	*38%*
Parcel less likely to get lost	135	54	47	20	11	3	101	13	57	60	7	9	*	118	9
	18%	*19%*	*17%*	*17%*	*26%*	*10%*	*18%*	*20%*	*19%*	*20%*	*8%*	*20%*	*5%*	*19%*	*18%*
Ability to select an express service	118	62	37	11	3	3	100	6	56	45	17	-	-	101	-
	16%	**22%c**	*14%*	*10%*	*6%*	*12%*	*18%*	*9%*	*19%*	*14%*	*19%*	-	-	*17%*	-
Quicker delivery	232	104	74	32	7	13	178	20	104	88	23	15	-	192	15
	31%	*36%*	*27%*	*28%*	*18%*	*46%*	*32%*	*30%*	*35%*	*29%*	*26%*	*34%*	-	*32%*	*30%*
More convenient for me to drop the parcel off	223	82	77	45	13	5	159	18	72	109	24	18	*	181	18
	30%	*28%*	*28%*	*40%*	*32%*	*19%*	*28%*	*27%*	*24%*	**35%h**	*27%*	*39%*	*8%*	*30%*	*36%*
More convenient for me to have the parcel collected	191	79	70	21	13	4	149	17	68	82	25	11	1	150	12
	25%	*27%*	*25%*	*19%*	*33%*	*14%*	*26%*	*25%*	*23%*	*26%*	*29%*	*25%*	*20%*	*25%*	*24%*
More convenient for the recipient to take the delivery	166	80	52	25	4	4	132	8	69	71	12	10	3	139	13
	22%	**28%g**	*19%*	*22%*	*9%*	*14%*	*23%*	*11%*	*23%*	*23%*	*14%*	*22%*	*59%*	*23%*	*26%*
Ability to set a specific date/time for delivery	149	69	63	11	3	1	132	4	79	57	10	2	*	136	2
	20%	**24%cg**	**23%cg**	*10%*	*8%*	*2%*	**24%cg**	*5%*	**27%j**	*18%*	*12%*	*4%*	*3%*	*22%*	*3%*
Guarantee that the parcel would arrive intact	130	59	51	12	4	2	110	7	44	74	8	4	*	118	4
	17%	*21%*	*19%*	*11%*	*11%*	*9%*	*20%*	*10%*	*15%*	**24%hj**	*9%*	*9%*	*1%*	*19%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**750**	289	274	114*	40**	28**	563	68*	297	309	88*	45**	5**	606	51**
Recommended by others	**97**	48	29	13	3	*	77	4	41	37	9	5	3	78	8
	13%	*17%*	*11%*	*12%*	*8%*	*1%*	*14%*	*6%*	*14%*	*12%*	*10%*	*11%*	*51%*	*13%*	*16%*
Other: please specify	**42**	22	13	4	2	*	36	2	15	22	3	2	*	37	2
	6%	*8%*	*5%*	*4%*	*4%*	*1%*	*6%*	*3%*	*5%*	*7%*	*4%*	*4%*	*2%*	*6%*	*4%*
NET Cost	**303**	99	125	46	16	14	224	30	118	122	33	24	3	239	27
	40%	*34%*	*45%*	*40%*	*39%*	*51%*	*40%*	*44%*	*40%*	*39%*	*38%*	*54%*	*46%*	*39%*	*53%*
NET Reliability	**277**	106	115	35	14	6	221	20	107	137	15	17	*	244	18
	37%	*37%*	*42%*	*30%*	*34%*	*23%*	*39%*	*29%*	***36%j***	***44%j***	*17%*	*38%*	*6%*	***40%j***	*35%*
NET Speed	**290**	124	100	40	9	16	224	25	129	113	32	15	-	242	15
	39%	*43%*	*36%*	*35%*	*22%*	*57%*	*40%*	*36%*	*43%*	*36%*	*36%*	*34%*	-	*40%*	*30%*
NET Convenience	**405**	172	142	59	23	7	315	31	157	180	38	28	1	336	29
	54%	*60%*	*52%*	*51%*	*58%*	*26%*	*56%*	*45%*	*53%*	*58%*	*44%*	*62%*	*14%*	*55%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	723	97	615	11	261	414	48	697	18	6	-	721	2
Weighted Base	750	115*	630	6**	271	429	50*	716	26**	4**	-**	746	4**
Effective Base	388	56	327	6	141	217	32	370	13	4	-	386	2
Lower cost of postage	252	23	228	1	75	161	17	244	4	2	-	250	3
	34%	*20%*	**36%a**	*13%*	*28%*	*37%*	*34%*	*34%*	*15%*	*42%*	-	*33%*	*62%*
Lower cost of insurance	94	20	73	1	38	39	17	87	6	1	-	94	-
	13%	*18%*	*12%*	*24%*	*14%*	*9%*	**34%de**	*12%*	*24%*	*25%*	-	*13%*	-
Guarantee that the parcel would arrive on time	136	30	105	1	46	77	12	132	4	-	-	136	-
	18%	*26%*	*17%*	*14%*	*17%*	*18%*	*24%*	*18%*	*15%*	-	-	*18%*	-
Better ability to track the delivery	202	39	162	2	84	102	16	196	5	2	-	202	-
	27%	*34%*	*26%*	*31%*	*31%*	*24%*	*32%*	*27%*	*17%*	*40%*	-	*27%*	-
Parcel less likely to get lost	135	32	102	1	64	63	8	133	2	-	-	135	-
	18%	**28%b**	*16%*	*13%*	**24%e**	*15%*	*16%*	*19%*	*7%*	-	-	*18%*	-
Ability to select an express service	118	34	84	1	56	48	14	111	7	-	-	118	-
	16%	**29%b**	*13%*	*13%*	**21%e**	*11%*	**28%e**	*16%*	*26%*	-	-	*16%*	-
Quicker delivery	232	55	176	1	92	117	23	226	6	-	-	232	-
	31%	**48%b**	*28%*	*19%*	*34%*	*27%*	**46%e**	*32%*	*22%*	-	-	*31%*	-
More convenient for me to drop the parcel off	223	20	200	3	61	154	8	218	5	-	-	223	-
	30%	*17%*	**32%a**	*49%*	*23%*	**36%df**	*16%*	*30%*	*19%*	-	-	*30%*	-
More convenient for me to have the parcel collected	191	43	145	3	87	93	12	179	9	-	-	188	3
	25%	**37%b**	*23%*	*43%*	**32%e**	*22%*	*23%*	*25%*	*35%*	-	-	*25%*	*62%*
More convenient for the recipient to take the delivery	166	37	128	2	72	85	9	163	3	-	-	166	-
	22%	**32%b**	*20%*	*30%*	*27%*	*20%*	*18%*	*23%*	*12%*	-	-	*22%*	-
Ability to set a specific date/time for delivery	149	40	109	*	65	70	14	138	11	1	-	149	-
	20%	**35%b**	*17%*	*1%*	*24%*	*16%*	*27%*	*19%*	*41%*	*19%*	-	*20%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**750**	115*	630	6**	271	429	50*	716	26**	4**	-**	746	4**
Guarantee that the parcel would arrive intact	**130**	30	98	1	54	65	11	126	3	*	-	130	-
	17%	**26%b**	*16%*	*19%*	*20%*	*15%*	*22%*	*18%*	*12%*	*1%*	-	*17%*	-
Recommended by others	**97**	29	68	*	43	41	13	92	1	-	-	93	4
	13%	**25%b**	*11%*	*4%*	*16%*	*10%*	**27%e**	*13%*	*4%*	-	-	*12%*	*100%*
Other: please specify	**42**	2	40	*	12	30	*	39	3	-	-	42	-
	6%	*2%*	*6%*	*2%*	*4%*	*7%*	*	*5%*	*12%*	-	-	*6%*	-
NET Cost	**303**	38	263	2	93	181	29	290	9	2	-	300	3
	40%	*33%*	*42%*	*35%*	*34%*	*42%*	**58%d**	*41%*	*33%*	*42%*	-	*40%*	*62%*
NET Reliability	**277**	62	214	1	112	144	21	270	7	*	-	277	-
	37%	**54%b**	*34%*	*23%*	*41%*	*34%*	*42%*	*38%*	*28%*	*1%*	-	*37%*	-
NET Speed	**290**	66	223	1	116	145	29	282	9	-	-	290	-
	39%	**58%b**	*35%*	*19%*	*43%*	*34%*	**59%e**	*39%*	*33%*	-	-	*39%*	-
NET Convenience	**405**	67	335	3	146	231	28	388	16	2	-	405	-
	54%	*59%*	*53%*	*52%*	*54%*	*54%*	*57%*	*54%*	*59%*	*58%*	-	*54%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**723**	170	187	179	187	52	60	58	56	60	71	72	60	47	48	69	70
Weighted Base	**750**	185*	212	172*	181	50**	69**	66*	57*	74*	80*	74*	54**	44**	47**	63*	71*
Effective Base	**388**	83	118	87	103	24	30	30	36	36	46	34	29	24	27	37	39
Lower cost of postage	**252**	71	63	61	58	22	28	21	7	34	22	28	17	16	15	18	25
	34%	*38%*	*30%*	*35%*	*32%*	*45%*	*40%*	*31%*	*13%*	**45%h**	*27%*	**37%h**	*32%*	*36%*	*33%*	*29%*	**35%h**
Lower cost of insurance	**94**	25	27	25	17	6	6	12	8	10	9	10	10	5	3	6	8
	13%	*13%*	*13%*	*15%*	*10%*	*13%*	*9%*	*18%*	*13%*	*14%*	*11%*	*14%*	*18%*	*12%*	*7%*	*9%*	*11%*
Guarantee that the parcel would arrive on time	**136**	35	41	36	24	13	11	12	8	11	22	17	13	6	7	9	8
	18%	*19%*	*19%*	*21%*	*13%*	*26%*	*15%*	*18%*	*14%*	*14%*	*28%*	*22%*	*24%*	*14%*	*16%*	*14%*	*11%*
Better ability to track the delivery	**202**	53	53	53	45	17	10	26	11	15	27	27	14	11	17	15	13
	27%	*28%*	*25%*	*31%*	*25%*	*34%*	*14%*	*39%*	*19%*	*20%*	*34%*	*37%*	*26%*	*26%*	*36%*	*23%*	*19%*
Parcel less likely to get lost	**135**	23	38	38	36	7	7	9	7	13	19	16	11	11	7	14	15
	18%	*12%*	*18%*	*22%*	*20%*	*14%*	*10%*	*14%*	*12%*	*17%*	*24%*	*21%*	*21%*	*24%*	*15%*	*21%*	*21%*
Ability to select an express service	**118**	23	46	29	20	6	7	9	16	11	19	13	10	6	9	2	9
	16%	*12%*	**22%d**	*17%*	*11%*	*13%*	*11%*	*14%*	**28%o**	*15%*	**24%o**	*17%*	*19%*	*14%*	*20%*	*3%*	*12%*
Quicker delivery	**232**	71	58	46	57	20	24	28	15	18	25	19	11	16	21	17	19
	31%	*38%*	*27%*	*27%*	*32%*	*40%*	*35%*	*42%*	*27%*	*24%*	*31%*	*26%*	*19%*	*36%*	*44%*	*28%*	*27%*
More convenient for me to drop the parcel off	**223**	41	62	62	58	16	16	10	17	20	25	33	18	11	19	21	18
	30%	*22%*	*29%*	*36%*	*32%*	*32%*	*23%*	*15%*	*30%*	*27%*	*31%*	**44%g**	*32%*	*26%*	*41%*	*32%*	*26%*
More convenient for me to have the parcel collected	**191**	53	55	33	49	12	13	27	7	19	29	21	9	3	14	15	20
	25%	*29%*	*26%*	*19%*	*27%*	*25%*	*20%*	**41%h**	*13%*	*26%*	**36%h**	*29%*	*17%*	*7%*	*30%*	*24%*	*29%*
More convenient for the recipient to take the delivery	**166**	46	48	42	29	9	19	18	10	19	19	23	12	6	8	9	12
	22%	*25%*	*23%*	*24%*	*16%*	*19%*	*28%*	*27%*	*18%*	*25%*	*24%*	*31%*	*23%*	*15%*	*18%*	*14%*	*17%*
Ability to set a specific date/time for delivery	**149**	38	40	38	33	4	13	21	11	16	13	22	13	3	6	15	12
	20%	*21%*	*19%*	*22%*	*18%*	*9%*	*18%*	*32%*	*20%*	*22%*	*16%*	*29%*	*24%*	*7%*	*13%*	*23%*	*17%*
Guarantee that the parcel would arrive intact	**130**	26	45	30	29	4	13	8	12	13	20	11	7	11	13	6	10
	17%	*14%*	*21%*	*17%*	*16%*	*9%*	*20%*	*13%*	*20%*	*18%*	*25%*	*15%*	*13%*	*26%*	*27%*	*9%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
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QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**750**	185*	212	172*	181	50**	69**	66*	57*	74*	80*	74*	54**	44**	47**	63*	71*
Recommended by others	**97**	25	38	18	15	4	9	13	12	14	12	7	7	4	3	5	6
	13%	*14%*	**18%d**	*11%*	*8%*	*8%*	*13%*	*19%*	*20%*	*19%*	*15%*	*10%*	*12%*	*9%*	*7%*	*9%*	*9%*
Other: please specify	**42**	12	11	7	11	1	6	6	2	2	8	2	*	4	2	3	7
	6%	*7%*	*5%*	*4%*	*6%*	*2%*	*8%*	*9%*	*4%*	*2%*	*9%*	*3%*	*1%*	*9%*	*4%*	*5%*	*9%*
NET Cost	**303**	84	80	70	69	24	32	28	15	39	27	29	21	19	19	21	29
	40%	*46%*	*38%*	*41%*	*38%*	*48%*	*47%*	*43%*	*25%*	**52%h**	*33%*	*40%*	*39%*	*43%*	*40%*	*33%*	*42%*
NET Reliability	**277**	60	87	72	58	17	25	19	20	26	40	29	21	22	17	18	23
	37%	*33%*	*41%*	*42%*	*32%*	*33%*	*36%*	*28%*	*35%*	*35%*	*50%*	*39%*	*38%*	*51%*	*36%*	*28%*	*33%*
NET Speed	**290**	73	88	66	63	21	24	28	26	26	37	29	20	18	23	19	20
	39%	*40%*	*42%*	*38%*	*35%*	*42%*	*35%*	*43%*	*45%*	*35%*	*46%*	*39%*	*37%*	*40%*	*49%*	*30%*	*29%*
NET Convenience	**405**	88	115	97	105	25	26	38	32	36	47	48	28	21	33	40	32
	54%	*48%*	*54%*	*56%*	*58%*	*50%*	*37%*	*57%*	*56%*	*49%*	*58%*	*64%*	*52%*	*49%*	*70%*	*63%*	*46%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**223**	-	223	119	104	37	28	43	28	35	31	21	65	71	87	52	208	14	223
Weighted Base	**221**	-**	221	117*	104*	41**	31**	54**	30**	26**	23**	16**	71*	84*	65*	38**	199	20**	223
Effective Base	**123**	-	123	64	59	23	18	27	15	16	16	11	40	42	42	27	112	10	223
Lower cost of postage	**68**	-	68	31	36	9	5	16	13	12	9	4	14	29	24	13	63	5	72
	31%	-	*31%*	*27%*	*35%*	*23%*	*17%*	*30%*	*41%*	*44%*	*41%*	*23%*	*20%*	*34%*	*38%*	*33%*	*32%*	*24%*	*32%*
Lower cost of insurance	**16**	-	16	9	7	2	3	5	3	1	2	-	5	8	3	2	14	1	15
	7%	-	*7%*	*8%*	*7%*	*4%*	*9%*	*9%*	*9%*	*5%*	*9%*	-	*6%*	*9%*	*5%*	*5%*	*7%*	*7%*	*7%*
Guarantee that the parcel would arrive on time	**24**	-	24	15	9	6	3	2	6	1	6	-	8	8	7	6	22	1	20
	11%	-	*11%*	*12%*	*9%*	*14%*	*10%*	*4%*	*19%*	*5%*	*25%*	-	*12%*	*10%*	*11%*	*15%*	*11%*	*7%*	*9%*
Better ability to track the delivery	**43**	-	43	22	21	5	6	12	1	12	5	3	11	13	19	8	36	7	44
	19%	-	*19%*	*19%*	*20%*	*12%*	*20%*	*22%*	*2%*	*44%*	*20%*	*19%*	*15%*	*15%*	*29%*	*20%*	*18%*	*35%*	*20%*
Parcel less likely to get lost	**16**	-	16	13	4	1	4	3	2	1	3	2	6	5	6	5	16	1	19
	7%	-	*7%*	*11%*	*4%*	*3%*	*14%*	*5%*	*7%*	*5%*	*15%*	*10%*	*8%*	*6%*	*10%*	*13%*	*8%*	*4%*	*9%*
Ability to select an express service	**27**	-	27	27	*	4	5	13	4	-	*	1	9	17	1	1	26	1	18
	12%	-	*12%*	***23%d***	*	*10%*	*15%*	*25%*	*13%*	-	*1%*	*6%*	*12%*	***20%n***	*2%*	*3%*	*13%*	*5%*	*8%*
Quicker delivery	**46**	-	46	24	22	5	5	19	*	8	7	2	10	19	16	8	41	5	39
	21%	-	*21%*	*20%*	*21%*	*13%*	*17%*	*35%*	*1%*	*30%*	*30%*	*10%*	*15%*	*23%*	*25%*	*22%*	*21%*	*23%*	*17%*
More convenient for me to drop the parcel off	**44**	-	44	21	23	4	6	10	7	10	6	2	10	17	17	7	40	4	44
	20%	-	*20%*	*18%*	*22%*	*10%*	*19%*	*18%*	*24%*	*36%*	*25%*	*11%*	*14%*	*20%*	*26%*	*19%*	*20%*	*20%*	*20%*
More convenient for me to have the parcel collected	**52**	-	52	15	37	7	12	6	5	6	7	9	19	11	21	16	42	9	57
	23%	-	*23%*	*13%*	***36%c***	*17%*	*41%*	*11%*	*17%*	*21%*	*29%*	*57%*	*27%*	*13%*	***33%m***	*41%*	*21%*	*47%*	*26%*
More convenient for the recipient to take the delivery	**30**	-	30	20	10	6	4	6	8	2	2	2	10	14	6	4	29	2	28
	14%	-	*14%*	*17%*	*10%*	*16%*	*12%*	*11%*	*25%*	*8%*	*10%*	*14%*	*14%*	*16%*	*10%*	*11%*	*14%*	*8%*	*13%*
Ability to set a specific date/time for delivery	**23**	-	23	14	8	4	6	4	3	3	*	2	10	8	5	2	19	4	26
	10%	-	*10%*	*12%*	*8%*	*9%*	*20%*	*8%*	*11%*	*12%*	*1%*	*10%*	*14%*	*9%*	*7%*	*4%*	*9%*	*20%*	*12%*
Guarantee that the parcel would arrive intact	**30**	-	30	23	8	5	5	12	1	2	4	2	10	13	7	5	22	8	26
	14%	-	*14%*	*19%*	*7%*	*13%*	*15%*	*21%*	*4%*	*8%*	*16%*	*9%*	*14%*	*15%*	*11%*	*14%*	*11%*	*41%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**221**	-**	221	117*	104*	41**	31**	54**	30**	26**	23**	16**	71*	84*	65*	38**	199	20**	223
Recommended by others	**17**	-	17	10	6	2	6	6	-	*	2	-	9	6	2	2	13	2	12
	8%	-	*8%*	*9%*	*6%*	*6%*	*20%*	*12%*	-	*	*7%*	-	*12%*	*8%*	*3%*	*4%*	*7%*	*8%*	*5%*
Other: please specify	**27**	-	27	15	12	2	3	5	3	6	5	3	5	8	14	8	24	3	30
	12%	-	*12%*	*13%*	*12%*	*4%*	*10%*	*10%*	*9%*	*21%*	*23%*	*20%*	*7%*	*10%*	*22%*	*22%*	*12%*	*16%*	*13%*
NET Cost	**78**	-	78	37	41	11	8	20	15	12	9	4	18	35	24	13	72	6	78
	35%	-	*35%*	*32%*	*40%*	*26%*	*25%*	*38%*	*49%*	*44%*	*41%*	*23%*	*26%*	*42%*	*38%*	*33%*	*36%*	*31%*	*35%*
NET Reliability	**52**	-	52	35	17	10	7	14	7	4	8	3	17	21	14	11	42	10	47
	24%	-	*24%*	*30%*	*17%*	*25%*	*23%*	*26%*	*23%*	*14%*	*34%*	*19%*	*24%*	*25%*	*22%*	*28%*	*21%*	*51%*	*21%*
NET Speed	**68**	-	68	46	23	9	10	28	4	8	7	3	19	32	17	10	63	6	54
	31%	-	*31%*	***39%d***	*22%*	*23%*	*32%*	*52%*	*13%*	*30%*	*31%*	*16%*	*27%*	*38%*	*27%*	*25%*	*31%*	*28%*	*24%*
NET Convenience	**86**	-	86	49	37	12	16	21	10	13	9	6	28	31	28	15	75	11	88
	39%	-	*39%*	*42%*	*36%*	*29%*	*51%*	*38%*	*33%*	*48%*	*38%*	*40%*	*39%*	*37%*	*43%*	*39%*	*38%*	*54%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	223	74	70	42	37	144	79	125	97	17	32	50	61	53	143	17	199
Weighted Base	221	59*	72*	49**	41**	131*	90*	153*	66*	18**	37**	45**	52**	58*	133*	18**	196
Effective Base	123	35	40	24	24	75	48	76	51	9	19	30	30	30	78	9	110
Lower cost of postage	68	9	24	21	13	33	34	46	21	5	11	15	21	16	46	5	62
	31%	*16%*	*34%*	*44%*	*31%*	*26%*	*38%*	*30%*	*32%*	*30%*	*30%*	*33%*	*40%*	*28%*	*35%*	*30%*	*32%*
Lower cost of insurance	16	7	2	4	3	8	7	12	3	*	2	2	1	10	5	*	15
	7%	*11%*	*3%*	*8%*	*8%*	*6%*	*8%*	*8%*	*5%*	*3%*	*6%*	*4%*	*2%*	**18%n**	*4%*	*3%*	*8%*
Guarantee that the parcel would arrive on time	24	6	8	4	5	14	10	17	6	2	1	4	7	10	12	2	22
	11%	*9%*	*12%*	*9%*	*13%*	*11%*	*11%*	*11%*	*9%*	*11%*	*4%*	*8%*	*13%*	*17%*	*9%*	*11%*	*11%*
Better ability to track the delivery	43	9	24	5	4	34	9	29	13	2	5	8	17	11	30	2	41
	19%	*16%*	*34%*	*10%*	*10%*	**26%f**	*10%*	*19%*	*20%*	*10%*	*13%*	*19%*	*33%*	*18%*	*23%*	*10%*	*21%*
Parcel less likely to get lost	16	4	8	3	2	12	5	13	4	*	2	5	7	3	13	*	16
	7%	*6%*	*11%*	*6%*	*4%*	*9%*	*5%*	*8%*	*5%*	*1%*	*5%*	*11%*	*12%*	*5%*	*10%*	*1%*	*8%*
Ability to select an express service	27	9	6	10	2	15	12	25	2	*	*	2	5	19	7	*	26
	12%	*16%*	*8%*	*21%*	*4%*	*12%*	*13%*	**17%h**	*2%*	*2%*	*	*4%*	*9%*	**33%n**	*5%*	*2%*	*13%*
Quicker delivery	46	12	16	10	7	28	17	34	12	4	6	6	14	15	25	4	40
	21%	*20%*	*23%*	*20%*	*18%*	*22%*	*19%*	*22%*	*19%*	*24%*	*16%*	*12%*	*26%*	*26%*	*19%*	*24%*	*21%*
More convenient for me to drop the parcel off	44	8	22	9	5	30	14	30	14	1	8	7	14	10	28	1	42
	20%	*14%*	*30%*	*18%*	*12%*	*23%*	*15%*	*20%*	*21%*	*4%*	*21%*	*15%*	*26%*	*17%*	*21%*	*4%*	*21%*
More convenient for me to have the parcel collected	52	7	23	12	9	30	22	33	19	4	7	13	17	8	37	4	45
	23%	*12%*	**32%a**	*26%*	*23%*	*23%*	*24%*	*21%*	*29%*	*22%*	*20%*	*29%*	*32%*	*14%*	*28%*	*22%*	*23%*
More convenient for the recipient to take the delivery	30	5	13	4	8	18	13	22	8	5	7	4	7	7	18	5	25
	14%	*8%*	*18%*	*9%*	*21%*	*13%*	*14%*	*15%*	*12%*	*31%*	*19%*	*8%*	*13%*	*12%*	*13%*	*31%*	*13%*
Ability to set a specific date/time for delivery	23	6	7	6	4	12	10	20	2	*	2	4	7	9	13	*	21
	10%	*10%*	*9%*	*13%*	*10%*	*9%*	*11%*	*13%*	*3%*	*1%*	*4%*	*9%*	*14%*	*15%*	*9%*	*1%*	*11%*
Guarantee that the parcel would arrive intact	30	10	10	6	5	20	10	23	7	5	5	5	8	6	18	5	26
	14%	*16%*	*14%*	*11%*	*12%*	*15%*	*11%*	*15%*	*11%*	*26%*	*13%*	*12%*	*15%*	*10%*	*13%*	*26%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**221**	59*	72*	49**	41**	131*	90*	153*	66*	18**	37**	45**	52**	58*	133*	18**	196
Recommended by others	**17**	11	*	5	1	11	6	14	1	1	2	*	2	12	4	1	16
	8%	***18%b***	***	*10%*	*2%*	*8%*	*7%*	*9%*	*1%*	*4%*	*5%*	*1%*	*3%*	***21%n***	*3%*	*4%*	*8%*
Other: please specify	**27**	9	9	4	5	18	9	15	12	1	4	4	7	7	15	1	23
	12%	*15%*	*12%*	*9%*	*12%*	*13%*	*10%*	*10%*	*18%*	*6%*	*10%*	*9%*	*13%*	*12%*	*11%*	*6%*	*12%*
NET Cost	**78**	13	24	25	16	37	41	54	24	5	13	16	21	23	50	5	73
	35%	*22%*	*34%*	*50%*	*40%*	*28%*	*46%*	*35%*	*36%*	*31%*	*36%*	*35%*	*40%*	*40%*	*37%*	*31%*	*37%*
NET Reliability	**52**	15	20	11	6	35	17	38	14	5	8	9	16	12	33	5	48
	24%	*26%*	*27%*	*23%*	*15%*	*27%*	*19%*	*25%*	*22%*	*27%*	*22%*	*20%*	*31%*	*21%*	*25%*	*27%*	*24%*
NET Speed	**68**	20	22	17	9	42	26	54	14	4	6	7	19	30	31	4	61
	31%	*34%*	*31%*	*35%*	*22%*	*32%*	*29%*	*35%*	*21%*	*25%*	*16%*	*16%*	*36%*	***51%n***	*24%*	*25%*	*31%*
NET Convenience	**86**	21	35	18	13	55	31	61	25	2	10	16	29	23	54	2	81
	39%	*35%*	*48%*	*37%*	*31%*	*42%*	*34%*	*40%*	*38%*	*14%*	*27%*	*35%*	*55%*	*39%*	*41%*	*14%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**223**	147	76	28	102	61	44	16	9	17	11	8	10	9	17	16	5	10	51
Weighted Base	**221**	193	27**	4**	178*	24**	15**	4**	7**	32**	16**	11**	14**	15**	38**	38**	6**	3**	20**
Effective Base	**123**	104	21	22	87	29	20	11	8	15	10	7	9	9	15	15	5	5	25
Lower cost of postage	**68**	58	10	1	55	6	6	1	6	11	8	2	2	7	10	9	1	1	5
	31%	*30%*	*37%*	*31%*	*31%*	*24%*	*37%*	*19%*	*80%*	*34%*	*48%*	*15%*	*15%*	*50%*	*25%*	*23%*	*15%*	*28%*	*24%*
Lower cost of insurance	**16**	12	3	*	14	*	2	*	2	2	-	-	1	2	4	3	-	-	*
	7%	*6%*	*12%*	*9%*	*8%*	*1%*	*11%*	*4%*	*22%*	*7%*	-	-	*8%*	*11%*	*11%*	*7%*	-	-	*1%*
Guarantee that the parcel would arrive on time	**24**	23	1	1	21	1	1	1	1	4	-	2	2	5	3	3	-	-	1
	11%	*12%*	*2%*	*15%*	*12%*	*5%*	*8%*	*14%*	*16%*	*11%*	-	*19%*	*13%*	*37%*	*9%*	*9%*	-	-	*5%*
Better ability to track the delivery	**43**	37	5	1	34	5	4	*	3	5	3	2	3	4	7	5	1	*	5
	19%	*19%*	*20%*	*16%*	*19%*	*22%*	*24%*	*9%*	*45%*	*17%*	*18%*	*15%*	*24%*	*26%*	*18%*	*12%*	*23%*	*2%*	*25%*
Parcel less likely to get lost	**16**	16	*	*	13	1	1	1	1	-	2	4	2	3	-	2	-	-	1
	7%	*8%*	*2%*	*13%*	*7%*	*6%*	*6%*	*22%*	*16%*	-	*11%*	*33%*	*13%*	*22%*	-	*4%*	-	-	*7%*
Ability to select an express service	**27**	27	*	*	25	1	1	-	-	5	1	1	-	-	12	6	-	1	*
	12%	*14%*	*1%*	*10%*	*14%*	*6%*	*6%*	-	-	*15%*	*6%*	*9%*	-	-	*31%*	*17%*	-	*33%*	*2%*
Quicker delivery	**46**	41	5	1	40	4	2	*	3	2	6	2	3	8	9	7	-	1	3
	21%	*21%*	*17%*	*15%*	*22%*	*15%*	*14%*	*11%*	*35%*	*5%*	*37%*	*14%*	*22%*	*55%*	*24%*	*19%*	-	*20%*	*14%*
More convenient for me to drop the parcel off	**44**	37	6	1	33	5	4	1	2	5	3	1	-	4	9	9	1	*	5
	20%	*19%*	*24%*	*29%*	*19%*	*23%*	*27%*	*21%*	*24%*	*15%*	*18%*	*6%*	-	*27%*	*23%*	*24%*	*25%*	*2%*	*26%*
More convenient for me to have the parcel collected	**52**	41	11	1	41	9	2	*	1	4	4	2	5	4	5	13	2	1	7
	23%	*21%*	*39%*	*33%*	*23%*	*36%*	*14%*	*11%*	*9%*	*11%*	*25%*	*22%*	*36%*	*29%*	*13%*	*34%*	*41%*	*32%*	*36%*
More convenient for the recipient to take the delivery	**30**	29	1	1	27	2	1	1	1	7	-	1	1	2	7	8	1	-	2
	14%	*15%*	*4%*	*19%*	*15%*	*10%*	*4%*	*19%*	*9%*	*21%*	-	*6%*	*10%*	*11%*	*18%*	*21%*	*15%*	-	*11%*
Ability to set a specific date/time for delivery	**23**	18	4	*	18	1	2	1	2	-	5	3	-	-	6	2	-	-	1
	10%	*10%*	*15%*	*12%*	*10%*	*6%*	*12%*	*37%*	*24%*	-	*29%*	*28%*	-	-	*17%*	*5%*	-	-	*6%*
Guarantee that the parcel would arrive intact	**30**	26	4	1	25	1	3	1	1	7	2	-	3	2	9	2	1	-	1
	14%	*13%*	*15%*	*18%*	*14%*	*5%*	*20%*	*14%*	*13%*	*21%*	*10%*	-	*24%*	*11%*	*23%*	*4%*	*15%*	-	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**221**	193	27**	4**	178*	24**	15**	4**	7**	32**	16**	11**	14**	15**	38**	38**	6**	3**	20**
Recommended by others	**17**	14	3	*	15	1	-	*	-	2	2	-	2	2	6	3	-	-	1
	8%	*7%*	*10%*	*4%*	*9%*	*6%*	-	*3%*	-	*5%*	*9%*	-	*12%*	*11%*	*17%*	*7%*	-	-	*7%*
Other: please specify	**27**	24	3	1	20	2	4	*	-	5	4	1	3	-	6	-	1	*	2
	12%	*12%*	*12%*	*15%*	*11%*	*9%*	*29%*	*5%*	-	*15%*	*22%*	*9%*	*25%*	-	*17%*	-	*18%*	*5%*	*9%*
NET Cost	**78**	66	12	1	66	6	6	1	6	13	8	2	3	7	14	11	1	1	5
	35%	*34%*	*46%*	*31%*	*37%*	*24%*	*37%*	*23%*	*80%*	*41%*	*48%*	*15%*	*23%*	*50%*	*37%*	*30%*	*15%*	*28%*	*24%*
NET Reliability	**52**	48	4	1	44	2	4	1	2	7	3	4	3	5	12	6	1	-	2
	24%	*25%*	*16%*	*25%*	*25%*	*10%*	*30%*	*36%*	*29%*	*21%*	*21%*	*33%*	*24%*	*37%*	*32%*	*17%*	*15%*	-	*11%*
NET Speed	**68**	63	5	1	60	5	3	*	3	5	7	3	3	8	18	14	-	2	3
	31%	*33%*	*18%*	*23%*	*34%*	*21%*	*20%*	*11%*	*35%*	*15%*	*43%*	*23%*	*22%*	*55%*	*47%*	*36%*	-	*53%*	*16%*
NET Convenience	**86**	73	13	1	68	9	6	2	5	8	8	5	3	6	17	13	3	*	9
	39%	*38%*	*49%*	*33%*	*38%*	*39%*	*43%*	*58%*	*69%*	*24%*	*47%*	*49%*	*24%*	*42%*	*45%*	*33%*	*48%*	*2%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	223	55	90	47	17	13	145	30	70	84	34	24	8	154	32
Weighted Base	221	61*	77*	48**	19**	15**	138*	34**	72*	83*	33**	29**	3**	154*	32**
Effective Base	123	35	42	26	13	7	77	19	42	44	18	14	5	86	17
Lower cost of postage	68	12	22	21	6	7	34	13	17	25	7	15	3	42	18
	31%	*19%*	*29%*	*44%*	*32%*	*43%*	*25%*	*37%*	*23%*	*30%*	*21%*	*53%*	*94%*	*27%*	*56%*
Lower cost of insurance	16	3	6	4	3	-	9	3	5	4	3	4	*	9	4
	7%	*5%*	*8%*	*9%*	*13%*	-	*7%*	*7%*	*7%*	*5%*	*10%*	*12%*	*13%*	*6%*	*12%*
Guarantee that the parcel would arrive on time	24	4	9	7	3	-	14	3	8	8	2	5	*	16	6
	11%	*7%*	*12%*	*14%*	*18%*	-	*10%*	*10%*	*11%*	*10%*	*6%*	*19%*	*3%*	*10%*	*18%*
Better ability to track the delivery	43	3	19	12	5	4	21	9	10	16	4	13	*	26	13
	19%	*4%*	**24%a**	*25%*	*28%*	*25%*	*15%*	*26%*	*14%*	*19%*	*11%*	*44%*	*13%*	*17%*	*42%*
Parcel less likely to get lost	16	2	3	3	7	1	5	8	4	7	3	2	*	11	2
	7%	*4%*	*4%*	*7%*	*36%*	*8%*	*4%*	*23%*	*6%*	*8%*	*11%*	*6%*	*10%*	*7%*	*6%*
Ability to select an express service	27	8	14	1	2	3	22	5	9	13	5	-	-	22	-
	12%	*14%*	*18%*	*1%*	*8%*	*20%*	*16%*	*13%*	*12%*	*16%*	*16%*	-	-	*14%*	-
Quicker delivery	46	16	11	10	3	6	27	8	17	14	5	9	-	31	9
	21%	*27%*	*14%*	*21%*	*14%*	*37%*	*20%*	*24%*	*24%*	*17%*	*15%*	*32%*	-	*20%*	*29%*
More convenient for me to drop the parcel off	44	9	15	12	3	5	24	8	6	25	3	10	*	31	10
	20%	*14%*	*19%*	*25%*	*19%*	*30%*	*17%*	*24%*	*9%*	**30%h**	*8%*	*34%*	*16%*	*20%*	*32%*
More convenient for me to have the parcel collected	52	17	16	13	4	2	34	5	21	19	5	5	1	40	7
	23%	*28%*	*21%*	*26%*	*20%*	*11%*	*24%*	*16%*	*30%*	*22%*	*15%*	*19%*	*42%*	*26%*	*21%*
More convenient for the recipient to take the delivery	30	4	17	9	-	*	21	*	7	10	7	6	*	17	6
	14%	*7%*	*23%*	*18%*	-	*1%*	*16%*	*	*10%*	*12%*	*20%*	*20%*	*16%*	*11%*	*20%*
Ability to set a specific date/time for delivery	23	9	8	3	1	1	18	2	13	4	4	1	*	17	2
	10%	*15%*	*11%*	*6%*	*6%*	*4%*	*13%*	*5%*	*18%*	*5%*	*13%*	*5%*	*6%*	*11%*	*5%*
Guarantee that the parcel would arrive intact	30	8	12	5	3	2	19	6	8	14	3	4	*	23	4
	14%	*12%*	*15%*	*11%*	*18%*	*15%*	*14%*	*17%*	*11%*	*17%*	*10%*	*14%*	*3%*	*15%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**221**	61*	77*	48**	19**	15**	138*	34**	72*	83*	33**	29**	3**	154*	32**
Recommended by others	**17**	6	8	2	*	-	15	*	6	7	3	-	-	13	-
	8%	*10%*	*11%*	*4%*	*2%*	-	*11%*	*1%*	*9%*	*8%*	*10%*	-	-	*9%*	-
Other: please specify	**27**	12	9	4	2	*	21	2	7	18	2	*	*	25	*
	12%	*20%*	*11%*	*9%*	*9%*	*1%*	*15%*	*5%*	*9%*	*22%*	*6%*	*1%*	*5%*	*16%*	*1%*
NET Cost	**78**	15	26	23	7	7	41	14	21	28	8	18	3	48	20
	35%	*24%*	*34%*	*48%*	*39%*	*43%*	*30%*	*41%*	*29%*	*33%*	*25%*	*61%*	*94%*	*31%*	*64%*
NET Reliability	**52**	12	20	8	9	3	32	12	15	24	6	8	*	39	8
	24%	*20%*	*27%*	*17%*	*47%*	*20%*	*23%*	*34%*	*21%*	*29%*	*17%*	*26%*	*13%*	*25%*	*25%*
NET Speed	**68**	20	24	11	4	9	44	13	23	25	10	9	-	49	9
	31%	*33%*	*32%*	*22%*	*22%*	*57%*	*32%*	*38%*	*32%*	*31%*	*31%*	*32%*	-	*31%*	*29%*
NET Convenience	**86**	21	32	20	8	5	53	13	25	32	9	19	1	57	20
	39%	*34%*	*42%*	*41%*	*44%*	*34%*	*38%*	*39%*	*35%*	*39%*	*27%*	*65%*	*28%*	*37%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	223	27	192	4	76	136	11	209	11	2	-	222	1
Weighted Base	221	27**	192	2**	74*	133*	14**	204	13**	2**	-**	219	2**
Effective Base	123	15	107	2	40	76	7	113	7	2	-	122	1
Lower cost of postage	68	2	66	*	15	49	3	67	-	1	-	68	-
	31%	*7%*	*34%*	*3%*	*21%*	*37%*	*21%*	*33%*	*-*	*33%*	*-*	*31%*	*-*
Lower cost of insurance	16	4	10	1	3	7	6	13	2	-	-	16	-
	7%	*16%*	*5%*	*66%*	*4%*	*5%*	*40%*	*7%*	*18%*	*-*	*-*	*7%*	*-*
Guarantee that the parcel would arrive on time	24	3	21	*	10	13	-	24	-	-	-	24	-
	11%	*9%*	*11%*	*3%*	*14%*	*10%*	*-*	*12%*	*-*	*-*	*-*	*11%*	*-*
Better ability to track the delivery	43	5	37	*	10	32	1	39	2	1	-	43	-
	19%	*20%*	*19%*	*3%*	*14%*	*24%*	*7%*	*19%*	*16%*	*67%*	*-*	*19%*	*-*
Parcel less likely to get lost	16	2	14	1	10	6	-	16	*	-	-	16	-
	7%	*7%*	*7%*	*29%*	*13%*	*5%*	*-*	*8%*	*1%*	*-*	*-*	*7%*	*-*
Ability to select an express service	27	5	22	*	13	9	5	27	-	-	-	27	-
	12%	*18%*	*12%*	*3%*	*17%*	*7%*	*34%*	*13%*	*-*	*-*	*-*	*12%*	*-*
Quicker delivery	46	3	43	*	7	35	4	45	1	-	-	46	-
	21%	*12%*	*22%*	*3%*	*10%*	**26%d**	*26%*	*22%*	*7%*	*-*	*-*	*21%*	*-*
More convenient for me to drop the parcel off	44	1	43	*	5	39	-	44	-	-	-	44	-
	20%	*2%*	*23%*	*3%*	*6%*	**29%d**	*-*	*21%*	*-*	*-*	*-*	*20%*	*-*
More convenient for me to have the parcel collected	52	13	39	*	23	25	3	47	5	-	-	52	-
	23%	*47%*	*20%*	*3%*	*31%*	*19%*	*23%*	*23%*	*35%*	*-*	*-*	*24%*	*-*
More convenient for the recipient to take the delivery	30	1	29	*	12	17	1	30	-	-	-	30	-
	14%	*5%*	*15%*	*3%*	*17%*	*13%*	*5%*	*15%*	*-*	*-*	*-*	*14%*	*-*
Ability to set a specific date/time for delivery	23	4	19	*	10	9	3	20	2	-	-	23	-
	10%	*14%*	*10%*	*3%*	*13%*	*7%*	*24%*	*10%*	*16%*	*-*	*-*	*10%*	*-*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**221**	27**	192	2**	74*	133*	14**	204	13**	2**	-**	219	2**
Guarantee that the parcel would arrive intact	**30**	7	23	1	8	21	2	28	2	-	-	30	-
	14%	*25%*	*12%*	*29%*	*10%*	*16%*	*12%*	*14%*	*14%*	-	-	*14%*	-
Recommended by others	**17**	5	12	-	4	4	9	15	-	-	-	15	2
	8%	*18%*	*6%*	-	*5%*	*3%*	*64%*	*7%*	-	-	-	*7%*	*100%*
Other: please specify	**27**	2	25	*	8	19	-	24	3	-	-	27	-
	12%	*7%*	*13%*	*5%*	*10%*	*14%*	-	*12%*	*23%*	-	-	*12%*	-
NET Cost	**78**	6	71	1	17	53	9	75	2	1	-	78	-
	35%	*23%*	*37%*	*69%*	*23%*	*40%*	*61%*	*37%*	*18%*	*33%*	-	*36%*	-
NET Reliability	**52**	7	45	1	20	31	2	50	2	-	-	52	-
	24%	*25%*	*23%*	*29%*	*27%*	*24%*	*12%*	*25%*	*15%*	-	-	*24%*	-
NET Speed	**68**	5	63	*	20	43	5	67	1	-	-	68	-
	31%	*18%*	*33%*	*3%*	*27%*	*32%*	*38%*	*33%*	*7%*	-	-	*31%*	-
NET Convenience	**86**	9	77	*	21	61	4	81	4	1	-	86	-
	39%	*34%*	*40%*	*3%*	*29%*	*46%*	*29%*	*40%*	*32%*	*67%*	-	*39%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**223**	60	54	55	54	18	18	24	17	15	22	19	20	16	12	23	19
Weighted Base	**221**	64*	60*	43**	53*	19**	17**	28**	13**	16**	31**	16**	17**	9**	12**	15**	26**
Effective Base	**123**	33	34	25	31	11	10	13	9	9	16	9	9	7	7	11	14
Lower cost of postage	**68**	19	15	15	18	8	6	5	3	3	9	8	4	3	5	6	7
	31%	*30%*	*25%*	*35%*	*34%*	*45%*	*32%*	*18%*	*22%*	*22%*	*28%*	*46%*	*23%*	*36%*	*41%*	*42%*	*27%*
Lower cost of insurance	**16**	5	1	3	6	-	1	4	1	*	*	1	1	2	1	2	3
	7%	*8%*	*2%*	*8%*	*11%*	-	*8%*	*14%*	*4%*	*2%*	*1%*	*7%*	*4%*	*17%*	*10%*	*15%*	*10%*
Guarantee that the parcel would arrive on time	**24**	6	11	3	3	-	4	2	1	2	9	1	*	2	-	1	3
	11%	*9%*	*19%*	*7%*	*6%*	-	*21%*	*8%*	*4%*	*14%*	*27%*	*7%*	*3%*	*17%*	-	*3%*	*11%*
Better ability to track the delivery	**43**	14	7	12	10	5	2	6	1	1	6	6	3	3	4	4	2
	19%	*21%*	*12%*	*27%*	*18%*	*27%*	*13%*	*22%*	*4%*	*4%*	*20%*	*33%*	*17%*	*36%*	*31%*	*26%*	*8%*
Parcel less likely to get lost	**16**	4	5	3	5	2	*	2	1	*	4	1	*	2	1	1	3
	7%	*6%*	*8%*	*7%*	*8%*	*9%*	*	*8%*	*4%*	*3%*	*13%*	*7%*	*2%*	*17%*	*5%*	*4%*	*13%*
Ability to select an express service	**27**	4	17	6	-	-	*	4	5	4	8	5	1	-	-	-	-
	12%	*6%*	***28%ad***	*14%*	-	-	*1%*	*14%*	*38%*	*26%*	*25%*	*30%*	*6%*	-	-	-	-
Quicker delivery	**46**	21	8	7	10	4	10	7	3	1	4	3	2	2	4	4	2
	21%	*33%*	*13%*	*16%*	*19%*	*22%*	*57%*	*25%*	*20%*	*9%*	*12%*	*17%*	*13%*	*19%*	*31%*	*29%*	*7%*
More convenient for me to drop the parcel off	**44**	7	7	12	18	6	1	-	2	1	4	5	5	2	7	8	3
	20%	*11%*	*11%*	*28%*	***33%ab***	*33%*	*5%*	-	*13%*	*8%*	*12%*	*32%*	*29%*	*19%*	*59%*	*52%*	*10%*
More convenient for me to have the parcel collected	**52**	11	21	8	11	1	3	7	2	4	15	3	4	1	1	1	9
	23%	*18%*	*35%*	*19%*	*20%*	*5%*	*18%*	*26%*	*16%*	*24%*	*49%*	*17%*	*23%*	*15%*	*9%*	*7%*	*33%*
More convenient for the recipient to take the delivery	**30**	10	7	10	3	4	1	6	2	-	5	2	5	3	1	3	-
	14%	*16%*	*11%*	*23%*	*6%*	*20%*	*3%*	*22%*	*13%*	-	*16%*	*11%*	*29%*	*33%*	*5%*	*17%*	-
Ability to set a specific date/time for delivery	**23**	4	11	5	3	-	-	4	4	3	4	3	1	*	*	1	2
	10%	*6%*	*19%*	*11%*	*5%*	-	-	*14%*	*33%*	*16%*	*14%*	*18%*	*9%*	*2%*	*3%*	*6%*	*6%*
Guarantee that the parcel would arrive intact	**30**	7	6	11	7	-	3	3	-	-	6	6	1	3	2	*	5
	14%	*10%*	*11%*	*25%*	*12%*	-	*19%*	*12%*	-	-	*21%*	*39%*	*6%*	*34%*	*14%*	*1%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**221**	64*	60*	43**	53*	19**	17**	28**	13**	16**	31**	16**	17**	9**	12**	15**	26**
Recommended by others	**17**	3	7	1	6	-	-	3	3	2	2	-	1	-	2	-	4
	8%	*5%*	*11%*	*2%*	*12%*	-	-	*11%*	*25%*	*10%*	*5%*	-	*5%*	-	*18%*	-	*16%*
Other: please specify	**27**	10	8	3	6	1	4	5	*	-	8	*	*	3	*	1	5
	12%	*15%*	*13%*	*7%*	*12%*	*5%*	*22%*	*17%*	*1%*	-	*24%*	*1%*	*1%*	*32%*	*1%*	*7%*	*20%*
NET Cost	**78**	23	15	15	24	8	7	8	3	3	9	8	4	3	6	9	10
	35%	*37%*	*26%*	*35%*	*46%*	*45%*	*40%*	*29%*	*22%*	*22%*	*29%*	*46%*	*23%*	*36%*	*50%*	*56%*	*37%*
NET Reliability	**52**	12	17	12	11	2	7	4	1	3	14	8	1	3	2	1	8
	24%	*19%*	*28%*	*28%*	*21%*	*9%*	*40%*	*14%*	*4%*	*17%*	*44%*	*46%*	*7%*	*34%*	*19%*	*8%*	*31%*
NET Speed	**68**	22	23	13	10	4	10	8	8	6	10	8	3	2	4	4	2
	31%	*34%*	*39%*	*30%*	*19%*	*22%*	*58%*	*28%*	*58%*	*35%*	*33%*	*47%*	*19%*	*19%*	*31%*	*29%*	*7%*
NET Convenience	**86**	20	21	21	23	7	3	10	6	4	11	11	7	3	7	10	6
	39%	*31%*	*35%*	*50%*	*44%*	*39%*	*18%*	*34%*	*42%*	*28%*	*36%*	*65%*	*41%*	*37%*	*62%*	*64%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	500	-	500	243	256	73	80	148	61	79	43	16	153	209	138	59	454	44	500
Weighted Base	529	-**	529	298	229	95*	71*	161*	72*	80*	36**	14**	166*	233	130*	50**	450	76*	500
Effective Base	266	-	266	135	134	44	42	77	34	43	19	8	85	111	70	27	233	32	500
Lower cost of postage	185	-	185	98	87	28	23	59	32	21	15	6	51	91	42	21	147	35	172
	35%	-	35%	33%	38%	30%	32%	37%	44%	26%	43%	42%	31%	39%	32%	43%	33%	46%	34%
Lower cost of insurance	79	-	79	62	14	19	21	24	8	5	1	-	40	32	7	1	62	15	60
	15%	-	15%	21%d	6%	20%	30%ghi	15%	11%	6%	4%	-	24%n	14%	5%	3%	14%	19%	12%
Guarantee that the parcel would arrive on time	112	-	112	75	37	14	23	37	13	22	3	-	37	50	25	3	96	14	83
	21%	-	21%	25%	16%	14%	32%e	23%	18%	27%	9%	-	22%	21%	19%	7%	21%	19%	17%
Better ability to track the delivery	160	-	160	105	54	22	29	60	21	23	3	1	51	81	28	4	129	27	139
	30%	-	30%	35%d	24%	23%	41%	37%	29%	29%	8%	9%	31%	35%	21%	9%	29%	36%	28%
Parcel less likely to get lost	119	-	119	64	55	20	19	52	6	16	5	1	39	57	22	6	100	17	93
	22%	-	22%	21%	24%	21%	27%h	32%h	8%	20%	13%	10%	24%	25%	17%	12%	22%	22%	19%
Ability to select an express service	91	-	91	67	21	14	17	46	6	4	5	-	31	52	8	5	75	14	67
	17%	-	17%	23%d	9%	15%	24%i	28%hi	8%	5%	13%	-	18%n	22%n	6%	9%	17%	18%	13%
Quicker delivery	186	-	186	125	59	47	25	73	18	14	7	2	72	91	23	10	162	22	143
	35%	-	35%	42%d	26%	50%hi	35%	45%hi	25%	17%	20%	16%	43%n	39%n	18%	19%	36%	29%	29%
More convenient for me to drop the parcel off	179	-	179	100	77	35	35	48	16	34	9	2	70	64	45	10	142	34	162
	34%	-	34%	34%	33%	37%	49%gh	30%	22%	43%	24%	11%	43%m	27%	34%	21%	31%	45%	32%
More convenient for me to have the parcel collected	139	-	139	81	56	28	20	37	18	23	5	8	48	55	36	13	119	18	133
	26%	-	26%	27%	24%	29%	29%	23%	25%	29%	15%	53%	29%	24%	27%	25%	27%	23%	27%
More convenient for the recipient to take the delivery	136	-	136	86	50	20	13	64	19	17	4	*	32	82	21	4	112	22	105
	26%	-	26%	29%	22%	21%	18%	40%efi	26%	21%	11%	2%	19%	35%ln	16%	9%	25%	29%	21%
Ability to set a specific date/time for delivery	126	-	126	102	24	16	24	50	14	21	-	1	41	64	22	1	97	27	84
	24%	-	24%	34%d	11%	17%	34%	31%	19%	25%	-	9%	25%	27%	17%	3%	22%	36%	17%
Guarantee that the parcel would arrive intact	99	-	99	73	26	11	16	44	13	13	1	1	27	56	16	3	87	10	77
	19%	-	19%	25%d	12%	12%	23%	27%e	17%	17%	3%	9%	16%	24%	12%	5%	19%	14%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**529**	-**	529	298	229	95*	71*	161*	72*	80*	36**	14**	166*	233	130*	50**	450	76*	500
Recommended by others	**80**	-	80	58	22	22	14	29	9	5	*	-	37	38	6	*	64	14	63
	15%	-	*15%*	**19%d**	*10%*	**24%l**	*20%*	*18%*	*13%*	*7%*	*1%*	-	**22%n**	**16%n**	*4%*	*	*14%*	*19%*	*13%*
Other: please specify	**15**	-	15	8	7	-	2	1	4	3	4	2	2	4	9	6	15	-	32
	3%	-	*3%*	*3%*	*3%*	-	*3%*	*	*5%*	*3%*	*12%*	*11%*	*1%*	*2%*	*7%*	*12%*	*3%*	-	*6%*
NET Cost	**225**	-	225	131	91	43	36	69	32	24	15	6	78	101	45	21	181	40	202
	42%	-	*42%*	*44%*	*40%*	*45%*	*51%*	*43%*	*44%*	*30%*	*43%*	*42%*	*47%*	*43%*	*35%*	*43%*	*40%*	*53%*	*40%*
NET Reliability	**225**	-	225	140	85	33	39	91	20	33	7	3	72	111	42	10	192	31	176
	42%	-	*42%*	*47%*	*37%*	*34%*	**55%h**	**56%eh**	*28%*	*40%*	*20%*	*19%*	*43%*	**48%n**	*33%*	*20%*	*43%*	*41%*	*35%*
NET Speed	**222**	-	222	148	72	53	31	92	20	14	9	2	84	113	25	11	189	32	170
	42%	-	*42%*	**50%d**	*31%*	**56%hi**	**44%l**	**57%hi**	*28%*	*17%*	*24%*	*16%*	**51%n**	**48%n**	*19%*	*22%*	*42%*	*41%*	*34%*
NET Convenience	**319**	-	319	195	121	52	55	99	43	55	10	4	107	142	70	15	259	57	280
	60%	-	*60%*	**66%d**	*53%*	*55%*	**78%e**	*62%*	*60%*	*69%*	*29%*	*30%*	*65%*	*61%*	*54%*	*29%*	*58%*	*75%*	*56%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	500	178	137	99	86	315	185	329	164	42	52	113	126	143	291	42	441
Weighted Base	529	181*	126*	131*	92*	307	222	399	121*	48**	51*	101*	112*	186*	264	48**	456
Effective Base	266	85	68	63	51	152	114	184	86	26	30	56	64	79	151	26	228
Lower cost of postage	185	66	46	31	42	112	73	129	51	20	22	38	36	52	96	20	151
	35%	36%	36%	24%	46%c	36%	33%	32%	42%	42%	42%	38%	32%	28%	36%	42%	33%
Lower cost of insurance	79	37	13	15	14	49	29	64	12	8	5	18	12	30	35	8	64
	15%	20%	10%	12%	15%	16%	13%	16%	10%	16%	9%	18%	10%	16%	13%	16%	14%
Guarantee that the parcel would arrive on time	112	40	25	28	19	65	47	92	18	9	10	20	22	47	52	9	99
	21%	22%	20%	22%	21%	21%	21%	23%	15%	18%	20%	20%	20%	25%	20%	18%	22%
Better ability to track the delivery	160	59	29	45	27	88	72	130	27	12	12	27	31	66	70	12	138
	30%	32%	23%	34%	30%	29%	32%	32%	23%	26%	24%	27%	27%	36%	26%	26%	30%
Parcel less likely to get lost	119	47	16	34	22	63	56	87	27	12	13	19	31	41	63	12	104
	22%	26%	13%	26%	24%	20%	25%	22%	22%	26%	26%	19%	28%	22%	24%	26%	23%
Ability to select an express service	91	50	13	16	12	63	28	76	7	8	3	13	20	46	35	8	81
	17%	28%bc	10%	12%	14%	20%	13%	19%h	6%	16%	6%	12%	18%	25%jn	13%	16%	18%
Quicker delivery	186	84	39	34	30	123	64	152	29	17	16	20	42	89	78	17	167
	35%	46%bc	31%	26%	32%	40%	29%	38%h	24%	36%	31%	20%	38%k	48%kn	29%	36%	37%
More convenient for me to drop the parcel off	179	49	56	55	19	105	74	137	38	13	20	38	50	41	108	13	152
	34%	27%	45%ad	42%d	21%	34%	33%	34%	31%	27%	39%	38%m	44%m	22%	41%m	27%	33%
More convenient for me to have the parcel collected	139	52	27	27	33	80	59	95	40	13	15	29	26	52	69	13	121
	26%	29%	22%	20%	36%	26%	27%	24%	33%	26%	29%	29%	23%	28%	26%	26%	27%
More convenient for the recipient to take the delivery	136	55	19	37	25	74	62	113	20	10	9	26	29	57	64	10	121
	26%	30%b	15%	28%	27%	24%	28%	28%h	17%	21%	18%	26%	26%	31%	24%	21%	27%
Ability to set a specific date/time for delivery	126	64	19	26	18	83	44	111	13	6	5	23	26	66	54	6	120
	24%	35%bc	15%	20%	19%	27%	20%	28%h	11%	12%	9%	23%	23%	36%jn	20%	12%	26%
Guarantee that the parcel would arrive intact	99	43	15	21	19	59	41	83	15	5	11	15	22	42	48	5	91
	19%	24%	12%	16%	21%	19%	18%	21%	12%	11%	22%	15%	20%	23%	18%	11%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**529**	181*	126*	131*	92*	307	222	399	121*	48**	51*	101*	112*	186*	264	48**	456
Recommended by others	**80**	34	10	21	14	45	36	65	14	7	7	12	18	33	37	7	69
	15%	*19%*	*8%*	*16%*	*16%*	*15%*	*16%*	*16%*	*11%*	*14%*	*13%*	*12%*	*16%*	*17%*	*14%*	*14%*	*15%*
Other: please specify	**15**	5	4	3	3	9	6	6	9	1	1	7	3	3	11	1	14
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*1%*	***8%g***	*2%*	*3%*	*7%*	*3%*	*1%*	*4%*	*2%*	*3%*
NET Cost	**225**	86	56	38	44	143	82	166	54	23	25	47	43	69	115	23	187
	42%	***48%c***	*45%*	*29%*	***48%c***	*46%*	*37%*	*42%*	*45%*	*48%*	*49%*	*46%*	*39%*	*37%*	*44%*	*48%*	*41%*
NET Reliability	**225**	88	43	60	34	131	94	180	40	16	20	34	55	93	109	16	202
	42%	*49%*	*34%*	*46%*	*37%*	*43%*	*42%*	*45%*	*33%*	*33%*	*39%*	*34%*	*49%*	*50%*	*41%*	*33%*	*44%*
NET Speed	**222**	96	47	44	35	143	79	179	35	20	17	27	49	105	93	20	198
	42%	***53%c***	*37%*	*34%*	*38%*	*47%*	*36%*	***45%h***	*29%*	*41%*	*34%*	*27%*	*44%*	***56%jkn***	*35%*	*41%*	*43%*
NET Convenience	**319**	113	79	82	44	193	126	252	62	20	29	58	72	118	159	20	281
	60%	*63%*	*63%*	*63%*	*48%*	*63%*	*57%*	*63%*	*51%*	*41%*	*57%*	*57%*	*64%*	*63%*	*60%*	*41%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**500**	341	159	67	246	99	81	74	36	31	18	24	27	19	43	23	25	11	88
Weighted Base	**529**	470	59*	22**	441	51*	22*	15*	31*	62**	28**	38**	45**	33**	109*	59**	38**	5**	46*
Effective Base	**266**	230	38	13	202	37	35	47	32	28	15	22	24	17	39	21	23	4	33
Lower cost of postage	**185**	168	16	1	160	12	9	4	13	20	15	13	21	7	48	11	12	*	11
	35%	*36%*	*27%*	*7%*	*36%*	*23%*	*40%*	*27%*	*41%*	*32%*	*53%*	*35%*	*47%*	*23%*	*45%*	*19%*	*31%*	*10%*	*25%*
Lower cost of insurance	**79**	73	5	*	68	8	2	1	5	7	1	3	6	4	25	9	6	-	8
	15%	*16%*	*9%*	*	**15%g**	*16%*	*9%*	*3%*	*17%*	*11%*	*5%*	*8%*	*14%*	*13%*	*23%*	*16%*	*17%*	-	*18%*
Guarantee that the parcel would arrive on time	**112**	108	4	1	94	12	3	3	11	11	4	9	10	7	23	15	4	-	12
	21%	**23%b**	*7%*	*6%*	*21%*	*24%*	*12%*	*20%*	*36%*	*18%*	*13%*	*24%*	*22%*	*21%*	*21%*	*26%*	*10%*	-	*27%*
Better ability to track the delivery	**160**	148	11	8	139	13	4	3	14	19	8	14	15	12	38	19	1	1	12
	30%	*32%*	*19%*	*36%*	*32%*	*25%*	*20%*	*20%*	*44%*	*31%*	*31%*	*37%*	*34%*	*35%*	*35%*	*32%*	*2%*	*13%*	*26%*
Parcel less likely to get lost	**119**	106	12	7	103	9	4	2	5	17	3	14	16	9	21	9	10	-	9
	22%	*23%*	*21%*	*33%*	*23%*	*18%*	*19%*	*15%*	*16%*	*28%*	*10%*	*37%*	*35%*	*29%*	*20%*	*14%*	*25%*	-	*20%*
Ability to select an express service	**91**	86	5	3	80	6	3	1	10	22	3	8	13	-	11	7	6	2	4
	17%	*18%*	*8%*	*13%*	*18%*	*12%*	*14%*	*9%*	**32%nr**	*36%*	*12%*	*20%*	*30%*	-	*10%*	*12%*	*16%*	*35%*	*9%*
Quicker delivery	**186**	178	8	2	163	16	5	3	11	19	10	13	21	11	54	16	8	1	15
	35%	**38%b**	*13%*	*8%*	**37%g**	*31%*	*24%*	*18%*	*37%*	*31%*	*35%*	*34%*	*47%*	*34%*	*49%*	*27%*	*22%*	*16%*	*32%*
More convenient for me to drop the parcel off	**179**	158	21	8	152	13	8	6	8	31	11	14	12	10	30	20	16	2	11
	34%	*34%*	*36%*	*38%*	*34%*	*26%*	*35%*	*42%*	*27%*	*49%*	*42%*	*38%*	*27%*	*31%*	*27%*	*33%*	*41%*	*42%*	*24%*
More convenient for me to have the parcel collected	**139**	124	15	5	115	15	6	3	10	14	11	7	11	15	31	8	8	2	13
	26%	*26%*	*26%*	*21%*	*26%*	*30%*	*27%*	*23%*	*34%*	*22%*	*39%*	*17%*	*25%*	*47%*	*28%*	*13%*	*21%*	*40%*	*29%*
More convenient for the recipient to take the delivery	**136**	116	20	11	126	6	3	1	11	16	6	11	13	8	36	15	9	1	5
	26%	*25%*	*33%*	*51%*	**29%eg**	*11%*	*13%*	*8%*	**37%r**	*25%*	*23%*	*30%*	*29%*	*23%*	**33%r**	*26%*	*24%*	*12%*	*11%*
Ability to set a specific date/time for delivery	**126**	124	2	1	114	7	5	1	4	25	3	13	12	5	32	14	6	2	5
	24%	**26%b**	*3%*	*6%*	**26%g**	*13%*	*22%*	*8%*	*12%*	*40%*	*12%*	*36%*	*26%*	*15%*	*29%*	*23%*	*16%*	*37%*	*11%*
Guarantee that the parcel would arrive intact	**99**	95	4	1	86	9	2	3	8	17	5	9	5	7	22	10	4	1	8
	19%	*20%*	*7%*	*4%*	*19%*	*18%*	*9%*	*18%*	*25%*	*27%*	*18%*	*23%*	*10%*	*21%*	*20%*	*16%*	*11%*	*14%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**529**	470	59*	22**	441	51*	22*	15*	31*	62**	28**	38**	45**	33**	109*	59**	38**	5**	46*
Recommended by others	**80**	72	8	7	68	7	4	1	3	3	3	8	11	-	29	6	5	1	6
	15%	*15%*	*14%*	*32%*	*15%*	*14%*	*18%*	*6%*	*10%*	*6%*	*11%*	*21%*	*24%*	-	*27%*	*10%*	*14%*	*11%*	*14%*
Other: please specify	**15**	10	5	1	10	3	2	1	*	-	1	3	1	-	2	-	2	1	2
	3%	*2%*	**9%a**	*5%*	*2%*	*6%*	*7%*	*5%*	*2%*	-	*4%*	*7%*	*2%*	-	*2%*	-	*6%*	*14%*	*5%*
NET Cost	**225**	207	17	1	195	15	10	5	15	25	16	13	22	10	60	21	13	*	15
	42%	*44%*	*29%*	*7%*	*44%*	*30%*	*46%*	*30%*	*50%*	*41%*	*58%*	*35%*	*49%*	*30%*	*55%*	*35%*	*35%*	*10%*	*32%*
NET Reliability	**225**	210	14	8	191	22	7	5	15	27	11	17	18	11	47	30	14	1	21
	42%	**45%b**	*24%*	*36%*	*43%*	*43%*	*32%*	*34%*	*49%*	*43%*	*41%*	*46%*	*40%*	*33%*	*44%*	*51%*	*38%*	*14%*	*46%*
NET Speed	**222**	210	12	4	195	17	5	4	15	34	11	17	24	11	55	18	10	3	15
	42%	**45%b**	*19%*	*17%*	**44%g**	*34%*	*24%*	*26%*	*50%*	*55%*	*40%*	*44%*	*54%*	*34%*	*51%*	*30%*	*27%*	*51%*	*32%*
NET Convenience	**319**	294	25	10	274	23	12	9	16	48	19	30	27	19	65	31	20	3	21
	60%	**63%b**	*42%*	*44%*	*62%*	*46%*	*57%*	*58%*	*53%*	*77%*	*69%*	*79%*	*60%*	*59%*	*60%*	*52%*	*52%*	*55%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	500	199	207	53	25	11	406	36	204	219	53	19	1	423	20
Weighted Base	529	227	198	66*	22**	12**	425	34**	225	226	55**	17**	3**	452	19**
Effective Base	266	113	100	33	12	5	214	17	109	116	28	10	1	225	11
Lower cost of postage	185	67	83	18	8	6	150	14	78	78	19	7	-	156	7
	35%	*29%*	*42%*	*27%*	*38%*	*46%*	*35%*	*41%*	*35%*	*34%*	*36%*	*42%*	-	*34%*	*36%*
Lower cost of insurance	79	37	31	7	1	2	68	3	40	30	9	-	-	70	-
	15%	*16%*	*16%*	*10%*	*6%*	*16%*	*16%*	*10%*	*18%*	*13%*	*16%*	-	-	*15%*	-
Guarantee that the parcel would arrive on time	112	34	59	12	4	2	93	6	44	59	6	2	-	103	2
	21%	*15%*	**30%a**	*18%*	*17%*	*16%*	*22%*	*16%*	*19%*	*26%*	*10%*	*14%*	-	*23%*	*12%*
Better ability to track the delivery	160	93	41	16	7	2	134	8	76	66	11	6	-	142	6
	30%	**41%b**	*21%*	*24%*	*30%*	*13%*	*32%*	*24%*	*34%*	*29%*	*20%*	*38%*	-	*31%*	*33%*
Parcel less likely to get lost	119	52	44	16	4	2	96	6	53	54	4	7	-	107	7
	22%	*23%*	*22%*	*25%*	*18%*	*13%*	*22%*	*16%*	*24%*	*24%*	*7%*	*43%*	-	*24%*	*37%*
Ability to select an express service	91	54	24	11	1	*	78	1	47	32	11	-	-	79	-
	17%	**24%b**	*12%*	*16%*	*4%*	*3%*	*18%*	*4%*	*21%*	*14%*	*21%*	-	-	*17%*	-
Quicker delivery	186	88	63	21	5	7	151	12	87	74	18	6	-	161	6
	35%	*39%*	*32%*	*33%*	*22%*	*58%*	*36%*	*35%*	*38%*	*33%*	*33%*	*38%*	-	*36%*	*32%*
More convenient for me to drop the parcel off	179	73	62	33	9	1	135	10	65	85	21	8	-	150	8
	34%	*32%*	*31%*	**50%f**	*43%*	*7%*	*32%*	*30%*	*29%*	*37%*	*38%*	*49%*	-	*33%*	*42%*
More convenient for me to have the parcel collected	139	62	53	9	10	2	115	12	46	63	20	6	-	110	6
	26%	*27%*	*27%*	*13%*	*45%*	*18%*	*27%*	*35%*	*21%*	*28%*	*37%*	*35%*	-	*24%*	*30%*
More convenient for the recipient to take the delivery	136	76	35	16	4	4	110	7	61	61	6	4	3	122	7
	26%	**33%b**	*17%*	*25%*	*17%*	*30%*	*26%*	*22%*	*27%*	*27%*	*10%*	*25%*	*100%*	*27%*	*36%*
Ability to set a specific date/time for delivery	126	60	55	9	2	-	115	2	66	53	6	*	-	119	*
	24%	*26%*	*28%*	*13%*	*9%*	-	*27%*	*6%*	*29%*	*23%*	*11%*	*1%*	-	*26%*	*1%*
Guarantee that the parcel would arrive intact	99	52	39	7	1	*	91	1	36	59	4	*	-	95	*
	19%	*23%*	*20%*	*11%*	*5%*	*1%*	*21%*	*3%*	*16%*	*26%*	*8%*	*1%*	-	*21%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**529**	227	198	66*	22**	12**	425	34**	225	226	55**	17**	3**	452	19**
Recommended by others	**80**	42	21	12	3	*	63	3	35	30	5	5	3	64	8
	15%	*18%*	*11%*	*18%*	*14%*	*3%*	*15%*	*10%*	*15%*	*13%*	*10%*	*31%*	*100%*	*14%*	*41%*
Other: please specify	**15**	10	5	*	*	*	15	*	8	4	1	2	-	12	2
	3%	*4%*	*2%*	*	*1%*	*1%*	*3%*	*1%*	*4%*	*2%*	*2%*	*10%*	-	*3%*	*9%*
NET Cost	**225**	85	99	23	8	8	183	16	97	94	25	7	-	191	7
	42%	*37%*	*50%*	*34%*	*38%*	*62%*	*43%*	*47%*	*43%*	*42%*	*45%*	*42%*	-	*42%*	*36%*
NET Reliability	**225**	94	95	26	5	3	189	8	92	113	9	10	-	205	10
	42%	*41%*	*48%*	*40%*	*23%*	*26%*	*44%*	*24%*	*41%*	*50%*	*17%*	*58%*	-	*45%*	*50%*
NET Speed	**222**	104	75	29	5	7	179	12	106	87	22	6	-	193	6
	42%	*46%*	*38%*	*44%*	*22%*	*58%*	*42%*	*35%*	*47%*	*39%*	*40%*	*38%*	-	*43%*	*32%*
NET Convenience	**319**	152	110	39	15	2	262	17	132	147	30	10	-	279	10
	60%	*67%*	*56%*	*59%*	*70%*	*17%*	*62%*	*50%*	*59%*	*65%*	*54%*	*58%*	-	*62%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**500**	70	423	7	185	278	37	488	7	4	-	499	1
Weighted Base	**529**	88*	438	4**	197	296	36**	512	13**	2**	-**	527	3**
Effective Base	**266**	41	222	4	101	142	25	257	6	3	-	265	1
Lower cost of postage	**185**	22	162	1	59	111	14	177	4	1	-	182	3
	35%	*25%*	*37%*	*19%*	*30%*	*38%*	*39%*	*35%*	*30%*	*50%*	-	*35%*	*100%*
Lower cost of insurance	**79**	16	62	*	35	32	11	74	4	1	-	79	-
	15%	*18%*	*14%*	*3%*	*18%*	*11%*	*32%*	*14%*	*30%*	*50%*	-	*15%*	-
Guarantee that the parcel would arrive on time	**112**	27	84	1	36	64	12	108	4	-	-	112	-
	21%	*31%*	*19%*	*19%*	*18%*	*22%*	*34%*	*21%*	*31%*	-	-	*21%*	-
Better ability to track the delivery	**160**	33	124	2	74	71	15	157	2	*	-	160	-
	30%	*38%*	*28%*	*45%*	**38%e**	*24%*	*41%*	*31%*	*18%*	*14%*	-	*30%*	-
Parcel less likely to get lost	**119**	30	88	*	54	57	8	117	2	-	-	119	-
	22%	**34%b**	*20%*	*5%*	*27%*	*19%*	*22%*	*23%*	*13%*	-	-	*23%*	-
Ability to select an express service	**91**	29	61	1	43	39	9	84	7	-	-	91	-
	17%	**33%b**	*14%*	*18%*	*22%*	*13%*	*26%*	*16%*	*53%*	-	-	*17%*	-
Quicker delivery	**186**	52	133	1	84	83	19	182	5	-	-	186	-
	35%	**60%b**	*30%*	*27%*	**43%e**	*28%*	*54%*	*35%*	*37%*	-	-	*35%*	-
More convenient for me to drop the parcel off	**179**	19	157	3	56	115	8	174	5	-	-	179	-
	34%	*22%*	*36%*	*72%*	*29%*	*39%*	*22%*	*34%*	*38%*	-	-	*34%*	-
More convenient for me to have the parcel collected	**139**	30	106	3	63	67	8	132	4	-	-	136	3
	26%	*34%*	*24%*	*64%*	*32%*	*23%*	*23%*	*26%*	*35%*	-	-	*26%*	*100%*
More convenient for the recipient to take the delivery	**136**	36	98	2	60	68	8	133	3	-	-	136	-
	26%	**41%b**	*22%*	*43%*	*30%*	*23%*	*23%*	*26%*	*25%*	-	-	*26%*	-
Ability to set a specific date/time for delivery	**126**	36	90	-	55	61	10	117	9	1	-	126	-
	24%	**41%b**	*21%*	-	*28%*	*21%*	*29%*	*23%*	*68%*	*36%*	-	*24%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**529**	88*	438	4**	197	296	36**	512	13**	2**	-**	527	3**
Guarantee that the parcel would arrive intact	**99**	23	75	1	46	44	9	98	1	*	-	99	-
	19%	*27%*	*17%*	*14%*	*23%*	*15%*	*26%*	*19%*	*10%*	*3%*	-	*19%*	-
Recommended by others	**80**	24	56	*	39	37	4	77	1	-	-	78	3
	15%	**27%b**	*13%*	*5%*	*20%*	*13%*	*13%*	*15%*	*7%*	-	-	*15%*	*100%*
Other: please specify	**15**	-	15	-	4	11	*	15	-	-	-	15	-
	3%	-	*3%*	-	*2%*	*4%*	*1%*	*3%*	-	-	-	*3%*	-
NET Cost	**225**	32	192	1	76	129	20	215	6	1	-	222	3
	42%	*37%*	*44%*	*19%*	*38%*	*43%*	*57%*	*42%*	*48%*	*50%*	-	*42%*	*100%*
NET Reliability	**225**	55	169	1	92	113	19	220	5	*	-	225	-
	42%	**63%b**	*39%*	*19%*	*47%*	*38%*	*54%*	*43%*	*41%*	*3%*	-	*43%*	-
NET Speed	**222**	61	159	1	96	102	24	214	8	-	-	222	-
	42%	**70%b**	*36%*	*27%*	**48%e**	*34%*	*68%*	*42%*	*60%*	-	-	*42%*	-
NET Convenience	**319**	58	258	3	125	170	24	307	11	1	-	319	-
	60%	*66%*	*59%*	*77%*	*63%*	*57%*	*68%*	*60%*	*88%*	*50%*	-	*61%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**500**	110	133	124	133	34	42	34	39	45	49	53	40	31	36	46	51
Weighted Base	**529**	120*	152*	129*	128*	31**	52**	38**	44**	58**	49*	57**	37**	35**	35**	48**	45**
Effective Base	**266**	51	84	63	72	14	21	17	26	28	31	26	20	18	20	26	25
Lower cost of postage	**185**	52	48	46	40	14	22	15	5	30	13	20	13	12	10	12	18
	35%	*43%*	*32%*	*35%*	*31%*	*45%*	*43%*	*41%*	*10%*	*52%*	*27%*	*35%*	*36%*	*36%*	*30%*	*24%*	*39%*
Lower cost of insurance	**79**	20	26	22	11	6	5	8	7	10	9	9	9	4	2	4	5
	15%	*16%*	*17%*	*17%*	*9%*	*21%*	*10%*	*21%*	*16%*	*17%*	*17%*	*16%*	*24%*	*11%*	*7%*	*8%*	*12%*
Guarantee that the parcel would arrive on time	**112**	29	30	32	21	13	7	9	8	8	14	15	13	4	7	8	5
	21%	*24%*	*20%*	*25%*	*16%*	*41%*	*14%*	*24%*	*17%*	*15%*	*28%*	*27%*	*34%*	*13%*	*21%*	*17%*	*11%*
Better ability to track the delivery	**160**	39	45	41	35	12	7	20	10	14	21	22	11	8	13	10	11
	30%	*32%*	*30%*	*32%*	*27%*	*38%*	*14%*	*52%*	*23%*	*24%*	*43%*	*38%*	*30%*	*23%*	*38%*	*22%*	*25%*
Parcel less likely to get lost	**119**	19	34	35	31	6	7	7	6	12	15	15	11	9	7	13	12
	22%	*16%*	*22%*	*27%*	*25%*	*18%*	*13%*	*18%*	*14%*	*21%*	*31%*	*25%*	*29%*	*26%*	*19%*	*27%*	*26%*
Ability to select an express service	**91**	19	29	23	20	6	7	5	11	7	11	8	9	6	9	2	9
	17%	*16%*	*19%*	*18%*	*16%*	*20%*	*14%*	*14%*	*25%*	*12%*	*22%*	*14%*	*25%*	*17%*	*27%*	*4%*	*19%*
Quicker delivery	**186**	50	50	39	47	16	14	20	13	16	21	16	8	14	17	13	17
	35%	*42%*	*33%*	*30%*	*37%*	*51%*	*27%*	*54%*	*29%*	*28%*	*42%*	*29%*	*22%*	*41%*	*49%*	*27%*	*38%*
More convenient for me to drop the parcel off	**179**	34	55	50	41	10	15	10	16	19	21	28	13	9	12	13	16
	34%	*28%*	*36%*	*38%*	*32%*	*31%*	*28%*	*25%*	*35%*	*32%*	*42%*	*48%*	*34%*	*27%*	*35%*	*26%*	*35%*
More convenient for me to have the parcel collected	**139**	42	34	25	39	12	10	20	5	15	13	18	5	1	13	14	12
	26%	*35%*	*22%*	*19%*	*30%*	*37%*	*20%*	*52%*	*12%*	*26%*	*27%*	*32%*	*14%*	*4%*	*37%*	*30%*	*26%*
More convenient for the recipient to take the delivery	**136**	36	41	32	26	6	19	12	9	19	14	21	7	3	8	6	12
	26%	*30%*	*27%*	*25%*	*20%*	*19%*	*36%*	*31%*	*19%*	*32%*	*29%*	*37%*	*20%*	*10%*	*22%*	*13%*	*27%*
Ability to set a specific date/time for delivery	**126**	34	29	33	30	4	13	17	7	13	8	19	12	3	6	14	11
	24%	*28%*	*19%*	*26%*	*24%*	*14%*	*24%*	*45%*	*16%*	*23%*	*17%*	*33%*	*31%*	*8%*	*17%*	*29%*	*23%*
Guarantee that the parcel would arrive intact	**99**	20	39	19	22	4	10	5	12	13	14	4	6	8	11	6	6
	19%	*16%*	*26%*	*15%*	*17%*	*14%*	*20%*	*13%*	*26%*	*23%*	*28%*	*8%*	*17%*	*24%*	*31%*	*12%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**529**	120*	152*	129*	128*	31**	52**	38**	44**	58**	49*	57**	37**	35**	35**	48**	45**
Recommended by others	**80**	22	31	17	9	4	9	9	8	13	10	7	6	4	1	5	2
	15%	*19%*	***21%d***	*14%*	*7%*	*13%*	*17%*	*25%*	*19%*	*21%*	*21%*	*13%*	*16%*	*12%*	*4%*	*11%*	*5%*
Other: please specify	**15**	3	4	3	5	*	2	1	2	2	-	2	*	1	2	2	1
	3%	*2%*	*2%*	*3%*	*4%*	*	*3%*	*3%*	*5%*	*3%*	-	*3%*	*1%*	*3%*	*5%*	*4%*	*3%*
NET Cost	**225**	61	65	55	45	15	25	20	12	35	18	22	17	16	13	12	20
	42%	*51%*	*42%*	*42%*	*35%*	*50%*	*49%*	*54%*	*26%*	*60%*	*36%*	*38%*	*47%*	*45%*	*36%*	*25%*	*44%*
NET Reliability	**225**	48	70	60	47	15	18	15	20	23	27	21	20	19	15	17	15
	42%	*40%*	*46%*	*47%*	*37%*	*49%*	*35%*	*39%*	*45%*	*40%*	*54%*	*37%*	*53%*	*55%*	*42%*	*35%*	*34%*
NET Speed	**222**	51	65	54	53	17	14	20	18	20	26	21	17	16	19	15	18
	42%	*42%*	*43%*	*41%*	*41%*	*54%*	*27%*	*54%*	*41%*	*35%*	*54%*	*37%*	*45%*	*45%*	*55%*	*31%*	*41%*
NET Convenience	**319**	68	94	76	81	17	23	28	27	32	35	37	21	18	25	30	26
	60%	*57%*	*62%*	*59%*	*64%*	*57%*	*44%*	*75%*	*60%*	*54%*	*72%*	*64%*	*57%*	*52%*	*72%*	*62%*	*58%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2830**	-	2830	1331	1492	381	357	630	368	536	359	199	738	998	1094	558	2629	187	2830
Weighted Base	**2770**	-**	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
Effective Base	**1473**	-	1473	699	773	217	199	349	198	263	147	107	412	547	517	254	1339	133	2830
I paid for the postage	**2487**	-	2487	1266	1215	414	310	612	346	406	241	158	724	958	805	399	2206	273	2508
	90%	-	*90%*	**92%d**	*88%*	*91%*	*89%*	*93%*	*88%*	*90%*	*88%*	*87%*	*90%*	*91%*	*89%*	*88%*	*90%*	*90%*	*89%*
I used a pre-paid returns label	**503**	-	503	200	301	95	59	95	86	84	56	26	154	182	166	82	445	55	560
	18%	-	*18%*	*14%*	**22%c**	**21%g**	*17%*	*14%*	**22%g**	*19%*	*21%*	*14%*	*19%*	*17%*	*18%*	*18%*	*18%*	*18%*	*20%*
I don't know	**21**	-	21	9	12	4	2	2	2	6	3	2	6	4	11	5	16	3	27
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2830**	817	850	570	593	1667	1163	1647	1149	290	345	677	757	601	1779	292	2412
Weighted Base	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
Effective Base	**1473**	359	460	317	338	819	655	908	594	156	188	350	382	315	918	157	1248
I paid for the postage	**2487**	608	745	559	576	1352	1135	1724	729	285	274	559	645	600	1477	286	2104
	90%	*91%*	*90%*	*91%*	*88%*	*90%*	*89%*	*91%*	*88%*	*91%*	*86%*	*89%*	*91%*	**92%j**	*89%*	*91%*	*90%*
I used a pre-paid returns label	**503**	124	147	105	127	270	232	336	158	49	69	108	121	114	297	49	422
	18%	*18%*	*18%*	*17%*	*19%*	*18%*	*18%*	*18%*	*19%*	*16%*	*22%*	*17%*	*17%*	*18%*	*18%*	*16%*	*18%*
I don't know	**21**	1	8	2	10	9	11	10	11	4	2	9	1	*	12	4	12
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%lm**	*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2830**	1856	974	433	1305	615	517	393	146	158	135	138	136	134	179	141	138	105	510
Weighted Base	**2770**	2392	378	131*	2285	254	141	91	115	315	205	197	216	235	437	351	213	39*	215
Effective Base	**1473**	1231	254	94	1071	299	225	237	130	142	117	122	121	121	161	123	123	53	247
I paid for the postage	**2487**	2168	320	112	2046	234	126	81	101	282	183	168	190	218	405	305	194	33	201
	90%	**91%b**	*84%*	*85%*	*90%*	*92%*	*89%*	*90%*	*88%*	*90%*	*89%*	*85%*	*88%*	**93%k**	**93%kq**	*87%*	*91%*	*84%*	**94%koq**
I used a pre-paid returns label	**503**	420	83	29	409	42	30	22	26	50	35	31	41	36	84	72	33	11	31
	18%	*18%*	*22%*	*22%*	*18%*	*16%*	*21%*	**24%de**	**23%r**	*16%*	*17%*	*16%*	*19%*	*15%*	*19%*	*21%*	*16%*	**28%lmpr**	*14%*
I don't know	**21**	18	2	*	17	3	*	*	2	3	2	4	-	1	5	2	-	1	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*	-	**2%lp**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2830**	1065	1114	363	175	87	2179	262	1175	1147	344	106	36	2322	142
Weighted Base	**2770**	1061	1039	368	195	87*	2099	282	1122	1128	360	111*	30**	2249	141*
Effective Base	**1473**	571	543	195	102	49	1114	150	615	580	186	63	17	1194	81
I paid for the postage	**2487**	997	913	310	173	83	1910	256	1052	1000	310	91	25	2052	115
	90%	**94%bcf**	*88%*	*84%*	*89%*	**96%c**	**91%c**	*91%*	**94%ijkn**	*89%*	*86%*	*82%*	*82%*	**91%jkn**	*82%*
I used a pre-paid returns label	**503**	159	197	82	46	15	356	61	147	242	70	31	8	389	39
	18%	*15%*	*19%*	**22%a**	**24%a**	*17%*	*17%*	*21%*	*13%*	**21%hm**	**20%h**	**28%hm**	*28%*	**17%h**	**28%hm**
I don't know	**21**	*	7	8	*	-	7	*	2	7	6	-	-	9	-
	1%	*	*1%*	**2%af**	*	-	*	*	*	*1%*	**2%hm**	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2830**	237	2547	46	897	1748	185	2767	42	11	2	2820	8
Weighted Base	**2770**	248	2487	35**	845	1735	190	2692	57**	8**	2**	2758	11**
Effective Base	**1473**	134	1316	25	475	891	110	1431	29	7	1	1466	6
I paid for the postage	**2487**	227	2229	32	758	1572	158	2437	41	5	2	2483	2
	90%	*92%*	*90%*	*89%*	*90%*	**91%f**	*83%*	*91%*	*72%*	*59%*	*100%*	*90%*	*21%*
I used a pre-paid returns label	**503**	45	451	6	164	303	36	476	17	3	-	497	6
	18%	*18%*	*18%*	*17%*	*19%*	*17%*	*19%*	*18%*	*30%*	*41%*	-	*18%*	*54%*
I don't know	**21**	*	19	2	5	9	6	17	-	*	-	17	4
	1%	*	*1%*	*6%*	*1%*	*1%*	**3%de**	*1%*	-	*1%*	-	*1%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2830**	671	710	728	721	205	224	242	222	241	247	256	229	243	230	262	229
Weighted Base	**2770**	654	681	712	723	202*	211	241	211	249	222	249	226	237	252	249	222
Effective Base	**1473**	324	400	354	403	98	108	118	129	131	143	119	114	121	132	143	129
I paid for the postage	**2487**	565	632	644	647	182	169	214	196	237	199	229	208	207	229	227	190
	90%	*86%*	**93%a**	*90%*	*90%*	**90%f**	*80%*	*89%*	**93%f**	**95%fmp**	**90%f**	**92%f**	**92%f**	*87%*	**91%f**	**91%f**	*86%*
I used a pre-paid returns label	**503**	142	101	121	139	35	66	41	35	30	35	41	36	44	45	46	47
	18%	**22%b**	*15%*	*17%*	*19%*	*18%*	**31%eghijklmno**	*17%*	*17%*	*12%*	*16%*	*16%*	*16%*	*19%*	*18%*	*19%*	**21%l**
I don't know	**21**	7	6	2	6	1	1	5	1	2	3	-	*	1	2	2	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2830**	-	2830	1331	1492	381	357	630	368	536	359	199	738	998	1094	558	2629	187	2830
Weighted Base	**2770**	-**	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
Effective Base	**1473**	-	1473	699	773	217	199	349	198	263	147	107	412	547	517	254	1339	133	2830
Royal Mail Small Parcels, 1st class, Signed for	**1007**	-	1007	625	382	210	186	340	114	87	42	28	396	454	158	70	828	173	910
	36%	-	*36%*	**45%d**	*28%*	**46%hijk**	**53%hijk**	**51%hijk**	**29%ijk**	*19%*	*15%*	*16%*	**49%no**	**43%no**	*17%*	*15%*	*34%*	**57%p**	*32%*
Royal Mail Small Parcels, 1st class, Not signed for	**776**	-	776	335	439	124	75	144	117	159	100	56	199	262	315	157	692	81	815
	28%	-	*28%*	*24%*	**32%c**	*27%*	*21%*	*22%*	**30%g**	**35%fg**	**37%fg**	**31%g**	*25%*	*25%*	**35%lm**	**34%lm**	*28%*	*27%*	*29%*
Royal Mail Small Parcels, 2nd class, Signed for	**612**	-	612	385	225	139	81	223	75	61	21	13	220	298	95	33	502	104	523
	22%	-	*22%*	**28%d**	*16%*	**30%hijk**	**23%ijk**	**34%fhijk**	**19%jk**	*14%*	*7%*	*7%*	**27%no**	**28%no**	*10%*	*7%*	*20%*	**34%p**	*18%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1023**	-	1023	454	569	181	132	220	131	167	114	79	312	351	360	193	920	98	1048
	37%	-	*37%*	*33%*	**41%c**	*40%*	*38%*	*33%*	*33%*	*37%*	*41%*	**44%g**	*39%*	*33%*	**40%m**	**42%m**	*37%*	*32%*	*37%*
Royal Mail Medium Parcels, 1st class, Signed for	**637**	-	637	415	222	139	115	222	52	60	25	24	253	274	110	49	523	110	519
	23%	-	*23%*	**30%d**	*16%*	**30%hijk**	**33%hijk**	**34%hijk**	*13%*	*13%*	*9%*	*13%*	**31%no**	**26%no**	*12%*	*11%*	*21%*	**36%p**	*18%*
Royal Mail Medium Parcels, 1st class, Not signed for	**520**	-	520	221	299	106	54	110	79	84	55	32	160	189	170	86	443	73	532
	19%	-	*19%*	*16%*	**22%c**	*23%*	*16%*	*17%*	*20%*	*19%*	*20%*	*18%*	*20%*	*18%*	*19%*	*19%*	*18%*	*24%*	*19%*
Royal Mail Medium Parcels, 2nd class, Signed for	**436**	-	436	298	138	103	60	184	38	28	14	10	162	222	52	24	347	84	356
	16%	-	*16%*	**22%d**	*10%*	**22%hijk**	**17%hijk**	**28%fhijk**	*10%*	*6%*	*5%*	*5%*	**20%no**	**21%no**	*6%*	*5%*	*14%*	**28%p**	*13%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**578**	-	578	274	304	139	99	118	62	76	52	33	238	179	161	85	495	78	579
	21%	-	*21%*	*20%*	*22%*	**30%ghijk**	**28%ghij**	*18%*	*16%*	*17%*	*19%*	*19%*	**29%mno**	*17%*	*18%*	*19%*	*20%*	*26%*	*20%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**415**	-	415	300	114	111	62	177	38	21	3	4	173	215	27	6	326	87	313
	15%	-	*15%*	**22%d**	*8%*	**24%hijk**	**18%hijk**	**27%fhijk**	**10%ijk**	**5%ij**	*1%*	*2%*	**21%no**	**20%no**	*3%*	*1%*	*13%*	**29%p**	*11%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**340**	-	340	189	152	91	63	86	27	44	14	15	155	113	72	29	275	65	309
	12%	-	*12%*	*14%*	*11%*	**20%ghijk**	**18%hijk**	**13%hij**	*7%*	*10%*	*5%*	*8%*	**19%mno**	**11%o**	*8%*	*6%*	*11%*	**21%p**	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2770**	-**	2770	1382	1380	457	350	661	394	453	275	180	807	1055	908	455	2454	304	2830
Other (please specify)	**32**	-	32	12	21	-	1	10	2	9	3	7	1	12	20	11	27	6	29
	1%	-	*1%*	*1%*	*2%*	-	*	*1%*	*	**2%e**	*1%*	**4%efh**	*	*1%*	**2%l**	**2%l**	*1%*	*2%*	*1%*
I don't remember the name of the Royal Mail product(s)	**107**	-	107	57	48	29	12	17	13	16	7	12	42	30	36	19	95	12	114
	4%	-	*4%*	*4%*	*4%*	**6%g**	*3%*	*3%*	*3%*	*4%*	*3%*	**7%g**	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*
None of the above	**146**	-	146	73	71	15	8	29	23	30	23	17	23	52	70	40	139	6	183
	5%	-	*5%*	*5%*	*5%*	*3%*	*2%*	*4%*	*6%*	**7%f**	**8%ef**	**10%efg**	*3%*	*5%*	**8%l**	**9%lm**	*6%*	*2%*	*6%*
NET 1st Class	**1903**	-	1903	1010	890	342	269	489	270	279	155	99	612	759	532	254	1649	246	1847
	69%	-	*69%*	**73%d**	*65%*	**75%ijk**	**77%ijk**	**74%ijk**	**68%jk**	*62%*	*56%*	*55%*	**76%no**	**72%no**	*59%*	*56%*	*67%*	**81%p**	*65%*
NET 2nd Class	**1688**	-	1688	855	831	329	224	441	214	232	151	97	552	656	480	248	1461	218	1642
	61%	-	*61%*	*62%*	*60%*	**72%hijk**	**64%l**	**67%hijk**	*54%*	*51%*	*55%*	*54%*	**68%mno**	**62%no**	*53%*	*54%*	*60%*	**72%p**	*58%*
NET Signed for	**1383**	-	1383	822	559	289	233	426	176	145	64	50	522	602	259	114	1151	224	1285
	50%	-	*50%*	**59%d**	*41%*	**63%hijk**	**66%hijk**	**64%hijk**	**45%ijk**	*32%*	*23%*	*28%*	**65%mno**	**57%no**	*29%*	*25%*	*47%*	**74%p**	*45%*
NET Not Signed for	**1668**	-	1668	750	915	282	185	353	226	307	192	123	468	579	622	315	1491	172	1738
	60%	-	*60%*	*54%*	**66%c**	**62%g**	*53%*	*53%*	*57%*	**68%fgh**	**70%fgh**	**68%fg**	*58%*	*55%*	**69%lm**	**69%lm**	*61%*	*56%*	*61%*
NET Special Delivery	**722**	-	722	461	261	191	120	255	61	62	16	17	311	316	95	33	570	149	593
	26%	-	*26%*	**33%d**	*19%*	**42%hijk**	**34%hijk**	**39%hijk**	**15%j**	**14%j**	*6%*	*9%*	**39%mno**	**30%no**	*10%*	*7%*	*23%*	**49%p**	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2830**	817	850	570	593	1667	1163	1647	1149	290	345	677	757	601	1779	292	2412
Weighted Base	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
Effective Base	**1473**	359	460	317	338	819	655	908	594	156	188	350	382	315	918	157	1248
Royal Mail Small Parcels, 1st class, Signed for	**1007**	335	248	219	206	582	425	822	170	90	103	218	228	333	550	90	888
	36%	**50%bcd**	*30%*	*36%*	*31%*	**39%f**	*33%*	**43%h**	*20%*	*29%*	*32%*	*35%*	*32%*	**51%ijkln**	*33%*	*29%*	**38%o**
Royal Mail Small Parcels, 1st class, Not signed for	**776**	135	251	170	221	385	391	508	256	102	101	191	184	153	476	102	638
	28%	*20%*	**30%a**	**28%a**	**34%a**	*26%*	**31%e**	*27%*	*31%*	**33%m**	**32%m**	**30%m**	*26%*	*24%*	*29%*	*32%*	*27%*
Royal Mail Small Parcels, 2nd class, Signed for	**612**	239	135	136	103	374	239	498	108	80	51	118	111	231	280	80	520
	22%	**36%bcd**	*16%*	**22%bd**	*16%*	**25%f**	*19%*	**26%h**	*13%*	**25%jln**	*16%*	*19%*	*16%*	**36%ijkln**	*17%*	*25%*	*22%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1023**	191	338	233	261	529	494	673	331	135	121	256	287	176	664	135	850
	37%	*28%*	**41%a**	**38%a**	**40%a**	*35%*	*39%*	*35%*	*40%*	**43%m**	**38%m**	**41%m**	**41%m**	*27%*	**40%m**	*43%*	*36%*
Royal Mail Medium Parcels, 1st class, Signed for	**637**	219	141	157	120	360	277	525	104	70	67	128	131	224	326	70	554
	23%	**33%bcd**	*17%*	**26%bd**	*18%*	*24%*	*22%*	**28%h**	*13%*	*22%*	*21%*	*20%*	*19%*	**34%ijkln**	*20%*	*22%*	*24%*
Royal Mail Medium Parcels, 1st class, Not signed for	**520**	120	164	117	118	284	236	361	150	57	63	134	132	112	329	57	446
	19%	*18%*	*20%*	*19%*	*18%*	*19%*	*19%*	*19%*	*18%*	*18%*	*20%*	*21%*	*19%*	*17%*	*20%*	*18%*	*19%*
Royal Mail Medium Parcels, 2nd class, Signed for	**436**	177	76	99	84	253	183	365	65	49	39	77	80	174	195	49	372
	16%	**26%bcd**	*9%*	**16%b**	*13%*	*17%*	*14%*	**19%h**	*8%*	*16%*	*12%*	*12%*	*11%*	**27%ijkln**	*12%*	*16%*	*16%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**578**	128	160	155	135	287	291	398	176	76	74	153	141	107	368	76	480
	21%	*19%*	*19%*	**25%b**	*21%*	*19%*	*23%*	*21%*	*21%*	**24%m**	*23%*	**24%m**	*20%*	*16%*	**22%m**	*24%*	*21%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**415**	172	82	103	58	254	161	362	46	33	34	90	69	182	193	33	375
	15%	**26%bcd**	*10%*	**17%bd**	*9%*	**17%f**	*13%*	**19%h**	*6%*	*11%*	*11%*	*14%*	*10%*	**28%ijkln**	*12%*	*11%*	*16%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**340**	105	97	69	70	202	139	267	67	45	36	65	86	85	187	45	274
	12%	*16%*	*12%*	*11%*	*11%*	*13%*	*11%*	**14%h**	*8%*	*14%*	*11%*	*10%*	*12%*	*13%*	*11%*	*14%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2770**	670	832	614	655	1502	1268	1901	830	313	318	630	706	651	1655	314	2335
Other (please specify)	**32**	10	12	2	8	22	10	14	18	6	8	1	3	11	12	6	23
	1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**2%g**	**2%k**	**3%kln**	*	*	**2%k**	*1%*	*2%*	*1%*
I don't remember the name of the Royal Mail product(s)	**107**	24	29	19	34	53	54	58	46	8	14	19	31	18	64	8	82
	4%	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*3%*	**6%g**	*2%*	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	*4%*
None of the above	**146**	38	48	30	30	86	60	90	55	13	29	26	31	28	87	13	118
	5%	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*7%*	*4%*	**9%klmn**	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*
NET 1st Class	**1903**	488	547	427	440	1035	868	1403	475	207	218	436	454	504	1108	207	1628
	69%	**73%b**	*66%*	*70%*	*67%*	*69%*	*68%*	**74%h**	*57%*	*66%*	*69%*	*69%*	*64%*	**77%ijkln**	*67%*	*66%*	*70%*
NET 2nd Class	**1688**	443	480	380	385	923	765	1192	472	215	183	378	419	416	981	216	1414
	61%	**66%bd**	*58%*	*62%*	*59%*	*61%*	*60%*	**63%h**	*57%*	**69%jln**	*58%*	*60%*	*59%*	*64%*	*59%*	**69%p**	*61%*
NET Signed for	**1383**	436	344	306	297	779	604	1079	288	149	149	302	327	410	778	150	1199
	50%	**65%bcd**	*41%*	**50%b**	*45%*	*52%*	*48%*	**57%h**	*35%*	*48%*	*47%*	*48%*	*46%*	**63%ijkln**	*47%*	*48%*	*51%*
NET Not Signed for	**1668**	352	538	376	403	890	778	1107	536	204	187	411	446	339	1043	205	1399
	60%	*53%*	**65%a**	**61%a**	**61%a**	*59%*	*61%*	*58%*	**65%g**	**65%m**	*59%*	**65%m**	**63%m**	*52%*	**63%m**	*65%*	*60%*
NET Special Delivery	**722**	267	168	162	125	435	287	600	111	72	66	147	148	260	360	72	622
	26%	**40%bcd**	*20%*	**26%bd**	*19%*	**29%f**	*23%*	**32%h**	*13%*	*23%*	*21%*	*23%*	*21%*	**40%ijkln**	*22%*	*23%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2830**	1856	974	433	1305	615	517	393	146	158	135	138	136	134	179	141	138	105	510
Weighted Base	**2770**	2392	378	131*	2285	254	141	91	115	315	205	197	216	235	437	351	213	39*	215
Effective Base	**1473**	1231	254	94	1071	299	225	237	130	142	117	122	121	121	161	123	123	53	247
Royal Mail Small Parcels, 1st class, Signed for	**1007**	896	111	54	863	70	45	30	55	115	55	65	81	87	223	112	71	11	59
	36%	**37%b**	*29%*	**41%b**	**38%e**	*27%*	*32%*	*33%*	**47%jkopqr**	*36%*	*27%*	*33%*	*37%*	*37%*	**51%ijklmopqr**	*32%*	*33%*	*27%*	*28%*
Royal Mail Small Parcels, 1st class, Not signed for	**776**	645	131	39	645	69	37	25	31	88	68	51	69	49	104	116	69	9	60
	28%	*27%*	**35%a**	*30%*	*28%*	*27%*	*26%*	*28%*	*27%*	*28%*	**33%m**	*26%*	**32%m**	*21%*	*24%*	**33%m**	**32%m**	*24%*	*28%*
Royal Mail Small Parcels, 2nd class, Signed for	**612**	551	61	16	523	44	27	19	28	57	39	47	47	45	157	53	52	6	38
	22%	**23%bc**	*16%*	*12%*	**23%e**	*17%*	*19%*	*21%*	*24%*	*18%*	*19%*	*24%*	*22%*	*19%*	**36%hijklmopqr**	*15%*	*24%*	*14%*	*18%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1023**	884	140	43	847	92	47	37	38	129	90	67	68	92	127	168	68	14	78
	37%	*37%*	*37%*	*33%*	*37%*	*36%*	*33%*	*41%*	*33%*	**41%n**	**44%n**	*34%*	*32%*	*39%*	*29%*	**48%hklnpr**	*32%*	*36%*	*36%*
Royal Mail Medium Parcels, 1st class, Signed for	**637**	574	63	35	550	46	24	18	29	47	37	50	59	46	156	82	43	5	40
	23%	**24%b**	*17%*	**26%b**	**24%ef**	*18%*	*17%*	*19%*	**25%l**	*15%*	*18%*	**25%l**	**27%l**	*20%*	**36%ijmopqr**	*23%*	*20%*	*14%*	*19%*
Royal Mail Medium Parcels, 1st class, Not signed for	**520**	450	69	22	431	48	25	16	21	43	44	48	47	28	88	73	40	7	41
	19%	*19%*	*18%*	*17%*	*19%*	*19%*	*18%*	*18%*	*18%*	*14%*	**22%m**	**24%lm**	**22%m**	*12%*	*20%*	*21%*	*19%*	*18%*	*19%*
Royal Mail Medium Parcels, 2nd class, Signed for	**436**	392	44	15	381	31	13	11	17	37	26	34	40	23	121	57	27	5	27
	16%	*16%*	*12%*	*12%*	**17%f**	*12%*	*9%*	*12%*	*15%*	*12%*	*12%*	*17%*	**19%m**	*10%*	**28%hijklmopqr**	*16%*	*13%*	*11%*	*12%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**578**	511	67	17	490	41	27	20	25	58	52	46	45	30	108	77	49	7	34
	21%	*21%*	*18%*	*13%*	**21%e**	*16%*	*19%*	*22%*	*21%*	*18%*	**25%mr**	**23%m**	*21%*	*13%*	**25%mr**	*22%*	**23%m**	*18%*	*16%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**415**	389	26	15	373	21	12	9	19	46	13	33	41	13	129	50	30	4	17
	15%	**16%b**	*7%*	*11%*	**16%efg**	*8%*	*9%*	*10%*	**16%jmr**	**15%jmr**	*6%*	**17%jmr**	**19%jmr**	*5%*	**30%hijklmopqr**	**14%jm**	**14%jm**	*10%*	*8%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**340**	307	34	11	286	26	16	13	14	25	26	32	35	29	66	37	21	6	20
	12%	*13%*	*9%*	*8%*	*12%*	*10%*	*11%*	*15%*	*12%*	*8%*	*13%*	**16%l**	**16%l**	*12%*	*15%*	*11%*	*10%*	*15%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	2770	2392	378	131*	2285	254	141	91	115	315	205	197	216	235	437	351	213	39*	215
Other (please specify)	32	26	7	*	26	5	1	*	1	-	3	5	4	1	5	3	3	1	4
	1%	*1%*	*2%*	*	*1%*	*2%*	*	*	*1%*	-	*1%*	**3%i**	*2%*	*1%*	*1%*	*1%*	*1%*	**3%i**	**2%i**
I don't remember the name of the Royal Mail product(s)	107	94	13	4	89	10	5	2	4	9	2	11	6	12	25	9	11	*	10
	4%	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*1%*	**5%j**	*3%*	*5%*	*6%*	*3%*	*5%*	*1%*	*5%*
None of the above	146	119	27	7	115	16	10	5	6	22	17	14	4	12	12	18	9	3	14
	5%	*5%*	*7%*	*5%*	*5%*	*6%*	*7%*	*5%*	*5%*	*7%*	**8%ln**	*7%*	*2%*	*5%*	*3%*	*5%*	*4%*	*7%*	**6%l**
NET 1st Class	1903	1646	257	97	1594	159	90	60	86	206	128	131	166	141	343	247	146	23	137
	69%	*69%*	*68%*	*74%*	**70%e**	*63%*	*64%*	*66%*	**75%jmqr**	*65%*	*62%*	*66%*	**77%ijmqr**	*60%*	**79%ijkmqr**	*70%*	*68%*	*58%*	*64%*
NET 2nd Class	1688	1481	208	65	1410	144	76	58	64	191	136	116	128	134	303	208	131	23	121
	61%	**62%bc**	*55%*	*50%*	**62%f**	*57%*	*54%*	**64%f**	*56%*	*61%*	*66%*	*59%*	*59%*	*57%*	**69%hmr**	*59%*	*61%*	*57%*	*56%*
NET Signed for	1383	1224	159	67	1161	110	67	45	68	153	87	93	110	112	289	148	101	15	94
	50%	**51%b**	*42%*	*51%*	**51%e**	*43%*	*47%*	*50%*	**59%joqr**	*48%*	*43%*	*47%*	*51%*	*48%*	**66%ijklmopqr**	*42%*	*47%*	*39%*	*44%*
NET Not Signed for	1668	1426	242	76	1378	148	83	59	66	188	143	112	133	133	234	243	126	24	124
	60%	*60%*	*64%*	*58%*	*60%*	*58%*	*59%*	*65%*	*58%*	*60%*	**70%hkmnr**	*57%*	*62%*	*56%*	*54%*	**69%kmnr**	*59%*	*61%*	*58%*
NET Special Delivery	722	665	57	25	629	45	27	21	31	71	39	61	66	40	191	81	49	10	35
	26%	**28%b**	*15%*	*19%*	**28%ef**	*18%*	*19%*	*23%*	**27%r**	*23%*	*19%*	**31%jmr**	**31%jmr**	*17%*	**44%hijklmopqr**	*23%*	*23%*	*25%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2830**	1065	1114	363	175	87	2179	262	1175	1147	344	106	36	2322	142
Weighted Base	**2770**	1061	1039	368	195	87*	2099	282	1122	1128	360	111*	30**	2249	141*
Effective Base	**1473**	571	543	195	102	49	1114	150	615	580	186	63	17	1194	81
Royal Mail Small Parcels, 1st class, Signed for	**1007** *36%*	419 **40%b**	351 *34%*	136 *37%*	65 *33%*	31 *36%*	771 *37%*	96 *34%*	424 *38%*	394 *35%*	133 *37%*	41 *37%*	11 *38%*	818 *36%*	53 *37%*
Royal Mail Small Parcels, 1st class, Not signed for	**776** *28%*	297 *28%*	305 *29%*	105 *28%*	43 *22%*	22 *25%*	603 *29%*	65 *23%*	307 *27%*	339 *30%*	91 *25%*	30 *27%*	7 *24%*	646 *29%*	37 *26%*
Royal Mail Small Parcels, 2nd class, Signed for	**612** *22%*	283 **27%bdg**	202 *19%*	76 *21%*	32 *16%*	19 *22%*	486 *23%*	51 *18%*	280 *25%*	229 *20%*	72 *20%*	20 *18%*	10 *35%*	509 *23%*	30 *21%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1023** *37%*	370 *35%*	405 *39%*	134 *36%*	68 *35%*	44 **51%a**	774 *37%*	111 *40%*	412 *37%*	436 *39%*	125 *35%*	31 *28%*	17 *56%*	848 *38%*	48 *34%*
Royal Mail Medium Parcels, 1st class, Signed for	**637** *23%*	275 **26%b**	212 *20%*	90 *24%*	38 *19%*	22 *26%*	487 *23%*	60 *21%*	280 *25%*	237 *21%*	81 *22%*	28 *26%*	11 *37%*	517 *23%*	39 *28%*
Royal Mail Medium Parcels, 1st class, Not signed for	**520** *19%*	190 *18%*	205 *20%*	74 *20%*	36 *19%*	14 *16%*	395 *19%*	50 *18%*	210 *19%*	208 *18%*	75 *21%*	19 *17%*	7 *23%*	418 *19%*	26 *18%*
Royal Mail Medium Parcels, 2nd class, Signed for	**436** *16%*	190 **18%g**	148 *14%*	68 **18%g**	22 *11%*	8 *9%*	338 *16%*	30 *11%*	194 *17%*	154 *14%*	58 *16%*	25 *22%*	6 *19%*	348 *15%*	30 *22%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**578** *21%*	217 *21%*	225 *22%*	63 *17%*	46 *24%*	25 *29%*	442 *21%*	71 *25%*	230 *21%*	252 *22%*	68 *19%*	17 *15%*	9 *31%*	482 *21%*	26 *19%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**415** *15%*	190 **18%b**	123 *12%*	62 *17%*	28 *15%*	11 *13%*	313 *15%*	40 *14%*	178 *16%*	155 *14%*	59 *16%*	19 *18%*	4 *13%*	332 *15%*	23 *17%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**340** *12%*	109 *10%*	122 *12%*	76 **21%abdfg**	19 *10%*	14 *16%*	231 *11%*	33 *12%*	124 *11%*	122 *11%*	73 **20%him**	13 *12%*	8 *27%*	246 *11%*	21 *15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2770**	1061	1039	368	195	87*	2099	282	1122	1128	360	111*	30**	2249	141*
Other (please specify)	**32**	20	6	2	-	4	26	4	20	8	-	4	*	28	5
	1%	**2%b**	*1%*	*1%*	-	**5%bcdf**	*1%*	*1%*	*2%*	*1%*	-	**4%ij**	*2%*	*1%*	**3%ij**
I don't remember the name of the Royal Mail product(s)	**107**	32	40	10	14	2	71	16	33	42	21	3	-	75	3
	4%	*3%*	*4%*	*3%*	**7%a**	*3%*	*3%*	*6%*	*3%*	*4%*	*6%*	*3%*	-	*3%*	*2%*
None of the above	**146**	37	60	29	15	4	97	19	42	54	25	19	3	95	22
	5%	*3%*	*6%*	**8%a**	**8%a**	*4%*	*5%*	*7%*	*4%*	*5%*	*7%*	**17%hijm**	*9%*	*4%*	**16%hijm**
NET 1st Class	**1903**	762	703	253	121	56	1465	176	787	777	242	73	19	1564	92
	69%	**72%dg**	*68%*	*69%*	*62%*	*64%*	*70%*	*63%*	*70%*	*69%*	*67%*	*66%*	*63%*	*70%*	*65%*
NET 2nd Class	**1688**	656	641	218	108	59	1297	167	694	700	209	54	25	1395	79
	61%	*62%*	*62%*	*59%*	*55%*	*68%*	*62%*	*59%*	**62%k**	**62%k**	*58%*	*49%*	*83%*	**62%k**	*56%*
NET Signed for	**1383**	563	490	185	93	48	1053	141	589	540	178	52	20	1128	72
	50%	**53%b**	*47%*	*50%*	*48%*	*55%*	*50%*	*50%*	*52%*	*48%*	*49%*	*47%*	*66%*	*50%*	*51%*
NET Not Signed for	**1668**	623	657	218	106	57	1281	163	670	702	211	61	20	1372	81
	60%	*59%*	*63%*	*59%*	*54%*	*66%*	*61%*	*58%*	*60%*	*62%*	*58%*	*55%*	*67%*	*61%*	*58%*
NET Special Delivery	**722**	287	236	128	46	24	523	70	288	265	125	32	12	553	44
	26%	*27%*	*23%*	**35%abj**	*24%*	*28%*	*25%*	*25%*	*26%*	*23%*	**35%him**	*29%*	*39%*	*25%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2830**	237	2547	46	897	1748	185	2767	42	11	2	2820	8
Weighted Base	**2770**	248	2487	35**	845	1735	190	2692	57**	8**	2**	2758	11**
Effective Base	**1473**	134	1316	25	475	891	110	1431	29	7	1	1466	6
Royal Mail Small Parcels, 1st class, Signed for	**1007** *36%*	147 *59%b*	844 *34%*	16 *45%*	391 *46%e*	528 *30%*	87 *48%e*	951 *35%*	46 *80%*	4 *54%*	2 *100%*	1001 *36%*	4 *36%*
Royal Mail Small Parcels, 1st class, Not signed for	**776** *28%*	52 *21%*	709 *28%*	15 *43%*	212 *25%*	511 *29%*	53 *28%*	764 *28%*	8 *14%*	1 *11%*	- -	773 *28%*	3 *28%*
Royal Mail Small Parcels, 2nd class, Signed for	**612** *22%*	102 *41%b*	500 *20%*	10 *28%*	272 *32%ef*	300 *17%*	40 *21%*	587 *22%*	19 *33%*	3 *33%*	2 *96%*	609 *22%*	2 *15%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1023** *37%*	56 *23%*	956 *38%a*	11 *32%*	259 *31%*	683 *39%d*	81 *43%d*	990 *37%*	26 *46%*	3 *37%*	- -	1019 *37%*	4 *36%*
Royal Mail Medium Parcels, 1st class, Signed for	**637** *23%*	109 *44%b*	515 *21%*	12 *35%*	278 *33%e*	311 *18%*	49 *26%*	609 *23%*	22 *38%*	3 *40%*	- -	634 *23%*	3 *29%*
Royal Mail Medium Parcels, 1st class, Not signed for	**520** *19%*	32 *13%*	481 *19%*	6 *17%*	135 *16%*	336 *19%*	48 *25%d*	498 *18%*	18 *31%*	2 *20%*	- -	517 *19%*	2 *22%*
Royal Mail Medium Parcels, 2nd class, Signed for	**436** *16%*	90 *36%b*	341 *14%*	5 *14%*	223 *26%ef*	186 *11%*	27 *14%*	414 *15%*	19 *32%*	2 *19%*	- -	434 *16%*	2 *15%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**578** *21%*	47 *19%*	527 *21%*	5 *13%*	171 *20%*	346 *20%*	61 *32%de*	563 *21%*	11 *19%*	3 *37%*	- -	577 *21%*	2 *14%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**415** *15%*	87 *35%b*	322 *13%*	6 *17%*	199 *24%e*	173 *10%*	42 *22%e*	389 *14%*	20 *35%*	4 *52%*	- -	413 *15%*	2 *14%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**340** *12%*	26 *10%*	308 *12%*	7 *18%*	108 *13%*	198 *11%*	34 *18%*	325 *12%*	15 *26%*	* *4%*	- -	340 *12%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2770**	248	2487	35**	845	1735	190	2692	57**	8**	2**	2758	11**
Other (please specify)	**32**	3	29	-	20	11	1	32	-	-	-	32	-
	1%	*1%*	*1%*	-	**2%e**	*1%*	*1%*	*1%*	-	-	-	*1%*	-
I don't remember the name of the Royal Mail product(s)	**107**	7	99	1	32	67	8	102	1	1	-	104	3
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*2%*	*8%*	-	*4%*	*27%*
None of the above	**146**	11	133	2	29	102	14	141	2	1	-	144	2
	5%	*4%*	*5%*	*6%*	*3%*	*6%*	*7%*	*5%*	*4%*	*8%*	-	*5%*	*15%*
NET 1st Class	**1903**	208	1665	29	622	1139	142	1837	52	6	2	1895	6
	69%	**84%b**	*67%*	*82%*	**74%e**	*66%*	*75%*	*68%*	*91%*	*69%*	*100%*	*69%*	*58%*
NET 2nd Class	**1688**	170	1498	20	559	1006	124	1635	40	6	2	1681	6
	61%	*69%*	*60%*	*56%*	**66%e**	*58%*	*65%*	*61%*	*70%*	*71%*	*96%*	*61%*	*51%*
NET Signed for	**1383**	174	1186	23	505	771	106	1321	50	6	2	1377	4
	50%	**70%b**	*48%*	*65%*	**60%e**	*44%*	**56%e**	*49%*	*88%*	*69%*	*100%*	*50%*	*36%*
NET Not Signed for	**1668**	114	1537	17	458	1099	112	1624	35	4	-	1664	5
	60%	*46%*	**62%a**	*49%*	*54%*	**63%d**	*59%*	*60%*	*62%*	*49%*	-	*60%*	*42%*
NET Special Delivery	**722**	107	603	13	297	354	71	685	31	5	-	721	2
	26%	**43%b**	*24%*	*35%*	**35%e**	*20%*	**37%e**	*25%*	*54%*	*55%*	-	*26%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2830**	671	710	728	721	205	224	242	222	241	247	256	229	243	230	262	229
Weighted Base	**2770**	654	681	712	723	202*	211	241	211	249	222	249	226	237	252	249	222
Effective Base	**1473**	324	400	354	403	98	108	118	129	131	143	119	114	121	132	143	129
Royal Mail Small Parcels, 1st class, Signed for	**1007** *36%*	221 *34%*	285 **42%ac**	244 *34%*	257 *36%*	67 *33%*	81 *38%*	73 *30%*	95 **45%gmp**	100 *40%*	89 *40%*	89 *36%*	77 *34%*	79 *33%*	90 *36%*	94 *38%*	73 *33%*
Royal Mail Small Parcels, 1st class, Not signed for	**776** *28%*	209 **32%b**	170 *25%*	209 *29%*	188 *26%*	68 **34%jp**	66 **32%p**	74 **31%p**	56 *26%*	67 *27%*	47 *21%*	76 *30%*	70 **31%p**	63 *27%*	73 *29%*	72 *29%*	44 *20%*
Royal Mail Small Parcels, 2nd class, Signed for	**612** *22%*	139 *21%*	173 *25%*	139 *20%*	161 *22%*	37 *18%*	47 *22%*	56 *23%*	58 *27%*	52 *21%*	64 **29%m**	55 *22%*	43 *19%*	42 *18%*	67 *27%*	48 *19%*	46 *21%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1023** *37%*	247 *38%*	250 *37%*	262 *37%*	263 *36%*	77 *38%*	81 *38%*	90 *37%*	64 *30%*	103 *41%*	83 *38%*	78 *31%*	85 *38%*	99 *42%*	96 *38%*	96 *39%*	72 *32%*
Royal Mail Medium Parcels, 1st class, Signed for	**637** *23%*	135 *21%*	186 **27%ad**	163 *23%*	153 *21%*	36 *18%*	45 *21%*	55 *23%*	58 *28%*	72 *29%*	56 *25%*	66 *27%*	44 *19%*	53 *22%*	60 *24%*	51 *21%*	41 *19%*
Royal Mail Medium Parcels, 1st class, Not signed for	**520** *19%*	124 *19%*	141 **21%c**	102 *14%*	152 **21%c**	29 *14%*	59 **28%egkm**	37 *15%*	45 **21%m**	43 *17%*	53 **24%m**	36 *15%*	44 **20%m**	21 *9%*	57 **23%m**	54 **22%m**	41 **19%m**
Royal Mail Medium Parcels, 2nd class, Signed for	**436** *16%*	94 *14%*	133 **19%d**	110 *15%*	99 *14%*	18 *9%*	27 *13%*	49 **20%e**	51 **24%efinc**	36 *15%*	46 **21%el**	42 *17%*	26 *11%*	42 *18%*	31 *12%*	32 *13%*	37 *17%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**578** *21%*	118 *18%*	159 *23%*	127 *18%*	174 **24%ac**	32 *16%*	51 *24%*	35 *14%*	38 *18%*	67 **27%egm**	54 **24%g**	46 *19%*	44 *19%*	37 *15%*	59 *23%*	64 **26%gm**	51 *23%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**415** *15%*	100 *15%*	131 **19%cd**	99 *14%*	84 *12%*	25 *12%*	39 *19%*	36 *15%*	51 **24%eilnop**	34 *14%*	47 **21%no**	37 *15%*	27 *12%*	35 *15%*	30 *12%*	26 *10%*	28 *12%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**340** *12%*	85 **13%c**	88 **13%c**	59 *8%*	108 **15%c**	25 *12%*	28 *13%*	33 *14%*	30 *14%*	38 **15%km**	21 *9%*	17 *7%*	25 *11%*	17 *7%*	33 *13%*	40 **16%km**	34 **15%km**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**2770**	654	681	712	723	202*	211	241	211	249	222	249	226	237	252	249	222
Other (please specify)	**32**	5	8	9	10	4	*	1	3	4	2	2	3	4	9	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**4%p**	*	-
I don't remember the name of the Royal Mail product(s)	**107**	19	22	35	31	1	10	8	6	6	9	9	14	12	6	12	13
	4%	*3%*	*3%*	*5%*	*4%*	*1%*	*5%*	*3%*	*3%*	*3%*	*4%*	*4%*	**6%e**	*5%*	*2%*	*5%*	**6%e**
None of the above	**146**	45	24	33	43	12	17	16	7	5	12	17	6	10	17	12	15
	5%	**7%b**	*4%*	*5%*	*6%*	*6%*	**8%l**	*7%*	*3%*	*2%*	*5%*	*7%*	*3%*	*4%*	*7%*	*5%*	*7%*
NET 1st Class	**1903**	440	502	479	483	139	145	155	162	189	151	172	164	142	174	174	135
	69%	*67%*	**74%d**	*67%*	*67%*	*69%*	*69%*	*64%*	**77%gmp**	**76%mp**	*68%*	*69%*	**73%m**	*60%*	*69%*	*70%*	*61%*
NET 2nd Class	**1688**	400	442	412	434	118	132	151	131	155	156	137	128	147	155	148	131
	61%	*61%*	**65%c**	*58%*	*60%*	*58%*	*62%*	*62%*	*62%*	*62%*	**70%kl**	*55%*	*56%*	*62%*	*61%*	*59%*	*59%*
NET Signed for	**1383**	303	374	349	357	86	107	111	113	144	117	132	107	110	129	129	99
	50%	*46%*	**55%a**	*49%*	*49%*	*42%*	*51%*	*46%*	*53%*	**58%ep**	*53%*	*53%*	*47%*	*46%*	*51%*	*52%*	*45%*
NET Not Signed for	**1668**	397	416	424	430	128	127	142	120	166	130	148	139	137	156	149	125
	60%	*61%*	*61%*	*60%*	*60%*	*63%*	*60%*	*59%*	*57%*	*67%*	*59%*	*60%*	*62%*	*58%*	*62%*	*60%*	*56%*
NET Special Delivery	**722**	176	207	152	187	46	67	63	73	69	64	53	52	47	64	63	60
	26%	*27%*	**30%c**	*21%*	*26%*	*23%*	**32%m**	*26%*	**35%klm**	*28%*	*29%*	*21%*	*23%*	*20%*	*25%*	*25%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3114	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	1633	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	13	-	13	10	3	4	4	3	-	3	-	-	8	3	3	-	9	4	10
	*	-	*	1%	*	1%	1%	*	-	1%	-	-	1%	*	*	-	*	1%	*
Not very important (2)	69	-	69	40	27	18	11	14	4	11	8	2	29	18	22	11	56	12	71
	2%	-	2%	3%	2%	4%h	3%	2%	1%	2%	3%	1%	3%	2%	2%	2%	2%	4%	2%
Neither important nor unimportant (3)	311	-	311	176	135	58	30	63	44	44	36	36	88	106	116	72	269	40	331
	10%	-	10%	12%	9%	12%	8%	9%	10%	9%	11%	17%fgl	10%	9%	11%	13%	10%	12%	11%
Important (4)	1256	-	1256	610	640	160	165	261	194	231	149	95	326	455	475	244	1143	110	1318
	41%	-	41%	40%	42%	33%	43%e	37%	43%e	45%eg	46%e	44%e	38%	40%	45%l	45%l	42%	34%	42%
Very important (5)	1384	-	1384	678	704	233	167	351	201	223	129	81	399	552	433	209	1222	153	1363
	45%	-	45%	45%	46%	48%	44%	50%jk	45%	44%	40%	38%	46%	48%no	41%	39%	45%	47%	44%
Don't know	24	-	24	5	20	9	4	5	6	*	*	-	13	11	*	*	17	7	21
	1%	-	1%	*	1%c	2%l	1%	1%	1%	*	*	-	2%no	1%n	*	*	1%	2%p	1%
NET Not at all important/ Not very important	83	-	83	50	30	22	15	17	4	14	8	2	37	21	25	11	65	16	81
	3%	-	3%	3%	2%	5%h	4%h	2%	1%	3%	3%	1%	4%m	2%	2%	2%	2%	5%	3%
NET Important / Very important	2640	-	2640	1288	1345	393	332	612	395	455	277	176	725	1007	908	453	2365	263	2681
	86%	-	86%	85%	88%	81%	87%	88%e	88%	89%e	86%	82%	84%	88%	87%	85%	87%q	81%	86%
Mean	4.29	-	4.29	4.26	4.34c	4.27	4.27	4.36k	4.34	4.29	4.23	4.19	4.27	4.35no	4.25	4.22	4.30	4.24	4.28
Std Dev.	0.78	-	0.78	0.82	0.73	0.88	0.81	0.76	0.69	0.76	0.75	0.75	0.85	0.74	0.76	0.75	0.76	0.91	0.77
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**13**	7	*	4	2	8	6	12	2	-	2	3	6	3	10	-	13
	*	1%b	*	1%	*	*	*	1%	*	-	*	*	1%	*	1%	-	1%
Not very important (2)	**69**	25	18	19	7	43	26	43	25	7	5	11	13	24	29	7	56
	2%	4%d	2%	3%	1%	3%	2%	2%	3%	2%	2%	2%	2%	4%n	2%	2%	2%
Neither important nor unimportant (3)	**311**	68	98	66	79	166	145	193	115	34	44	68	72	70	184	34	256
	10%	10%	11%	9%	11%	10%	10%	9%	12%	10%	12%	9%	9%	10%	10%	10%	10%
Important (4)	**1256**	294	361	321	281	655	601	849	387	128	152	312	327	279	792	128	1084
	41%	41%	40%	45%	39%	40%	42%	41%	40%	38%	43%	44%	42%	40%	43%	38%	42%
Very important (5)	**1384**	314	428	294	348	742	642	937	429	169	147	313	359	311	820	170	1145
	45%	44%	47%	42%	48%	46%	45%	46%	45%	50%	42%	44%	46%	45%	44%	50%	44%
Don't know	**24**	6	5	3	10	11	13	17	5	2	2	9	4	5	15	2	20
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	**83**	32	19	23	8	51	32	55	26	7	7	14	18	28	39	7	69
	3%	5%bd	2%	3%d	1%	3%	2%	3%	3%	2%	2%	2%	2%	4%	2%	2%	3%
NET Important / Very important	**2640**	608	788	615	628	1397	1243	1786	816	296	300	625	686	589	1611	297	2229
	86%	85%	87%	87%	87%	86%	87%	87%	85%	87%	85%	87%	88%	85%	87%	87%	87%
Mean	**4.29**	4.25	4.32	4.25	4.35	4.29	4.30	4.31	4.27	4.36	4.25	4.30	4.31	4.27	4.30	4.36	4.29
Std Dev.	**0.78**	0.84	0.75	0.78	0.73	0.79	0.76	0.77	0.78	0.75	0.77	0.74	0.77	0.82	0.76	0.75	0.77
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base		3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base		1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important	(1)	13	13	*	*	12	1	-	*	-	1	-	-	2	-	6	3	-	-	1
		*	1%	*	*	*	1%	-	*	-	*	-	-	1%	-	1%	1%	-	-	1%
Not very important	(2)	69	59	10	6	56	9	3	1	1	2	1	11	8	6	25	3	2	2	7
		2%	2%	2%	4%	2%	3%	2%	1%	*	*	*	5%hijop	3%	2%	5%hijop	1%	1%	5%hijop	3%l
Neither important nor unimportant	(3)	311	266	45	19	253	32	15	11	13	20	23	34	24	31	39	32	36	6	26
		10%	10%	11%	13%	10%	12%	10%	11%	10%	6%	10%	16%lno	10%	11%	8%	8%	15%l	14%l	11%l
Important	(4)	1256	1091	164	52	1021	126	62	47	44	146	111	71	113	93	180	168	95	18	107
		41%	41%	39%	36%	40%	46%	41%	47%d	35%	42%	48%hkm	34%	45%	35%	39%	43%	39%	43%	46%hkm
Very important	(5)	1384	1190	194	63	1168	106	70	40	67	181	94	91	104	139	206	178	108	17	90
		45%	45%	46%	42%	46%e	39%	46%	40%	54%jlr	52%r	41%	43%	41%	52%r	45%	46%	44%	39%	39%
Don't know		24	16	8	8	22	1	1	*	1	-	1	3	3	-	7	4	3	-	1
		1%	1%	2%a	6%a	1%	*	1%	*	1%	-	1%	1%	1%	-	2%	1%	1%	-	*
NET Not at all important/ Not very important		83	72	10	6	68	10	3	2	1	3	1	11	9	6	30	6	2	2	8
		3%	3%	2%	4%	3%	4%	2%	2%	*	1%	*	5%hijp	4%	2%	6%hijop	2%	1%	5%hijp	4%j
NET Important / Very important		2640	2281	358	115	2188	232	132	87	111	327	205	162	217	232	386	346	203	35	197
		86%	87%c	85%	78%	86%	84%	87%	87%	88%k	94%klmnpqr	89%k	77%	86%	86%	83%	89%k	83%	81%	85%
Mean		4.29	4.29	4.31	4.23	4.31e	4.19	4.33e	4.25	4.43klnqr	4.44klnqr	4.30	4.17	4.24	4.36r	4.22	4.34	4.28	4.15	4.20
Std Dev.		0.78	0.78	0.76	0.84	0.78	0.81	0.73	0.74	0.70	0.66	0.66	0.89	0.80	0.77	0.90	0.73	0.74	0.84	0.80
Std Error		0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.07	0.06	0.06	0.07	0.06	0.06	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	13	4	6	1	3	-	10	3	3	3	4	3	-	6	3
	*	*	1%	*	1%	-	*	1%	*	*	1%	2%him	-	*	2%im
Not very important (2)	69	19	26	11	7	5	46	12	28	15	21	4	1	44	5
	2%	2%	2%	3%	3%	6%	2%	4%	2%	1%	5%him	3%	2%	2%	3%
Neither important nor unimportant (3)	311	100	107	65	20	7	207	28	92	108	90	11	1	200	12
	10%	9%	9%	16%abf	10%	8%	9%	9%	8%	9%	22%hikmn	9%	4%	8%	7%
Important (4)	1256	444	502	179	92	30	947	122	438	583	169	49	10	1021	59
	41%	38%	43%	43%	45%	32%	41%	40%	36%	47%hmn	41%	38%	28%	42%h	36%
Very important (5)	1384	582	514	157	78	50	1097	128	637	531	129	63	22	1168	85
	45%	50%bcd	44%	38%	38%	52%	47%c	42%	53%ijm	43%j	31%	48%j	61%	48%ij	51%j
Don't know	24	6	4	1	6	3	10	9	6	7	3	-	2	13	2
	1%	1%	*	*	3%abcf	3%abcf	*	3%abcf	*	1%	1%	-	5%	1%	1%
NET Not at all important/ Not very important	83	23	32	12	10	5	56	15	32	18	25	7	1	50	7
	3%	2%	3%	3%	5%	6%	2%	5%a	3%	1%	6%him	5%i	2%	2%	4%i
NET Important / Very important	2640	1027	1017	336	170	80	2044	250	1075	1115	297	112	32	2190	144
	86%	89%cg	88%c	81%	83%	83%	88%c	83%	89%j	89%j	72%	86%j	89%	89%j	87%j
Mean	4.29	4.38cdg	4.29c	4.16	4.18	4.34	4.33cd	4.23	4.40ij	4.31j	3.96	4.27j	4.57	4.35j	4.34j
Std Dev.	0.78	0.74	0.77	0.80	0.85	0.86	0.76	0.86	0.75	0.70	0.91	0.90	0.67	0.73	0.87
Std Error	0.01	0.02	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.05	0.08	0.11	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3114	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		3058	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		1633	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	13	4	9	-	5	6	2	13	-	-	-	13	-
		*	2%b	*	-	1%	*	1%	*	-	-	-	*	-
Not very important	(2)	69	9	60	-	20	43	6	63	5	-	-	68	2
		2%	3%	2%	-	2%	2%	3%	2%	8%gk	-	-	2%	15%
Neither important nor unimportant	(3)	311	30	279	2	85	194	33	292	12	*	-	304	7
		10%	11%	10%	6%	9%	10%	16%d	10%	19%	5%	-	10%	64%
Important	(4)	1256	109	1132	15	359	822	75	1225	23	5	2	1253	1
		41%	39%	41%	36%	39%	43%	37%	41%	37%	60%	100%	41%	7%
Very important	(5)	1384	117	1243	24	449	847	88	1358	21	3	-	1382	2
		45%	42%	45%	58%	48%	44%	43%	46%	33%	36%	-	45%	14%
Don't know		24	8	17	-	14	9	1	23	2	-	-	24	-
		1%	3%b	1%	-	2%e	*	1%	1%	3%	-	-	1%	-
NET Not at all important/ Not very important		83	13	70	-	25	49	8	76	5	-	-	81	2
		3%	5%	3%	-	3%	3%	4%	3%	8%	-	-	3%	15%
NET Important / Very important		2640	225	2375	39	808	1670	162	2583	44	8	2	2635	2
		86%	82%	87%	94%	87%f	87%f	79%	87%h	71%	95%	100%	87%h	21%
Mean		4.29	4.21	4.30	4.52	4.34	4.29	4.18	4.31h	3.99	4.31	4.00	4.30h	3.21
Std Dev.		0.78	0.89	0.77	0.61	0.78	0.76	0.89	0.77	0.93	0.59	0.00	0.77	0.90
Std Error		0.01	0.05	0.01	0.08	0.02	0.02	0.06	0.01	0.14	0.16	0.00	0.01	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base		**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base		**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important	(1)	**13**	-	1	*	13	-	-	-	-	-	1	-	*	-	12	1	-
		*	-	*	*	2%abc	-	-	-	-	-	*	-	*	-	4%efghijklmop		-
Not very important	(2)	**69**	14	24	17	14	2	9	3	3	9	12	7	4	7	3	6	5
		2%	*2%*	*3%*	*2%*	*2%*	*1%*	*4%*	*1%*	*1%*	*3%*	5%egn	*3%*	*1%*	*3%*	*1%*	*2%*	*2%*
Neither important nor unimportant	(3)	**311**	71	62	101	77	23	24	25	22	21	18	52	23	27	24	32	21
		10%	*10%*	*8%*	13%b	*9%*	*10%*	*10%*	*9%*	*10%*	*8%*	*8%*	19%efghijlmnp	*9%*	*10%*	*8%*	*12%*	*8%*
Important	(4)	**1256**	304	287	347	317	87	104	113	92	105	91	119	113	115	113	93	111
		41%	*42%*	*39%*	*45%*	*39%*	*38%*	*43%*	*43%*	*39%*	*40%*	*38%*	*44%*	*46%*	*44%*	*40%*	*35%*	*43%*
Very important	(5)	**1384**	338	358	308	379	115	102	121	116	130	113	92	105	112	128	136	116
		45%	*46%*	49%c	*40%*	47%c	51%k	*43%*	46%k	49%k	49%k	48%k	*34%*	*43%*	*43%*	*45%*	50%k	*45%*
Don't know		**24**	4	4	4	13	1	1	2	2	-	2	1	3	-	7	3	3
		1%	*1%*	*1%*	*	*2%*	*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	-	*3%*	*1%*	*1%*
NET Not at all important/ Not very important		**83**	14	25	18	27	2	9	3	3	9	13	7	4	7	15	6	5
		3%	*2%*	*3%*	*2%*	*3%*	*1%*	*4%*	*1%*	*1%*	*3%*	5%eg	*3%*	*2%*	*3%*	5%e	*2%*	*2%*
NET Important / Very important		**2640**	643	645	655	696	202	206	234	207	234	204	211	218	227	241	229	227
		86%	*88%*	*88%*	*84%*	*86%*	89%k	*86%*	89%k	88%k	89%k	*86%*	*78%*	88%k	87%k	*84%*	*85%*	89%k
Mean		**4.29**	4.33c	4.34c	4.22	4.30	4.39k	4.25	4.35k	4.38k	4.34k	4.29k	4.09	4.31k	4.27	4.22	4.34k	4.33k
Std Dev.		**0.78**	0.73	0.77	0.76	0.83	0.70	0.79	0.69	0.71	0.77	0.84	0.79	0.70	0.75	0.96	0.79	0.72
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.05	0.05	0.04	0.05	0.06	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**10**	-	10	5	5	2	2	2	2	1	*	1	4	4	2	1	10	1	15
	*	-	*	*	*	*	1%	*	*	*	*	1%	1%	*	*	*	*	*	*
Not very important (2)	**65**	-	65	46	19	22	7	7	4	10	12	3	29	11	25	15	46	17	70
	2%	-	2%	**3%d**	1%	**5%gh**	2%	1%	1%	2%	**4%g**	1%	**3%m**	1%	2%	**3%m**	2%	**5%p**	2%
Neither important nor unimportant (3)	**332**	-	332	179	153	52	29	68	37	54	49	41	82	106	144	90	298	33	346
	11%	-	11%	12%	10%	11%	8%	10%	8%	11%	**15%fh**	**19%efghi**	9%	9%	**14%lm**	**17%lm**	11%	10%	11%
Important (4)	**1207**	-	1207	597	603	168	131	267	169	218	150	104	299	436	472	254	1089	115	1247
	39%	-	39%	39%	39%	35%	34%	38%	38%	42%	**47%ef**	**48%ef**	35%	38%	**45%lm**	**47%lm**	40%	35%	40%
Very important (5)	**1426**	-	1426	685	738	233	205	348	232	230	111	65	439	581	406	176	1261	157	1416
	47%	-	47%	45%	48%	**48%jk**	**54%ijk**	**50%jk**	**52%jk**	**45%jk**	35%	30%	**51%no**	**51%no**	39%	33%	46%	48%	45%
Don't know	**18**	-	18	7	11	5	6	4	3	-	*	*	11	7	*	*	14	4	20
	1%	-	1%	*	1%	1%	**1%l**	1%	1%	-	*	*	**1%n**	1%	*	*	1%	1%	1%
NET Not at all important/ Not very important	**75**	-	75	51	24	24	9	9	6	11	12	4	33	15	27	16	56	17	85
	2%	-	2%	**3%d**	2%	**5%gh**	2%	1%	1%	2%	4%	2%	**4%m**	1%	3%	3%	2%	**5%p**	3%
NET Important / Very important	**2632**	-	2632	1282	1341	401	336	615	402	448	261	168	737	1017	878	430	2350	272	2663
	86%	-	86%	84%	**88%c**	83%	**88%jk**	**88%jk**	**90%ejk**	**87%k**	81%	79%	85%	**89%no**	84%	80%	86%	83%	86%
Mean	**4.31**	-	4.31	4.26	**4.35c**	**4.27k**	**4.41jk**	**4.38jk**	**4.40jk**	**4.30jk**	4.12	4.06	**4.34no**	**4.39no**	4.20	4.10	4.31	4.28	4.29
Std Dev.	**0.77**	-	0.77	0.81	0.74	0.87	0.77	0.73	0.72	0.75	0.80	0.78	0.83	0.72	0.77	0.79	0.76	0.86	0.79
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base		**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base		**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important	(1)	**10**	5	1	1	3	6	4	6	5	-	2	2	1	3	4	-	8
		*	1%	*	*	*	*	*	*	*	-	1%	*	*	*	*	-	*
Not very important	(2)	**65**	20	22	11	12	42	23	43	20	5	5	20	21	12	46	5	59
		2%	3%	2%	2%	2%	3%	2%	2%	2%	1%	1%	3%	3%	2%	2%	1%	2%
Neither important nor unimportant	(3)	**332**	82	94	79	77	176	156	191	135	46	43	87	82	57	212	46	275
		11%	11%	10%	11%	11%	11%	11%	9%	**14%g**	14%	12%	12%	11%	8%	11%	14%	11%
Important	(4)	**1207**	258	391	285	273	649	557	812	388	141	147	268	301	274	716	141	1004
		39%	36%	**43%a**	40%	38%	40%	39%	40%	40%	42%	42%	37%	39%	40%	39%	41%	39%
Very important	(5)	**1426**	345	394	329	358	739	687	987	412	144	156	336	374	339	867	144	1216
		47%	48%	43%	47%	49%	45%	48%	**48%h**	43%	42%	44%	47%	48%	49%	47%	42%	47%
Don't know		**18**	6	6	3	3	13	6	12	3	4	*	3	2	6	6	4	12
		1%	1%	1%	*	*	1%	*	1%	*	1%	*	*	*	1%	*	1%	*
NET Not at all important/ Not very important		**75**	25	24	12	15	48	27	49	25	5	6	22	21	16	50	5	67
		2%	3%	3%	2%	2%	3%	2%	2%	3%	1%	2%	3%	3%	2%	3%	1%	3%
NET Important / Very important		**2632**	602	786	614	630	1388	1244	1798	800	285	303	604	675	613	1582	286	2221
		86%	84%	86%	87%	87%	85%	87%	**88%h**	83%	84%	86%	84%	86%	89%	86%	84%	86%
Mean		**4.31**	4.29	4.28	4.32	4.34	4.29	4.33	**4.34h**	4.23	4.26	4.28	4.29	4.32	4.36	4.30	4.26	4.31
Std Dev.		**0.77**	0.83	0.76	0.75	0.77	0.79	0.76	0.76	0.80	0.74	0.77	0.81	0.78	0.75	0.79	0.74	0.78
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**3114**	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base		**3058**	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base		**1633**	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important	(1)	**10**	9	1	*	9	1	1	*	*	2	-	2	-	-	3	-	1	-	1
		*****	*	*	*	*	*	*	*	*	*	-	*1%*	-	-	*1%*	-	*	-	*
Not very important	(2)	**65**	57	8	3	53	7	2	3	1	6	-	2	12	4	12	10	5	1	7
		2%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*1%*	*2%*	-	*1%*	**5%j**	*2%*	*3%*	*2%*	*2%*	*1%*	**3%j**
Neither important nor unimportant	(3)	**332**	270	62	18	268	34	19	10	12	29	27	31	19	22	59	35	34	5	30
		11%	*10%*	**15%a**	*12%*	*11%*	*13%*	*13%*	*10%*	*10%*	*8%*	*12%*	*15%*	*8%*	*8%*	*13%*	*9%*	*14%*	*11%*	*13%*
Important	(4)	**1207**	1044	162	48	1000	110	56	41	47	117	96	68	123	107	170	172	99	19	91
		39%	*40%*	*38%*	*33%*	*39%*	*40%*	*37%*	*41%*	*37%*	*33%*	*42%*	*33%*	**48%ikn**	*40%*	*37%*	*44%*	*40%*	*44%*	*39%*
Very important	(5)	**1426**	1240	185	75	1187	123	71	45	64	196	104	105	99	134	212	168	105	19	104
		47%	*47%*	*44%*	*51%*	*47%*	*44%*	*47%*	*45%*	**51%l**	**56%lopr**	*45%*	*50%*	*39%*	*50%*	*46%*	*43%*	*43%*	*44%*	*45%*
Don't know		**18**	14	4	3	15	1	2	*	1	-	3	1	-	-	7	2	-	-	1
		1%	*1%*	*1%*	**2%a**	*1%*	*	*1%*	*	*1%*	-	*1%*	*1%*	-	-	*2%*	*1%*	-	-	*
NET Not at all important/ Not very important		**75**	66	9	3	62	8	3	3	1	8	-	5	12	4	15	10	6	1	8
		2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	-	*2%*	**5%j**	*2%*	*3%*	*2%*	*2%*	*1%*	**3%j**
NET Important / Very important		**2632**	2285	348	123	2187	232	127	86	111	313	201	173	221	242	382	340	204	38	194
		86%	*87%*	*82%*	*83%*	*86%*	*84%*	*84%*	*86%*	*88%*	*89%*	*87%*	*83%*	*87%*	*90%*	*83%*	*88%*	*84%*	*88%*	*84%*
Mean		**4.31**	4.32	4.25	4.34	4.31	4.26	4.30	4.29	4.39	**4.43lpr**	4.34	4.30	4.21	4.39	4.26	4.30	4.24	4.30	4.25
Std Dev.		**0.77**	0.77	0.79	0.79	0.77	0.80	0.78	0.78	0.73	0.76	0.68	0.84	0.79	0.71	0.84	0.74	0.80	0.72	0.82
Std Error		**0.01**	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base		3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base		1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important	(1)	10	3	4	*	-	3	6	3	1	6	2	-	2	7	2
		*	*	*	*	-	4%abcdf	*	1%	*	1%	*	-	5%	*	1%h
Not very important	(2)	65	25	19	13	8	*	44	8	23	27	11	3	*	50	3
		2%	2%	2%	3%	4%	*	2%	3%	2%	2%	3%	2%	1%	2%	2%
Neither important nor unimportant	(3)	332	106	90	84	30	12	196	42	90	107	101	20	4	197	24
		11%	9%	8%	20%abf	15%bf	12%	8%	14%bf	7%	9%	24%him	16%hm	10%	8%	14%hm
Important	(4)	1207	388	514	168	96	36	902	133	390	566	172	60	14	955	74
		39%	34%	44%af	41%	47%a	38%	39%a	44%a	32%	45%hm	42%h	46%h	39%	39%h	44%h
Very important	(5)	1426	632	529	146	70	41	1162	110	699	535	127	44	14	1235	58
		47%	55%bcdg	46%cdg	35%	34%	42%	50%cdg	37%	58%ijkmn	43%j	31%	34%	40%	50%ijkn	35%
Don't know		18	2	5	3	1	4	7	5	3	5	2	3	2	8	5
		1%	*	*	1%	1%	4%abf	*	2%af	*	*	*	2%hm	5%	*	3%him
NET Not at all important/ Not very important		75	28	22	13	8	4	50	12	24	33	13	3	2	57	5
		2%	2%	2%	3%	4%	4%	2%	4%	2%	3%	3%	2%	5%	2%	3%
NET Important / Very important		2632	1020	1043	314	166	77	2063	243	1089	1101	299	104	28	2190	132
		86%	88%cdg	90%cdeg	76%	81%	80%	89%cdeg	80%	90%jkn	88%jkn	72%	80%	79%	89%jkn	80%
Mean		4.31	4.41cdg	4.34cdg	4.09	4.11	4.19	4.37cdg	4.14	4.47ijkmn	4.29j	3.99	4.14	4.15	4.37ijkn	4.14
Std Dev.		0.77	0.76	0.72	0.83	0.80	0.94	0.74	0.85	0.72	0.75	0.84	0.77	1.00	0.74	0.82
Std Error		0.01	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.07	0.16	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**10**	2	7	2	5	3	2	10	-	-	-	10	-
		*	*1%*	*	*4%*	*1%*	*	**1%e**	*	-	-	-	*	-
Not very important	(2)	**65**	8	57	-	16	40	8	60	3	-	-	64	2
		2%	*3%*	*2%*	-	*2%*	*2%*	*4%*	*2%*	*6%*	-	-	*2%*	*15%*
Neither important nor unimportant	(3)	**332**	25	305	2	83	223	26	310	12	3	*	325	7
		11%	*9%*	*11%*	*5%*	*9%*	*12%*	*13%*	*10%*	*19%*	*37%*	*4%*	*11%*	*64%*
Important	(4)	**1207**	84	1107	15	328	798	80	1182	19	2	2	1204	1
		39%	*31%*	**40%a**	*35%*	*35%*	**42%d**	*39%*	*40%*	*31%*	*28%*	*96%*	*40%*	*7%*
Very important	(5)	**1426**	150	1252	23	488	850	88	1395	26	3	-	1424	2
		47%	**54%b**	*46%*	*55%*	**52%e**	*44%*	*43%*	*47%*	*42%*	*35%*	-	*47%*	*14%*
Don't know		**18**	7	11	-	12	6	-	16	2	-	-	18	-
		1%	**3%b**	*	-	**1%e**	*	-	*1%*	*3%*	-	-	*1%*	-
NET Not at all important/ Not very important		**75**	9	64	2	21	43	11	70	3	-	-	74	2
		2%	*3%*	*2%*	*4%*	*2%*	*2%*	*5%*	*2%*	*6%*	-	-	*2%*	*15%*
NET Important / Very important		**2632**	235	2360	37	816	1649	168	2578	45	5	2	2628	2
		86%	*85%*	*86%*	*90%*	*88%*	*86%*	*82%*	**87%h**	*72%*	*63%*	*96%*	**86%h**	*21%*
Mean		**4.31**	4.39	4.30	4.36	**4.39ef**	4.28	4.19	4.32	4.11	3.97	3.96	4.31	3.21
Std Dev.		**0.77**	0.82	0.77	0.94	0.77	0.76	0.89	0.77	0.92	0.90	0.27	0.77	0.90
Std Error		**0.01**	0.05	0.01	0.13	0.02	0.02	0.06	0.01	0.14	0.25	0.19	0.01	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base		**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base		**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important	(1)	**10**	5	4	*	2	3	1	1	3	-	1	*	*	*	*	1	-
		*	1%	1%	*	*	1%	*	*	1%	-	*	*	*	*	*	1%	-
Not very important	(2)	**65**	16	16	13	20	2	11	3	3	11	2	4	5	4	14	5	1
		2%	2%	2%	2%	2%	1%	**5%jp**	1%	1%	**4%p**	1%	2%	2%	2%	**5%jp**	2%	*
Neither important nor unimportant	(3)	**332**	77	79	101	75	25	31	22	27	32	20	29	31	41	29	23	24
		11%	11%	11%	13%	9%	11%	13%	8%	11%	12%	8%	11%	13%	16%	10%	8%	9%
Important	(4)	**1207**	279	312	283	333	92	83	104	105	109	98	115	79	89	122	112	99
		39%	38%	42%	36%	41%	40%	34%	40%	**45%l**	41%	42%	42%	32%	34%	43%	41%	39%
Very important	(5)	**1426**	352	318	376	379	106	114	132	94	112	112	123	129	125	118	129	132
		47%	48%	43%	48%	47%	47%	47%	50%	40%	42%	47%	45%	**52%h**	48%	41%	48%	51%
Don't know		**18**	4	7	4	3	1	1	2	2	*	5	-	2	1	3	*	1
		1%	*	1%	*	*	*	*	1%	1%	*	2%	-	1%	1%	1%	*	*
NET Not at all important/ Not very important		**75**	20	20	13	22	4	12	4	6	11	2	4	5	4	14	7	1
		2%	3%	3%	2%	3%	2%	**5%p**	2%	3%	**4%p**	1%	2%	2%	2%	**5%jp**	2%	*
NET Important / Very important		**2632**	631	630	660	712	197	197	236	199	221	210	238	208	214	241	241	231
		86%	86%	86%	85%	88%	87%	82%	90%	85%	83%	89%	88%	84%	82%	84%	89%	90%
Mean		**4.31**	4.31	4.27	4.32	4.32	4.31	4.25	4.39	4.22	4.22	4.37	4.31	4.36	4.29	4.22	4.34	**4.41hin**
Std Dev.		**0.77**	0.80	0.78	0.77	0.76	0.79	0.87	0.72	0.81	0.82	0.69	0.73	0.78	0.79	0.82	0.76	0.68
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.05	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**18**	-	18	12	6	6	1	-	7	2	1	2	7	7	5	3	17	1	19
	1%	-	*1%*	*1%*	*	1%g	*	-	1%g	*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*
Not very important (2)	**104**	-	104	67	35	21	6	18	6	24	22	8	26	24	54	30	88	15	104
	3%	-	*3%*	4%d	*2%*	*4%*	*1%*	*3%*	*1%*	5%fh	7%fgh	*4%*	*3%*	*2%*	5%m	6%m	*3%*	*5%*	*3%*
Neither important nor unimportant (3)	**371**	-	371	188	183	52	43	69	44	69	43	51	96	113	163	94	338	30	400
	12%	-	*12%*	*12%*	*12%*	*11%*	*11%*	*10%*	*10%*	*13%*	*13%*	24%efghij	*11%*	*10%*	16%lm	18%lm	*12%*	*9%*	*13%*
Important (4)	**1162**	-	1162	589	570	167	132	252	197	205	126	84	299	448	415	210	1065	94	1238
	38%	-	*38%*	*39%*	*37%*	*35%*	*35%*	*36%*	44%e	*40%*	*39%*	*39%*	*35%*	*39%*	*40%*	*39%*	39%q	*29%*	*40%*
Very important (5)	**1368**	-	1368	643	721	222	190	354	193	213	126	69	412	547	409	196	1186	174	1330
	45%	-	*45%*	*42%*	47%c	46%k	50%jk	51%ijk	*43%*	*42%*	*39%*	*32%*	48%no	48%no	*39%*	*36%*	*44%*	53%p	*43%*
Don't know	**34**	-	34	21	13	15	8	4	2	1	4	-	23	6	5	4	23	12	23
	1%	-	*1%*	*1%*	*1%*	3%ghi	2%l	*1%*	*	*	*1%*	-	3%mn	*1%*	*	*1%*	*1%*	4%p	*1%*
NET Not at all important/ Not very important	**123**	-	123	79	42	27	6	18	13	25	23	10	33	31	58	33	104	17	123
	4%	-	*4%*	5%d	*3%*	6%f	*2%*	*3%*	*3%*	*5%*	7%fgh	*5%*	*4%*	*3%*	6%m	6%m	*4%*	*5%*	*4%*
NET Important / Very important	**2530**	-	2530	1232	1291	388	322	605	390	418	252	153	711	995	824	405	2251	268	2568
	83%	-	*83%*	*81%*	*84%*	*80%*	85%k	87%ejk	87%jk	82%k	*78%*	*71%*	82%o	87%lno	*78%*	*76%*	*83%*	*82%*	*82%*
Mean	**4.24**	-	4.24	4.19	4.30c	4.23k	4.36ijk	4.36ijk	4.26k	4.18k	4.11	3.98	4.29no	4.32no	4.12	4.06	4.23	4.34	4.22
Std Dev.	**0.84**	-	0.84	0.88	0.80	0.91	0.76	0.77	0.81	0.85	0.91	0.89	0.85	0.78	0.88	0.91	0.84	0.88	0.84
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.05	0.06	0.03	0.02	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		3114	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base		3058	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base		1633	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important	(1)	18	3	8	2	5	11	7	8	10	1	*	5	5	5	10	1	15
		1%	*	1%	*	1%	1%	*	*	1%	*	*	1%	1%	1%	1%	*	1%
Not very important	(2)	104	15	39	21	29	54	51	69	33	10	16	31	35	9	82	10	91
		3%	2%	4%	3%	4%	3%	4%	3%	3%	3%	4%m	4%m	5%m	1%	4%m	3%	4%
Neither important nor unimportant	(3)	371	71	106	90	104	177	194	222	143	66	46	92	82	61	219	66	287
		12%	10%	12%	13%	14%	11%	14%	11%	15%g	19%klmn	13%	13%	10%	9%	12%	19%p	11%
Important	(4)	1162	269	378	275	240	647	515	770	382	118	143	279	280	259	703	118	981
		38%	38%	42%d	39%	33%	40%	36%	38%	40%	35%	41%	39%	36%	37%	38%	35%	38%
Very important	(5)	1368	346	377	311	334	723	645	956	386	137	146	306	368	346	820	138	1173
		45%	48%b	41%	44%	46%	44%	45%	47%h	40%	40%	41%	43%	47%	50%ijk	44%	41%	46%
Don't know		34	10	2	8	13	13	22	25	9	7	2	3	10	11	16	7	27
		1%	1%b	*	1%	2%b	1%	2%	1%	1%	2%	1%	*	1%	2%	1%	2%	1%
NET Not at all important/ Not very important		123	18	47	23	34	65	57	78	43	12	16	36	41	14	92	12	106
		4%	3%	5%a	3%	5%	4%	4%	4%	4%	3%	4%	5%m	5%m	2%	5%m	3%	4%
NET Important / Very important		2530	616	754	586	574	1370	1160	1725	768	255	289	586	648	605	1523	256	2154
		83%	86%d	83%	83%	79%	84%	81%	84%h	80%	75%	82%	82%	83%l	88%ikn	82%l	75%	84%o
Mean		4.24	4.33b	4.19	4.25	4.22	4.25	4.23	4.28h	4.15	4.14	4.20	4.19	4.26	4.37ijkn	4.22	4.14	4.26
Std Dev.		0.84	0.78	0.87	0.81	0.89	0.83	0.85	0.82	0.87	0.87	0.83	0.87	0.87	0.76	0.86	0.87	0.84
Std Error		0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base		3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base		1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important	(1)	18	16	2	*	16	1	*	*	-	-	-	-	4	1	5	5	1	*	1
		1%	1%	*	*	1%	*	*	*	-	-	-	-	2%	1%	1%	1%	*	*	*
Not very important	(2)	104	89	15	4	88	9	5	3	5	7	8	9	18	5	12	16	9	2	7
		3%	3%	4%	3%	3%	3%	3%	3%	4%	2%	3%	4%	7%lm	2%	3%	4%	4%	4%	3%
Neither important nor unimportant	(3)	371	306	65	15	302	37	20	12	12	36	32	39	27	37	35	49	34	6	32
		12%	12%	16%	10%	12%	14%	13%	12%	9%	10%	14%	19%hin	11%	14%	8%	13%	14%	13%	14%n
Important	(4)	1162	1002	160	57	958	111	53	41	49	133	89	66	90	102	177	147	104	20	90
		38%	38%	38%	39%	38%	40%	35%	41%	39%	38%	38%	32%	36%	38%	38%	38%	43%	47%k	39%
Very important	(5)	1368	1192	176	69	1141	113	70	43	57	171	100	93	111	122	225	168	94	16	97
		45%	45%	42%	47%	45%	41%	47%	44%	46%	49%	43%	45%	44%	46%	49%	43%	38%	36%	42%
Don't know		34	30	4	2	27	5	2	1	2	3	3	2	3	-	9	2	3	-	5
		1%	1%	1%	2%	1%	2%	1%	1%	2%m	1%	1%	1%	1%	-	2%	1%	1%	-	2%m
NET Not at all important/ Not very important		123	106	17	5	104	10	5	3	5	7	8	9	22	6	17	20	10	2	8
		4%	4%	4%	3%	4%	4%	4%	3%	4%	2%	3%	4%	9%lmr	2%	4%	5%	4%	4%	3%
NET Important / Very important		2530	2194	335	126	2099	223	124	84	106	304	188	159	201	224	402	315	198	36	188
		83%	83%	79%	85%	83%	81%	82%	84%	85%	87%k	82%	76%	80%	84%	87%k	81%	81%	83%	81%
Mean		4.24	4.25	4.18	4.30	4.25	4.20	4.26	4.25	4.29	4.35ip	4.23	4.18	4.15	4.26	4.33	4.19	4.16	4.14	4.21
Std Dev.		0.84	0.84	0.85	0.79	0.85	0.83	0.84	0.80	0.80	0.74	0.81	0.88	0.98	0.81	0.82	0.90	0.83	0.81	0.83
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.07	0.07	0.08	0.07	0.06	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	18	5	6	-	1	5	12	7	6	8	2	1	*	15	2
	1%	*	1%	-	1%	5%abcf	*	2%abcf	1%	1%	*	1%	1%	1%	1%
Not very important (2)	104	38	42	13	6	5	80	11	40	36	18	9	-	76	9
	3%	3%	4%	3%	3%	5%	3%	4%	3%	3%	4%	7%	-	3%	5%
Neither important nor unimportant (3)	371	125	102	96	31	6	228	36	112	121	107	16	2	233	18
	12%	11%	9%	23%abefg	15%	6%	10%	12%	9%	10%	26%hikmn	12%	6%	10%	11%
Important (4)	1162	356	521	162	89	27	877	116	365	571	163	41	17	935	58
	38%	31%	45%aef	39%a	43%a	28%	38%a	38%	30%	46%hkmn	39%h	31%	48%	38%h	35%
Very important (5)	1368	627	478	139	69	48	1105	118	676	495	119	59	14	1171	73
	45%	54%bcdfg	41%	34%	34%	50%cd	48%bcdg	39%	56%ijmn	40%j	29%	45%j	40%	48%ij	44%j
Don't know	34	5	11	4	8	6	16	14	5	17	5	4	2	22	6
	1%	*	1%	1%	4%abf	6%abcf	1%	5%abcf	*	1%	1%	3%h	5%	1%	4%hm
NET Not at all important/ Not very important	123	44	48	13	8	10	92	18	46	44	20	10	*	90	10
	4%	4%	4%	3%	4%	10%abcf	4%	6%	4%	4%	5%	8%	1%	4%	6%
NET Important / Very important	2530	982	999	301	159	75	1981	234	1041	1066	282	100	31	2106	131
	83%	85%cdg	86%cdg	73%	77%	78%	86%cdg	77%	86%jk	85%j	68%	77%	88%	86%jk	79%j
Mean	4.24	4.35bcdg	4.24c	4.04	4.11	4.19	4.30cdg	4.14	4.39ijkm	4.23j	3.92	4.17j	4.34	4.31ij	4.21j
Std Dev.	0.84	0.84	0.80	0.84	0.83	1.14	0.82	0.94	0.83	0.79	0.88	0.97	0.67	0.81	0.92
Std Error	0.02	0.02	0.02	0.04	0.06	0.12	0.02	0.06	0.02	0.02	0.04	0.09	0.11	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**18**	1	16	2	9	9	-	17	*	1	-	18	-
		1%	*	*1%*	*4%*	*1%*	*	-	*1%*	*	*17%*	-	*1%*	-
Not very important	(2)	**104**	11	93	-	18	75	11	99	5	-	-	104	-
		3%	*4%*	*3%*	-	*2%*	**4%d**	**5%d**	*3%*	*9%*	-	-	*3%*	-
Neither important nor unimportant	(3)	**371**	26	343	2	76	260	34	352	10	1	-	364	8
		12%	*9%*	*13%*	*4%*	*8%*	**14%d**	**17%d**	*12%*	*17%*	*15%*	-	*12%*	*70%*
Important	(4)	**1162**	91	1057	14	331	759	73	1136	19	3	2	1158	2
		38%	*33%*	*39%*	*33%*	*36%*	*39%*	*36%*	*38%*	*31%*	*35%*	*96%*	*38%*	*16%*
Very important	(5)	**1368**	137	1207	24	483	802	82	1338	25	3	*	1366	2
		45%	*50%*	*44%*	*58%*	**52%ef**	*42%*	*40%*	*45%*	*40%*	*33%*	*4%*	*45%*	*14%*
Don't know		**34**	10	24	-	14	17	4	33	2	-	-	34	-
		1%	**4%b**	*1%*	-	*1%*	*1%*	*2%*	*1%*	*3%*	-	-	*1%*	-
NET Not at all important/ Not very important		**123**	12	109	2	27	84	11	116	5	1	-	123	-
		4%	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*9%*	*17%*	-	*4%*	-
NET Important / Very important		**2530**	228	2264	38	814	1561	155	2474	44	6	2	2524	3
		83%	*83%*	*83%*	*91%*	**87%ef**	*81%*	*76%*	*83%*	*72%*	*68%*	*100%*	*83%*	*30%*
Mean		**4.24**	4.32	4.23	4.40	**4.37ef**	4.19	4.13	4.25	4.06	3.66	4.04	4.25	3.45
Std Dev.		**0.84**	0.84	0.84	0.94	0.80	0.85	0.89	0.83	0.98	1.48	0.27	0.84	0.76
Std Error		**0.02**	0.05	0.02	0.13	0.03	0.02	0.06	0.02	0.15	0.41	0.19	0.02	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 102

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**18**	6	10	2	1	3	1	1	-	*	10	*	2	*	*	-	1
	1%	*1%*	**1%d**	*	*	*1%*	*1%*	*	-	*	**4%ghikmnop**	*	*1%*	*	*	-	*
Not very important (2)	**104**	20	23	22	40	2	13	4	10	10	3	5	9	9	24	7	9
	3%	*3%*	*3%*	*3%*	*5%*	*1%*	**6%ej**	*2%*	*4%*	*4%*	*1%*	*2%*	*4%*	*3%*	**8%egjko**	*3%*	*4%*
Neither important nor unimportant (3)	**371**	85	95	100	91	17	28	39	33	34	28	48	24	28	40	30	22
	12%	*12%*	*13%*	*13%*	*11%*	*8%*	*12%*	*15%*	*14%*	*13%*	*12%*	**18%ep**	*10%*	*11%*	*14%*	*11%*	*8%*
Important (4)	**1162**	296	266	292	308	93	103	100	86	102	78	91	93	107	109	98	101
	38%	*40%*	*36%*	*38%*	*38%*	*41%*	*43%*	*38%*	*37%*	*38%*	*33%*	*34%*	*38%*	*41%*	*38%*	*36%*	*39%*
Very important (5)	**1368**	310	333	360	365	106	88	117	103	117	113	127	117	115	112	132	121
	45%	*42%*	*45%*	*46%*	*45%*	*46%*	*36%*	*44%*	*44%*	*44%*	*48%*	*47%*	*48%*	*44%*	*39%*	**49%f**	*47%*
Don't know	**34**	15	9	2	8	7	6	2	2	2	5	-	1	1	2	4	2
	1%	**2%c**	*1%*	*	*1%*	**3%k**	*3%*	*1%*	*1%*	*1%*	*2%*	-	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**123**	25	33	24	41	5	15	6	10	10	13	5	11	9	24	7	10
	4%	*3%*	*4%*	*3%*	*5%*	*2%*	*6%*	*2%*	*4%*	*4%*	*5%*	*2%*	*4%*	*3%*	**8%egko**	*3%*	*4%*
NET Important / Very important	**2530**	606	599	652	673	199	191	217	190	219	191	218	211	223	221	229	222
	83%	*83%*	*81%*	*84%*	*83%*	**87%n**	*80%*	*82%*	*81%*	*83%*	*80%*	*81%*	*85%*	*85%*	*77%*	*85%*	**87%n**
Mean	**4.24**	4.24	4.22	4.27	4.24	**4.34fn**	4.12	4.25	4.22	4.24	4.22	4.26	4.29	4.27	4.09	**4.33fn**	**4.31n**
Std Dev.	**0.84**	0.82	0.89	0.81	0.85	0.78	0.88	0.80	0.85	0.82	1.00	0.81	0.84	0.79	0.93	0.78	0.80
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.05	0.06	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.06	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**63**	-	63	27	36	7	7	5	8	13	14	10	14	13	37	24	63	1	75
	2%	-	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	**3%g**	**4%g**	**4%g**	*2%*	*1%*	**4%m**	**4%lm**	*2%*	*	*2%*
Not very important (2)	**197**	-	197	98	98	22	16	34	25	45	30	26	38	59	100	55	182	14	227
	6%	-	*6%*	*6%*	*6%*	*4%*	*4%*	*5%*	*6%*	**9%efg**	**9%fg**	**12%efgh**	*4%*	*5%*	**10%lm**	**10%lm**	*7%*	*4%*	*7%*
Neither important nor unimportant (3)	**667**	-	667	330	336	94	54	114	101	143	93	67	149	215	303	160	611	53	696
	22%	-	*22%*	*22%*	*22%*	*19%*	*14%*	*16%*	**23%f**	**28%efg**	**29%efg**	**31%efg**	*17%*	*19%*	**29%lm**	**30%lm**	*23%*	*16%*	*22%*
Important (4)	**1163**	-	1163	601	557	185	142	251	178	194	124	90	327	428	407	214	1042	117	1191
	38%	-	*38%*	*40%*	*36%*	*38%*	*37%*	*36%*	*40%*	*38%*	*38%*	*42%*	*38%*	*37%*	*39%*	*40%*	*38%*	*36%*	*38%*
Very important (5)	**944**	-	944	460	483	168	156	290	131	117	62	22	323	420	201	84	804	134	904
	31%	-	*31%*	*30%*	*32%*	**35%ijk**	**41%hijk**	**42%hijk**	**29%jk**	**23%k**	**19%k**	*10%*	**37%no**	**37%no**	*19%*	*16%*	*30%*	**41%p**	*29%*
Don't know	**23**	-	23	4	19	7	6	4	6	1	*	-	13	9	1	*	14	8	21
	1%	-	*1%*	*	**1%c**	*1%*	*1%*	*1%*	*1%*	*	*	-	**1%no**	*1%*	*	*	*1%*	**2%p**	*1%*
NET Not at all important/ Not very important	**260**	-	260	125	135	28	23	39	33	58	44	35	52	71	137	79	244	15	302
	9%	-	*9%*	*8%*	*9%*	*6%*	*6%*	*6%*	*7%*	**11%efg**	**14%efgh**	**16%efgh**	*6%*	*6%*	**13%lm**	**15%lm**	*9%*	*5%*	*10%*
NET Important / Very important	**2108**	-	2108	1061	1040	353	297	540	309	311	185	112	650	849	608	297	1846	251	2095
	69%	-	*69%*	*70%*	*68%*	**73%ijk**	**78%hijk**	**78%hijk**	**69%jk**	*61%*	*57%*	*52%*	**75%no**	**74%no**	*58%*	*55%*	*68%*	**77%p**	*67%*
Mean	**3.90**	-	3.90	3.90	3.90	**4.02ijk**	**4.13hijk**	**4.14hijk**	**3.90jk**	**3.70k**	3.58	3.42	**4.07no**	**4.04no**	3.61	3.52	3.87	**4.16p**	3.85
Std Dev.	**0.98**	-	0.98	0.97	1.00	0.93	0.94	0.91	0.95	1.00	1.04	0.98	0.94	0.93	1.01	1.02	0.99	0.87	1.00
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base		**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base		**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important	(1)	**63**	17	13	20	13	30	33	22	41	13	12	10	15	6	37	13	43
		2%	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	**4%g**	**4%m**	**3%m**	*1%*	*2%*	*1%*	*2%*	**4%p**	*2%*
Not very important	(2)	**197**	33	80	30	54	113	84	119	76	28	33	43	55	30	131	28	162
		6%	*5%*	**9%ac**	*4%*	*7%*	*7%*	*6%*	*6%*	*8%*	*8%*	**9%m**	*6%*	*7%*	*4%*	*7%*	*8%*	*6%*
Neither important nor unimportant	(3)	**667**	126	210	176	155	336	331	413	245	82	79	175	171	110	425	82	550
		22%	*18%*	**23%a**	**25%a**	*21%*	*21%*	*23%*	*20%*	**25%g**	**24%m**	*22%*	**24%m**	**22%m**	*16%*	**23%m**	*24%*	*21%*
Important	(4)	**1163**	278	370	268	248	647	516	785	361	108	130	276	282	292	687	108	994
		38%	*39%*	*41%*	*38%*	*34%*	*40%*	*36%*	*38%*	*37%*	*32%*	*37%*	*39%*	*36%*	**42%l**	*37%*	*32%*	*39%*
Very important	(5)	**944**	259	235	203	248	493	451	698	233	104	97	207	253	251	557	104	810
		31%	**36%bc**	*26%*	*29%*	**34%b**	*30%*	*32%*	**34%h**	*24%*	*31%*	*27%*	*29%*	*32%*	**36%jkn**	*30%*	*31%*	*31%*
Don't know		**23**	4	3	10	7	6	17	13	7	5	2	5	5	3	12	5	15
		1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**260**	50	93	50	67	143	117	142	117	41	45	53	70	36	168	41	205
		9%	*7%*	*10%*	*7%*	*9%*	*9%*	*8%*	*7%*	**12%g**	**12%m**	**13%km**	*7%*	**9%m**	*5%*	**9%m**	*12%*	*8%*
NET Important / Very important		**2108**	536	604	471	496	1140	967	1483	594	211	227	483	534	543	1244	212	1804
		69%	**75%bcd**	*66%*	*67%*	*68%*	*70%*	*68%*	**72%h**	*62%*	*62%*	*64%*	*67%*	*68%*	**79%jkln**	*67%*	*62%*	**70%o**
Mean		**3.90**	4.02bc	3.81	3.87	3.92	3.90	3.90	3.99h	3.70	3.78	3.76	3.88	3.90	4.09jkln	3.87	3.78	3.92
Std Dev.		**0.98**	0.97	0.97	0.98	1.01	0.97	1.00	0.94	1.06	1.10	1.06	0.94	1.00	0.88	0.99	1.10	0.96
Std Error		**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.06	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base		3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base		1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important	(1)	63	55	9	3	48	13	2	1	2	2	6	8	8	7	7	5	3	2	11
		2%	2%	2%	2%	2%	5%dfg	1%	1%	2%	*	2%	4%l	3%	3%	1%	1%	1%	4%i	5%inop
Not very important	(2)	197	154	42	8	155	22	13	7	7	16	13	17	13	16	27	22	23	4	18
		6%	6%	10%a	6%	6%	8%	9%	7%	6%	5%	6%	8%	5%	6%	6%	6%	9%	8%	8%
Neither important nor unimportant	(3)	667	570	96	33	547	62	34	23	24	64	62	46	62	51	84	95	57	7	56
		22%	22%	23%	23%	22%	23%	23%	23%	19%	18%	27%	22%	25%	19%	18%	25%	23%	16%	24%
Important	(4)	1163	1005	158	52	963	106	56	38	46	118	95	69	102	125	173	139	96	20	86
		38%	38%	37%	35%	38%	39%	37%	38%	37%	34%	41%	33%	40%	47%ik	37%	36%	39%	46%	37%
Very important	(5)	944	831	113	47	798	72	45	30	44	146	52	69	67	68	170	116	66	10	61
		31%	32%	27%	32%	32%	26%	30%	30%	35%j	42%jmopqr	22%	33%	26%	25%	37%jmr	30%	27%	23%	26%
Don't know		23	20	4	3	21	1	1	*	2	4	3	1	1	-	2	9	-	1	*
		1%	1%	1%	2%	1%	*	1%	*	1%	1%	1%	*	*	-	*	2%	-	2%mpr	*
NET Not at all important/ Not very important		260	209	51	11	202	34	15	8	9	18	19	25	21	24	33	27	25	5	29
		9%	8%	12%a	8%	8%	12%d	10%	8%	7%	5%	8%	12%l	8%	9%	7%	7%	10%	12%l	13%l
NET Important / Very important		2108	1837	271	100	1761	178	101	68	90	264	147	138	169	193	343	255	162	30	148
		69%	70%	64%	67%	70%	64%	67%	68%	72%	75%jr	64%	66%	67%	72%	74%jr	66%	66%	70%	64%
Mean		3.90	3.92b	3.78	3.92	3.92e	3.74	3.85	3.90	4.00jr	4.13jklmopqr	3.76	3.83	3.82	3.86	4.02jr	3.90	3.82	3.78	3.73
Std Dev.		0.98	0.98	1.02	0.99	0.97	1.07	1.00	0.94	0.97	0.91	0.95	1.10	0.99	0.96	0.96	0.95	0.97	1.05	1.08
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.07	0.08	0.09	0.08	0.08	0.07	0.08	0.08	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3114**	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	**3058**	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	**1633**	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	**63**	28	17	2	11	6	45	16	31	19	2	5	6	50	11
	2%	*2%*	*2%*	*	**5%bcf**	**6%bc**	*2%*	**5%abcf**	*3%*	*2%*	*1%*	**4%j**	*17%*	*2%*	**7%hijm**
Not very important (2)	**197**	87	69	19	16	5	157	21	83	75	19	15	3	159	18
	6%	*8%*	*6%*	*5%*	*8%*	*5%*	*7%*	*7%*	*7%*	*6%*	*5%*	**11%j**	*8%*	*6%*	**11%j**
Neither important nor unimportant (3)	**667**	205	247	146	40	15	452	55	210	265	154	22	2	475	24
	22%	*18%*	*21%*	**35%abdefg**	*19%*	*16%*	*20%*	*18%*	*17%*	*21%*	**37%hikmn**	*17%*	*5%*	*19%*	*14%*
Important (4)	**1163**	413	474	152	84	36	887	120	419	522	157	52	9	941	62
	38%	*36%*	*41%*	*37%*	*41%*	*37%*	*38%*	*40%*	*35%*	**42%h**	*38%*	*40%*	*26%*	*38%*	*37%*
Very important (5)	**944**	419	349	88	55	31	768	86	459	361	74	36	13	820	48
	31%	**36%bc**	**30%c**	*21%*	*27%*	*32%*	**33%c**	*29%*	**38%ijm**	**29%j**	*18%*	*27%*	*36%*	**33%ij**	**29%j**
Don't know	**23**	4	4	7	1	3	8	4	3	6	8	-	3	8	3
	1%	*	*	**2%abf**	*	**4%abf**	*	*1%*	*	*	**2%him**	-	*9%*	*	**2%hm**
NET Not at all important/ Not very important	**260**	115	87	21	27	10	202	37	114	94	21	20	9	209	29
	9%	**10%c**	*7%*	*5%*	**13%c**	*11%*	*9%*	**12%c**	**9%j**	*8%*	*5%*	**15%ijm**	*25%*	*9%*	**17%hijm**
NET Important / Very important	**2108**	832	823	240	139	67	1655	206	878	883	231	88	22	1760	110
	69%	**72%c**	**71%c**	*58%*	*68%*	*70%*	**71%c**	**68%c**	**73%j**	**71%j**	*56%*	*68%*	*62%*	**72%j**	*67%*
Mean	**3.90**	**3.96c**	**3.92c**	3.75	3.76	3.88	**3.94c**	3.80	**3.99jn**	**3.91j**	3.69	3.76	3.62	**3.95jn**	3.73
Std Dev.	**0.98**	1.03	0.94	0.86	1.09	1.12	0.99	1.10	1.03	0.94	0.84	1.10	1.54	0.99	1.19
Std Error	**0.02**	0.03	0.03	0.04	0.08	0.12	0.02	0.07	0.03	0.03	0.04	0.10	0.25	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**63**	5	56	2	17	44	3	63	*	-	-	63	-
		2%	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	*2%*	*	-	-	*2%*	-
Not very important	(2)	**197**	14	182	-	47	137	13	194	2	1	-	197	-
		6%	*5%*	*7%*	-	*5%*	*7%*	*6%*	*7%*	*3%*	*15%*	-	*6%*	-
Neither important nor unimportant	(3)	**667**	46	616	4	163	464	40	645	12	3	*	660	7
		22%	*17%*	*22%*	*10%*	*17%*	**24%d**	*20%*	*22%*	*19%*	*38%*	*4%*	*22%*	*64%*
Important	(4)	**1163**	92	1058	13	362	726	75	1125	30	4	2	1159	2
		38%	*33%*	*39%*	*31%*	*39%*	*38%*	*37%*	*38%*	*49%*	*44%*	*96%*	*38%*	*22%*
Very important	(5)	**944**	114	810	20	328	543	73	928	15	*	-	943	2
		31%	**41%b**	*30%*	*49%*	**35%e**	*28%*	*36%*	*31%*	*24%*	*3%*	-	*31%*	*14%*
Don't know		**23**	4	17	2	15	7	1	20	3	-	-	23	-
		1%	*2%*	*1%*	*6%*	**2%e**	*	*	*1%*	**5%gk**	-	-	*1%*	-
NET Not at all important/ Not very important		**260**	19	239	2	64	181	15	257	2	1	-	260	-
		9%	*7%*	*9%*	*4%*	*7%*	*9%*	*8%*	*9%*	*3%*	*15%*	-	*9%*	-
NET Important / Very important		**2108**	206	1868	33	690	1270	148	2053	45	4	2	2102	4
		69%	*75%*	*68%*	*80%*	**74%e**	*66%*	*72%*	*69%*	*73%*	*47%*	*96%*	*69%*	*36%*
Mean		**3.90**	**4.09b**	3.88	4.27	**4.02e**	3.83	3.99	3.90	3.98	3.35	3.96	3.90	3.50
Std Dev.		**0.98**	0.98	0.98	1.00	0.95	1.00	0.97	0.99	0.77	0.82	0.27	0.98	0.77
Std Error		**0.02**	0.06	0.02	0.14	0.03	0.02	0.07	0.02	0.11	0.23	0.19	0.02	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 103

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**63**	15	12	19	17	6	2	8	2	3	6	9	6	4	6	3	9
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*1%*	*2%*	*1%*	*3%*
Not very important (2)	**197**	51	63	40	42	13	17	21	22	27	14	7	10	23	17	18	8
	6%	*7%*	**9%d**	*5%*	*5%*	*6%*	*7%*	*8%*	**9%kp**	**10%kp**	*6%*	*3%*	*4%*	**9%kp**	*6%*	*7%*	*3%*
Neither important nor unimportant (3)	**667**	178	133	175	181	67	54	56	43	54	37	64	42	69	69	53	58
	22%	**24%b**	*18%*	*23%*	*22%*	**29%hjl**	*23%*	*21%*	*18%*	*20%*	*16%*	*24%*	*17%*	**26%j**	*24%*	*20%*	*23%*
Important (4)	**1163**	280	267	289	328	78	88	114	92	82	93	93	100	96	120	99	108
	38%	*38%*	*36%*	*37%*	*40%*	*34%*	*37%*	**43%l**	*39%*	*31%*	*39%*	*34%*	*41%*	*37%*	**42%l**	*37%*	**42%l**
Very important (5)	**944**	204	252	251	238	63	76	65	75	99	77	96	86	69	71	95	72
	31%	*28%*	*34%*	*32%*	*29%*	*28%*	*32%*	*25%*	*32%*	**38%gmn**	*33%*	*35%*	*35%*	*26%*	*25%*	*35%*	*28%*
Don't know	**23**	4	9	4	6	1	3	-	-	-	9	1	2	1	2	2	2
	1%	*1%*	*1%*	*	*1%*	*	*1%*	-	-	-	**4%ghkm**	*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**260**	66	75	59	60	19	19	29	24	30	20	17	16	27	23	21	16
	9%	*9%*	*10%*	*8%*	*7%*	*8%*	*8%*	*11%*	*10%*	*11%*	*9%*	*6%*	*7%*	*10%*	*8%*	*8%*	*6%*
NET Important / Very important	**2108**	484	518	539	566	141	165	179	167	181	170	189	186	164	192	194	180
	69%	*66%*	*70%*	*69%*	*70%*	*62%*	*68%*	*68%*	*71%*	*68%*	*72%*	*70%*	**76%em**	*63%*	*67%*	*72%*	*70%*
Mean	**3.90**	3.83	3.94	3.92	3.90	3.79	3.93	3.79	3.92	3.93	3.97	3.96	**4.02m**	3.78	3.83	3.99	3.89
Std Dev.	**0.98**	0.98	1.01	0.99	0.96	1.00	0.95	1.00	0.98	1.05	1.00	1.01	0.96	0.98	0.95	0.96	0.97
Std Error	**0.02**	0.04	0.04	0.04	0.03	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3114	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	1633	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	117	-	117	53	64	4	8	13	19	35	22	16	12	32	73	38	114	2	139
	4%	-	*4%*	*4%*	*4%*	*1%*	*2%*	*2%*	4%e	7%efg	7%efg	8%efg	*1%*	*3%*	7%lm	7%lm	4%q	*1%*	*4%*
Not very important (2)	291	-	291	156	135	34	12	63	24	67	48	42	46	88	157	91	266	24	334
	10%	-	*10%*	*10%*	*9%*	*7%*	*3%*	9%f	*5%*	13%efh	15%efgh	20%efgh	*5%*	*8%*	15%lm	17%lm	*10%*	*7%*	*11%*
Neither important nor unimportant (3)	765	-	765	341	423	73	65	116	128	177	126	81	138	243	384	207	715	46	871
	25%	-	*25%*	*22%*	28%c	*15%*	*17%*	*17%*	28%efg	34%efg	39%efgh	38%efg	*16%*	21%l	37%lm	39%lm	26%q	*14%*	*28%*
Important (4)	994	-	994	517	476	176	143	251	155	136	88	45	319	406	269	133	872	120	968
	33%	-	*33%*	*34%*	*31%*	36%ik	38%ijk	36%ijk	34%k	*27%*	*27%*	*21%*	37%no	35%no	*26%*	*25%*	*32%*	*37%*	*31%*
Very important (5)	855	-	855	435	417	185	142	252	113	96	38	30	327	365	164	68	728	121	775
	28%	-	*28%*	*29%*	*27%*	38%hijk	37%hijk	36%hijk	25%jk	19%j	*12%*	*14%*	38%mno	32%no	*16%*	*13%*	*27%*	37%p	*25%*
Don't know	35	-	35	18	15	11	10	1	10	2	*	-	21	11	3	*	21	14	27
	1%	-	*1%*	*1%*	*1%*	2%g	3%gjl	*	2%g	*	*	-	2%no	*1%*	*	*	*1%*	4%p	*1%*
NET Not at all important/ Not very important	408	-	408	209	199	38	20	76	43	101	70	58	58	120	230	129	381	26	473
	13%	-	*13%*	*14%*	*13%*	*8%*	*5%*	11%f	*10%*	20%efgh	22%efgh	27%efgh	*7%*	10%l	22%lm	24%lm	14%q	*8%*	*15%*
NET Important / Very important	1850	-	1850	952	892	361	284	503	268	233	125	75	646	771	433	200	1600	240	1743
	60%	-	*60%*	*63%*	*58%*	75%hijk	75%hijk	72%hijk	60%ijk	*45%*	*39%*	*35%*	75%mno	67%no	*41%*	*37%*	*59%*	74%p	*56%*
Mean	3.72	-	3.72	3.75	3.69	4.07hijk	4.07hijk	3.96hijk	3.73ijk	3.38	3.22	3.14	4.07mno	3.87no	3.28	3.19	3.68	4.07p	3.62
Std Dev.	1.09	-	1.09	1.09	1.09	0.95	0.94	1.03	1.04	1.13	1.06	1.12	0.95	1.04	1.11	1.08	1.10	0.95	1.11
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**117**	25	42	25	25	68	50	59	56	19	14	25	38	16	77	19	95
	4%	*4%*	*5%*	*4%*	*3%*	*4%*	*3%*	*3%*	**6%g**	*5%*	*4%*	*4%*	*5%*	*2%*	*4%*	*5%*	*4%*
Not very important (2)	**291**	62	104	61	64	166	124	170	121	33	35	56	90	61	182	33	244
	10%	*9%*	*11%*	*9%*	*9%*	*10%*	*9%*	*8%*	**13%g**	*10%*	*10%*	*8%*	*12%*	*9%*	*10%*	*10%*	*9%*
Neither important nor unimportant (3)	**765**	139	262	189	174	402	364	440	317	97	87	208	183	133	478	97	631
	25%	*19%*	**29%a**	**27%a**	*24%*	*25%*	*25%*	*21%*	**33%g**	**28%m**	*25%*	**29%m**	*23%*	*19%*	**26%m**	*28%*	*24%*
Important (4)	**994**	239	278	230	247	517	477	702	285	100	126	222	253	239	600	101	848
	33%	*33%*	*31%*	*33%*	*34%*	*32%*	*33%*	**34%h**	*30%*	*30%*	*36%*	*31%*	*32%*	*35%*	*32%*	*30%*	*33%*
Very important (5)	**855**	240	216	196	203	456	399	656	176	89	86	200	211	229	497	90	727
	28%	**34%b**	*24%*	*28%*	*28%*	*28%*	*28%*	**32%h**	*18%*	*26%*	*24%*	*28%*	*27%*	**33%jn**	*27%*	*26%*	*28%*
Don't know	**35**	10	6	6	13	16	19	24	9	2	5	5	6	13	16	2	29
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**408**	87	146	85	89	234	174	229	177	51	49	82	128	77	258	51	340
	13%	*12%*	*16%*	*12%*	*12%*	*14%*	*12%*	*11%*	**18%g**	*15%*	*14%*	*11%*	**16%km**	*11%*	*14%*	*15%*	*13%*
NET Important / Very important	**1850**	479	495	427	449	973	876	1358	460	190	212	421	464	468	1097	190	1575
	60%	**67%b**	*54%*	*60%*	**62%b**	*60%*	*61%*	**66%h**	*48%*	*56%*	*60%*	*59%*	*59%*	**68%ikln**	*59%*	*56%*	*61%*
Mean	**3.72**	**3.86b**	3.58	**3.73b**	**3.76b**	3.70	3.74	**3.85h**	3.42	3.62	3.68	3.72	3.66	**3.89jkln**	3.69	3.62	3.73
Std Dev.	**1.09**	1.09	1.11	1.07	1.07	1.11	1.07	1.06	1.10	1.14	1.07	1.07	1.14	1.05	1.10	1.14	1.09
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	117	86	31	7	91	17	5	4	3	7	8	10	6	18	11	20	8	4	13
	4%	*3%*	**7%a**	*5%*	*4%*	**6%d**	*3%*	*4%*	*2%*	*2%*	*4%*	*5%*	*2%*	**7%in**	*2%*	*5%*	*3%*	**9%hiln**	*5%*
Not very important (2)	291	237	53	15	232	34	16	8	13	27	13	27	35	19	35	39	24	5	29
	10%	*9%*	*13%*	*10%*	*9%*	*12%*	*11%*	*8%*	*11%*	*8%*	*6%*	**13%j**	**14%j**	*7%*	*8%*	*10%*	*10%*	*11%*	**13%j**
Neither important nor unimportant (3)	765	636	129	38	606	82	43	33	24	79	80	51	57	64	78	104	69	12	70
	25%	*24%*	**31%a**	*26%*	*24%*	**30%d**	*29%*	**34%d**	*19%*	*23%*	**35%hiln**	*25%*	*23%*	*24%*	*17%*	**27%n**	**28%n**	*27%*	**30%hn**
Important (4)	994	890	104	39	843	77	47	27	39	111	69	64	83	90	186	120	82	13	64
	33%	**34%b**	*25%*	*27%*	**33%g**	*28%*	*31%*	*27%*	*31%*	*32%*	*30%*	*30%*	*33%*	*34%*	**40%r**	*31%*	*34%*	*31%*	*28%*
Very important (5)	855	757	98	44	728	63	37	28	46	121	57	55	70	77	148	93	61	10	53
	28%	*29%*	*23%*	*30%*	**29%e**	*23%*	*24%*	*28%*	**36%jopr**	**35%or**	*25%*	*26%*	*28%*	*29%*	**32%r**	*24%*	*25%*	*22%*	*23%*
Don't know	35	28	7	5	29	3	2	-	1	5	3	2	2	-	5	12	-	-	3
	1%	*1%*	*2%*	**3%a**	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*3%*	-	-	*1%*
NET Not at all important/ Not very important	408	323	85	21	324	51	22	12	16	34	22	37	41	37	46	59	32	9	42
	13%	*12%*	**20%a**	*14%*	*13%*	**18%dg**	*14%*	*12%*	*13%*	*10%*	*9%*	**18%ijn**	*16%*	*14%*	*10%*	*15%*	*13%*	**20%ijn**	**18%ijn**
NET Important / Very important	1850	1648	202	83	1572	140	84	54	85	232	126	119	153	167	334	213	143	23	117
	60%	**63%b**	*48%*	*56%*	**62%efg**	*51%*	*55%*	*54%*	**67%jor**	**66%jr**	*55%*	*57%*	**60%r**	**62%r**	**72%jklopqr**	*55%*	*59%*	*53%*	*50%*
Mean	3.72	**3.77b**	3.44	3.69	**3.75e**	3.50	3.63	3.66	**3.90koqr**	**3.90koqr**	3.67	3.61	3.70	3.70	**3.93jkopqr**	3.61	3.68	3.46	3.50
Std Dev.	1.09	1.07	1.20	1.15	1.08	1.15	1.08	1.09	1.09	1.04	1.03	1.16	1.09	1.16	1.00	1.12	1.05	1.22	1.14
Std Error	0.02	0.02	0.04	0.05	0.03	0.04	0.05	0.05	0.09	0.08	0.08	0.10	0.09	0.09	0.07	0.09	0.08	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base		3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base		1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important	(1)	117	65	30	8	6	8	95	14	74	27	8	8	*	101	8
		4%	**6%bc**	*3%*	*2%*	*3%*	**8%bc**	*4%*	*5%*	**6%ljm**	*2%*	*2%*	**6%l**	*1%*	**4%l**	*5%*
Not very important	(2)	291	136	98	25	22	10	233	32	137	108	33	13	*	244	14
		10%	**12%c**	*8%*	*6%*	*11%*	*11%*	*10%*	*11%*	*11%*	*9%*	*8%*	*10%*	*1%*	*10%*	*8%*
Neither important nor unimportant	(3)	765	259	288	139	45	21	548	66	261	314	134	43	3	575	46
		25%	*22%*	*25%*	**33%abdfg**	*22%*	*21%*	*24%*	*22%*	*22%*	*25%*	**32%hlm**	**33%h**	*9%*	*23%*	*28%*
Important	(4)	994	320	430	149	66	24	750	91	343	434	163	37	12	777	49
		33%	*28%*	**37%af**	**36%a**	*32%*	*25%*	**32%a**	*30%*	*28%*	**35%h**	**39%hm**	*28%*	*35%*	*32%*	*30%*
Very important	(5)	855	369	296	91	64	31	666	95	384	345	74	29	18	730	47
		28%	**32%bc**	*26%*	*22%*	*31%*	*32%*	**29%c**	**31%c**	**32%j**	**28%j**	*18%*	*22%*	*50%*	**30%j**	**28%j**
Don't know		35	7	18	2	2	2	24	4	6	19	3	1	2	25	2
		1%	*1%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*	*2%*	*1%*	*	*5%*	*1%*	*1%*
NET Not at all important/ Not very important		408	201	128	33	28	18	329	46	211	135	40	21	1	346	22
		13%	**17%bc**	*11%*	*8%*	*14%*	**19%c**	**14%c**	**15%c**	**18%ljm**	*11%*	*10%*	*16%*	*1%*	**14%l**	*13%*
NET Important / Very important		1850	689	727	241	130	55	1416	185	727	780	238	66	30	1507	96
		60%	*60%*	*63%*	*58%*	*63%*	*57%*	*61%*	*61%*	*60%*	**62%k**	*57%*	*51%*	*84%*	*61%*	*58%*
Mean		3.72	3.69	3.76	3.71	3.79	3.63	3.72	3.74	3.69	**3.78k**	3.64	3.51	4.39	3.74	3.69
Std Dev.		1.09	1.20	1.02	0.94	1.09	1.28	1.11	1.15	1.21	1.02	0.93	1.13	0.76	1.12	1.12
Std Error		0.02	0.04	0.03	0.05	0.08	0.13	0.02	0.07	0.03	0.03	0.05	0.10	0.12	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**117**	8	107	2	28	88	1	115	2	*	-	117	-
		4%	*3%*	*4%*	*4%*	*3%*	**5%f**	*1%*	*4%*	*3%*	*1%*	-	*4%*	-
Not very important	(2)	**291**	14	276	*	79	202	9	289	1	1	-	291	-
		10%	*5%*	*10%*	*1%*	*8%*	**11%f**	*5%*	*10%*	*2%*	*7%*	-	*10%*	-
Neither important nor unimportant	(3)	**765**	38	715	13	187	541	38	748	10	1	-	758	7
		25%	*14%*	**26%a**	*31%*	*20%*	**28%df**	*18%*	*25%*	*16%*	*6%*	-	*25%*	*66%*
Important	(4)	**994**	100	883	11	310	596	88	961	24	5	2	990	2
		33%	*36%*	*32%*	*26%*	*33%*	*31%*	**43%de**	*32%*	*39%*	*53%*	*100%*	*33%*	*20%*
Very important	(5)	**855**	108	731	16	311	477	67	826	25	3	-	854	2
		28%	**39%b**	*27%*	*38%*	**33%e**	*25%*	*33%*	*28%*	*40%*	*32%*	-	*28%*	*14%*
Don't know		**35**	8	27	-	16	19	-	35	-	-	-	35	-
		1%	**3%b**	*1%*	-	*2%*	*1%*	-	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**408**	22	384	2	107	290	11	404	3	1	-	408	-
		13%	*8%*	**14%a**	*5%*	**11%f**	**15%f**	*5%*	*14%*	*5%*	*8%*	-	*13%*	-
NET Important / Very important		**1850**	209	1615	26	622	1072	156	1787	49	7	2	1844	4
		60%	**76%b**	*59%*	*63%*	**67%e**	*56%*	**76%de**	*60%*	**79%gk**	*85%*	*100%*	*61%*	*34%*
Mean		**3.72**	**4.07b**	3.68	3.92	**3.87e**	3.62	**4.03e**	3.71	**4.12gk**	4.08	4.00	3.72	3.49
Std Dev.		**1.09**	1.01	1.09	1.07	1.07	1.11	0.88	1.10	0.95	0.93	0.00	1.09	0.77
Std Error		**0.02**	0.06	0.02	0.15	0.03	0.03	0.06	0.02	0.14	0.26	0.00	0.02	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**117**	25	36	28	29	9	2	13	16	9	11	11	3	14	8	9	12
	4%	*3%*	*5%*	*4%*	*4%*	*4%*	*1%*	**5%f**	**7%fl**	*3%*	*5%*	*4%*	*1%*	**6%fl**	*3%*	*3%*	*5%*
Not very important (2)	**291**	76	71	81	62	31	17	28	24	29	19	33	18	30	27	18	16
	10%	*10%*	*10%*	*10%*	*8%*	*14%*	*7%*	*11%*	*10%*	*11%*	*8%*	*12%*	*7%*	*12%*	*10%*	*7%*	*6%*
Neither important nor unimportant (3)	**765**	192	165	188	221	51	61	79	52	70	43	66	60	61	89	60	73
	25%	*26%*	*22%*	*24%*	*27%*	*23%*	*25%*	**30%j**	*22%*	*27%*	*18%*	*24%*	*24%*	*24%*	**31%j**	*22%*	**28%j**
Important (4)	**994**	223	254	257	261	63	87	73	82	82	90	84	89	83	83	98	81
	33%	*30%*	*34%*	*33%*	*32%*	*28%*	*36%*	*28%*	*35%*	*31%*	*38%*	*31%*	*36%*	*32%*	*29%*	*36%*	*31%*
Very important (5)	**855**	209	204	210	232	69	71	70	61	74	69	73	71	66	77	85	70
	28%	*29%*	*28%*	*27%*	*29%*	*30%*	*29%*	*26%*	*26%*	*28%*	*29%*	*27%*	*29%*	*25%*	*27%*	*31%*	*27%*
Don't know	**35**	8	6	14	7	4	3	*	-	-	6	3	6	5	3	*	4
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	-	-	*2%*	*1%*	*2%*	*2%*	*1%*	*	*2%*
NET Not at all important/ Not very important	**408**	101	107	109	91	40	19	42	40	38	30	44	21	45	35	28	28
	13%	*14%*	*15%*	*14%*	*11%*	**18%fl**	*8%*	*16%*	**17%fl**	*14%*	*12%*	**16%f**	*8%*	**17%fl**	*12%*	*10%*	*11%*
NET Important / Very important	**1850**	432	458	467	493	132	158	142	142	157	159	157	160	149	159	182	151
	60%	*59%*	*62%*	*60%*	*61%*	*58%*	*66%*	*54%*	*61%*	*59%*	**67%gn**	*58%*	*65%*	*57%*	*56%*	**68%gn**	*59%*
Mean	**3.72**	3.71	3.71	3.71	3.75	3.67	**3.88gm**	3.60	3.63	3.70	3.81	3.66	**3.86g**	3.61	3.68	**3.85g**	3.72
Std Dev.	**1.09**	1.09	1.12	1.09	1.07	1.17	0.95	1.14	1.17	1.09	1.10	1.13	0.96	1.16	1.06	1.05	1.09
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.08	0.06	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**21**	-	21	17	4	4	6	*	3	1	2	6	10	3	9	7	20	1	20
	1%	-	*1%*	**1%d**	*	*1%*	**1%g**	*	*1%*	*	*	**3%gi**	*1%*	*	*1%*	**1%m**	*1%*	*	*1%*
Not very important (2)	**83**	-	83	50	33	22	1	12	10	18	8	12	23	21	38	20	76	7	85
	3%	-	*3%*	*3%*	*2%*	**5%fg**	*	*2%*	*2%*	**4%f**	*3%*	**5%fg**	*3%*	*2%*	*4%*	*4%*	*3%*	*2%*	*3%*
Neither important nor unimportant (3)	**395**	-	395	188	207	53	31	59	56	61	76	60	84	115	196	136	359	33	399
	13%	-	*13%*	*12%*	*14%*	*11%*	*8%*	*8%*	*12%*	*12%*	**23%efghi**	**28%efghi**	*10%*	*10%*	**19%lm**	**25%lmn**	*13%*	*10%*	*13%*
Important (4)	**1278**	-	1278	632	644	191	136	288	197	238	139	88	327	485	466	228	1151	125	1360
	42%	-	*42%*	*42%*	*42%*	*40%*	*36%*	*41%*	*44%*	**46%f**	*43%*	*41%*	*38%*	*42%*	**44%l**	*42%*	*42%*	*38%*	*44%*
Very important (5)	**1258**	-	1258	619	632	207	203	331	177	194	97	48	410	509	339	145	1100	151	1227
	41%	-	*41%*	*41%*	*41%*	**43%jk**	**53%ehijk**	**48%ijk**	**40%k**	**38%k**	*30%*	*22%*	**48%no**	**44%no**	*32%*	*27%*	*40%*	*46%*	*39%*
Don't know	**23**	-	23	15	8	6	3	6	6	*	-	1	9	13	1	1	11	11	23
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	**1%n**	**1%n**	*	*	*	**3%p**	*1%*
NET Not at all important/ Not very important	**104**	-	104	67	37	26	7	12	12	20	10	17	33	24	47	27	96	8	105
	3%	-	*3%*	**4%d**	*2%*	**5%fg**	*2%*	*2%*	*3%*	*4%*	*3%*	**8%fgh**	*4%*	*2%*	**4%m**	**5%m**	*4%*	*2%*	*3%*
NET Important / Very important	**2536**	-	2536	1251	1276	398	339	619	374	432	237	136	737	993	805	373	2251	275	2587
	83%	-	*83%*	*82%*	*83%*	**82%jk**	**89%ejk**	**89%ejk**	**83%jk**	**84%jk**	*73%*	*63%*	**85%no**	**87%no**	**77%o**	*69%*	*83%*	*84%*	*83%*
Mean	**4.21**	-	4.21	4.19	4.23	**4.21jk**	**4.41ehijk**	**4.36ehijk**	**4.21jk**	**4.18jk**	**4.00k**	3.76	**4.29no**	**4.30no**	**4.04o**	3.90	4.20	4.32	4.19
Std Dev.	**0.82**	-	0.82	0.86	0.78	0.87	0.78	0.71	0.79	0.80	0.83	0.95	0.84	0.75	0.85	0.89	0.82	0.77	0.81
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.06	0.03	0.02	0.02	0.04	0.02	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base		**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base		**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important	(1)	**21**	7	6	7	2	12	9	11	10	2	1	4	8	3	13	2	16
		1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Not very important	(2)	**83**	26	21	26	10	46	37	48	35	6	20	15	23	12	58	6	71
		3%	*4%*	*2%*	*4%*	*1%*	*3%*	*3%*	*2%*	*4%*	*2%*	**6%ikm**	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*
Neither important nor unimportant	(3)	**395**	68	122	91	115	190	205	229	156	52	54	121	90	63	264	52	329
		13%	*10%*	*13%*	*13%*	**16%a**	*12%*	*14%*	*11%*	**16%g**	**15%m**	**15%m**	**17%lm**	*12%*	*9%*	**14%m**	*15%*	*13%*
Important	(4)	**1278**	287	410	297	283	697	581	848	418	146	143	291	327	284	761	147	1063
		42%	*40%*	*45%*	*42%*	*39%*	*43%*	*41%*	*41%*	*43%*	*43%*	*41%*	*41%*	*42%*	*41%*	*41%*	*43%*	*41%*
Very important	(5)	**1258**	322	345	282	310	666	592	897	340	128	132	281	326	326	740	128	1078
		41%	**45%b**	*38%*	*40%*	*43%*	*41%*	*41%*	**44%h**	*35%*	*38%*	*38%*	*39%*	*42%*	**47%ijkn**	*40%*	*38%*	*42%*
Don't know		**23**	6	7	5	5	13	10	17	5	5	3	5	7	3	15	5	18
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**104**	32	26	33	13	59	45	59	44	8	21	19	31	15	71	8	87
		3%	**5%d**	*3%*	**5%d**	*2%*	*4%*	*3%*	*3%*	*5%*	*2%*	**6%km**	*3%*	*4%*	*2%*	*4%*	*2%*	*3%*
NET Important / Very important		**2536**	609	755	579	594	1364	1172	1746	758	274	275	572	653	610	1500	275	2141
		83%	*85%*	*83%*	*82%*	*82%*	*84%*	*82%*	**85%h**	*79%*	*81%*	*78%*	*80%*	*84%*	**88%ijkn**	*81%*	*81%*	*83%*
Mean		**4.21**	4.26	4.18	4.17	4.23	4.22	4.20	**4.27h**	4.09	4.17	4.10	4.16	4.22	**4.34ijkln**	4.17	4.17	4.22
Std Dev.		**0.82**	0.85	0.79	0.86	0.79	0.82	0.82	0.79	0.86	0.80	0.88	0.82	0.84	0.75	0.84	0.80	0.82
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 105

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3114**	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	**3058**	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	**1633**	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	**21**	18	3	*	19	1	*	*	1	-	1	2	1	1	10	2	1	-	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	-	*	*1%*	*1%*	*	*2%*	*1%*	*	-	*1%*
Not very important (2)	**83**	69	14	4	60	15	5	3	2	5	7	6	5	7	13	16	-	1	14
	3%	*3%*	*3%*	*3%*	*2%*	**6%d**	*3%*	*3%*	*2%*	*1%*	**3%p**	*3%*	*2%*	*3%*	*3%*	**4%p**	-	**3%p**	**6%lp**
Neither important nor unimportant (3)	**395**	324	72	12	331	35	17	11	11	41	32	42	29	34	35	57	50	3	32
	13%	*12%*	**17%ac**	*8%*	*13%*	*13%*	*11%*	*11%*	*9%*	*12%*	*14%*	**20%hnq**	*12%*	*13%*	*8%*	**15%n**	**21%hilnq**	*7%*	**14%n**
Important (4)	**1278**	1102	176	62	1046	119	67	46	55	132	107	78	115	113	194	140	112	22	97
	42%	*42%*	*42%*	*42%*	*41%*	*43%*	*44%*	*46%*	*44%*	*38%*	*46%*	*37%*	*45%*	*42%*	*42%*	*36%*	*46%*	*50%*	*42%*
Very important (5)	**1258**	1102	156	67	1055	104	60	39	54	169	82	83	100	109	205	172	81	17	87
	41%	*42%*	*37%*	*45%*	*42%*	*38%*	*39%*	*39%*	*43%*	**48%jpr**	*36%*	*40%*	*40%*	*41%*	**44%p**	*44%*	*33%*	*39%*	*38%*
Don't know	**23**	21	2	1	20	1	2	*	2	3	3	-	3	3	7	-	-	-	1
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*	**2%o**	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	-	-	*
NET Not at all important/ Not very important	**104**	87	16	5	79	17	5	3	3	5	8	7	6	8	23	18	1	1	15
	3%	*3%*	*4%*	*3%*	*3%*	**6%d**	*4%*	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	**5%p**	**5%p**	*	*3%*	**7%lp**
NET Important / Very important	**2536**	2204	332	130	2101	223	126	85	109	301	189	161	215	223	398	312	193	39	185
	83%	**84%b**	*79%*	**88%b**	*83%*	*81%*	*84%*	*85%*	**87%k**	**86%k**	*82%*	*77%*	*85%*	*83%*	**86%k**	*81%*	*79%*	*89%*	*79%*
Mean	**4.21**	**4.22b**	4.12	**4.31b**	4.22	4.12	4.21	4.21	**4.29pr**	**4.34jkpr**	4.15	4.12	4.23	4.22	4.25	4.20	4.11	4.26	4.10
Std Dev.	**0.82**	0.81	0.85	0.77	0.82	0.87	0.80	0.77	0.76	0.74	0.80	0.87	0.77	0.80	0.88	0.88	0.75	0.74	0.90
Std Error	**0.01**	0.02	0.03	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.07	0.07	0.06	0.07	0.06	0.07	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3114**	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	**3058**	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	**1633**	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	**21**	4	7	*	3	7	11	10	7	8	3	3	*	15	3
	1%	*	*1%*	*	*1%*	**8%abcdf**	*	**3%abcf**	*1%*	*1%*	*1%*	*2%*	*	*1%*	*2%*
Not very important (2)	**83**	29	21	13	14	7	50	21	27	28	17	8	3	55	11
	3%	*3%*	*2%*	*3%*	**7%abf**	**7%abf**	*2%*	**7%abf**	*2%*	*2%*	*4%*	**6%him**	*9%*	*2%*	**7%him**
Neither important nor unimportant (3)	**395**	133	134	79	31	11	267	42	111	157	98	19	1	268	20
	13%	*12%*	*12%*	**19%abf**	*15%*	*11%*	*12%*	*14%*	*9%*	*13%*	**24%himn**	*15%*	*3%*	*11%*	*12%*
Important (4)	**1278**	442	516	195	84	31	958	115	459	580	165	52	13	1039	65
	42%	*38%*	**45%a**	**47%ac**	*41%*	*32%*	*41%*	*38%*	*38%*	**47%h**	*40%*	*40%*	*36%*	*42%*	*39%*
Very important (5)	**1258**	544	472	123	74	37	1017	111	598	468	123	46	17	1066	63
	41%	**47%bcdg**	**41%c**	*30%*	*36%*	*38%*	**44%c**	*37%*	**50%ijkmn**	**38%j**	*30%*	*35%*	*47%*	**43%ij**	*38%*
Don't know	**23**	4	10	4	-	4	14	4	3	6	9	2	2	9	4
	1%	*	*1%*	*1%*	-	**4%adf**	*1%*	*1%*	*	*	**2%him**	*1%*	*6%*	*	**2%hm**
NET Not at all important/ Not very important	**104**	33	27	13	16	14	60	31	34	36	20	11	3	70	14
	3%	*3%*	*2%*	*3%*	**8%abf**	**15%abcf**	*3%*	**10%abcf**	*3%*	*3%*	*5%*	**8%him**	*9%*	*3%*	**8%him**
NET Important / Very important	**2536**	986	989	318	158	67	1975	226	1056	1049	288	98	30	2105	128
	83%	**85%cdeg**	**85%cdeg**	*77%*	*77%*	*70%*	**85%cdeg**	*75%*	**88%jkn**	**84%j**	*69%*	*76%*	*82%*	**86%jkn**	*77%*
Mean	**4.21**	**4.30cdeg**	**4.24cdeg**	4.04	4.04	3.89	**4.27cdeg**	3.99	**4.34ijkmn**	**4.19j**	3.96	4.02	4.27	**4.26ijkn**	4.07
Std Dev.	**0.82**	0.79	0.77	0.79	0.95	1.24	0.78	1.05	0.78	0.79	0.88	0.98	0.94	0.79	0.97
Std Error	**0.01**	0.02	0.02	0.04	0.07	0.13	0.02	0.06	0.02	0.02	0.04	0.09	0.15	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**21**	3	16	2	4	16	1	21	-	-	-	21	-
		1%	*1%*	*1%*	*4%*	*	*1%*	*	*1%*	-	-	-	*1%*	-
Not very important	(2)	**83**	5	78	*	24	49	10	82	1	-	-	83	-
		3%	*2%*	*3%*	*	*3%*	*3%*	*5%*	*3%*	*1%*	-	-	*3%*	-
Neither important nor unimportant	(3)	**395**	22	370	2	88	271	36	378	11	*	*	389	6
		13%	*8%*	*14%*	*5%*	*9%*	**14%d**	**18%d**	*13%*	*17%*	*4%*	*4%*	*13%*	*55%*
Important	(4)	**1278**	106	1153	19	372	835	71	1247	23	3	2	1273	3
		42%	*38%*	*42%*	*46%*	*40%*	*43%*	*35%*	*42%*	*36%*	*37%*	*96%*	*42%*	*31%*
Very important	(5)	**1258**	136	1103	18	431	742	84	1225	28	3	-	1256	2
		41%	**49%b**	*40%*	*44%*	**46%e**	*39%*	*41%*	*41%*	*45%*	*41%*	-	*41%*	*14%*
Don't know		**23**	3	20	-	12	10	2	21	*	1	-	23	-
		1%	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*	*17%*	-	*1%*	-
NET Not at all important/ Not very important		**104**	8	93	2	28	65	11	103	1	-	-	104	-
		3%	*3%*	*3%*	*5%*	*3%*	*3%*	*5%*	*3%*	*1%*	-	-	*3%*	-
NET Important / Very important		**2536**	243	2256	37	804	1577	155	2472	50	7	2	2529	5
		83%	*88%*	*82%*	*90%*	**86%ef**	*82%*	*76%*	*83%*	*82%*	*78%*	*96%*	*83%*	*45%*
Mean		**4.21**	**4.34b**	4.20	4.25	**4.31ef**	4.17	4.12	4.21	4.26	4.45	3.96	4.21	3.59
Std Dev.		**0.82**	0.81	0.82	0.93	0.79	0.82	0.91	0.82	0.78	0.64	0.27	0.82	0.76
Std Error		**0.01**	0.05	0.02	0.13	0.03	0.02	0.06	0.01	0.12	0.18	0.19	0.01	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base		**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base		**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important	(1)	**21**	6	5	3	7	2	1	3	-	-	5	1	-	2	5	*	2
		1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	-	-	*2%*	*	-	*1%*	*2%*	*	*1%*
Not very important	(2)	**83**	20	23	21	19	6	8	6	3	14	7	7	5	9	4	8	6
		3%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*1%*	*5%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*
Neither important nor unimportant	(3)	**395**	84	88	119	104	27	27	30	27	36	25	47	31	41	50	30	24
		13%	*11%*	*12%*	*15%*	*13%*	*12%*	*11%*	*11%*	*12%*	*14%*	*11%*	*17%*	*13%*	*16%*	**18%p**	*11%*	*9%*
Important	(4)	**1278**	328	297	312	342	100	112	116	100	111	86	125	76	111	125	102	115
		42%	*45%*	*40%*	*40%*	*42%*	**44%l**	**46%l**	**44%l**	**43%l**	*42%*	*36%*	**46%l**	*31%*	**43%l**	**44%l**	*38%*	**45%l**
Very important	(5)	**1258**	287	318	320	333	89	90	108	102	104	112	91	133	96	102	126	105
		41%	*39%*	*43%*	*41%*	*41%*	*39%*	*37%*	*41%*	*44%*	*39%*	**47%kn**	*34%*	**54%efgikmnp**	*37%*	*36%*	**47%kn**	*41%*
Don't know		**23**	7	5	3	8	4	3	1	2	*	2	-	1	1	-	3	5
		1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*	*1%*	-	*1%*	*1%*	-	*1%*	*2%*
NET Not at all important/ Not very important		**104**	26	28	24	25	8	9	9	3	14	12	8	5	11	9	8	8
		3%	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*1%*	*5%*	*5%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*
NET Important / Very important		**2536**	615	614	631	675	189	202	224	202	215	198	216	209	207	226	229	220
		83%	*84%*	*84%*	*81%*	*83%*	*83%*	*84%*	*85%*	*86%*	*81%*	*83%*	*80%*	*85%*	*79%*	*79%*	*85%*	*86%*
Mean		**4.21**	4.20	4.23	4.19	4.21	4.20	4.19	4.22	**4.30kn**	4.15	4.25	4.10	**4.37ikmn**	4.12	4.10	**4.30kn**	4.25
Std Dev.		**0.82**	0.81	0.83	0.82	0.82	0.81	0.79	0.82	0.72	0.84	0.92	0.80	0.79	0.86	0.86	0.79	0.78
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3114	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	1633	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	55	-	55	29	26	9	5	*	11	17	6	6	14	11	30	12	52	3	56
	2%	-	2%	2%	2%	2%g	1%g	*	2%g	3%g	2%g	3%g	2%	1%	3%m	2%	2%	1%	2%
Not very important (2)	104	-	104	50	54	19	11	12	12	17	12	22	30	24	50	34	95	9	122
	3%	-	3%	3%	4%	4%	3%	2%	3%	3%	4%	10%efghij	3%	2%	5%m	6%m	3%	3%	4%
Neither important nor unimportant (3)	466	-	466	233	230	78	47	85	54	77	73	52	125	139	202	125	415	47	499
	15%	-	15%	15%	15%	16%	12%	12%	12%	15%	23%fghi	24%fghi	14%	12%	19%lm	23%lm	15%	14%	16%
Important (4)	1213	-	1213	622	588	210	130	263	176	216	133	85	340	439	434	218	1070	139	1214
	40%	-	40%	41%	38%	44%f	34%	38%	39%	42%	41%	40%	39%	38%	41%	41%	39%	43%	39%
Very important (5)	1187	-	1187	560	624	159	184	329	189	181	96	48	343	519	326	145	1060	122	1194
	39%	-	39%	37%	41%	33%k	48%eijk	47%eijk	42%ejk	35%k	30%	23%	40%no	45%no	31%	27%	39%	37%	38%
Don't know	32	-	32	25	7	8	4	7	7	5	2	1	11	14	7	2	23	7	29
	1%	-	1%	2%d	*	2%	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	2%	1%
NET Not at all important/ Not very important	159	-	159	79	80	29	16	12	22	34	18	28	44	35	80	46	147	12	178
	5%	-	5%	5%	5%	6%g	4%	2%	5%g	7%g	6%g	13%efghij	5%	3%	8%m	9%m	5%	4%	6%
NET Important / Very important	2401	-	2401	1182	1212	369	314	592	366	397	229	133	683	958	760	363	2130	261	2408
	79%	-	79%	78%	79%	76%k	83%jk	85%eijk	82%jk	77%k	71%	62%	79%no	84%no	72%	68%	78%	80%	77%
Mean	4.12	-	4.12	4.09	4.14	4.03k	4.27eijk	4.32eijk	4.18jk	4.04k	3.94k	3.69	4.13no	4.27no	3.94	3.84	4.11	4.15	4.09
Std Dev.	0.91	-	0.91	0.91	0.92	0.92	0.88	0.76	0.92	0.97	0.92	1.02	0.91	0.83	0.98	0.97	0.92	0.83	0.93
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.05	0.03	0.04	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3114	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	3058	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	1633	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	55	5	14	24	12	19	36	30	25	14	10	7	12	3	29	14	32
	2%	1%	2%	3%a	2%	1%	3%e	1%	3%	4%kmn	3%m	1%	2%	*	2%	4%p	1%
Not very important (2)	104	19	29	27	29	48	56	58	44	18	12	26	32	12	70	18	82
	3%	3%	3%	4%	4%	3%	4%	3%	5%	5%m	4%	4%	4%	2%	4%	5%	3%
Neither important nor unimportant (3)	466	90	150	98	128	239	226	267	189	68	69	126	106	69	301	68	378
	15%	13%	16%	14%	18%a	15%	16%	13%	20%g	20%m	20%m	18%m	14%	10%	16%m	20%	15%
Important (4)	1213	269	336	317	291	605	608	826	377	134	151	275	305	275	731	134	1023
	40%	38%	37%	45%ab	40%	37%	42%e	40%	39%	39%	43%	38%	39%	40%	40%	39%	40%
Very important (5)	1187	320	375	234	259	695	493	843	325	97	108	276	321	323	705	98	1036
	39%	45%cd	41%c	33%	36%	43%f	34%	41%h	34%	29%	31%	39%i	41%ij	47%ijkn	38%ij	29%	40%o
Don't know	32	13	6	6	7	19	13	26	4	8	2	6	4	9	13	8	22
	1%	2%	1%	1%	1%	1%	1%	1%	*	3%ln	1%	1%	1%	1%	1%	2%p	1%
NET Not at all important/ Not very important	159	24	43	51	41	67	93	88	69	32	22	33	44	15	100	32	114
	5%	3%	5%	7%a	6%	4%	6%e	4%	7%g	9%kmn	6%m	5%	6%m	2%	5%m	9%p	4%
NET Important / Very important	2401	589	711	551	550	1300	1101	1669	701	231	259	551	626	598	1436	232	2059
	79%	82%d	78%	78%	76%	80%	77%	81%h	73%	68%	74%	77%i	80%i	87%ijkln	78%i	68%	80%o
Mean	4.12	4.25cd	4.14	4.01	4.05	4.19f	4.03	4.18h	3.97	3.85	3.96	4.11i	4.15ij	4.33ijkln	4.10ij	3.86	4.16o
Std Dev.	0.91	0.83	0.91	0.97	0.92	0.88	0.95	0.87	0.98	1.04	0.95	0.89	0.92	0.76	0.91	1.04	0.88
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3114**	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	**3058**	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	**1633**	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	**55**	50	5	1	46	5	3	1	2	6	6	10	4	3	3	11	1	1	4
	2%	*2%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	**5%np**	*2%*	*1%*	*1%*	*3%*	*	**3%p**	*2%*
Not very important (2)	**104**	84	21	5	83	9	7	5	4	4	7	13	7	6	11	25	6	3	7
	3%	*3%*	*5%*	*3%*	*3%*	*3%*	*5%*	*5%*	*3%*	*1%*	*3%*	**6%l**	*3%*	*2%*	*2%*	**6%l**	*3%*	**6%l**	*3%*
Neither important nor unimportant (3)	**466**	389	77	28	386	40	23	17	14	42	41	44	37	45	63	62	37	5	35
	15%	*15%*	*18%*	*19%*	*15%*	*14%*	*16%*	*17%*	*11%*	*12%*	*18%*	**21%hl**	*15%*	*17%*	*14%*	*16%*	*15%*	*11%*	*15%*
Important (4)	**1213**	1062	151	44	1014	111	49	40	49	127	103	67	114	114	189	147	103	21	90
	40%	**40%c**	*36%*	*30%*	**40%f**	*40%*	*32%*	*40%*	*39%*	*36%*	**45%k**	*32%*	**45%k**	*43%*	*41%*	*38%*	*42%*	**48%k**	*39%*
Very important (5)	**1187**	1025	162	69	975	109	66	37	54	164	73	70	88	99	190	142	95	13	96
	39%	*39%*	*38%*	*46%*	*39%*	*40%*	*44%*	*38%*	*43%*	**47%jklq**	*32%*	*33%*	*35%*	*37%*	*41%*	*37%*	*39%*	*31%*	*41%*
Don't know	**32**	26	6	1	27	2	3	-	2	6	-	5	3	2	7	-	3	-	2
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	**2%q**	-	**2%o**	*2%*	-	**2%o**	*1%*	*1%*	*2%*	-	*1%*	-	*1%*
NET Not at all important/ Not very important	**159**	133	26	5	129	14	10	6	6	10	13	23	11	9	14	36	7	4	10
	5%	*5%*	*6%*	*4%*	*5%*	*5%*	*7%*	*6%*	*5%*	*3%*	*6%*	**11%ilmnpr**	*4%*	*3%*	*3%*	**9%imnp**	*3%*	**9%inp**	*4%*
NET Important / Very important	**2401**	2087	313	113	1989	220	115	77	103	292	177	137	202	213	379	289	198	34	185
	79%	*79%*	*74%*	*76%*	*79%*	*80%*	*76%*	*78%*	**82%k**	**83%k**	*77%*	*66%*	**80%k**	**79%k**	**82%k**	*75%*	**81%k**	*80%*	**80%k**
Mean	**4.12**	4.12	4.07	4.20	4.11	4.13	4.14	4.09	**4.20k**	**4.28jkoq**	4.00	3.85	**4.10k**	**4.13k**	**4.21jko**	3.99	**4.17k**	3.98	**4.16k**
Std Dev.	**0.91**	0.91	0.94	0.89	0.91	0.92	0.98	0.90	0.90	0.85	0.92	1.11	0.86	0.84	0.82	1.02	0.81	0.99	0.90
Std Error	**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.07	0.09	0.07	0.07	0.06	0.08	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	55	20	16	7	5	7	36	12	18	17	12	3	6	35	9
	2%	*2%*	*1%*	*2%*	*3%*	**8%abcf**	*2%*	**4%bf**	*1%*	*1%*	*3%*	*2%*	*16%*	*1%*	**5%him**
Not very important (2)	104	45	34	16	9	-	79	9	43	29	23	10	*	71	10
	3%	*4%*	*3%*	*4%*	*4%*	-	*3%*	*3%*	*4%*	*2%*	**6%lm**	**7%lm**	*	*3%*	**6%l**
Neither important nor unimportant (3)	466	137	163	100	50	7	300	57	145	176	107	26	2	322	28
	15%	*12%*	*14%*	**24%abef**	**24%abef**	*7%*	*13%*	**19%aef**	*12%*	*14%*	**26%him**	**20%h**	*4%*	*13%*	*17%*
Important (4)	1213	407	504	174	82	39	910	121	418	558	164	56	9	976	66
	40%	*35%*	**43%a**	*42%*	*40%*	*41%*	*39%*	*40%*	*35%*	**45%hm**	*40%*	*43%*	*26%*	**40%h**	*40%*
Very important (5)	1187	539	434	111	60	37	973	96	570	463	98	35	14	1033	49
	39%	**47%bcdg**	**37%c**	*27%*	*29%*	*38%*	**42%cdg**	*32%*	**47%ijkmn**	**37%j**	*24%*	*27%*	*39%*	**42%ijkn**	*29%*
Don't know	32	9	9	6	*	6	19	7	12	4	11	-	5	16	5
	1%	*1%*	*1%*	*2%*	*	**6%abcdf**	*1%*	*2%*	*1%*	*	**3%lm**	-	*14%*	*1%*	**3%lm**
NET Not at all important/ Not very important	159	65	51	23	14	7	115	21	60	46	35	13	6	106	18
	5%	*6%*	*4%*	*6%*	*7%*	*8%*	*5%*	*7%*	*5%*	*4%*	**8%lm**	**10%lm**	*16%*	*4%*	**11%him**
NET Important / Very important	2401	945	937	284	142	76	1883	217	987	1021	262	91	23	2009	114
	79%	**82%cdg**	**81%cdg**	*69%*	*69%*	*79%*	**81%cdg**	*72%*	**82%jkn**	**82%jkn**	*63%*	*70%*	*65%*	**82%jkn**	*69%*
Mean	4.12	**4.22cdg**	**4.13cdg**	3.90	3.89	4.09	**4.18cdg**	3.95	**4.24ijkn**	**4.14jkn**	3.77	3.85	3.84	**4.19jkn**	3.85
Std Dev.	0.91	0.92	0.86	0.90	0.96	1.10	0.90	1.01	0.91	0.84	0.97	0.98	1.49	0.87	1.09
Std Error	0.02	0.03	0.02	0.05	0.07	0.12	0.02	0.06	0.03	0.02	0.05	0.09	0.24	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**55**	6	45	4	20	27	8	54	1	*	-	55	-
		2%	*2%*	*2%*	*9%*	*2%*	*1%*	*4%*	*2%*	*1%*	*1%*	-	*2%*	-
Not very important	(2)	**104**	8	96	*	29	65	10	97	7	-	-	104	-
		3%	*3%*	*4%*	*	*3%*	*3%*	*5%*	*3%*	**11%gk**	-	-	*3%*	-
Neither important nor unimportant	(3)	**466**	34	425	7	136	297	33	447	12	1	*	460	6
		15%	*12%*	*16%*	*16%*	*15%*	*15%*	*16%*	*15%*	*19%*	*16%*	*4%*	*15%*	*54%*
Important	(4)	**1213**	93	1104	16	339	797	78	1187	18	3	2	1208	3
		40%	*34%*	*40%*	*38%*	*36%*	*41%*	*38%*	*40%*	*29%*	*32%*	*96%*	*40%*	*31%*
Very important	(5)	**1187**	132	1040	15	396	719	72	1159	25	4	-	1187	-
		39%	**48%b**	*38%*	*36%*	*43%*	*37%*	*35%*	*39%*	*40%*	*44%*	-	*39%*	-
Don't know		**32**	3	29	-	12	17	4	30	-	1	-	31	2
		1%	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	-	*7%*	-	*1%*	*15%*
NET Not at all important/ Not very important		**159**	14	141	4	49	92	18	152	8	*	-	159	-
		5%	*5%*	*5%*	*9%*	*5%*	*5%*	*9%*	*5%*	*12%*	*1%*	-	*5%*	-
NET Important / Very important		**2401**	225	2144	31	735	1516	150	2346	43	6	2	2395	3
		79%	*82%*	*78%*	*75%*	*79%*	*79%*	*73%*	*79%*	*69%*	*76%*	*96%*	*79%*	*31%*
Mean		**4.12**	4.24	4.11	3.93	4.15	4.11	3.98	4.12	3.96	4.27	3.96	4.12	3.36
Std Dev.		**0.91**	0.93	0.91	1.17	0.94	0.89	1.04	0.91	1.07	0.88	0.27	0.91	0.51
Std Error		**0.02**	0.06	0.02	0.16	0.03	0.02	0.07	0.02	0.16	0.25	0.19	0.02	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**55**	11	13	11	20	4	3	4	6	3	3	7	3	1	10	5	5
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*	**3%m**	*2%*	*2%*
Not very important (2)	**104**	29	18	31	25	15	7	7	6	7	6	16	1	13	8	10	7
	3%	*4%*	*2%*	*4%*	*3%*	**7%l**	*3%*	*3%*	*2%*	*3%*	*2%*	**6%l**	*1%*	**5%l**	*3%*	*4%*	*3%*
Neither important nor unimportant (3)	**466**	109	110	118	130	36	39	33	27	44	38	43	39	35	48	43	39
	15%	*15%*	*15%*	*15%*	*16%*	*16%*	*16%*	*13%*	*12%*	*17%*	*16%*	*16%*	*16%*	*14%*	*17%*	*16%*	*15%*
Important (4)	**1213**	244	306	335	329	68	82	93	101	115	89	116	106	113	130	91	108
	40%	*33%*	**42%a**	**43%a**	**41%a**	*30%*	*34%*	*35%*	**43%e**	**43%e**	*38%*	**43%e**	**43%e**	**43%e**	**45%eo**	*34%*	**42%e**
Very important (5)	**1187**	335	277	275	300	104	105	126	91	91	95	81	96	98	88	117	95
	39%	**46%bcd**	*38%*	*35%*	*37%*	**46%kn**	**44%kn**	**48%ikn**	*39%*	*34%*	*40%*	*30%*	*39%*	*38%*	*31%*	**43%kn**	*37%*
Don't know	**32**	4	12	8	8	1	3	-	2	5	5	7	*	1	2	3	3
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	*2%*	*3%*	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**159**	40	32	42	45	19	11	10	12	11	9	23	5	14	18	15	12
	5%	*6%*	*4%*	*5%*	*6%*	**8%l**	*4%*	*4%*	*5%*	*4%*	*4%*	**9%l**	*2%*	*5%*	*6%*	*6%*	*5%*
NET Important / Very important	**2401**	579	583	610	629	172	187	220	193	205	185	197	202	211	218	208	203
	79%	*79%*	*79%*	*78%*	*77%*	*75%*	*78%*	**83%k**	*82%*	*78%*	*78%*	*73%*	*82%*	*81%*	*76%*	*77%*	*79%*
Mean	**4.12**	4.19	4.13	4.08	4.07	4.11	4.17	**4.26kn**	4.15	4.08	4.15	3.94	**4.18k**	4.13	3.98	4.14	4.11
Std Dev.	**0.91**	0.93	0.89	0.89	0.94	1.01	0.91	0.88	0.91	0.86	0.89	0.98	0.82	0.85	0.95	0.95	0.90
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.07	0.06	0.05	0.06	0.05	0.06	0.06	0.05	0.05	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**169**	-	169	83	86	11	4	22	21	43	44	24	15	43	111	68	163	4	199
	6%	-	*6%*	*5%*	*6%*	*2%*	*1%*	*3%*	**5%f**	**8%efg**	**14%efgh**	**11%efgh**	*2%*	*4%*	**11%lm**	**13%lm**	**6%q**	*1%*	*6%*
Not very important (2)	**293**	-	293	146	147	28	24	40	38	78	35	50	52	78	163	85	280	11	319
	10%	-	*10%*	*10%*	*10%*	*6%*	*6%*	*6%*	*9%*	**15%efgh**	**11%g**	**24%efghij**	*6%*	*7%*	**16%lm**	**16%lm**	**10%q**	*3%*	*10%*
Neither important nor unimportant (3)	**711**	-	711	339	370	97	61	127	109	142	113	65	157	235	319	177	649	61	791
	23%	-	*23%*	*22%*	*24%*	*20%*	*16%*	*18%*	**24%f**	**28%efg**	**35%efgh**	**30%efg**	*18%*	*21%*	**30%lm**	**33%lm**	*24%*	*19%*	*25%*
Important (4)	**998**	-	998	521	471	196	141	244	154	140	70	52	337	398	262	122	865	130	979
	33%	-	*33%*	*34%*	*31%*	**41%ijk**	**37%ijk**	**35%ijk**	**34%j**	*27%*	*22%*	*24%*	**39%no**	**35%no**	*25%*	*23%*	*32%*	**40%p**	*31%*
Very important (5)	**840**	-	840	407	431	139	148	261	119	100	52	21	288	380	172	73	720	113	772
	27%	-	*27%*	*27%*	*28%*	**29%ijk**	**39%ehijk**	**37%ehijk**	**27%jk**	**19%k**	*16%*	*10%*	**33%no**	**33%no**	*16%*	*14%*	*27%*	**35%p**	*25%*
Don't know	**47**	-	47	23	24	12	2	3	7	11	9	3	14	10	23	11	39	8	54
	2%	-	*2%*	*2%*	*2%*	**2%g**	*1%*	*	*2%*	**2%g**	**3%g**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
NET Not at all important/ Not very important	**461**	-	461	229	233	39	28	62	59	121	79	74	67	121	274	153	443	15	518
	15%	-	*15%*	*15%*	*15%*	*8%*	*7%*	*9%*	**13%f**	**24%efgh**	**24%efgh**	**35%efghi**	*8%*	*11%*	**26%lm**	**29%lm**	**16%q**	*4%*	*17%*
NET Important / Very important	**1838**	-	1838	929	903	336	289	505	273	240	122	73	625	778	434	195	1585	244	1751
	60%	-	*60%*	*61%*	*59%*	**70%ijk**	**76%hijk**	**73%hijk**	**61%ijk**	**47%k**	*38%*	*34%*	**72%no**	**68%no**	*41%*	*36%*	*58%*	**75%p**	*56%*
Mean	**3.68**	-	3.68	3.68	3.67	**3.90hijk**	**4.07hijk**	**3.98hijk**	**3.71ijk**	**3.35k**	3.16	2.98	**3.98no**	**3.88no**	3.22	3.09	3.63	**4.06p**	3.59
Std Dev.	**1.14**	-	1.14	1.13	1.15	0.97	0.95	1.04	1.10	1.20	1.24	1.15	0.96	1.07	1.21	1.21	1.16	0.89	1.16
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base		**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base		**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important	(1)	**169**	43	65	39	22	108	61	79	86	20	24	40	36	33	100	20	137
		6%	*6%d*	*7%d*	*5%*	*3%*	*7%f*	*4%*	*4%*	*9%g*	*6%*	*7%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*
Not very important	(2)	**293**	53	89	79	72	142	151	168	123	25	38	84	71	52	193	25	251
		10%	*7%*	*10%*	*11%*	*10%*	*9%*	*11%*	*8%*	*13%g*	*7%*	*11%*	*12%*	*9%*	*7%*	*10%*	*7%*	*10%*
Neither important nor unimportant	(3)	**711**	105	222	171	214	326	385	409	293	103	91	182	176	103	449	103	562
		23%	*15%*	*24%a*	*24%a*	*29%a*	*20%*	*27%e*	*20%*	*30%g*	*30%lm*	*26%m*	*25%m*	*23%m*	*15%*	*24%m*	*30%p*	*22%*
Important	(4)	**998**	261	295	230	211	557	441	743	242	99	115	231	261	245	607	99	862
		33%	*37%d*	*32%*	*32%*	*29%*	*34%*	*31%*	*36%h*	*25%*	*29%*	*33%*	*32%*	*33%*	*35%*	*33%*	*29%*	*33%*
Very important	(5)	**840**	250	224	174	193	474	366	629	197	82	79	173	226	251	478	82	732
		27%	*35%bcd*	*25%*	*25%*	*27%*	*29%*	*26%*	*31%h*	*20%*	*24%*	*23%*	*24%*	*29%*	*36%ijkln*	*26%*	*24%*	*28%*
Don't know		**47**	3	15	15	14	18	29	23	21	11	4	8	10	7	22	11	30
		2%	*	*2%*	*2%a*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%p*	*1%*
NET Not at all important/ Not very important		**461**	96	154	117	94	250	212	247	209	45	63	123	108	85	293	45	388
		15%	*13%*	*17%*	*17%*	*13%*	*15%*	*15%*	*12%*	*22%g*	*13%*	*18%*	*17%*	*14%*	*12%*	*16%*	*13%*	*15%*
NET Important / Very important		**1838**	511	519	403	404	1031	807	1372	440	181	194	404	487	496	1085	181	1594
		60%	*72%bcd*	*57%*	*57%*	*56%*	*63%f*	*56%*	*67%h*	*46%*	*53%*	*55%*	*56%*	*62%i*	*72%ijkln*	*59%*	*53%*	*62%o*
Mean		**3.68**	3.88bcd	3.58	3.61	3.68	3.71	3.64	3.83h	3.36	3.60	3.54	3.58	3.74i	3.92ijkln	3.64	3.60	3.71
Std Dev.		**1.14**	1.15	1.18	1.14	1.07	1.17	1.11	1.08	1.21	1.12	1.16	1.14	1.12	1.12	1.14	1.12	1.14
Std Error		**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.04	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	169	133	35	10	127	23	11	8	5	17	3	20	21	16	8	25	12	5	18
	6%	5%	8%a	7%	5%	8%d	7%	8%	4%	5%	1%	10%jn	8%jn	6%n	2%	6%jn	5%	13%hijnp	8%jn
Not very important (2)	293	248	44	12	233	32	16	11	12	25	17	21	25	18	43	45	27	5	27
	10%	9%	10%	8%	9%	12%	11%	11%	10%	7%	7%	10%	10%	7%	9%	12%	11%	12%	12%
Neither important nor unimportant (3)	711	580	132	37	579	66	40	27	20	80	74	50	59	75	65	97	59	8	58
	23%	22%	31%a	25%	23%	24%	27%	27%	16%	23%n	32%hn	24%n	23%n	28%hn	14%	25%n	24%n	19%	25%hn
Important (4)	998	894	103	40	826	91	49	32	50	95	77	59	74	97	183	112	79	16	75
	33%	34%b	24%	27%	33%	33%	32%	32%	40%ik	27%	33%	28%	29%	36%	39%ik	29%	32%	37%	32%
Very important (5)	840	745	95	42	728	60	31	22	37	123	56	55	72	61	160	101	63	8	52
	27%	28%	23%	29%	29%efg	22%	21%	22%	29%	35%jmqr	24%	26%	28%	23%	34%mqr	26%	26%	19%	22%
Don't know	47	35	12	6	39	3	4	1	2	9	4	5	2	-	5	7	5	1	3
	2%	1%	3%	4%a	2%	1%	3%	1%	1%	3%	2%	2%	1%	-	1%	2%	2%	1%	1%
NET Not at all important/ Not very important	461	382	80	23	360	55	27	19	17	43	20	40	47	34	51	70	39	11	45
	15%	14%	19%	15%	14%	20%d	18%	19%d	13%	12%	9%	19%jn	18%j	13%	11%	18%j	16%	24%ijmn	19%jn
NET Important / Very important	1838	1639	198	82	1554	151	80	53	87	218	134	114	145	158	342	213	142	24	127
	60%	62%b	47%	56%	61%efg	55%	53%	53%	69%klor	62%	58%	55%	57%	59%	74%ijklmopqt	55%	58%	56%	55%
Mean	3.68	3.72b	3.44	3.65	3.72efg	3.48	3.50	3.49	3.83kqr	3.83kqr	3.73qr	3.53	3.59	3.63	3.97jklmopqt	3.58	3.64	3.38	3.50
Std Dev.	1.14	1.13	1.20	1.21	1.13	1.20	1.16	1.18	1.08	1.15	0.96	1.26	1.24	1.09	1.01	1.19	1.13	1.29	1.18
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.09	0.09	0.08	0.11	0.10	0.09	0.07	0.10	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base		3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base		1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important	(1)	169	88	47	13	10	10	136	20	85	57	13	9	5	142	14
		6%	*8%bc*	*4%*	*3%*	*5%*	*11%bc*	*6%*	*7%*	*7%j*	*5%*	*3%*	*7%*	*14%*	*6%*	*8%j*
Not very important	(2)	293	133	93	35	25	5	226	29	133	108	42	9	*	241	9
		10%	*11%b*	*8%*	*8%*	*12%*	*5%*	*10%*	*10%*	*11%*	*9%*	*10%*	*7%*	*	*10%*	*5%*
Neither important nor unimportant	(3)	711	233	269	128	50	20	502	70	243	292	126	37	2	535	39
		23%	*20%*	*23%*	*31%abf*	*24%*	*21%*	*22%*	*23%*	*20%*	*23%*	*30%him*	*28%*	*5%*	*22%*	*23%*
Important	(4)	998	283	448	171	70	23	731	93	318	478	136	46	14	796	60
		33%	*24%*	*39%aef*	*41%aefg*	*34%a*	*24%*	*32%a*	*31%*	*26%*	*38%hm*	*33%*	*35%*	*39%*	*32%h*	*36%h*
Very important	(5)	840	400	293	62	49	31	693	81	410	296	90	29	13	706	42
		27%	*35%bcdf*	*25%c*	*15%*	*24%c*	*32%c*	*30%bc*	*27%c*	*34%ijkm*	*24%*	*22%*	*22%*	*36%*	*29%ij*	*25%*
Don't know		47	19	10	6	2	7	29	9	16	17	8	1	2	33	3
		2%	*2%*	*1%*	*1%*	*1%*	*7%abcdf*	*1%*	*3%b*	*1%*	*1%*	*2%*	*	*5%*	*1%*	*2%*
NET Not at all important/ Not very important		461	221	141	47	35	15	362	50	218	165	55	18	5	382	23
		15%	*19%bc*	*12%*	*11%*	*17%*	*16%*	*16%b*	*17%*	*18%l*	*13%*	*13%*	*14%*	*15%*	*16%*	*14%*
NET Important / Very important		1838	683	741	233	119	54	1424	173	729	773	225	75	27	1502	101
		60%	*59%*	*64%c*	*56%*	*58%*	*56%*	*61%*	*57%*	*60%*	*62%j*	*54%*	*57%*	*75%*	*61%*	*61%*
Mean		3.68	3.68	3.74	3.58	3.61	3.67	3.71	3.63	3.70	3.69	3.61	3.59	3.86	3.70	3.65
Std Dev.		1.14	1.27	1.06	0.95	1.13	1.32	1.17	1.19	1.25	1.07	1.04	1.12	1.36	1.16	1.17
Std Error		0.02	0.04	0.03	0.05	0.08	0.14	0.02	0.07	0.04	0.03	0.05	0.10	0.22	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**169**	7	158	4	37	122	10	167	*	*	-	167	2
		6%	*2%*	*6%*	*9%*	*4%*	**6%d**	*5%*	*6%*	*	*1%*	-	*5%*	*15%*
Not very important	(2)	**293**	16	275	2	74	196	23	286	6	1	*	293	-
		10%	*6%*	*10%*	*6%*	*8%*	*10%*	*11%*	*10%*	*10%*	*7%*	*4%*	*10%*	-
Neither important nor unimportant	(3)	**711**	35	669	7	158	507	47	696	5	2	-	703	8
		23%	*13%*	**24%a**	*18%*	*17%*	**26%d**	*23%*	**23%h**	*8%*	*23%*	-	**23%h**	*78%*
Important	(4)	**998**	81	901	15	298	648	52	964	27	3	2	995	1
		33%	*29%*	*33%*	*36%*	*32%*	*34%*	*25%*	*32%*	*44%*	*41%*	*96%*	*33%*	*7%*
Very important	(5)	**840**	129	698	13	344	429	67	814	23	2	-	840	-
		27%	**47%b**	*25%*	*31%*	**37%e**	*22%*	**33%e**	*27%*	*38%*	*28%*	-	*28%*	-
Don't know		**47**	8	39	*	21	21	5	47	-	-	-	47	-
		2%	*3%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	-	-	-	*2%*	-
NET Not at all important/ Not very important		**461**	23	433	6	110	318	33	453	6	1	*	460	2
		15%	*8%*	**16%a**	*15%*	*12%*	**17%d**	*16%*	*15%*	*10%*	*8%*	*4%*	*15%*	*15%*
NET Important / Very important		**1838**	210	1600	28	643	1076	119	1779	50	6	2	1835	1
		60%	**76%b**	*58%*	*67%*	**69%ef**	*56%*	*58%*	*60%*	**81%gk**	*69%*	*96%*	*60%*	*7%*
Mean		**3.68**	**4.16b**	3.63	3.74	**3.92e**	3.56	3.72	3.67	**4.09gk**	3.87	3.92	3.68	2.78
Std Dev.		**1.14**	1.03	1.14	1.23	1.11	1.14	1.19	1.15	0.94	1.00	0.54	1.14	0.82
Std Error		**0.02**	0.06	0.02	0.17	0.04	0.03	0.09	0.02	0.14	0.28	0.38	0.02	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**169**	32	46	43	47	13	6	14	18	17	11	16	11	16	23	17	8
	6%	*4%*	*6%*	*5%*	*6%*	*6%*	*2%*	*5%*	*8%*	*7%*	*5%*	*6%*	*4%*	*6%*	*8%*	*6%*	*3%*
Not very important (2)	**293**	76	69	59	89	28	21	27	26	22	21	18	9	32	33	27	29
	10%	*10%*	*9%*	*8%*	*11%*	**12%l**	*9%*	**10%l**	**11%l**	*8%*	*9%*	*7%*	*4%*	**12%l**	**11%l**	**10%l**	**11%l**
Neither important nor unimportant (3)	**711**	151	168	200	192	47	49	55	47	77	44	72	67	61	73	53	66
	23%	*21%*	*23%*	*26%*	*24%*	*20%*	*21%*	*21%*	*20%*	**29%j**	*19%*	*27%*	*27%*	*24%*	*26%*	*20%*	*26%*
Important (4)	**998**	268	220	261	250	79	98	91	72	76	71	99	83	79	94	76	79
	33%	**37%b**	*30%*	*34%*	*31%*	*35%*	**41%lo**	*34%*	*31%*	*29%*	*30%*	*37%*	*33%*	*30%*	*33%*	*28%*	*31%*
Very important (5)	**840**	199	217	203	222	60	61	78	69	69	80	60	74	68	60	89	73
	27%	*27%*	*30%*	*26%*	*27%*	*26%*	*25%*	*30%*	*29%*	*26%*	**34%kn**	*22%*	*30%*	*26%*	*21%*	**33%kn**	*29%*
Don't know	**47**	7	15	13	12	2	5	*	2	4	9	5	4	4	3	8	1
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*1%*	*2%*	**4%gp**	*2%*	*1%*	*2%*	*1%*	**3%q**	*
NET Not at all important/ Not very important	**461**	108	115	102	136	41	27	40	44	39	33	35	19	48	55	43	38
	15%	*15%*	*16%*	*13%*	*17%*	**18%l**	*11%*	*15%*	**19%l**	*15%*	*14%*	*13%*	*8%*	**18%l**	**19%l**	**16%l**	*15%*
NET Important / Very important	**1838**	467	437	463	471	139	159	169	141	144	151	159	157	147	154	165	152
	60%	*64%*	*59%*	*60%*	*58%*	*61%*	**66%n**	*64%*	*60%*	*55%*	*64%*	*59%*	*64%*	*56%*	*54%*	*61%*	*59%*
Mean	**3.68**	3.72	3.68	3.68	3.64	3.64	**3.79n**	3.73	3.64	3.60	**3.82n**	3.63	**3.83n**	3.59	3.48	3.74	3.70
Std Dev.	**1.14**	1.11	1.18	1.11	1.17	1.16	1.01	1.14	1.23	1.16	1.16	1.09	1.04	1.18	1.18	1.21	1.10
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.08	0.06	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3114	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	1633	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	31	-	31	15	16	7	10	1	5	3	3	1	17	6	8	4	24	6	30
	1%	-	*1%*	*1%*	*1%*	**2%g**	**3%g**	*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	96	-	96	47	49	20	5	13	15	10	6	26	25	28	42	32	92	4	115
	3%	-	*3%*	*3%*	*3%*	*4%*	*1%*	*2%*	*3%*	*2%*	*2%*	**12%efghij**	*3%*	*2%*	*4%*	**6%lm**	*3%*	*1%*	*4%*
Neither important nor unimportant (3)	489	-	489	256	233	69	39	87	67	108	78	40	108	154	227	119	444	41	530
	16%	-	*16%*	*17%*	*15%*	*14%*	*10%*	*12%*	*15%*	**21%efg**	**24%efgh**	**19%f**	*13%*	*13%*	**22%lm**	**22%lm**	*16%*	*12%*	*17%*
Important (4)	1313	-	1313	645	663	211	144	283	195	247	137	97	355	478	480	233	1162	147	1350
	43%	-	*43%*	*42%*	*43%*	*44%*	*38%*	*41%*	*43%*	**48%f**	*42%*	*45%*	*41%*	*42%*	*46%*	*44%*	*43%*	*45%*	*43%*
Very important (5)	1086	-	1086	530	553	165	173	308	155	142	94	49	338	463	285	143	959	122	1048
	36%	-	*36%*	*35%*	*36%*	**34%k**	**46%ehijk**	**44%ehijk**	**35%k**	*28%*	*29%*	*23%*	**39%no**	**40%no**	*27%*	*27%*	*35%*	*37%*	*34%*
Don't know	43	-	43	28	15	11	8	5	11	3	4	1	19	16	7	4	35	8	41
	1%	-	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	**2%n**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	126	-	126	62	65	27	15	14	20	13	9	28	42	34	50	37	116	9	145
	4%	-	*4%*	*4%*	*4%*	**6%g**	*4%*	*2%*	*4%*	*3%*	*3%*	**13%efghij**	*5%*	*3%*	*5%*	**7%m**	*4%*	*3%*	*5%*
NET Important / Very important	2400	-	2400	1175	1217	376	318	591	350	389	231	145	694	941	766	377	2122	269	2398
	78%	-	*78%*	*77%*	*80%*	**78%k**	**84%ijk**	**85%ehijk**	**78%k**	*76%*	*72%*	*68%*	**80%no**	**82%no**	*73%*	*70%*	*78%*	*82%*	*77%*
Mean	4.10	-	4.10	4.09	4.12	**4.07k**	**4.25eijk**	**4.28ehijk**	**4.10k**	**4.01k**	**3.98k**	3.77	**4.15no**	**4.21no**	3.95	3.90	4.10	4.18	4.06
Std Dev.	0.85	-	0.85	0.86	0.85	0.90	0.90	0.76	0.86	0.79	0.84	0.96	0.90	0.81	0.85	0.89	0.86	0.83	0.86
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.05	0.03	0.04	0.03	0.04	0.06	0.03	0.02	0.02	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base		**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base		**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important	(1)	**31**	15	6	3	8	21	10	20	11	4	3	2	13	5	18	4	23
		1%	*2%c*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%k*	*1%*	*1%*	*1%*	*1%*
Not very important	(2)	**96**	24	37	15	20	61	34	53	42	14	11	29	25	13	65	14	78
		3%	*3%*	*4%*	*2%*	*3%*	*4%*	*2%*	*3%*	*4%g*	*4%*	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	*3%*
Neither important nor unimportant	(3)	**489**	81	146	129	132	227	262	306	176	66	67	126	122	85	315	66	407
		16%	*11%*	*16%a*	*18%a*	*18%a*	*14%*	*18%e*	*15%*	*18%*	*20%m*	*19%m*	*18%m*	*16%*	*12%*	*17%m*	*20%*	*16%*
Important	(4)	**1313**	284	410	312	307	694	619	871	427	138	154	297	336	285	786	139	1092
		43%	*40%*	*45%*	*44%*	*42%*	*43%*	*43%*	*42%*	*44%*	*41%*	*44%*	*41%*	*43%*	*41%*	*43%*	*41%*	*42%*
Very important	(5)	**1086**	301	298	238	248	600	487	767	299	111	113	253	278	290	644	111	937
		36%	*42%bcd*	*33%*	*34%*	*34%*	*37%*	*34%*	*37%h*	*31%*	*33%*	*32%*	*35%*	*36%*	*42%ijn*	*35%*	*33%*	*36%*
Don't know		**43**	9	12	11	10	22	21	34	9	6	4	11	8	13	23	6	37
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important		**126**	39	43	17	27	82	44	73	53	18	14	30	38	18	82	18	101
		4%	*5%c*	*5%*	*2%*	*4%*	*5%*	*3%*	*4%*	*6%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*
NET Important / Very important		**2400**	586	708	550	555	1294	1106	1638	726	249	267	550	613	575	1430	250	2029
		78%	*82%*	*78%*	*78%*	*77%*	*80%*	*77%*	*80%h*	*75%*	*73%*	*76%*	*77%*	*79%*	*83%ijkn*	*77%*	*73%*	*79%*
Mean		**4.10**	4.18	4.07	4.10	4.08	4.12	4.09	4.15h	4.01	4.02	4.04	4.09	4.09	4.24ijkln	4.08	4.02	4.12
Std Dev.		**0.85**	0.91	0.85	0.80	0.86	0.88	0.83	0.84	0.88	0.90	0.85	0.84	0.89	0.80	0.86	0.90	0.85
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	31	28	2	1	24	5	2	*	2	-	1	3	-	3	10	5	1	3	3
	1%	1%	1%	1%	1%	2%	1%	*	1%	-	*	1%	-	1%	2%	1%	*	6%ijklmopr	1%
Not very important (2)	96	75	20	4	70	14	7	5	2	5	4	7	12	9	18	4	10	2	12
	3%	3%	5%	3%	3%	5%d	5%	5%	1%	1%	2%	3%	5%o	3%	4%	1%	4%	5%o	5%lo
Neither important nor unimportant (3)	489	400	89	26	400	45	25	18	20	43	44	39	42	44	59	56	52	5	40
	16%	15%	21%a	18%	16%	16%	17%	18%	16%	12%	19%	19%	17%	17%	13%	14%	21%ln	11%	17%
Important (4)	1313	1144	169	53	1087	121	62	45	51	133	86	87	114	131	193	185	106	18	103
	43%	43%	40%	36%	43%	44%	41%	45%	40%	38%	37%	42%	45%	49%	42%	48%	43%	42%	44%
Very important (5)	1086	949	138	60	916	89	49	32	49	165	88	71	81	81	177	130	73	15	74
	36%	36%	33%	41%	36%	32%	33%	32%	39%	47%klmopr	38%	34%	32%	30%	38%	34%	30%	35%	32%
Don't know	43	40	3	3	35	2	6	1	2	3	9	3	4	-	5	8	1	*	2
	1%	2%	1%	2%	1%	1%	4%deg	1%	2%	1%	4%m	1%	2%	-	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	126	104	23	5	93	19	9	5	3	5	5	9	12	12	28	9	11	5	14
	4%	4%	5%	3%	4%	7%d	6%	5%	3%	1%	2%	4%	5%	4%	6%l	2%	4%	11%hijo	6%ijo
NET Important / Very important	2400	2093	307	114	2003	210	111	76	100	299	174	158	195	212	371	315	180	33	176
	78%	79%b	73%	77%	79%	76%	74%	77%	80%	85%jkpr	75%	76%	77%	79%	80%	81%	74%	77%	76%
Mean	4.10	4.12b	4.00	4.16	4.12e	4.00	4.03	4.04	4.17	4.32klmnopqr	4.15	4.05	4.06	4.04	4.11	4.14	3.99	3.95	4.01
Std Dev.	0.85	0.85	0.89	0.87	0.84	0.93	0.91	0.84	0.84	0.74	0.82	0.88	0.83	0.83	0.92	0.79	0.85	1.12	0.90
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.11	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base		3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base		1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important	(1)	31	11	2	7	5	6	13	11	9	9	10	1	2	18	3
		1%	*1%*	*	**2%b**	**3%bf**	**6%abf**	*1%*	**4%abf**	*1%*	*1%*	**2%m**	*1%*	*5%*	*1%*	*2%*
Not very important	(2)	96	45	30	10	9	2	75	10	39	30	21	4	1	70	5
		3%	*4%*	*3%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*5%*	*3%*	*2%*	*3%*	*3%*
Neither important nor unimportant	(3)	489	145	173	116	30	15	318	44	138	192	112	33	2	330	35
		16%	*13%*	*15%*	**28%abdfg**	*14%*	*15%*	*14%*	*15%*	*11%*	**15%h**	**27%hlm**	**26%hlm**	*6%*	*13%*	**21%hm**
Important	(4)	1313	424	568	171	102	44	991	145	431	618	184	67	10	1049	77
		43%	*37%*	**49%af**	*41%*	**50%a**	*45%*	**43%a**	**48%a**	*36%*	**50%hm**	**44%h**	**52%h**	*28%*	**43%h**	**47%h**
Very important	(5)	1086	518	375	103	55	27	892	82	578	378	82	20	19	956	40
		36%	**45%bcdefg**	**32%c**	*25%*	*27%*	*28%*	**39%bcdg**	*27%*	**48%ijkmn**	**30%jk**	*20%*	*16%*	*54%*	**39%ijkn**	*24%*
Don't know		43	15	12	7	5	3	27	8	10	20	6	4	2	30	6
		1%	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*6%*	*1%*	**4%h**
NET Not at all important/ Not very important		126	56	32	17	14	8	88	22	49	39	30	5	2	88	8
		4%	*5%*	*3%*	*4%*	**7%b**	**8%b**	*4%*	**7%bf**	*4%*	*3%*	**7%lm**	*4%*	*7%*	*4%*	*5%*
NET Important / Very important		2400	941	943	274	157	71	1884	228	1008	996	266	88	29	2004	117
		78%	**81%c**	**81%c**	*66%*	*76%*	*74%*	**81%c**	*75%*	**84%jkn**	**80%jkn**	*64%*	*67%*	*82%*	**82%jkn**	*71%*
Mean		4.10	**4.22bcdeg**	**4.12cg**	3.87	3.96	3.91	**4.17cdeg**	3.94	**4.28ijkmn**	**4.08jk**	3.75	3.80	4.33	**4.18ijkn**	3.91
Std Dev.		0.85	0.88	0.76	0.88	0.92	1.04	0.83	0.96	0.85	0.79	0.91	0.78	1.04	0.83	0.86
Std Error		0.02	0.03	0.02	0.04	0.07	0.11	0.02	0.06	0.02	0.02	0.05	0.07	0.17	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**31**	2	27	2	10	17	4	28	3	*	-	31	-
		1%	*1%*	*1%*	*4%*	*1%*	*1%*	*2%*	*1%*	**5%gk**	*1%*	-	*1%*	-
Not very important	(2)	**96**	9	87	-	31	58	7	91	4	1	-	96	-
		3%	*3%*	*3%*	-	*3%*	*3%*	*3%*	*3%*	*6%*	*17%*	-	*3%*	-
Neither important nor unimportant	(3)	**489**	36	449	4	125	332	32	473	7	2	*	481	7
		16%	*13%*	*16%*	*9%*	*13%*	*17%*	*16%*	*16%*	*11%*	*19%*	*4%*	*16%*	*66%*
Important	(4)	**1313**	90	1206	18	362	860	91	1276	30	5	2	1311	1
		43%	*33%*	**44%a**	*43%*	*39%*	**45%d**	*45%*	*43%*	*48%*	*59%*	*96%*	*43%*	*6%*
Very important	(5)	**1086**	133	935	18	387	632	67	1068	15	*	-	1083	3
		36%	**48%b**	*34%*	*44%*	**42%e**	*33%*	*33%*	*36%*	*24%*	*4%*	-	*36%*	*29%*
Don't know		**43**	7	36	-	17	23	3	39	4	-	-	43	-
		1%	*2%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	**7%gk**	-	-	*1%*	-
NET Not at all important/ Not very important		**126**	11	114	2	41	75	11	118	6	2	-	126	-
		4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*10%*	*18%*	-	*4%*	-
NET Important / Very important		**2400**	223	2141	36	749	1492	158	2344	44	5	2	2394	4
		78%	*81%*	*78%*	*86%*	*80%*	*78%*	*77%*	*79%*	*72%*	*63%*	*96%*	*79%*	*34%*
Mean		**4.10**	**4.28b**	4.09	4.21	**4.19e**	4.07	4.05	4.11	3.87	3.47	3.96	4.11	3.63
Std Dev.		**0.85**	0.87	0.85	0.95	0.87	0.84	0.89	0.85	1.04	0.91	0.27	0.85	0.95
Std Error		**0.02**	0.05	0.02	0.13	0.03	0.02	0.06	0.02	0.15	0.25	0.19	0.02	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 108

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**31**	12	9	4	5	2	9	1	-	-	9	2	1	1	*	4	2
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	**4%hin**	*	-	-	**4%ghin**	*1%*	*	*1%*	*	*1%*	*1%*
Not very important (2)	**96**	27	22	23	24	7	7	13	4	9	10	6	12	6	10	6	7
	3%	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	*2%*	*3%*	*4%*	*2%*	*5%*	*2%*	*4%*	*2%*	*3%*
Neither important nor unimportant (3)	**489**	110	103	158	117	42	34	34	34	40	29	54	38	67	42	43	32
	16%	*15%*	*14%*	**20%bd**	*14%*	*18%*	*14%*	*13%*	*15%*	*15%*	*12%*	*20%*	*15%*	**26%fghijlnop**	*15%*	*16%*	*13%*
Important (4)	**1313**	298	315	333	366	91	96	112	100	123	92	120	104	109	139	103	125
	43%	*41%*	*43%*	*43%*	*45%*	*40%*	*40%*	*42%*	*43%*	*46%*	*39%*	*44%*	*42%*	*42%*	*49%*	*38%*	*49%*
Very important (5)	**1086**	264	278	253	290	78	88	98	96	88	95	89	90	74	91	112	87
	36%	*36%*	*38%*	*33%*	*36%*	*34%*	*37%*	*37%*	**41%m**	*33%*	**40%m**	*33%*	*37%*	*29%*	*32%*	**42%m**	*34%*
Don't know	**43**	20	8	5	11	8	6	6	1	5	2	1	2	3	4	3	4
	1%	**3%c**	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*
NET Not at all important/ Not very important	**126**	39	31	28	29	9	16	14	4	9	18	8	13	8	11	10	8
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	**7%h**	*5%*	*2%*	*3%*	**8%h**	*3%*	*5%*	*3%*	*4%*	*4%*	*3%*
NET Important / Very important	**2400**	563	594	587	656	169	184	210	196	211	187	209	195	184	230	215	212
	78%	*77%*	*81%*	*75%*	*81%*	*74%*	*77%*	*80%*	**84%m**	*80%*	*79%*	*77%*	*79%*	*70%*	*80%*	*80%*	**83%m**
Mean	**4.10**	4.09	4.14	4.05	4.14	4.07	4.05	4.14	**4.23m**	4.12	4.09	4.07	4.11	3.97	4.10	**4.17m**	4.14
Std Dev.	**0.85**	0.91	0.86	0.84	0.82	0.88	0.99	0.85	0.75	0.79	1.01	0.82	0.86	0.83	0.79	0.88	0.78
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3114	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	1633	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	25	-	25	19	7	3	5	*	5	4	5	2	9	5	11	7	22	2	29
	1%	-	1%	1%	*	1%	1%g	*	1%	1%	2%g	1%	1%	*	1%	1%	1%	1%	1%
Not very important (2)	123	-	123	75	48	29	5	24	10	17	15	23	34	33	55	38	100	23	132
	4%	-	4%	5%	3%	6%fh	1%	3%	2%	3%	5%	11%fghij	4%	3%	5%m	7%m	4%	7%p	4%
Neither important nor unimportant (3)	467	-	467	245	220	55	35	87	65	100	75	50	90	152	225	125	424	40	510
	15%	-	15%	16%	14%	11%	9%	13%	14%	20%efg	23%efgh	23%efgh	10%	13%	21%lm	23%lm	16%	12%	16%
Important (4)	1253	-	1253	582	667	174	152	276	176	226	146	104	325	452	476	250	1131	119	1324
	41%	-	41%	38%	44%c	36%	40%	40%	39%	44%	45%	49%e	38%	39%	45%lm	47%lm	42%	36%	43%
Very important (5)	1150	-	1150	581	566	213	178	303	182	159	81	34	390	486	274	115	1008	134	1079
	38%	-	38%	38%	37%	44%ijk	47%ijk	44%ijk	41%ijk	31%k	25%	16%	45%no	42%no	26%	21%	37%	41%	35%
Don't know	40	-	40	18	21	9	6	6	11	7	*	1	15	16	8	2	32	8	40
	1%	-	1%	1%	1%	2%	1%	1%	2%	1%	*	*	2%	1%	1%	*	1%	2%	1%
NET Not at all important/ Not very important	148	-	148	94	55	32	11	24	15	22	20	25	43	39	67	45	121	25	161
	5%	-	5%	6%d	4%	7%	3%	3%	3%	4%	6%	12%fghi	5%	3%	6%m	8%m	4%	8%	5%
NET Important / Very important	2403	-	2403	1163	1233	386	330	579	358	384	227	138	716	937	749	365	2139	253	2403
	79%	-	79%	77%	81%c	80%ijk	87%ijk	83%ijk	80%jk	75%k	70%	65%	83%no	82%no	71%	68%	79%	78%	77%
Mean	4.12	-	4.12	4.09	4.15	4.19ijk	4.31ijk	4.24ijk	4.19ijk	4.02k	3.88	3.68	4.24no	4.22no	3.91	3.80	4.12	4.13	4.07
Std Dev.	0.87	-	0.87	0.92	0.82	0.91	0.81	0.81	0.85	0.85	0.89	0.90	0.87	0.82	0.88	0.90	0.86	0.94	0.88
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.03	0.04	0.04	0.04	0.06	0.03	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**25**	8	3	6	8	11	14	12	12	-	1	10	8	4	19	-	23
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	-	*1%*
Not very important (2)	**123**	23	43	29	28	66	57	81	40	20	14	35	28	21	77	20	100
	4%	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*	*4%*	*3%*	*4%*	*6%*	*4%*
Neither important nor unimportant (3)	**467**	102	150	109	106	252	215	284	176	56	72	119	124	69	316	56	388
	15%	*14%*	*16%*	*15%*	*15%*	*16%*	*15%*	*14%*	**18%g**	**17%m**	**20%m**	**17%m**	**16%m**	*10%*	**17%m**	*17%*	*15%*
Important (4)	**1253**	282	388	307	277	669	584	823	425	123	148	297	311	290	755	123	1064
	41%	*39%*	*43%*	*43%*	*38%*	*41%*	*41%*	*40%*	*44%*	*36%*	*42%*	*41%*	*40%*	*42%*	*41%*	*36%*	*41%*
Very important (5)	**1150**	296	314	246	294	610	539	824	301	134	117	245	301	297	664	134	969
	38%	**41%b**	*35%*	*35%*	*40%*	*38%*	*38%*	**40%h**	*31%*	*39%*	*33%*	*34%*	*39%*	**43%jkn**	*36%*	*39%*	*38%*
Don't know	**40**	4	12	10	13	16	23	28	9	7	1	10	8	10	19	7	30
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**148**	31	46	35	36	77	71	92	52	20	15	46	36	26	96	20	123
	5%	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	*6%*	*5%*	*4%*	*5%*	*6%*	*5%*
NET Important / Very important	**2403**	578	702	552	571	1280	1123	1647	726	256	265	541	613	587	1419	256	2033
	79%	*81%*	*77%*	*78%*	*79%*	*79%*	*78%*	**80%h**	*75%*	*76%*	*75%*	*76%*	*78%*	**85%ijkln**	*77%*	*75%*	*79%*
Mean	**4.12**	4.17	4.08	4.09	4.15	4.12	4.12	**4.17h**	4.01	4.11	4.04	4.03	4.13	**4.25jkln**	4.07	4.11	4.12
Std Dev.	**0.87**	0.87	0.86	0.87	0.89	0.87	0.88	0.85	0.88	0.90	0.85	0.92	0.88	0.81	0.89	0.90	0.87
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	25	20	5	2	21	2	1	1	2	2	2	2	1	3	8	-	-	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	2%o	1%	1%	1%	1%	1%	2%	-	-	1%o	1%
Not very important (2)	123	104	19	5	95	14	8	6	6	10	2	12	15	3	16	20	11	3	11
	4%	4%	5%	3%	4%	5%	5%	6%	5%j	3%	1%	6%jm	6%jm	1%	4%	5%	5%	7%jm	5%jm
Neither important nor unimportant (3)	467	393	74	21	379	51	24	13	11	50	41	35	36	40	68	56	42	7	44
	15%	15%	18%	14%	15%	18%	16%	13%	9%	14%	18%h	17%	14%	15%	15%	15%	17%h	16%	19%h
Important (4)	1253	1069	184	60	1029	114	63	46	54	150	114	78	103	115	154	157	105	18	96
	41%	41%	44%	41%	41%	41%	42%	46%	43%	43%	49%kn	37%	41%	43%	33%	40%	43%	41%	41%
Very important (5)	1150	1018	131	54	973	92	52	33	51	135	72	80	97	103	207	146	82	15	78
	38%	39%b	31%	37%	38%	34%	35%	33%	40%	39%	31%	38%	38%	39%	45%jpr	38%	33%	34%	33%
Don't know	40	32	8	5	35	2	2	1	2	3	-	3	2	4	9	8	4	-	2
	1%	1%	2%	3%	1%	1%	2%	1%	2%	1%	-	1%	1%	1%	2%	2%	2%	-	1%
NET Not at all important/ Not very important	148	124	24	7	116	16	9	7	8	12	5	14	16	6	25	20	11	4	13
	5%	5%	6%	5%	5%	6%	6%	7%	6%	3%	2%	7%	6%	2%	5%	5%	5%	9%jm	5%
NET Important / Very important	2403	2087	315	114	2001	207	116	79	105	285	186	158	199	218	361	303	187	33	174
	79%	79%	75%	77%	79%	75%	77%	79%	83%	82%	80%	75%	79%	82%	78%	78%	76%	75%	75%
Mean	4.12	4.14b	4.01	4.11	4.14e	4.02	4.06	4.05	4.18	4.17	4.08	4.07	4.11	4.18	4.18	4.13	4.07	3.99	4.03
Std Dev.	0.87	0.87	0.89	0.89	0.87	0.90	0.89	0.88	0.90	0.82	0.78	0.94	0.89	0.81	0.94	0.85	0.84	0.97	0.88
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.08	0.07	0.07	0.07	0.07	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	25	7	6	2	7	2	13	9	8	7	5	5	*	15	6
	1%	*1%*	*1%*	*1%*	**4%abcf**	*2%*	*1%*	**3%abf**	*1%*	*1%*	*1%*	**4%hlm**	*1%*	*1%*	**3%hlm**
Not very important (2)	123	41	48	14	11	10	89	20	45	49	20	6	4	93	10
	4%	*4%*	*4%*	*3%*	*5%*	**10%abcf**	*4%*	*7%*	*4%*	*4%*	*5%*	*4%*	*12%*	*4%*	*6%*
Neither important nor unimportant (3)	467	145	176	103	28	7	321	34	130	202	97	25	5	332	30
	15%	*12%*	*15%*	**25%abdefg**	*13%*	*7%*	*14%*	*11%*	*11%*	**16%h**	**23%hlm**	**19%h**	*14%*	*14%*	**18%h**
Important (4)	1253	436	545	147	82	36	982	117	457	557	176	46	10	1014	56
	41%	*38%*	**47%ac**	*35%*	*40%*	*37%*	*42%*	*39%*	*38%*	**45%hn**	*42%*	*35%*	*28%*	*41%*	*34%*
Very important (5)	1150	517	369	143	76	39	886	115	556	415	113	45	14	971	60
	38%	**45%bcf**	*32%*	*34%*	*37%*	*40%*	**38%b**	*38%*	**46%ijm**	*33%*	*27%*	*35%*	*40%*	**40%ij**	*36%*
Don't know	40	10	15	5	2	4	26	5	10	17	5	2	2	27	4
	1%	*1%*	*1%*	*1%*	*1%*	*4%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*5%*	*1%*	*3%*
NET Not at all important/ Not very important	148	48	54	16	18	12	102	30	53	55	24	11	4	108	16
	5%	*4%*	*5%*	*4%*	**9%af**	**12%abcf**	*4%*	**10%abcf**	*4%*	*4%*	*6%*	*9%*	*12%*	*4%*	**9%hlm**
NET Important / Very important	2403	954	914	289	158	74	1868	232	1013	973	289	91	24	1985	115
	79%	**82%c**	**79%c**	*70%*	*77%*	*77%*	**81%c**	*77%*	**84%ijkn**	**78%ij**	*70%*	*70%*	*68%*	**81%jkn**	*70%*
Mean	4.12	**4.24bcdfg**	4.07	4.01	4.02	4.07	**4.15bc**	4.04	**4.26ijkmn**	**4.08ij**	3.91	3.94	4.00	**4.17ijkn**	3.95
Std Dev.	0.87	0.85	0.83	0.89	1.03	1.05	0.84	1.03	0.85	0.84	0.89	1.06	1.07	0.85	1.06
Std Error	0.02	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.02	0.02	0.05	0.10	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**25**	5	19	2	8	15	2	24	-	-	-	24	2
		1%	*2%*	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*15%*
Not very important	(2)	**123**	9	113	1	30	82	11	119	4	1	-	123	-
		4%	*3%*	*4%*	*3%*	*3%*	*4%*	*5%*	*4%*	*6%*	*8%*	-	*4%*	-
Neither important nor unimportant	(3)	**467**	25	437	6	92	349	26	451	8	4	*	463	4
		15%	*9%*	**16%a**	*13%*	*10%*	**18%d**	*13%*	*15%*	*13%*	*48%*	*4%*	*15%*	*40%*
Important	(4)	**1253**	87	1152	13	346	823	84	1212	33	2	2	1248	3
		41%	*32%*	**42%a**	*32%*	*37%*	**43%d**	*41%*	*41%*	*54%*	*26%*	*96%*	*41%*	*31%*
Very important	(5)	**1150**	145	986	19	437	632	81	1133	14	2	-	1148	2
		38%	**52%b**	*36%*	*46%*	**47%e**	*33%*	*40%*	*38%*	*22%*	*18%*	-	*38%*	*14%*
Don't know		**40**	6	34	-	18	21	*	36	3	-	-	40	-
		1%	*2%*	*1%*	-	*2%*	*1%*	*	*1%*	*5%*	-	-	*1%*	-
NET Not at all important/ Not very important		**148**	13	132	3	38	97	13	142	4	1	-	147	2
		5%	*5%*	*5%*	*8%*	*4%*	*5%*	*6%*	*5%*	*6%*	*8%*	-	*5%*	*15%*
NET Important / Very important		**2403**	232	2138	33	783	1455	164	2345	47	4	2	2396	5
		79%	*84%*	*78%*	*79%*	**84%e**	*76%*	*80%*	*79%*	*76%*	*44%*	*96%*	*79%*	*45%*
Mean		**4.12**	**4.33b**	4.10	4.12	**4.29e**	4.04	4.13	4.13	3.96	3.55	3.96	4.12	3.30
Std Dev.		**0.87**	0.89	0.86	1.07	0.84	0.87	0.91	0.87	0.80	0.93	0.27	0.87	1.23
Std Error		**0.02**	0.06	0.02	0.15	0.03	0.02	0.06	0.02	0.12	0.26	0.19	0.02	0.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**25**	7	7	4	7	2	*	5	1	2	4	3	-	1	6	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*	*1%*	*2%*	*1%*	-	*	*2%*	*	*
Not very important (2)	**123**	42	24	35	22	11	11	19	14	4	7	15	10	10	12	6	4
	4%	**6%d**	*3%*	*4%*	*3%*	*5%*	*5%*	**7%iop**	**6%l**	*2%*	*3%*	*5%*	*4%*	*4%*	*4%*	*2%*	*2%*
Neither important nor unimportant (3)	**467**	106	106	132	123	30	40	36	32	35	38	45	40	48	56	32	34
	15%	*15%*	*14%*	*17%*	*15%*	*13%*	*17%*	*14%*	*14%*	*13%*	*16%*	*17%*	*16%*	*18%*	*20%*	*12%*	*13%*
Important (4)	**1253**	299	305	303	345	97	88	114	98	117	90	116	81	106	118	112	115
	41%	*41%*	*42%*	*39%*	*42%*	*43%*	*36%*	*43%*	*42%*	*44%*	*38%*	*43%*	*33%*	*41%*	*41%*	*41%*	**45%l**
Very important (5)	**1150**	263	285	297	305	77	97	89	86	106	93	88	116	93	87	117	100
	38%	*36%*	*39%*	*38%*	*38%*	*34%*	*40%*	*34%*	*37%*	*40%*	*39%*	*33%*	**47%egkn**	*36%*	*30%*	**43%n**	*39%*
Don't know	**40**	15	7	7	10	9	5	1	2	*	5	4	-	3	6	2	2
	1%	*2%*	*1%*	*1%*	*1%*	**4%gil**	*2%*	*	*1%*	*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*1%*
NET Not at all important/ Not very important	**148**	49	31	39	29	14	11	24	15	6	11	18	10	11	18	6	5
	5%	**7%d**	*4%*	*5%*	*4%*	*6%*	*5%*	**9%iop**	**6%p**	*2%*	*5%*	**7%p**	*4%*	*4%*	**6%p**	*2%*	*2%*
NET Important / Very important	**2403**	562	591	600	650	175	184	203	185	223	183	204	197	199	205	230	215
	79%	*77%*	*80%*	*77%*	*80%*	*77%*	*77%*	*77%*	*79%*	**84%n**	*77%*	*75%*	*80%*	*76%*	*72%*	**85%kn**	**84%n**
Mean	**4.12**	4.07	4.15	4.11	4.15	4.08	4.14	4.00	4.10	**4.22gn**	4.12	4.02	**4.23n**	4.09	3.96	**4.27gkn**	**4.22gkn**
Std Dev.	**0.87**	0.91	0.86	0.88	0.84	0.89	0.87	0.97	0.88	0.78	0.91	0.91	0.86	0.85	0.94	0.77	0.75
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.06	0.05	0.06	0.06	0.05	0.06	0.06	0.05	0.05	0.06	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**20**	-	20	10	10	4	3	3	2	8	*	-	8	5	8	*	19	1	16
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*	-	*1%*	*	*1%*	*	*1%*	*	*1%*
Not very important (2)	**82**	-	82	48	34	21	12	15	9	9	7	10	33	24	26	17	74	7	72
	3%	-	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	*5%*	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*
Neither important nor unimportant (3)	**415**	-	415	215	197	79	54	66	58	68	48	43	132	124	159	91	358	54	396
	14%	-	*14%*	*14%*	*13%*	**16%g**	*14%*	*9%*	*13%*	*13%*	*15%*	**20%g**	**15%m**	*11%*	**15%m**	**17%m**	*13%*	*16%*	*13%*
Important (4)	**1100**	-	1100	556	540	185	139	254	165	170	119	68	323	419	357	187	975	123	1121
	36%	-	*36%*	*37%*	*35%*	*38%*	*36%*	*36%*	*37%*	*33%*	*37%*	*32%*	*37%*	*37%*	*34%*	*35%*	*36%*	*38%*	*36%*
Very important (5)	**1408**	-	1408	676	730	190	166	355	206	253	145	93	355	562	491	238	1266	133	1479
	46%	-	*46%*	*44%*	*48%*	*39%*	*44%*	**51%e**	*46%*	**49%e**	*45%*	*43%*	*41%*	**49%l**	*47%*	*44%*	*47%*	*41%*	*47%*
Don't know	**32**	-	32	14	18	5	7	4	8	5	3	*	12	12	9	4	23	8	30
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
NET Not at all important/ Not very important	**102**	-	102	58	44	25	15	18	11	16	7	10	40	28	34	17	93	8	88
	3%	-	*3%*	*4%*	*3%*	*5%*	*4%*	*3%*	*2%*	*3%*	*2%*	*5%*	*5%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*
NET Important / Very important	**2508**	-	2508	1233	1270	374	305	609	371	424	264	161	679	981	849	425	2241	257	2600
	82%	-	*82%*	*81%*	*83%*	*77%*	*80%*	**87%efk**	*83%*	*83%*	*82%*	*75%*	*79%*	**86%lno**	*81%*	*79%*	*83%*	*79%*	*83%*
Mean	**4.25**	-	4.25	4.22	4.29	4.12	4.21	**4.36efk**	**4.28e**	**4.29e**	4.26	4.14	4.16	**4.33lo**	4.25	4.21	4.26	4.20	4.29
Std Dev.	**0.84**	-	0.84	0.85	0.83	0.90	0.87	0.77	0.80	0.87	0.80	0.90	0.88	0.78	0.86	0.84	0.84	0.82	0.82
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.06	0.03	0.02	0.02	0.03	0.02	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**20**	4	2	9	5	7	14	12	9	1	1	4	9	2	14	1	17
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*
Not very important (2)	**82**	19	29	10	23	48	34	51	31	11	8	19	17	22	45	11	68
	3%	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*
Neither important nor unimportant (3)	**415**	72	116	119	108	188	227	286	120	62	48	103	95	67	247	62	324
	14%	*10%*	*13%*	**17%a**	**15%a**	*12%*	**16%e**	*14%*	*12%*	**18%m**	*14%*	**14%m**	*12%*	*10%*	*13%*	**18%p**	*13%*
Important (4)	**1100**	282	304	265	248	586	513	740	346	104	114	276	307	251	697	104	957
	36%	*39%*	*33%*	*38%*	*34%*	*36%*	*36%*	*36%*	*36%*	*31%*	*32%*	*39%*	*39%*	*36%*	*38%*	*31%*	*37%*
Very important (5)	**1408**	335	449	296	329	784	625	937	451	155	178	305	347	339	831	156	1183
	46%	*47%*	**49%c**	*42%*	*45%*	*48%*	*44%*	*46%*	*47%*	*46%*	*50%*	*43%*	*44%*	*49%*	*45%*	*46%*	*46%*
Don't know	**32**	3	9	8	12	12	20	25	7	7	3	8	4	10	16	7	26
	1%	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**102**	23	32	19	28	55	47	63	39	11	10	23	27	25	60	11	84
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
NET Important / Very important	**2508**	617	753	561	577	1370	1138	1677	797	259	292	582	654	590	1528	260	2140
	82%	**86%cd**	*83%*	*79%*	*80%*	**84%f**	*79%*	*82%*	*83%*	*76%*	*83%*	*81%*	**84%l**	**85%l**	*83%*	*77%*	**83%o**
Mean	**4.25**	4.30	4.30	4.18	4.23	**4.30f**	4.20	4.25	4.25	4.21	4.31	4.21	4.24	4.33	4.25	4.21	4.26
Std Dev.	**0.84**	0.80	0.83	0.86	0.87	0.82	0.86	0.83	0.86	0.87	0.82	0.83	0.84	0.81	0.83	0.87	0.83
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	20	20	*	-	17	3	1	-	-	2	1	-	1	3	5	5	-	-	3
	1%	1%	*	-	1%	1%	1%	-	-	*	1%	-	*	1%	1%	1%	-	-	1%
Not very important (2)	82	65	17	4	72	7	1	1	3	6	2	8	12	3	20	11	6	*	7
	3%	2%	4%	2%	3%	3%	1%	1%	2%	2%	1%	4%	5%	1%	4%	3%	2%	*	3%
Neither important nor unimportant (3)	415	360	55	22	341	42	20	12	14	48	24	42	35	33	63	42	39	5	37
	14%	14%	13%	15%	13%	15%	13%	12%	11%	14%	11%	20%jo	14%	12%	14%	11%	16%	11%	16%
Important (4)	1100	960	140	42	916	91	56	37	50	112	82	63	89	98	191	139	91	10	81
	36%	36%	33%	29%	36%	33%	37%	37%	40%q	32%	36%	30%	35%	37%	41%q	36%	37%	24%	35%
Very important (5)	1408	1201	207	77	1158	131	71	49	56	179	118	92	116	130	176	184	107	27	104
	46%	46%	49%	52%	46%	48%	47%	49%	45%	51%n	51%n	44%	46%	49%	38%	48%	44%	63%hklnopr	45%
Don't know	32	29	4	3	28	2	2	*	2	3	2	5	-	-	8	6	2	1	1
	1%	1%	1%	2%	1%	1%	1%	*	2%lm	1%	1%	2%	-	-	2%	2%	1%	1%lm	1%
NET Not at all important/ Not very important	102	86	17	4	89	10	2	1	3	8	4	8	14	7	25	16	6	*	10
	3%	3%	4%	2%	4%	4%	2%	1%	2%	2%	2%	4%	5%	2%	5%	4%	2%	*	4%
NET Important / Very important	2508	2161	347	120	2073	222	126	86	106	291	201	155	205	228	367	323	198	38	185
	82%	82%	82%	81%	82%	81%	84%	86%	84%k	83%k	87%k	74%	81%	85%k	79%	83%	81%	87%	79%
Mean	4.25	4.25	4.28	4.33	4.25	4.25	4.30	4.34	4.29	4.33n	4.37knr	4.16	4.21	4.30	4.13	4.28	4.23	4.52hklnpr	4.20
Std Dev.	0.84	0.84	0.84	0.82	0.84	0.87	0.79	0.74	0.77	0.81	0.76	0.89	0.89	0.82	0.88	0.87	0.80	0.71	0.89
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.07	0.07	0.06	0.07	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	20	3	6	6	3	2	9	5	3	8	3	5	2	10	7
	1%	*	1%	2%af	1%	2%af	*	2%af	*	1%	1%	4%him	6%	*	4%him
Not very important (2)	82	24	25	10	16	7	49	23	24	24	26	6	2	48	8
	3%	2%	2%	2%	8%abcf	8%abf	2%	8%abcf	2%	2%	6%him	5%	5%	2%	5%
Neither important nor unimportant (3)	415	110	154	87	35	14	265	49	98	178	99	23	5	277	28
	14%	10%	13%a	21%abf	17%a	14%	11%	16%a	8%	14%h	24%him	17%h	14%	11%h	17%h
Important (4)	1100	367	441	181	70	33	807	103	389	499	156	39	9	888	48
	36%	32%	38%a	44%af	34%	34%	35%	34%	32%	40%hn	38%	30%	26%	36%	29%
Very important (5)	1408	649	521	127	72	36	1170	109	685	523	126	56	15	1208	72
	46%	56%bcdefg	45%cg	31%	35%	38%	50%bcdg	36%	57%ijkmn	42%j	30%	43%j	43%	49%ij	43%j
Don't know	32	4	13	2	9	3	17	12	6	15	5	2	2	21	4
	1%	*	1%	*	4%abcf	3%af	1%	4%abcf	1%	1%	1%	1%	6%	1%	2%
NET Not at all important/ Not very important	102	26	31	16	19	10	58	29	26	32	29	11	4	58	15
	3%	2%	3%	4%	9%abf	10%abf	2%	9%abcf	2%	3%	7%him	8%him	10%	2%	9%him
NET Important / Very important	2508	1016	961	308	142	69	1977	212	1074	1022	282	95	25	2096	120
	82%	88%bcdeg	83%cdg	75%	69%	72%	85%cdeg	70%	89%ijkmn	82%jn	68%	73%	69%	85%ijkn	72%
Mean	4.25	4.42bcdefg	4.26cdeg	4.00	3.99	4.01	4.34bcdeg	3.99	4.44ijkmn	4.22j	3.91	4.06	4.02	4.33ijkn	4.05
Std Dev.	0.84	0.77	0.81	0.87	1.00	1.05	0.79	1.02	0.75	0.81	0.93	1.06	1.18	0.79	1.09
Std Error	0.02	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.02	0.02	0.05	0.10	0.19	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**20**	5	13	2	7	14	-	17	1	2	-	20	-
		1%	**2%b**	*	*4%*	*1%*	*1%*	-	*1%*	*2%*	*21%*	-	*1%*	-
Not very important	(2)	**82**	9	73	-	26	51	5	74	8	-	-	82	-
		3%	*3%*	*3%*	-	*3%*	*3%*	*2%*	*2%*	**13%gk**	-	-	*3%*	-
Neither important nor unimportant	(3)	**415**	22	390	3	112	275	29	395	13	*	-	408	7
		14%	*8%*	**14%a**	*6%*	*12%*	*14%*	*14%*	*13%*	*21%*	*1%*	-	*13%*	*64%*
Important	(4)	**1100**	95	992	12	305	732	62	1068	23	4	2	1095	2
		36%	*34%*	*36%*	*30%*	*33%*	**38%d**	*30%*	*36%*	*38%*	*52%*	*100%*	*36%*	*21%*
Very important	(5)	**1408**	140	1244	24	472	834	103	1388	16	2	-	1407	2
		46%	*51%*	*45%*	*59%*	**51%e**	*43%*	*50%*	**47%h**	*26%*	*26%*	-	**46%h**	*15%*
Don't know		**32**	4	28	*	10	17	6	32	-	-	-	32	-
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	**3%e**	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**102**	14	86	2	33	65	5	92	9	2	-	102	-
		3%	*5%*	*3%*	*4%*	*4%*	*3%*	*2%*	*3%*	**15%gk**	*21%*	-	*3%*	-
NET Important / Very important		**2508**	235	2236	37	777	1566	165	2456	40	7	2	2502	4
		82%	*85%*	*82%*	*88%*	*83%*	*81%*	*81%*	**83%h**	*64%*	*78%*	*100%*	**82%h**	*36%*
Mean		**4.25**	4.31	4.25	4.40	**4.31e**	4.22	4.32	**4.27h**	3.74	3.61	4.00	**4.26h**	3.51
Std Dev.		**0.84**	0.91	0.83	0.96	0.85	0.84	0.81	0.83	1.05	1.52	0.00	0.84	0.78
Std Error		**0.02**	0.06	0.02	0.13	0.03	0.02	0.06	0.02	0.15	0.42	0.00	0.02	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**20**	3	5	1	11	3	-	-	-	3	2	-	*	1	8	2	2
	1%	*	*1%*	*	**1%c**	*1%*	-	-	-	*1%*	*1%*	-	*	*	*3%*	*1%*	*1%*
Not very important (2)	**82**	13	27	16	26	4	6	3	7	7	13	9	3	3	10	7	8
	3%	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*	**6%gm**	*3%*	*1%*	*1%*	*4%*	*3%*	*3%*
Neither important nor unimportant (3)	**415**	98	83	126	108	29	37	33	20	31	32	44	31	51	43	27	37
	14%	*13%*	*11%*	**16%b**	*13%*	*13%*	*15%*	*12%*	*9%*	*12%*	*13%*	*16%*	*13%*	**20%hd**	*15%*	*10%*	*15%*
Important (4)	**1100**	270	248	270	312	80	90	100	69	101	78	111	79	80	102	110	101
	36%	*37%*	*34%*	*35%*	*38%*	*35%*	*38%*	*38%*	*29%*	*38%*	*33%*	**41%h**	*32%*	*31%*	*36%*	**41%h**	*39%*
Very important (5)	**1408**	336	366	362	345	106	103	126	138	119	109	106	131	125	116	120	108
	46%	*46%*	**50%d**	*47%*	*42%*	*46%*	*43%*	*48%*	**59%efijknop**	*45%*	*46%*	*39%*	**53%kn**	*48%*	*41%*	*45%*	*42%*
Don't know	**32**	12	6	3	11	6	4	2	-	3	3	1	2	1	7	4	*
	1%	*2%*	*1%*	*	*1%*	*3%*	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*
NET Not at all important/ Not very important	**102**	16	33	16	37	7	6	3	7	11	15	9	3	4	18	9	10
	3%	*2%*	*4%*	*2%*	*5%*	*3%*	*3%*	*1%*	*3%*	*4%*	**6%glm**	*3%*	*1%*	*1%*	**6%glm**	*3%*	*4%*
NET Important / Very important	**2508**	606	614	632	657	186	194	226	207	220	187	217	211	204	218	230	209
	82%	*83%*	*83%*	*81%*	*81%*	*82%*	*81%*	**86%n**	**88%jmn**	*83%*	*79%*	*80%*	*85%*	*78%*	*76%*	*85%*	*81%*
Mean	**4.25**	4.28	4.29	4.26	4.19	4.27	4.23	**4.34n**	**4.44fijkmnp**	4.24	4.19	4.16	**4.38kn**	4.25	4.11	4.27	4.19
Std Dev.	**0.84**	0.80	0.87	0.81	0.89	0.86	0.81	0.73	0.78	0.86	0.94	0.82	0.76	0.83	0.98	0.81	0.85
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.06	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3114	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	1633	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	11	-	11	10	1	6	3	-	-	1	-	1	9	-	2	1	9	2	10
	*	-	*	1%	*	1%g	1%	-	-	*	-	1%	1%m	-	*	*	*	1%	*
Not very important (2)	68	-	68	45	21	19	9	20	1	9	3	7	28	21	19	10	54	13	53
	2%	-	2%	3%d	1%	4%h	2%h	3%h	*	2%	1%	3%h	3%	2%	2%	2%	2%	4%	2%
Neither important nor unimportant (3)	279	-	279	147	132	57	27	49	35	49	43	21	83	84	112	63	247	28	266
	9%	-	9%	10%	9%	12%	7%	7%	8%	9%	13%fg	10%	10%	7%	11%m	12%m	9%	9%	9%
Important (4)	1112	-	1112	562	547	167	136	248	177	172	124	89	303	425	385	213	989	119	1155
	36%	-	36%	37%	36%	34%	36%	36%	39%	33%	39%	41%	35%	37%	37%	40%	36%	37%	37%
Very important (5)	1561	-	1561	740	816	227	197	372	233	283	151	97	424	605	531	248	1407	147	1605
	51%	-	51%	49%	53%	47%	52%	53%	52%	55%	47%	45%	49%	53%	51%	46%	52%	45%	52%
Don't know	28	-	28	16	12	8	8	8	3	-	1	-	16	11	1	1	10	17	25
	1%	-	1%	1%	1%	2%l	2%l	1%	1%	-	*	-	2%n	1%	*	*	*	5%p	1%
NET Not at all important/ Not very important	79	-	79	55	22	25	13	20	1	9	3	8	37	21	20	11	63	15	63
	3%	-	3%	4%d	1%	5%hij	3%h	3%h	*	2%	1%	4%h	4%mn	2%	2%	2%	2%	5%	2%
NET Important / Very important	2673	-	2673	1303	1363	394	333	620	410	455	276	186	727	1029	916	461	2397	267	2760
	87%	-	87%	86%	89%c	82%	88%	89%e	91%e	89%e	86%	87%	84%	90%l	87%	86%	88%q	82%	89%
Mean	4.37	-	4.37	4.32	4.42c	4.24	4.38	4.41e	4.44ek	4.42e	4.32	4.28	4.30	4.42lo	4.36	4.30	4.38	4.28	4.39
Std Dev.	0.77	-	0.77	0.82	0.71	0.90	0.80	0.75	0.64	0.74	0.73	0.81	0.86	0.71	0.76	0.76	0.76	0.84	0.74
Std Error	0.01	-	0.01	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**11**	3	5	1	3	8	3	7	4	-	*	4	7	*	11	-	11
	*	*	*	*	*	*	*	*	*	-	*	1%	1%	*	1%	-	*
Not very important (2)	**68**	21	15	23	9	36	32	48	18	6	11	11	21	14	43	6	58
	2%	3%	2%	3%	1%	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	2%	2%
Neither important nor unimportant (3)	**279**	49	80	68	82	128	150	156	115	48	40	63	77	37	179	48	217
	9%	7%	9%	10%	11%a	8%	10%	8%	12%g	14%m	11%m	9%	10%m	5%	10%m	14%p	8%
Important (4)	**1112**	289	338	230	255	627	485	755	347	110	123	255	276	281	654	110	949
	36%	40%c	37%	32%	35%	39%f	34%	37%	36%	32%	35%	36%	35%	41%	35%	32%	37%
Very important (5)	**1561**	351	467	377	365	818	743	1067	470	172	177	375	390	357	942	173	1315
	51%	49%	51%	53%	50%	50%	52%	52%	49%	51%	50%	52%	50%	52%	51%	51%	51%
Don't know	**28**	2	6	9	11	8	20	17	10	3	2	9	10	3	21	3	24
	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
NET Not at all important/ Not very important	**79**	24	19	23	12	43	35	55	22	6	11	15	28	14	54	6	69
	3%	3%	2%	3%	2%	3%	2%	3%	2%	2%	3%	2%	4%	2%	3%	2%	3%
NET Important / Very important	**2673**	640	805	607	620	1445	1227	1822	817	282	300	630	666	638	1596	283	2265
	87%	89%	88%	86%	86%	89%f	86%	89%h	85%	83%	85%	88%	85%	92%ijkln	86%	83%	88%
Mean	**4.37**	4.35	4.38	4.38	4.36	4.37	4.37	4.39	4.32	4.33	4.33	4.39	4.33	4.43	4.35	4.33	4.37
Std Dev.	**0.77**	0.77	0.76	0.80	0.76	0.76	0.78	0.76	0.79	0.79	0.80	0.76	0.83	0.69	0.80	0.79	0.77
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	11	10	1	*	9	1	*	1	*	2	-	-	-	-	6	-	1	-	1
	*	*	*	*	*	*	*	1%	*	1%	-	-	-	-	1%	-	*	-	*
Not very important (2)	68	61	6	2	58	5	3	2	3	7	1	7	7	2	19	5	9	*	5
	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	*	3%	3%	1%	4%	1%	4%	*	2%
Neither important nor unimportant (3)	279	243	35	9	235	27	10	7	11	27	26	23	30	36	35	29	18	7	21
	9%	9%	8%	6%	9%	10%	7%	7%	9%	8%	11%	11%	12%	13%	8%	7%	7%	15%	9%
Important (4)	1112	950	162	54	917	105	52	38	41	115	93	54	89	93	177	172	84	19	86
	36%	36%	38%	36%	36%	38%	34%	38%	33%	33%	40%k	26%	35%	35%	38%k	44%hik	34%	43%k	37%k
Very important (5)	1561	1345	215	82	1287	138	84	52	69	193	110	124	122	138	217	182	132	18	119
	51%	51%	51%	55%	51%	50%	56%	52%	55%	55%	48%	59%noq	48%	51%	47%	47%	54%	42%	51%
Don't know	28	26	2	1	25	*	2	1	1	7	1	1	6	-	9	-	-	-	*
	1%	1%	*	1%	1%	*	2%e	1%	1%	2%	1%	1%	2%o	-	2%	-	-	-	*
NET Not at all important/ Not very important	79	72	7	2	68	6	3	2	4	9	1	7	7	2	24	5	10	*	6
	3%	3%	2%	1%	3%	2%	2%	2%	3%	2%	*	3%	3%	1%	5%jm	1%	4%j	*	3%
NET Important / Very important	2673	2295	378	136	2204	243	136	90	110	307	203	179	211	231	394	353	216	37	206
	87%	87%	90%	92%	87%	88%	90%	90%	88%	88%	88%	85%	83%	86%	85%	91%l	88%	85%	89%
Mean	4.37	4.36	4.39	4.47	4.36	4.35	4.46	4.40	4.41	4.43	4.36	4.42	4.32	4.37	4.28	4.37	4.38	4.26	4.37
Std Dev.	0.77	0.78	0.72	0.68	0.78	0.76	0.72	0.75	0.78	0.77	0.69	0.81	0.79	0.73	0.87	0.68	0.81	0.72	0.76
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.05	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base		3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base		1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important	(1)	11	3	1	-	3	3	5	6	6	2	*	3	*	8	3
		*	*	*	-	1%bf	3%abcf	*	2%abcf	*	*	*	2%ijm	*	*	2%im
Not very important	(2)	68	22	27	9	7	2	49	9	21	29	7	6	3	50	9
		2%	2%	2%	2%	4%	2%	2%	3%	2%	2%	2%	5%	7%	2%	5%hm
Neither important nor unimportant	(3)	279	69	75	93	20	12	144	32	53	100	96	17	3	154	20
		9%	6%	6%	22%abdfg	10%	13%	6%	11%af	4%	8%h	23%himn	13%hm	9%	6%	12%hm
Important	(4)	1112	361	472	154	81	34	833	115	364	530	156	43	12	894	55
		36%	31%	41%af	37%	39%	35%	36%a	38%	30%	42%hm	38%h	33%	33%	36%h	33%
Very important	(5)	1561	691	581	153	92	38	1272	130	755	572	152	61	16	1326	78
		51%	60%bcdefg	50%c	37%	45%	40%	55%cdeg	43%	63%ijkmn	46%j	37%	47%	45%	54%ij	47%
Don't know		28	10	3	5	2	6	13	8	6	14	3	-	2	21	2
		1%	1%	*	1%	1%	7%abcdf	1%	3%bf	1%	1%	1%	-	5%	1%	1%
NET Not at all important/ Not very important		79	25	28	9	10	5	54	16	26	31	7	9	3	58	12
		3%	2%	2%	2%	5%	6%	2%	5%af	2%	3%	2%	7%hijm	8%	2%	7%hijm
NET Important / Very important		2673	1052	1053	307	173	72	2106	245	1119	1101	308	104	28	2220	132
		87%	91%cdeg	91%cdeg	74%	84%c	75%	91%cdeg	81%	93%ijkn	88%jn	74%	80%	78%	91%jkn	80%
Mean		4.37	4.50bcdeg	4.39ceg	4.10	4.24	4.13	4.44cdeg	4.20	4.54ijkmn	4.33j	4.10	4.18	4.22	4.43ijkn	4.19
Std Dev.		0.77	0.72	0.72	0.83	0.88	0.99	0.72	0.92	0.71	0.74	0.82	0.98	0.94	0.73	0.97
Std Error		0.01	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.02	0.04	0.09	0.15	0.01	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**11**	3	8	-	4	7	-	11	-	-	-	11	-
		*	1%	*	-	*	*	-	*	-	-	-	*	-
Not very important	(2)	**68**	10	58	*	23	39	5	64	3	-	-	68	-
		2%	4%	2%	*	3%	2%	2%	2%	5%	-	-	2%	-
Neither important nor unimportant	(3)	**279**	22	250	6	68	182	29	258	10	1	-	270	9
		9%	8%	9%	15%	7%	9%	**14%d**	9%	17%	17%	-	9%	79%
Important	(4)	**1112**	106	994	12	310	724	78	1076	29	4	2	1109	1
		36%	38%	36%	29%	33%	38%	38%	36%	47%	50%	100%	36%	7%
Very important	(5)	**1561**	132	1405	23	517	955	88	1540	16	3	-	1559	2
		51%	48%	51%	55%	**56%ef**	50%	43%	**52%h**	26%	33%	-	**51%h**	14%
Don't know		**28**	3	25	-	9	14	4	25	3	-	-	28	-
		1%	1%	1%	-	1%	1%	2%	1%	**5%gk**	-	-	1%	-
NET Not at all important/ Not very important		**79**	13	66	*	27	46	5	75	3	-	-	79	-
		3%	5%	2%	*	3%	2%	2%	3%	5%	-	-	3%	-
NET Important / Very important		**2673**	238	2399	35	827	1679	166	2616	45	7	2	2668	2
		87%	86%	88%	84%	**89%f**	87%	81%	**88%h**	73%	83%	100%	**88%h**	21%
Mean		**4.37**	4.30	4.37	4.39	**4.42f**	4.35	4.24	4.38	3.98	4.16	4.00	4.37	3.35
Std Dev.		**0.77**	0.84	0.76	0.76	0.77	0.77	0.79	0.77	0.83	0.74	0.00	0.77	0.75
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.02	0.06	0.01	0.13	0.20	0.00	0.01	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 111

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base		**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base		**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important	(1)	**11**	4	4	*	3	*	-	3	-	-	4	-	*	-	3	-	-
		*****	*	*1%*	*	*	*	-	*1%*	-	-	*2%*	-	*	-	*1%*	-	-
Not very important	(2)	**68**	16	11	21	19	7	6	4	4	6	1	8	8	5	7	1	11
		2%	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*	**4%jo**
Neither important nor unimportant	(3)	**279**	67	65	73	73	24	20	24	16	30	19	21	28	25	32	24	17
		9%	*9%*	*9%*	*9%*	*9%*	*10%*	*8%*	*9%*	*7%*	*11%*	*8%*	*8%*	*11%*	*10%*	*11%*	*9%*	*7%*
Important	(4)	**1112**	271	264	272	305	82	105	85	94	86	84	95	91	86	114	101	90
		36%	*37%*	*36%*	*35%*	*38%*	*36%*	*44%*	*32%*	*40%*	*32%*	*35%*	*35%*	*37%*	*33%*	*40%*	*37%*	*35%*
Very important	(5)	**1561**	370	379	399	412	114	107	149	119	141	120	143	119	138	130	144	139
		51%	*51%*	*52%*	*51%*	*51%*	*50%*	*45%*	*56%*	*51%*	*53%*	*50%*	*53%*	*48%*	*53%*	*45%*	*53%*	*54%*
Don't know		**28**	3	12	12	1	1	2	*	2	1	8	4	1	7	*	*	*
		1%	*	**2%d**	**2%d**	*	*	*1%*	*	*1%*	*1%*	**4%gnop**	*1%*	*	*3%*	*	*	*
NET Not at all important/ Not very important		**79**	20	15	21	22	7	6	7	4	6	5	8	8	5	10	1	11
		3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*	**4%o**
NET Important / Very important		**2673**	641	643	671	717	196	212	233	212	227	204	238	210	224	244	245	228
		87%	*88%*	*87%*	*86%*	*88%*	*86%*	*88%*	*88%*	*91%*	*86%*	*86%*	*88%*	*85%*	*86%*	*85%*	*91%*	*89%*
Mean		**4.37**	4.36	4.39	4.37	4.36	4.33	4.32	4.41	4.41	4.37	4.37	4.40	4.30	4.41	4.26	**4.43n**	4.39
Std Dev.		**0.77**	0.78	0.76	0.77	0.77	0.80	0.73	0.80	0.69	0.78	0.81	0.76	0.81	0.74	0.83	0.67	0.79
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 112

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3114	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	1633	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	16	-	16	11	4	3	6	2	*	3	1	*	9	3	4	1	15	1	15
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*	*1%*	*	*	*	*1%*	*	*
Not very important (2)	57	-	57	27	28	16	4	7	5	11	9	4	21	12	24	13	42	15	60
	2%	-	*2%*	*2%*	*2%*	**3%g**	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	**4%p**	*2%*
Neither important nor unimportant (3)	332	-	332	169	163	56	21	44	43	72	57	40	76	87	169	97	312	18	340
	11%	-	*11%*	*11%*	*11%*	**12%fg**	*5%*	*6%*	*10%*	**14%fg**	**18%fgh**	**19%fgh**	*9%*	*8%*	**16%lm**	**18%lm**	**11%q**	*5%*	*11%*
Important (4)	1055	-	1055	543	508	178	119	230	162	162	117	87	297	392	366	204	932	118	1100
	35%	-	*35%*	*36%*	*33%*	*37%*	*31%*	*33%*	*36%*	*32%*	*36%*	*41%*	*34%*	*34%*	*35%*	*38%*	*34%*	*36%*	*35%*
Very important (5)	1574	-	1574	759	812	215	226	412	235	265	138	83	442	647	486	221	1400	168	1573
	51%	-	*51%*	*50%*	*53%*	*45%*	**60%ejk**	**59%ejk**	**52%k**	**52%k**	*43%*	*39%*	**51%o**	**56%no**	*46%*	*41%*	*52%*	*51%*	*51%*
Don't know	24	-	24	10	14	14	4	2	3	-	*	-	18	5	*	*	15	7	26
	1%	-	*1%*	*1%*	*1%*	**3%gjl**	*1%*	*	*1%*	-	*	-	**2%mno**	*	*	*	*1%*	**2%p**	*1%*
NET Not at all important/ Not very important	72	-	72	38	32	20	10	10	5	14	10	4	30	15	28	14	57	15	75
	2%	-	*2%*	*3%*	*2%*	**4%g**	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	**3%m**	*1%*	*3%*	*3%*	*2%*	**5%p**	*2%*
NET Important / Very important	2630	-	2630	1303	1320	394	345	641	397	427	256	170	739	1038	852	425	2332	286	2673
	86%	-	*86%*	*86%*	*86%*	*81%*	**91%eijk**	**92%eijk**	**89%ejk**	*83%*	*79%*	*79%*	**86%o**	**91%lno**	*81%*	*79%*	*86%*	*88%*	*86%*
Mean	4.36	-	4.36	4.33	4.38	4.25	**4.48eijk**	**4.50eijk**	**4.41ejk**	4.31	4.19	4.16	**4.35no**	**4.46lno**	4.24	4.18	4.35	4.37	4.35
Std Dev.	0.79	-	0.79	0.80	0.77	0.85	0.78	0.69	0.71	0.84	0.84	0.79	0.83	0.70	0.83	0.82	0.79	0.81	0.79
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**16**	4	2	8	1	6	10	9	7	4	1	3	3	3	8	4	11
	1%	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*	*	*	*	*1%*	*
Not very important (2)	**57**	20	17	7	12	37	19	32	24	2	9	19	15	10	43	2	55
	2%	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*	*3%*	*3%*	*2%*	*1%*	*2%*	*	*2%*
Neither important nor unimportant (3)	**332**	66	108	63	94	175	157	196	129	52	53	71	82	54	205	52	262
	11%	*9%*	*12%*	*9%*	*13%*	*11%*	*11%*	*10%*	**13%g**	**15%m**	**15%m**	*10%*	*10%*	*8%*	*11%*	**15%p**	*10%*
Important (4)	**1055**	235	338	265	218	572	483	709	332	116	109	248	279	230	636	116	882
	35%	*33%*	**37%d**	**37%d**	*30%*	*35%*	*34%*	*35%*	*34%*	*34%*	*31%*	*35%*	*36%*	*33%*	*34%*	*34%*	*34%*
Very important (5)	**1574**	382	438	363	392	820	754	1087	467	163	177	370	393	394	940	164	1346
	51%	*53%*	*48%*	*51%*	*54%*	*50%*	*53%*	*53%*	*48%*	*48%*	*50%*	*52%*	*50%*	**57%n**	*51%*	*48%*	*52%*
Don't know	**24**	9	6	1	8	15	9	16	5	2	3	6	9	1	18	2	19
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**72**	24	19	16	13	43	29	42	31	6	11	22	18	13	51	6	66
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
NET Important / Very important	**2630**	616	776	627	610	1392	1237	1796	799	279	286	618	672	623	1576	280	2227
	86%	*86%*	*85%*	*89%*	*84%*	*86%*	*86%*	**88%h**	*83%*	*82%*	*81%*	*86%*	*86%*	**90%ijn**	*85%*	*82%*	*87%*
Mean	**4.36**	4.37	4.32	4.37	4.38	4.34	4.37	**4.39h**	4.28	4.28	4.29	4.35	4.35	**4.45ijn**	4.34	4.28	4.37
Std Dev.	**0.79**	0.81	0.77	0.79	0.79	0.79	0.79	0.76	0.84	0.83	0.84	0.80	0.78	0.73	0.80	0.83	0.79
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**3114**	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base		**3058**	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base		**1633**	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important	(1)	**16**	11	4	*	13	2	*	*	-	2	1	1	-	-	5	3	1	-	2
		1%	*	*1%*	*	*1%*	*1%*	*	*	-	*	*	*1%*	-	-	*1%*	*1%*	*	-	*1%*
Not very important	(2)	**57**	49	8	6	48	5	2	2	1	4	2	3	13	1	15	4	5	2	2
		2%	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**5%mor**	*1%*	*3%*	*1%*	*2%*	**5%hijmor**	*1%*
Neither important nor unimportant	(3)	**332**	272	60	16	276	32	13	11	14	21	36	40	25	25	34	43	37	4	27
		11%	*10%*	**14%a**	*11%*	*11%*	*11%*	*9%*	*11%*	*11%*	*6%*	**16%in**	**19%ilmn**	*10%*	*9%*	*7%*	*11%*	**15%in**	*10%*	**12%i**
Important	(4)	**1055**	906	149	44	861	101	56	38	38	110	77	64	97	93	163	144	75	18	83
		35%	*34%*	*35%*	*30%*	*34%*	*36%*	*37%*	*38%*	*30%*	*31%*	*34%*	*30%*	*38%*	*35%*	*35%*	*37%*	*31%*	*41%*	*36%*
Very important	(5)	**1574**	1378	196	78	1316	133	77	48	71	211	113	101	118	148	244	186	125	19	114
		51%	*52%*	*46%*	*53%*	*52%*	*48%*	*51%*	*48%*	*56%*	**60%jkloqr**	*49%*	*48%*	*46%*	*55%*	*53%*	*48%*	*51%*	*43%*	*49%*
Don't know		**24**	19	4	3	16	4	3	1	2	2	1	1	1	-	2	7	1	-	4
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	**2%d**	*1%*	*1%*	*	*1%*	*1%*	*	-	*	*2%*	*	-	*2%*
NET Not at all important/ Not very important		**72**	60	12	6	61	6	2	2	1	6	3	4	13	1	19	7	6	2	4
		2%	*2%*	*3%*	*4%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**5%m**	*1%*	*4%*	*2%*	*3%*	**5%hm**	*2%*
NET Important / Very important		**2630**	2284	345	122	2178	234	133	85	108	321	190	165	215	241	407	330	200	37	197
		86%	**87%b**	*82%*	*83%*	*86%*	*85%*	*88%*	*85%*	*86%*	**92%jkpr**	*82%*	*79%*	*85%*	**90%kp**	**88%k**	*85%*	*82%*	*84%*	*85%*
Mean		**4.36**	**4.37b**	4.26	4.35	4.36	4.32	4.40	4.32	4.44	**4.51jklopqr**	4.30	4.25	4.27	**4.45klq**	4.36	4.33	4.30	4.23	4.34
Std Dev.		**0.79**	0.78	0.85	0.83	0.79	0.80	0.73	0.78	0.73	0.71	0.79	0.85	0.83	0.69	0.84	0.79	0.84	0.85	0.79
Std Error		**0.01**	0.02	0.03	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.07	0.07	0.06	0.06	0.06	0.07	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	16	5	3	2	3	3	8	6	4	9	-	3	*	13	3
	1%	*	*	*	*1%*	**3%abf**	*	**2%abf**	*	*1%*	-	**2%hj**	*	*1%*	**2%j**
Not very important (2)	57	19	26	3	7	2	45	9	22	21	10	3	1	44	4
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
Neither important nor unimportant (3)	332	93	100	92	26	12	193	38	79	121	92	29	2	200	31
	11%	*8%*	*9%*	**22%abdfg**	*13%*	*12%*	*8%*	*12%*	*7%*	**10%h**	**22%him**	**23%him**	*6%*	*8%*	**19%him**
Important (4)	1055	335	448	154	85	24	782	110	328	501	165	40	11	829	51
	35%	*29%*	**39%aef**	**37%a**	**42%ae**	*25%*	**34%a**	*36%*	*27%*	**40%hm**	**40%h**	*31%*	*31%*	**34%h**	*31%*
Very important (5)	1574	700	580	157	82	51	1280	133	767	587	145	55	17	1354	72
	51%	**61%bcdfg**	**50%c**	*38%*	*40%*	**53%c**	**55%bcdg**	*44%*	**64%ijkmn**	**47%j**	*35%*	*42%*	*49%*	**55%ijkn**	*44%*
Don't know	24	4	4	5	3	4	8	7	4	9	3	-	4	13	4
	1%	*	*	*1%*	*1%*	**4%abf**	*	**2%abf**	*	*1%*	*1%*	-	*12%*	*1%*	**3%hm**
NET Not at all important/ Not very important	72	24	29	5	10	5	53	14	27	30	10	5	1	56	6
	2%	*2%*	*2%*	*1%*	*5%*	*5%*	*2%*	**5%c**	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*
NET Important / Very important	2630	1035	1027	311	168	75	2062	243	1095	1088	310	95	29	2183	124
	86%	**89%cdeg**	**89%cdeg**	*75%*	*82%*	*78%*	**89%cdeg**	*80%*	**91%ijkn**	**87%jkn**	*75%*	*73%*	*80%*	**89%jkn**	*75%*
Mean	4.36	**4.48bcdg**	**4.36cdg**	4.13	4.17	4.29	**4.42cdg**	4.21	**4.52ijkmn**	**4.32jk**	4.08	4.09	4.42	**4.42ijkn**	4.16
Std Dev.	0.79	0.75	0.75	0.82	0.87	1.00	0.75	0.91	0.73	0.77	0.81	0.96	0.78	0.76	0.93
Std Error	0.01	0.02	0.02	0.04	0.06	0.11	0.02	0.05	0.02	0.02	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3114	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base	3058	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base	1633	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important (1)	16	3	13	*	1	12	2	16	-	-	-	16	-
	1%	1%	*	*	*	1%	1%	1%	-	-	-	1%	-
Not very important (2)	57	4	52	-	16	39	2	52	3	1	-	57	-
	2%	2%	2%	-	2%	2%	1%	2%	5%	17%	-	2%	-
Neither important nor unimportant (3)	332	31	296	5	79	226	27	320	6	2	-	328	4
	11%	11%	11%	13%	8%	12%d	13%	11%	9%	23%	-	11%	40%
Important (4)	1055	84	962	9	290	694	72	1022	24	3	2	1048	5
	35%	31%	35%	21%	31%	36%	35%	34%	38%	33%	100%	34%	46%
Very important (5)	1574	148	1399	27	532	944	99	1544	28	2	-	1573	2
	51%	54%	51%	66%	57%e	49%	48%	52%	45%	19%	-	52%	14%
Don't know	24	6	18	-	14	7	2	21	2	1	-	24	-
	1%	2%	1%	-	1%e	*	1%	1%	3%	8%	-	1%	-
NET Not at all important/ Not very important	72	7	65	*	17	51	4	68	3	1	-	72	-
	2%	3%	2%	*	2%	3%	2%	2%	5%	17%	-	2%	-
NET Important / Very important	2630	233	2361	36	822	1638	170	2566	51	4	2	2621	6
	86%	84%	86%	87%	88%	85%	83%	86%	83%	52%	100%	86%	60%
Mean	4.36	4.37	4.35	4.52	4.46ef	4.31	4.30	4.36	4.27	3.58	4.00	4.36	3.74
Std Dev.	0.79	0.83	0.79	0.75	0.73	0.81	0.82	0.79	0.83	1.09	0.00	0.79	0.72
Std Error	0.01	0.05	0.01	0.10	0.02	0.02	0.06	0.01	0.12	0.31	0.00	0.01	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 112

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**16**	1	6	4	4	*	1	-	5	-	1	1	1	3	3	-	1
	1%	*	*1%*	*1%*	*1%*	*	*	-	*2%*	-	*	*	*	*1%*	*1%*	-	*
Not very important (2)	**57**	14	8	11	23	1	9	5	3	2	3	4	3	4	15	3	5
	2%	*2%*	*1%*	*1%*	*3%*	*	*4%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**5%eio**	*1%*	*2%*
Neither important nor unimportant (3)	**332**	81	90	80	82	22	25	34	30	36	24	39	19	22	36	22	24
	11%	*11%*	*12%*	*10%*	*10%*	*10%*	*10%*	*13%*	*13%*	*13%*	*10%*	*14%*	*8%*	*8%*	*13%*	*8%*	*9%*
Important (4)	**1055**	259	233	273	290	86	78	95	69	91	73	92	94	87	109	91	90
	35%	*35%*	*32%*	*35%*	*36%*	*38%*	*33%*	*36%*	*29%*	*34%*	*31%*	*34%*	*38%*	*34%*	*38%*	*34%*	*35%*
Very important (5)	**1574**	374	391	402	407	117	127	130	126	136	130	133	129	139	120	154	133
	51%	*51%*	*53%*	*52%*	*50%*	*51%*	*53%*	*49%*	**54%n**	*51%*	**55%n**	*49%*	*52%*	*53%*	*42%*	**57%n**	*52%*
Don't know	**24**	2	8	8	6	2	-	*	2	*	6	3	-	5	3	1	2
	1%	*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*	*2%*	*1%*	-	*2%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**72**	15	14	15	27	1	10	5	8	2	3	4	4	7	18	3	7
	2%	*2%*	*2%*	*2%*	*3%*	*	*4%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*3%*	**6%eijko**	*1%*	*3%*
NET Important / Very important	**2630**	634	624	675	697	203	206	225	194	227	203	225	223	227	229	245	224
	86%	*87%*	*85%*	*87%*	*86%*	**89%n**	*86%*	*85%*	*83%*	*86%*	*86%*	*83%*	**91%n**	*87%*	*80%*	**91%n**	*87%*
Mean	**4.36**	4.36	4.37	4.37	4.33	**4.41n**	4.34	4.33	4.32	**4.36n**	**4.42n**	4.32	**4.41n**	**4.39n**	4.16	**4.47n**	**4.37n**
Std Dev.	**0.79**	0.77	0.80	0.77	0.81	0.69	0.84	0.77	0.90	0.75	0.75	0.79	0.72	0.81	0.92	0.69	0.78
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**7**	-	7	3	4	2	1	2	*	1	1	1	3	2	2	2	6	1	10
	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not very important (2)	**49**	-	49	32	17	11	4	15	2	4	8	5	15	18	16	12	45	4	54
	2%	-	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**273**	-	273	146	127	78	32	40	31	35	39	18	110	71	92	57	231	38	254
	9%	-	*9%*	*10%*	*8%*	**16%fghik**	*8%*	*6%*	*7%*	*7%*	**12%gi**	*8%*	**13%mn**	*6%*	*9%*	**11%m**	*9%*	*12%*	*8%*
Important (4)	**1060**	-	1060	528	527	147	129	234	173	178	112	88	276	407	378	200	954	106	1129
	35%	-	*35%*	*35%*	*34%*	*30%*	*34%*	*34%*	*39%*	*35%*	*35%*	**41%o**	*32%*	*36%*	*36%*	*37%*	*35%*	*32%*	*36%*
Very important (5)	**1646**	-	1646	800	842	234	208	405	239	296	162	103	441	643	561	265	1466	171	1644
	54%	-	*54%*	*53%*	*55%*	*48%*	*55%*	**58%e**	*53%*	**58%e**	*50%*	*48%*	*51%*	*56%*	*53%*	*49%*	*54%*	*52%*	*53%*
Don't know	**22**	-	22	11	11	12	6	1	3	-	-	-	18	5	-	-	15	6	23
	1%	-	*1%*	*1%*	*1%*	**2%gjj**	**2%l**	*	*1%*	-	-	-	**2%mno**	*	-	-	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**56**	-	56	35	21	13	5	17	3	4	9	5	19	20	18	14	51	6	64
	2%	-	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
NET Important / Very important	**2706**	-	2706	1328	1369	380	337	639	411	474	274	191	717	1050	939	465	2419	277	2773
	89%	-	*89%*	*87%*	*90%*	*79%*	**89%e**	**92%ej**	**92%ej**	**92%ejl**	*85%*	**89%e**	*83%*	**92%lo**	**89%l**	*87%*	*89%*	*85%*	*89%*
Mean	**4.41**	-	4.41	4.39	4.44	4.27	**4.44e**	**4.47ej**	**4.45e**	**4.49ejk**	4.33	4.34	4.34	**4.47lo**	4.41	4.33	4.42	4.38	4.41
Std Dev.	**0.74**	-	0.74	0.76	0.72	0.85	0.72	0.72	0.66	0.67	0.80	0.75	0.80	0.70	0.73	0.78	0.73	0.78	0.74
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**7**	4	2	1	1	5	2	4	3	-	2	2	2	2	6	-	7
	*	*1%*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Not very important (2)	**49**	13	22	7	7	35	14	29	19	2	6	16	12	9	35	2	44
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*2%*
Neither important nor unimportant (3)	**273**	56	76	58	82	133	140	179	85	43	47	67	62	35	176	43	212
	9%	*8%*	*8%*	*8%*	*11%*	*8%*	*10%*	*9%*	*9%*	**13%m**	**13%lm**	**9%m**	*8%*	*5%*	**9%m**	*13%*	*8%*
Important (4)	**1060**	227	323	271	239	550	510	700	347	112	114	275	285	217	674	113	908
	35%	*32%*	*36%*	*38%*	*33%*	*34%*	*36%*	*34%*	*36%*	*33%*	*32%*	**38%m**	*36%*	*31%*	*36%*	*33%*	*35%*
Very important (5)	**1646**	411	482	364	390	893	753	1127	499	178	181	354	417	424	952	178	1389
	54%	*57%*	*53%*	*51%*	*54%*	*55%*	*53%*	*55%*	*52%*	*53%*	*51%*	*49%*	*53%*	**61%jkln**	*51%*	*52%*	*54%*
Don't know	**22**	4	5	6	7	9	13	10	10	4	3	3	2	5	8	4	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*
NET Not at all important/ Not very important	**56**	17	24	8	8	41	16	34	22	2	8	18	14	11	40	2	51
	2%	*2%*	*3%*	*1%*	*1%*	**3%f**	*1%*	*2%*	*2%*	*	*2%*	*3%*	*2%*	*2%*	*2%*	*	*2%*
NET Important / Very important	**2706**	638	805	635	629	1442	1264	1828	846	291	295	629	702	641	1626	292	2298
	89%	*89%*	*88%*	*90%*	*87%*	*89%*	*88%*	*89%*	*88%*	*86%*	*84%*	*88%*	**90%j**	**93%ijkn**	*88%*	*86%*	*89%*
Mean	**4.41**	4.45	4.39	4.41	4.41	4.42	4.41	4.43	4.38	4.39	4.33	4.35	4.42	**4.53ijkln**	4.37	4.39	4.42
Std Dev.	**0.74**	0.76	0.76	0.70	0.74	0.76	0.72	0.73	0.76	0.73	0.81	0.76	0.73	0.68	0.76	0.73	0.74
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	7	5	2	2	4	2	1	-	1	2	1	-	-	-	-	-	-	1	2
	*	*	*	1%a	*	1%d	1%	-	1%	*	1%	-	-	-	-	-	-	1%lmno	1%
Not very important (2)	49	44	5	2	39	6	1	3	4	8	3	3	5	2	6	8	2	*	6
	2%	2%	1%	1%	2%	2%	1%	3%	3%	2%	1%	1%	2%	1%	1%	2%	1%	*	2%
Neither important nor unimportant (3)	273	226	47	12	234	19	12	7	10	28	19	23	25	26	46	30	27	3	16
	9%	9%	11%	8%	9%	7%	8%	7%	8%	8%	8%	11%	10%	10%	10%	8%	11%	8%	7%
Important (4)	1060	926	135	34	874	95	52	38	42	114	97	74	95	84	149	113	105	18	78
	35%	35%c	32%	23%	35%	35%	35%	38%	33%	33%	42%o	35%	38%	31%	32%	29%	43%mo	41%	33%
Very important (5)	1646	1417	228	93	1361	151	82	51	67	199	111	110	126	151	256	232	110	22	130
	54%	54%	54%	63%	54%	55%	54%	51%	53%	57%p	48%	52%	50%	57%	55%	60%p	45%	50%	56%p
Don't know	22	17	6	5	18	2	2	*	2	-	-	-	2	5	6	4	-	*	2
	1%	1%	1%	3%a	1%	1%	1%	*	2%l	-	-	-	1%	2%	1%	1%	-	*	1%
NET Not at all important/ Not very important	56	50	7	4	43	8	2	3	4	9	4	3	5	2	6	8	2	1	7
	2%	2%	2%	3%	2%	3%	2%	3%	4%m	3%	2%	1%	2%	1%	1%	2%	1%	2%	3%
NET Important / Very important	2706	2343	363	126	2235	247	135	89	109	313	208	184	221	236	405	345	215	39	208
	89%	89%	86%	86%	88%	89%	89%	90%	87%	89%	90%	88%	87%	88%	87%	89%	88%	91%	89%
Mean	4.41	4.41	4.40	4.49	4.41	4.42	4.43	4.38	4.38	4.43	4.36	4.39	4.36	4.46	4.43	4.48	4.33	4.37	4.42
Std Dev.	0.74	0.74	0.77	0.82	0.74	0.78	0.74	0.75	0.82	0.77	0.73	0.74	0.74	0.70	0.73	0.73	0.70	0.77	0.79
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important (1)	7	3	2	1	1	1	5	2	2	4	*	1	-	6	1
	*	*	*	*	*	1%	*	1%	*	*	*	1%	-	*	1%
Not very important (2)	49	16	16	13	*	4	32	4	21	15	12	1	*	36	1
	2%	1%	1%	3%	*	4%d	1%	1%	2%	1%	3%	1%	1%	1%	1%
Neither important nor unimportant (3)	273	54	79	83	31	15	132	46	52	102	79	29	*	155	29
	9%	5%	7%	20%abf	15%abf	16%abf	6%	15%abf	4%	8%h	19%him	22%him	1%	6%	18%him
Important (4)	1060	321	462	169	70	31	783	101	324	516	151	50	12	840	62
	35%	28%	40%af	41%af	34%	32%	34%a	34%	27%	41%hm	36%h	38%h	35%	34%h	38%h
Very important (5)	1646	758	596	146	103	38	1354	141	802	603	167	49	21	1405	70
	54%	66%bcdefg	51%c	35%	50%c	40%	58%bceg	47%c	67%ijkmn	48%j	40%	38%	57%	57%ijkn	42%
Don't know	22	4	6	2	-	7	10	7	3	8	6	*	2	10	2
	1%	*	*	1%	-	7%abcdf	*	2%abf	*	1%	1%h	*	6%	*	1%
NET Not at all important/ Not very important	56	19	18	14	1	5	37	6	23	19	12	2	*	42	2
	2%	2%	2%	3%	1%	5%	2%	2%	2%	1%	3%	1%	1%	2%	1%
NET Important / Very important	2706	1080	1058	315	173	69	2138	243	1127	1119	317	99	33	2245	132
	89%	93%cdeg	91%cdeg	76%	84%	72%	92%cdeg	80%	93%ijkn	90%jkn	76%	76%	92%	92%jkn	80%
Mean	4.41	4.58bcdefg	4.42ceg	4.09	4.33c	4.15	4.50bcdeg	4.26c	4.58ijkmn	4.37jk	4.15	4.12	4.58	4.48ijkn	4.22
Std Dev.	0.74	0.67	0.69	0.83	0.77	0.91	0.69	0.82	0.68	0.71	0.84	0.82	0.58	0.70	0.80
Std Error	0.01	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.02	0.04	0.07	0.09	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**7**	1	6	-	1	6	-	7	-	-	-	7	-
		*	*	*	-	*	*	-	*	-	-	-	*	-
Not very important	(2)	**49**	4	45	*	10	30	9	42	7	-	-	49	-
		2%	*1%*	*2%*	*1%*	*1%*	*2%*	**4%de**	*1%*	**11%gk**	-	-	*2%*	-
Neither important nor unimportant	(3)	**273**	16	251	6	66	177	30	249	12	3	*	264	9
		9%	*6%*	*9%*	*15%*	*7%*	*9%*	**15%d**	*8%*	**19%gk**	*36%*	*4%*	*9%*	*79%*
Important	(4)	**1060**	92	954	15	300	695	66	1038	17	2	2	1058	1
		35%	*33%*	*35%*	*35%*	*32%*	*36%*	*32%*	*35%*	*28%*	*25%*	*96%*	*35%*	*7%*
Very important	(5)	**1646**	157	1469	20	542	1007	97	1618	24	2	-	1644	2
		54%	*57%*	*54%*	*48%*	**58%ef**	*52%*	*47%*	*54%*	*39%*	*22%*	-	*54%*	*14%*
Don't know		**22**	7	15	*	13	6	3	19	2	1	-	22	-
		1%	**2%b**	*1%*	*1%*	**1%e**	*	**2%e**	*1%*	*3%*	*17%*	-	*1%*	-
NET Not at all important/ Not very important		**56**	5	51	*	11	37	9	50	7	-	-	56	-
		2%	*2%*	*2%*	*1%*	*1%*	*2%*	**4%d**	*2%*	**11%gk**	-	-	*2%*	-
NET Important / Very important		**2706**	249	2423	34	841	1702	162	2657	41	4	2	2702	2
		89%	*90%*	*88%*	*83%*	**90%f**	**89%f**	*79%*	**89%h**	*67%*	*47%*	*96%*	**89%h**	*21%*
Mean		**4.41**	4.48	4.41	4.31	**4.49ef**	**4.39f**	4.24	**4.43h**	3.98	3.83	3.96	**4.42h**	3.35
Std Dev.		**0.74**	0.71	0.74	0.77	0.69	0.75	0.87	0.73	1.03	0.88	0.27	0.74	0.75
Std Error		**0.01**	0.04	0.01	0.11	0.02	0.02	0.06	0.01	0.15	0.26	0.19	0.01	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**7**	1	4	2	*	*	1	-	1	1	2	*	1	1	*	-	-
	*****	*	*1%*	*	*	*	*	-	*	*1%*	*1%*	*	*1%*	*	*	-	-
Not very important (2)	**49**	7	10	14	17	1	6	1	2	7	1	3	1	10	10	5	2
	2%	*1%*	*1%*	*2%*	*2%*	*	*2%*	*	*1%*	*3%*	*1%*	*1%*	*	**4%g**	*4%*	*2%*	*1%*
Neither important nor unimportant (3)	**273**	70	56	72	74	18	32	20	12	25	19	32	15	25	32	24	18
	9%	*10%*	*8%*	*9%*	*9%*	*8%*	**13%h**	*8%*	*5%*	*9%*	*8%*	*12%*	*6%*	*9%*	*11%*	*9%*	*7%*
Important (4)	**1060**	239	254	264	304	83	74	81	83	84	86	90	90	84	107	93	103
	35%	*33%*	*34%*	*34%*	*37%*	*37%*	*31%*	*31%*	*35%*	*32%*	*37%*	*33%*	*37%*	*32%*	*38%*	*34%*	*40%*
Very important (5)	**1646**	412	405	417	412	124	126	161	136	146	123	143	135	139	133	148	131
	54%	*56%*	*55%*	*54%*	*51%*	*55%*	*53%*	**61%n**	*58%*	*55%*	*52%*	*53%*	*55%*	*53%*	*47%*	*55%*	*51%*
Don't know	**22**	2	6	9	5	1	1	*	1	1	5	3	3	2	3	1	1
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**56**	9	14	16	17	1	6	1	3	9	3	3	2	11	10	5	2
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*	*1%*	*3%*	*1%*	*1%*	*1%*	**4%g**	*4%*	*2%*	*1%*
NET Important / Very important	**2706**	651	659	681	716	207	201	243	219	231	210	232	225	223	241	241	234
	89%	*89%*	*90%*	*88%*	*88%*	*91%*	*83%*	**92%fn**	**93%fkmn**	*87%*	*89%*	*86%*	*91%*	*86%*	*84%*	*89%*	**91%f**
Mean	**4.41**	4.44	4.43	4.40	4.38	4.45	4.34	**4.53fn**	**4.50n**	4.39	4.42	4.39	4.47	4.36	4.29	4.42	4.42
Std Dev.	**0.74**	0.72	0.74	0.76	0.74	0.67	0.82	0.65	0.67	0.81	0.73	0.74	0.68	0.83	0.81	0.73	0.67
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.04	0.05	0.04	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Not at all important (1)	**60**	-	60	37	23	5	4	1	7	16	14	12	10	8	42	26	58	2	70
	2%	-	*2%*	*2%*	*1%*	*1%*	*1%*	*	**2%g**	**3%g**	**4%eg**	**6%efgh**	*1%*	*1%*	**4%lm**	**5%lm**	*2%*	*	*2%*
Not very important (2)	**155**	-	155	79	76	26	15	37	23	19	14	20	41	61	53	34	135	17	176
	5%	-	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*4%*	**9%fl**	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*
Neither important nor unimportant (3)	**647**	-	647	317	329	94	68	126	93	135	79	51	163	219	266	131	575	69	685
	21%	-	*21%*	*21%*	*22%*	*20%*	*18%*	*18%*	*21%*	**26%fg**	*25%*	*24%*	*19%*	*19%*	**25%lm**	*24%*	*21%*	*21%*	*22%*
Important (4)	**1129**	-	1129	554	571	191	133	268	168	175	113	82	324	435	369	194	999	127	1207
	37%	-	*37%*	*36%*	*37%*	*40%*	*35%*	*38%*	*37%*	*34%*	*35%*	*38%*	*38%*	*38%*	*35%*	*36%*	*37%*	*39%*	*39%*
Very important (5)	**1026**	-	1026	514	507	160	149	260	146	165	98	48	310	405	311	145	923	98	938
	34%	-	*34%*	*34%*	*33%*	**33%k**	**39%k**	**37%k**	**32%k**	**32%k**	*30%*	*22%*	**36%no**	**35%no**	*30%*	*27%*	*34%*	*30%*	*30%*
Don't know	**40**	-	40	17	23	6	10	5	12	3	5	1	15	16	9	6	25	13	38
	1%	-	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	**3%gi**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET Not at all important/ Not very important	**215**	-	215	117	99	32	20	38	30	35	28	32	51	69	96	60	194	19	246
	7%	-	*7%*	*8%*	*6%*	*7%*	*5%*	*6%*	*7%*	*7%*	*9%*	**15%efghi**	*6%*	*6%*	**9%m**	**11%lm**	*7%*	*6%*	*8%*
NET Important / Very important	**2155**	-	2155	1069	1079	351	283	527	313	340	211	129	634	841	680	340	1922	225	2145
	70%	-	*70%*	*70%*	*71%*	**73%k**	**74%ik**	**76%ijk**	*70%*	*66%*	*65%*	*60%*	**73%no**	**73%no**	*65%*	*63%*	*71%*	*69%*	*69%*
Mean	**3.96**	-	3.96	3.95	3.97	**3.99k**	**4.10ijk**	**4.08ijk**	**3.97k**	**3.89k**	3.84	3.62	**4.04no**	**4.04no**	3.82	3.75	3.96	3.97	3.90
Std Dev.	**0.97**	-	0.97	0.99	0.94	0.93	0.92	0.88	0.95	1.01	1.05	1.11	0.92	0.91	1.05	1.08	0.98	0.89	0.98
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.03	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Not at all important (1)	**60**	8	25	15	13	33	27	23	36	12	5	18	15	5	39	12	44
	2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	**4%g**	**4%m**	*1%*	**3%m**	*2%*	*1%*	*2%*	*4%*	*2%*
Not very important (2)	**155**	29	62	37	26	92	63	99	54	12	18	49	37	26	104	12	133
	5%	*4%*	**7%d**	*5%*	*4%*	*6%*	*4%*	*5%*	*6%*	*4%*	*5%*	*7%*	*5%*	*4%*	*6%*	*4%*	*5%*
Neither important nor unimportant (3)	**647**	142	196	137	172	338	309	400	242	79	87	162	152	121	400	79	529
	21%	*20%*	*22%*	*19%*	*24%*	*21%*	*22%*	*20%*	**25%g**	*23%*	**25%m**	*23%*	*19%*	*17%*	*22%*	*23%*	*21%*
Important (4)	**1129**	241	333	291	264	574	555	773	339	114	129	255	322	246	707	114	968
	37%	*34%*	*37%*	**41%a**	*36%*	*35%*	*39%*	*38%*	*35%*	*33%*	*37%*	*36%*	*41%*	*36%*	*38%*	*33%*	*38%*
Very important (5)	**1026**	289	288	218	231	577	449	732	277	118	107	220	245	289	573	118	869
	34%	**40%bcd**	*32%*	*31%*	*32%*	*36%*	*31%*	**36%h**	*29%*	*35%*	*30%*	*31%*	*31%*	**42%jkln**	*31%*	*35%*	*34%*
Don't know	**40**	6	5	10	19	11	29	22	15	5	6	12	10	5	28	5	33
	1%	*1%*	*1%*	*1%*	**3%b**	*1%*	**2%e**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*
NET Not at all important/ Not very important	**215**	37	87	52	39	124	91	122	90	24	23	67	53	31	143	24	176
	7%	*5%*	**10%ad**	*7%*	*5%*	*8%*	*6%*	*6%*	**9%g**	*7%*	*7%*	**9%m**	*7%*	*4%*	**8%m**	*7%*	*7%*
NET Important / Very important	**2155**	530	621	508	495	1151	1003	1505	616	231	237	476	567	535	1279	231	1836
	70%	*74%*	*68%*	*72%*	*68%*	*71%*	*70%*	**73%h**	*64%*	*68%*	*67%*	*66%*	*73%*	**77%ijkn**	*69%*	*68%*	*71%*
Mean	**3.96**	**4.09bcd**	3.88	3.94	3.96	3.97	3.95	**4.03h**	3.81	3.93	3.91	3.87	3.97	**4.15ijkln**	3.92	3.93	3.98
Std Dev.	**0.97**	0.93	1.02	0.95	0.94	0.99	0.95	0.93	1.04	1.03	0.95	1.02	0.94	0.89	0.97	1.03	0.96
Std Error	**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Not at all important (1)	60	47	13	3	46	7	5	1	2	5	1	5	8	5	7	9	5	3	5
	2%	2%	3%	2%	2%	3%	4%	1%	1%	1%	1%	2%	3%	2%	2%	2%	2%	6%ijn	2%
Not very important (2)	155	124	32	10	121	19	6	10	6	12	13	15	10	10	24	19	13	3	16
	5%	5%	8%a	7%	5%	7%	4%	10%d	4%	3%	6%	7%	4%	4%	5%	5%	5%	6%	7%
Neither important nor unimportant (3)	647	547	100	32	533	64	31	19	22	67	61	55	59	52	86	73	57	8	57
	21%	21%	24%	21%	21%	23%	21%	19%	17%	19%	26%	26%	23%	19%	19%	19%	23%	18%	24%
Important (4)	1129	986	143	50	918	108	62	42	48	96	78	67	98	95	185	156	94	18	90
	37%	37%	34%	34%	36%	39%	41%	42%	38%l	27%	34%	32%	39%l	35%	40%l	40%l	39%l	42%l	39%l
Very important (5)	1026	898	128	51	877	76	45	28	46	161	75	62	74	104	159	127	70	12	64
	34%	34%	30%	35%	35%eg	27%	30%	28%	37%	46%jklnopqr	32%	30%	29%	39%r	34%	33%	29%	28%	27%
Don't know	40	34	6	3	36	2	2	*	2	9	3	5	5	3	2	4	5	*	2
	1%	1%	1%	2%	1%	1%	1%	*	2%	3%	1%	2%	2%	1%	*	1%	2%	*	1%
NET Not at all important/ Not very important	215	171	44	12	167	26	11	11	7	16	14	20	17	15	31	28	18	5	21
	7%	6%	11%a	8%	7%	9%	8%	11%d	6%	5%	6%	10%	7%	6%	7%	7%	7%	12%l	9%
NET Important / Very important	2155	1883	271	101	1795	184	106	70	94	257	153	130	172	198	344	283	165	30	154
	70%	71%b	64%	69%	71%	67%	70%	70%	75%k	74%k	66%	62%	68%	74%k	74%k	73%	67%	69%	66%
Mean	3.96	3.99b	3.82	3.95	3.99e	3.83	3.90	3.86	4.06kr	4.17jklpqr	3.93	3.82	3.89	4.07kr	4.01	3.97	3.88	3.79	3.83
Std Dev.	0.97	0.95	1.05	1.00	0.96	1.00	1.00	0.98	0.93	0.95	0.93	1.03	0.98	0.95	0.94	0.96	0.97	1.11	0.98
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.07	0.07	0.08	0.09	0.08	0.08	0.07	0.08	0.08	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base		3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base		1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Not at all important	(1)	60	30	13	9	5	3	43	8	28	14	11	4	3	42	7
		2%	3%	1%	2%	3%	3%	2%	3%	2%	1%	3%	3%	8%	2%	4%i
Not very important	(2)	155	49	60	16	24	6	109	30	56	61	28	6	2	117	8
		5%	4%	5%	4%	12%abcf	7%	5%	10%abcf	5%	5%	7%	4%	6%	5%	5%
Neither important nor unimportant	(3)	647	199	237	128	47	22	436	68	202	268	128	31	7	470	38
		21%	17%	20%	31%abf	23%	23%	19%	23%	17%	22%h	31%him	24%	19%	19%	23%
Important	(4)	1129	389	459	167	79	28	848	107	392	517	137	59	15	909	74
		37%	34%	40%a	40%	38%	30%	37%	36%	33%	41%hj	33%	46%h	42%	37%h	45%hj
Very important	(5)	1026	479	376	86	49	34	855	83	510	379	99	29	7	890	36
		34%	41%bcdg	32%c	21%	24%	35%c	37%cdg	27%	42%ijkmn	30%	24%	22%	20%	36%ijkn	22%
Don't know		40	10	15	8	2	3	25	5	16	8	12	-	2	25	2
		1%	1%	1%	2%	1%	3%	1%	2%	1%	1%	3%lm	-	5%	1%	1%
NET Not at all important/ Not very important		215	80	73	25	29	9	152	38	84	75	39	10	5	159	15
		7%	7%	6%	6%	14%abcf	9%	7%	13%abcf	7%	6%	9%	8%	14%	6%	9%
NET Important / Very important		2155	868	835	252	128	62	1703	190	903	896	236	89	22	1799	111
		70%	75%cdg	72%cdg	61%	62%	65%	74%cdg	63%	75%j	72%j	57%	68%	62%	73%j	67%
Mean		3.96	4.08cdg	3.98cdg	3.75	3.70	3.91	4.03cdg	3.77	4.09ijkn	3.96j	3.71	3.80	3.63	4.02jkn	3.76
Std Dev.		0.97	1.00	0.92	0.91	1.04	1.06	0.96	1.05	1.00	0.91	1.00	0.95	1.15	0.95	0.99
Std Error		0.02	0.03	0.03	0.05	0.08	0.11	0.02	0.06	0.03	0.03	0.05	0.09	0.18	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base		**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base		**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Not at all important	(1)	**60**	1	58	2	21	34	5	60	-	*	-	60	-
		2%	*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	-	*1%*	-	*2%*	-
Not very important	(2)	**155**	9	146	-	34	106	16	149	6	-	-	155	-
		5%	*3%*	*5%*	-	*4%*	*5%*	**8%d**	*5%*	*10%*	-	-	*5%*	-
Neither important nor unimportant	(3)	**647**	40	600	7	159	452	37	628	12	1	*	640	7
		21%	*14%*	**22%a**	*18%*	*17%*	**24%d**	*18%*	*21%*	*20%*	*7%*	*4%*	*21%*	*64%*
Important	(4)	**1129**	98	1012	19	323	735	71	1106	15	5	2	1126	1
		37%	*36%*	*37%*	*45%*	*35%*	*38%*	*35%*	*37%*	*25%*	*57%*	*96%*	*37%*	*7%*
Very important	(5)	**1026**	121	890	14	376	580	69	1000	23	2	-	1024	2
		34%	**44%b**	*32%*	*34%*	**40%e**	*30%*	*34%*	*34%*	*37%*	*18%*	-	*34%*	*14%*
Don't know		**40**	7	33	-	19	16	6	32	5	1	-	39	2
		1%	*3%*	*1%*	-	**2%e**	*1%*	**3%e**	*1%*	**8%gk**	*17%*	-	*1%*	*15%*
NET Not at all important/ Not very important		**215**	9	204	2	54	140	21	209	6	*	-	215	-
		7%	*3%*	*7%*	*4%*	*6%*	*7%*	*10%*	*7%*	*10%*	*1%*	-	*7%*	-
NET Important / Very important		**2155**	220	1903	32	699	1315	140	2106	38	6	2	2150	2
		70%	**80%b**	*69%*	*78%*	**75%e**	*68%*	*69%*	*71%*	*62%*	*75%*	*96%*	*71%*	*21%*
Mean		**3.96**	**4.23b**	3.94	4.03	**4.10e**	3.90	3.92	3.96	3.97	4.10	3.96	3.96	3.42
Std Dev.		**0.97**	0.84	0.98	0.96	0.96	0.96	1.05	0.97	1.04	0.69	0.27	0.97	0.80
Std Error		**0.02**	0.05	0.02	0.13	0.03	0.02	0.08	0.02	0.16	0.20	0.19	0.02	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Not at all important (1)	**60**	19	14	13	13	9	4	7	6	3	6	6	5	3	1	8	3
	2%	*3%*	*2%*	*2%*	*2%*	**4%n**	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	*	*3%*	*1%*
Not very important (2)	**155**	39	37	41	38	23	12	4	14	13	10	15	8	18	15	13	10
	5%	*5%*	*5%*	*5%*	*5%*	**10%glp**	*5%*	*2%*	*6%*	*5%*	*4%*	*5%*	*3%*	**7%g**	*5%*	*5%*	*4%*
Neither important nor unimportant (3)	**647**	150	135	195	167	59	46	45	35	59	41	64	53	78	59	53	56
	21%	*20%*	*18%*	**25%b**	*21%*	**26%h**	*19%*	*17%*	*15%*	*22%*	*17%*	*24%*	*21%*	**30%fghjo**	*21%*	*19%*	*22%*
Important (4)	**1129**	264	261	285	319	62	94	109	77	95	88	113	95	77	112	101	106
	37%	*36%*	*35%*	*37%*	*39%*	*27%*	*39%*	**41%em**	*33%*	*36%*	*37%*	**42%em**	*38%*	*30%*	**39%e**	*37%*	**42%em**
Very important (5)	**1026**	254	279	227	267	75	80	99	101	91	87	70	77	80	97	94	75
	34%	*35%*	**38%c**	*29%*	*33%*	*33%*	*33%*	**37%k**	**43%klmp**	*34%*	*37%*	*26%*	*31%*	*31%*	*34%*	*35%*	*29%*
Don't know	**40**	5	10	16	9	1	4	-	1	3	6	3	9	5	2	1	6
	1%	*1%*	*1%*	*2%*	*1%*	*	*2%*	-	*	*1%*	*2%*	*1%*	**4%g**	*2%*	*1%*	*	*2%*
NET Not at all important/ Not very important	**215**	59	51	55	51	32	16	11	20	15	15	20	13	21	16	22	13
	7%	*8%*	*7%*	*7%*	*6%*	**14%gjjlnp**	*7%*	*4%*	*9%*	*6%*	*6%*	*7%*	*5%*	*8%*	*6%*	*8%*	*5%*
NET Important / Very important	**2155**	518	539	512	586	137	174	207	178	186	175	183	171	157	209	195	181
	70%	*71%*	**73%c**	*66%*	*72%*	*60%*	**72%em**	**79%ekm**	**76%em**	*70%*	**74%em**	*68%*	*70%*	*60%*	**73%em**	**72%em**	*71%*
Mean	**3.96**	3.95	**4.04c**	3.88	3.98	3.76	3.99	**4.09ekm**	**4.08em**	3.99	**4.04e**	3.85	3.97	3.83	**4.02e**	3.96	3.96
Std Dev.	**0.97**	1.01	0.97	0.96	0.93	1.13	0.95	0.91	1.03	0.93	0.97	0.94	0.94	0.99	0.90	1.01	0.89
Std Error	**0.02**	0.04	0.04	0.03	0.03	0.07	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Low cost	**2640**	-	2640	1288	1345	393	332	612	395	455	277	176	725	1007	908	453	2365	263	2681
	86%	-	*86%*	*85%*	*88%*	*81%*	*87%*	**88%e**	*88%*	**89%e**	*86%*	*82%*	*84%*	*88%*	*87%*	*85%*	**87%q**	*81%*	*86%*
Guarantee that the parcel will arrive on time	**2632**	-	2632	1282	1341	401	336	615	402	448	261	168	737	1017	878	430	2350	272	2663
	86%	-	*86%*	*84%*	**88%c**	*83%*	**88%jk**	**88%jk**	**90%ejk**	**87%k**	*81%*	*79%*	*85%*	**89%no**	*84%*	*80%*	*86%*	*83%*	*86%*
Ability to track the delivery	**2530**	-	2530	1232	1291	388	322	605	390	418	252	153	711	995	824	405	2251	268	2568
	83%	-	*83%*	*81%*	*84%*	*80%*	**85%k**	**87%ejk**	**87%jk**	**82%k**	*78%*	*71%*	**82%o**	**87%no**	*78%*	*76%*	*83%*	*82%*	*82%*
Ability to choose an express or next day service	**2108**	-	2108	1061	1040	353	297	540	309	311	185	112	650	849	608	297	1846	251	2095
	69%	-	*69%*	*70%*	*68%*	**73%ijk**	**78%hijk**	**78%hijk**	**69%jk**	*61%*	*57%*	*52%*	**75%no**	**74%no**	*58%*	*55%*	*68%*	**77%p**	*67%*
Ability to select a specific date/time for delivery	**1850**	-	1850	952	892	361	284	503	268	233	125	75	646	771	433	200	1600	240	1743
	60%	-	*60%*	*63%*	*58%*	**75%hijk**	**75%hijk**	**72%hijk**	**60%ijk**	*45%*	*39%*	*35%*	**75%mno**	**67%no**	*41%*	*37%*	*59%*	**74%p**	*56%*
Fast delivery	**2536**	-	2536	1251	1276	398	339	619	374	432	237	136	737	993	805	373	2251	275	2587
	83%	-	*83%*	*82%*	*83%*	**82%jk**	**89%ejk**	**89%ejk**	**83%jk**	**84%jk**	*73%*	*63%*	**85%no**	**87%no**	**77%o**	*69%*	*83%*	*84%*	*83%*
Convenient options for me to drop the parcel off	**2401**	-	2401	1182	1212	369	314	592	366	397	229	133	683	958	760	363	2130	261	2408
	79%	-	*79%*	*78%*	*79%*	**76%k**	**83%jk**	**85%eijk**	**82%jk**	**77%k**	*71%*	*62%*	**79%no**	**84%no**	*72%*	*68%*	*78%*	*80%*	*77%*
Convenient options for the operator to pick the parcel up from me	**1838**	-	1838	929	903	336	289	505	273	240	122	73	625	778	434	195	1585	244	1751
	60%	-	*60%*	*61%*	*59%*	**70%ijk**	**76%hijk**	**73%hijk**	**61%ijk**	**47%k**	*38%*	*34%*	**72%no**	**68%no**	*41%*	*36%*	*58%*	**75%p**	*56%*
Convenient options for the recipient to accept the delivery	**2400**	-	2400	1175	1217	376	318	591	350	389	231	145	694	941	766	377	2122	269	2398
	78%	-	*78%*	*77%*	*80%*	**78%k**	**84%ijk**	**85%ehijk**	**78%k**	*76%*	*72%*	*68%*	**80%no**	**82%no**	*73%*	*70%*	*78%*	*82%*	*77%*
Insurance against damage or loss	**2403**	-	2403	1163	1233	386	330	579	358	384	227	138	716	937	749	365	2139	253	2403
	79%	-	*79%*	*77%*	**81%c**	**80%jk**	**87%ijk**	**83%ijk**	**80%jk**	**75%k**	*70%*	*65%*	**83%no**	**82%no**	*71%*	*68%*	*79%*	*78%*	*77%*
Same price to send to anywhere within the UK	**2508**	-	2508	1233	1270	374	305	609	371	424	264	161	679	981	849	425	2241	257	2600
	82%	-	*82%*	*81%*	*83%*	*77%*	*80%*	**87%efk**	*83%*	*83%*	*82%*	*75%*	*79%*	**86%lno**	*81%*	*79%*	*83%*	*79%*	*83%*
Proof of postage/ dispatch	**2673**	-	2673	1303	1363	394	333	620	410	455	276	186	727	1029	916	461	2397	267	2760
	87%	-	*87%*	*86%*	**89%c**	*82%*	*88%*	**89%e**	**91%e**	**89%e**	*86%*	*87%*	*84%*	**90%l**	*87%*	*86%*	**88%q**	*82%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Proof of receipt/ delivery	**2630**	-	2630	1303	1320	394	345	641	397	427	256	170	739	1038	852	425	2332	286	2673
	86%	-	*86%*	*86%*	*86%*	*81%*	**91%eijk**	**92%eijk**	**89%ejk**	*83%*	*79%*	*79%*	**86%o**	**91%lno**	*81%*	*79%*	*86%*	*88%*	*86%*
Guaranteed delivery to recipient's door	**2706**	-	2706	1328	1369	380	337	639	411	474	274	191	717	1050	939	465	2419	277	2773
	89%	-	*89%*	*87%*	*90%*	*79%*	**89%e**	**92%ej**	**92%ej**	**92%ej**	*85%*	**89%e**	*83%*	**92%lo**	**89%l**	*87%*	*89%*	*85%*	*89%*
Daily collection service	**2155**	-	2155	1069	1079	351	283	527	313	340	211	129	634	841	680	340	1922	225	2145
	70%	-	*70%*	*70%*	*71%*	**73%k**	**74%ik**	**76%ijk**	*70%*	*66%*	*65%*	*60%*	**73%no**	**73%no**	*65%*	*63%*	*71%*	*69%*	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Low cost	**2640**	608	788	615	628	1397	1243	1786	816	296	300	625	686	589	1611	297	2229
	86%	*85%*	*87%*	*87%*	*87%*	*86%*	*87%*	*87%*	*85%*	*87%*	*85%*	*87%*	*88%*	*85%*	*87%*	*87%*	*87%*
Guarantee that the parcel will arrive on time	**2632**	602	786	614	630	1388	1244	1798	800	285	303	604	675	613	1582	286	2221
	86%	*84%*	*86%*	*87%*	*87%*	*85%*	*87%*	**88%h**	*83%*	*84%*	*86%*	*84%*	*86%*	*89%*	*86%*	*84%*	*86%*
Ability to track the delivery	**2530**	616	754	586	574	1370	1160	1725	768	255	289	586	648	605	1523	256	2154
	83%	**86%d**	*83%*	*83%*	*79%*	*84%*	*81%*	**84%h**	*80%*	*75%*	*82%*	*82%*	**83%l**	**88%ikn**	**82%l**	*75%*	**84%o**
Ability to choose an express or next day service	**2108**	536	604	471	496	1140	967	1483	594	211	227	483	534	543	1244	212	1804
	69%	**75%bcd**	*66%*	*67%*	*68%*	*70%*	*68%*	**72%h**	*62%*	*62%*	*64%*	*67%*	*68%*	**79%ijkln**	*67%*	*62%*	**70%o**
Ability to select a specific date/time for delivery	**1850**	479	495	427	449	973	876	1358	460	190	212	421	464	468	1097	190	1575
	60%	**67%b**	*54%*	*60%*	**62%b**	*60%*	*61%*	**66%h**	*48%*	*56%*	*60%*	*59%*	*59%*	**68%ikln**	*59%*	*56%*	*61%*
Fast delivery	**2536**	609	755	579	594	1364	1172	1746	758	274	275	572	653	610	1500	275	2141
	83%	*85%*	*83%*	*82%*	*82%*	*84%*	*82%*	**85%h**	*79%*	*81%*	*78%*	*80%*	*84%*	**88%ijkn**	*81%*	*81%*	*83%*
Convenient options for me to drop the parcel off	**2401**	589	711	551	550	1300	1101	1669	701	231	259	551	626	598	1436	232	2059
	79%	**82%d**	*78%*	*78%*	*76%*	*80%*	*77%*	**81%h**	*73%*	*68%*	*74%*	**77%l**	**80%l**	**87%ijkln**	**78%l**	*68%*	**80%o**
Convenient options for the operator to pick the parcel up from me	**1838**	511	519	403	404	1031	807	1372	440	181	194	404	487	496	1085	181	1594
	60%	**72%bcd**	*57%*	*57%*	*56%*	**63%f**	*56%*	**67%h**	*46%*	*53%*	*55%*	*56%*	**62%l**	**72%ijkln**	*59%*	*53%*	**62%o**
Convenient options for the recipient to accept the delivery	**2400**	586	708	550	555	1294	1106	1638	726	249	267	550	613	575	1430	250	2029
	78%	*82%*	*78%*	*78%*	*77%*	*80%*	*77%*	**80%h**	*75%*	*73%*	*76%*	*77%*	*79%*	**83%ijkn**	*77%*	*73%*	*79%*
Insurance against damage or loss	**2403**	578	702	552	571	1280	1123	1647	726	256	265	541	613	587	1419	256	2033
	79%	*81%*	*77%*	*78%*	*79%*	*79%*	*78%*	**80%h**	*75%*	*76%*	*75%*	*76%*	*78%*	**85%ijkln**	*77%*	*75%*	*79%*
Same price to send to anywhere within the UK	**2508**	617	753	561	577	1370	1138	1677	797	259	292	582	654	590	1528	260	2140
	82%	**86%cd**	*83%*	*79%*	*80%*	**84%f**	*79%*	*82%*	*83%*	*76%*	*83%*	*81%*	**84%l**	**85%l**	*83%*	*77%*	**83%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 115

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Proof of postage/ dispatch	**2673**	640	805	607	620	1445	1227	1822	817	282	300	630	666	638	1596	283	2265
	87%	*89%*	*88%*	*86%*	*86%*	**89%f**	*86%*	**89%h**	*85%*	*83%*	*85%*	*88%*	*85%*	**92%ijkln**	*86%*	*83%*	*88%*
Proof of receipt/ delivery	**2630**	616	776	627	610	1392	1237	1796	799	279	286	618	672	623	1576	280	2227
	86%	*86%*	*85%*	*89%*	*84%*	*86%*	*86%*	**88%h**	*83%*	*82%*	*81%*	*86%*	*86%*	**90%ijn**	*85%*	*82%*	*87%*
Guaranteed delivery to recipient's door	**2706**	638	805	635	629	1442	1264	1828	846	291	295	629	702	641	1626	292	2298
	89%	*89%*	*88%*	*90%*	*87%*	*89%*	*88%*	*89%*	*88%*	*86%*	*84%*	*88%*	**90%ij**	**93%ijkn**	*88%*	*86%*	*89%*
Daily collection service	**2155**	530	621	508	495	1151	1003	1505	616	231	237	476	567	535	1279	231	1836
	70%	*74%*	*68%*	*72%*	*68%*	*71%*	*70%*	**73%h**	*64%*	*68%*	*67%*	*66%*	*73%*	**77%ijkn**	*69%*	*68%*	*71%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Low cost	2640	2281	358	115	2188	232	132	87	111	327	205	162	217	232	386	346	203	35	197
	86%	**87%c**	*85%*	*78%*	*86%*	*84%*	*87%*	*87%*	**88%k**	**94%klmnpqr**	**89%k**	*77%*	*86%*	*86%*	*83%*	**89%k**	*83%*	*81%*	*85%*
Guarantee that the parcel will arrive on time	2632	2285	348	123	2187	232	127	86	111	313	201	173	221	242	382	340	204	38	194
	86%	*87%*	*82%*	*83%*	*86%*	*84%*	*84%*	*86%*	*88%*	*89%*	*87%*	*83%*	*87%*	*90%*	*83%*	*88%*	*84%*	*88%*	*84%*
Ability to track the delivery	2530	2194	335	126	2099	223	124	84	106	304	188	159	201	224	402	315	198	36	188
	83%	*83%*	*79%*	*85%*	*83%*	*81%*	*82%*	*84%*	*85%*	**87%k**	*82%*	*76%*	*80%*	*84%*	**87%k**	*81%*	*81%*	*83%*	*81%*
Ability to choose an express or next day service	2108	1837	271	100	1761	178	101	68	90	264	147	138	169	193	343	255	162	30	148
	69%	*70%*	*64%*	*67%*	*70%*	*64%*	*67%*	*68%*	*72%*	**75%jr**	*64%*	*66%*	*67%*	*72%*	**74%jr**	*66%*	*66%*	*70%*	*64%*
Ability to select a specific date/time for delivery	1850	1648	202	83	1572	140	84	54	85	232	126	119	153	167	334	213	143	23	117
	60%	**63%b**	*48%*	*56%*	**62%efg**	*51%*	*55%*	*54%*	**67%jor**	**66%jr**	*55%*	*57%*	**60%r**	**62%r**	**72%jklopqr**	*55%*	*59%*	*53%*	*50%*
Fast delivery	2536	2204	332	130	2101	223	126	85	109	301	189	161	215	223	398	312	193	39	185
	83%	**84%b**	*79%*	**88%b**	*83%*	*81%*	*84%*	*85%*	**87%k**	**86%k**	*82%*	*77%*	*85%*	*83%*	**86%k**	*81%*	*79%*	*89%*	*79%*
Convenient options for me to drop the parcel off	2401	2087	313	113	1989	220	115	77	103	292	177	137	202	213	379	289	198	34	185
	79%	*79%*	*74%*	*76%*	*79%*	*80%*	*76%*	*78%*	**82%k**	**83%k**	*77%*	*66%*	**80%k**	**79%k**	**82%k**	*75%*	**81%k**	*80%*	**80%k**
Convenient options for the operator to pick the parcel up from me	1838	1639	198	82	1554	151	80	53	87	218	134	114	145	158	342	213	142	24	127
	60%	**62%b**	*47%*	*56%*	**61%efg**	*55%*	*53%*	*53%*	**69%klor**	*62%*	*58%*	*55%*	*57%*	*59%*	**74%jklmopqr**	*55%*	*58%*	*56%*	*55%*
Convenient options for the recipient to accept the delivery	2400	2093	307	114	2003	210	111	76	100	299	174	158	195	212	371	315	180	33	176
	78%	**79%b**	*73%*	*77%*	*79%*	*76%*	*74%*	*77%*	*80%*	**85%jkpr**	*75%*	*76%*	*77%*	*79%*	*80%*	*81%*	*74%*	*77%*	*76%*
Insurance against damage or loss	2403	2087	315	114	2001	207	116	79	105	285	186	158	199	218	361	303	187	33	174
	79%	*79%*	*75%*	*77%*	*79%*	*75%*	*77%*	*79%*	*83%*	*82%*	*80%*	*75%*	*79%*	*82%*	*78%*	*78%*	*76%*	*75%*	*75%*
Same price to send to anywhere within the UK	2508	2161	347	120	2073	222	126	86	106	291	201	155	205	228	367	323	198	38	185
	82%	*82%*	*82%*	*81%*	*82%*	*81%*	*84%*	*86%*	**84%k**	**83%k**	**87%k**	*74%*	*81%*	**85%k**	*79%*	*83%*	*81%*	*87%*	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3058**	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Proof of postage/ dispatch	**2673**	2295	378	136	2204	243	136	90	110	307	203	179	211	231	394	353	216	37	206
	87%	*87%*	*90%*	*92%*	*87%*	*88%*	*90%*	*90%*	*88%*	*88%*	*88%*	*85%*	*83%*	*86%*	*85%*	**91%l**	*88%*	*85%*	*89%*
Proof of receipt/ delivery	**2630**	2284	345	122	2178	234	133	85	108	321	190	165	215	241	407	330	200	37	197
	86%	**87%b**	*82%*	*83%*	*86%*	*85%*	*88%*	*85%*	*86%*	**92%jkpr**	*82%*	*79%*	*85%*	**90%kp**	**88%k**	*85%*	*82%*	*84%*	*85%*
Guaranteed delivery to recipient's door	**2706**	2343	363	126	2235	247	135	89	109	313	208	184	221	236	405	345	215	39	208
	89%	*89%*	*86%*	*86%*	*88%*	*89%*	*89%*	*90%*	*87%*	*89%*	*90%*	*88%*	*87%*	*88%*	*87%*	*89%*	*88%*	*91%*	*89%*
Daily collection service	**2155**	1883	271	101	1795	184	106	70	94	257	153	130	172	198	344	283	165	30	154
	70%	**71%b**	*64%*	*69%*	*71%*	*67%*	*70%*	*70%*	**75%k**	**74%k**	*66%*	*62%*	*68%*	**74%k**	**74%k**	*73%*	*67%*	*69%*	*66%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3114**	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	**3058**	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	**1633**	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Low cost	**2640**	1027	1017	336	170	80	2044	250	1075	1115	297	112	32	2190	144
	86%	**89%cg**	**88%c**	*81%*	*83%*	*83%*	**88%c**	*83%*	**89%j**	**89%j**	*72%*	**86%j**	*89%*	**89%j**	**87%j**
Guarantee that the parcel will arrive on time	**2632**	1020	1043	314	166	77	2063	243	1089	1101	299	104	28	2190	132
	86%	**88%cdg**	**90%cdeg**	*76%*	*81%*	*80%*	**89%cdeg**	*80%*	**90%jkn**	**88%jkn**	*72%*	*80%*	*79%*	**89%jkn**	*80%*
Ability to track the delivery	**2530**	982	999	301	159	75	1981	234	1041	1066	282	100	31	2106	131
	83%	**85%cdg**	**86%cdg**	*73%*	*77%*	*78%*	**86%cdg**	*77%*	**86%jk**	**85%j**	*68%*	*77%*	*88%*	**86%jk**	**79%j**
Ability to choose an express or next day service	**2108**	832	823	240	139	67	1655	206	878	883	231	88	22	1760	110
	69%	**72%c**	**71%c**	*58%*	*68%*	*70%*	**71%c**	**68%c**	**73%j**	**71%j**	*56%*	*68%*	*62%*	**72%j**	*67%*
Ability to select a specific date/time for delivery	**1850**	689	727	241	130	55	1416	185	727	780	238	66	30	1507	96
	60%	*60%*	*63%*	*58%*	*63%*	*57%*	*61%*	*61%*	*60%*	**62%k**	*57%*	*51%*	*84%*	*61%*	*58%*
Fast delivery	**2536**	986	989	318	158	67	1975	226	1056	1049	288	98	30	2105	128
	83%	**85%cdeg**	**85%cdeg**	*77%*	*77%*	*70%*	**85%cdeg**	*75%*	**88%jkn**	**84%j**	*69%*	*76%*	*82%*	**86%jkn**	*77%*
Convenient options for me to drop the parcel off	**2401**	945	937	284	142	76	1883	217	987	1021	262	91	23	2009	114
	79%	**82%cdg**	**81%cdg**	*69%*	*69%*	*79%*	**81%cdg**	*72%*	**82%jkn**	**82%jkn**	*63%*	*70%*	*65%*	**82%jkn**	*69%*
Convenient options for the operator to pick the parcel up from me	**1838**	683	741	233	119	54	1424	173	729	773	225	75	27	1502	101
	60%	*59%*	**64%c**	*56%*	*58%*	*56%*	*61%*	*57%*	*60%*	**62%j**	*54%*	*57%*	*75%*	*61%*	*61%*
Convenient options for the recipient to accept the delivery	**2400**	941	943	274	157	71	1884	228	1008	996	266	88	29	2004	117
	78%	**81%c**	**81%c**	*66%*	*76%*	*74%*	**81%c**	*75%*	**84%jkn**	**80%jkn**	*64%*	*67%*	*82%*	**82%jkn**	*71%*
Insurance against damage or loss	**2403**	954	914	289	158	74	1868	232	1013	973	289	91	24	1985	115
	79%	**82%c**	**79%c**	*70%*	*77%*	*77%*	**81%c**	*77%*	**84%jkn**	**78%j**	*70%*	*70%*	*68%*	**81%jkn**	*70%*
Same price to send to anywhere within the UK	**2508**	1016	961	308	142	69	1977	212	1074	1022	282	95	25	2096	120
	82%	**88%bcdeg**	**83%cdg**	*75%*	*69%*	*72%*	**85%cdeg**	*70%*	**89%ijkmn**	**82%jn**	*68%*	*73%*	*69%*	**85%ijkn**	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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QD10a_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3058**	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Proof of postage/ dispatch	**2673**	1052	1053	307	173	72	2106	245	1119	1101	308	104	28	2220	132
	87%	**91%cdeg**	**91%cdeg**	*74%*	**84%c**	*75%*	**91%cdeg**	*81%*	**93%ijkn**	**88%jn**	*74%*	*80%*	*78%*	**91%jkn**	*80%*
Proof of receipt/ delivery	**2630**	1035	1027	311	168	75	2062	243	1095	1088	310	95	29	2183	124
	86%	**89%cdeg**	**89%cdeg**	*75%*	*82%*	*78%*	**89%cdeg**	*80%*	**91%ijkn**	**87%jkn**	*75%*	*73%*	*80%*	**89%jkn**	*75%*
Guaranteed delivery to recipient's door	**2706**	1080	1058	315	173	69	2138	243	1127	1119	317	99	33	2245	132
	89%	**93%cdeg**	**91%cdeg**	*76%*	*84%*	*72%*	**92%cdeg**	*80%*	**93%ijkn**	**90%jkn**	*76%*	*76%*	*92%*	**92%jkn**	*80%*
Daily collection service	**2155**	868	835	252	128	62	1703	190	903	896	236	89	22	1799	111
	70%	**75%cdg**	**72%cdg**	*61%*	*62%*	*65%*	**74%cdg**	*63%*	**75%j**	**72%j**	*57%*	*68%*	*62%*	**73%j**	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base	**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base	**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Low cost	**2640**	225	2375	39	808	1670	162	2583	44	8	2	2635	2
	86%	*82%*	*87%*	*94%*	**87%f**	**87%f**	*79%*	**87%h**	*71%*	*95%*	*100%*	**87%h**	*21%*
Guarantee that the parcel will arrive on time	**2632**	235	2360	37	816	1649	168	2578	45	5	2	2628	2
	86%	*85%*	*86%*	*90%*	*88%*	*86%*	*82%*	**87%h**	*72%*	*63%*	*96%*	**86%h**	*21%*
Ability to track the delivery	**2530**	228	2264	38	814	1561	155	2474	44	6	2	2524	3
	83%	*83%*	*83%*	*91%*	**87%ef**	*81%*	*76%*	*83%*	*72%*	*68%*	*100%*	*83%*	*30%*
Ability to choose an express or next day service	**2108**	206	1868	33	690	1270	148	2053	45	4	2	2102	4
	69%	*75%*	*68%*	*80%*	**74%e**	*66%*	*72%*	*69%*	*73%*	*47%*	*96%*	*69%*	*36%*
Ability to select a specific date/time for delivery	**1850**	209	1615	26	622	1072	156	1787	49	7	2	1844	4
	60%	**76%b**	*59%*	*63%*	**67%e**	*56%*	**76%de**	*60%*	**79%gk**	*85%*	*100%*	*61%*	*34%*
Fast delivery	**2536**	243	2256	37	804	1577	155	2472	50	7	2	2529	5
	83%	*88%*	*82%*	*90%*	**86%ef**	*82%*	*76%*	*83%*	*82%*	*78%*	*96%*	*83%*	*45%*
Convenient options for me to drop the parcel off	**2401**	225	2144	31	735	1516	150	2346	43	6	2	2395	3
	79%	*82%*	*78%*	*75%*	*79%*	*79%*	*73%*	*79%*	*69%*	*76%*	*96%*	*79%*	*31%*
Convenient options for the operator to pick the parcel up from me	**1838**	210	1600	28	643	1076	119	1779	50	6	2	1835	1
	60%	**76%b**	*58%*	*67%*	**69%ef**	*56%*	*58%*	*60%*	**81%gk**	*69%*	*96%*	*60%*	*7%*
Convenient options for the recipient to accept the delivery	**2400**	223	2141	36	749	1492	158	2344	44	5	2	2394	4
	78%	*81%*	*78%*	*86%*	*80%*	*78%*	*77%*	*79%*	*72%*	*63%*	*96%*	*79%*	*34%*
Insurance against damage or loss	**2403**	232	2138	33	783	1455	164	2345	47	4	2	2396	5
	79%	*84%*	*78%*	*79%*	**84%e**	*76%*	*80%*	*79%*	*76%*	*44%*	*96%*	*79%*	*45%*
Same price to send to anywhere within the UK	**2508**	235	2236	37	777	1566	165	2456	40	7	2	2502	4
	82%	*85%*	*82%*	*88%*	*83%*	*81%*	*81%*	**83%h**	*64%*	*78%*	*100%*	**82%h**	*36%*

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		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Proof of postage/ dispatch	**2673**	238	2399	35	827	1679	166	2616	45	7	2	2668	2
	87%	*86%*	*88%*	*84%*	**89%f**	*87%*	*81%*	**88%h**	*73%*	*83%*	*100%*	**88%h**	*21%*
Proof of receipt/ delivery	**2630**	233	2361	36	822	1638	170	2566	51	4	2	2621	6
	86%	*84%*	*86%*	*87%*	*88%*	*85%*	*83%*	*86%*	*83%*	*52%*	*100%*	*86%*	*60%*
Guaranteed delivery to recipient's door	**2706**	249	2423	34	841	1702	162	2657	41	4	2	2702	2
	89%	*90%*	*88%*	*83%*	**90%f**	**89%f**	*79%*	**89%h**	*67%*	*47%*	*96%*	**89%h**	*21%*
Daily collection service	**2155**	220	1903	32	699	1315	140	2106	38	6	2	2150	2
	70%	**80%b**	*69%*	*78%*	**75%e**	*68%*	*69%*	*71%*	*62%*	*75%*	*96%*	*71%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Low cost	**2640**	643	645	655	696	202	206	234	207	234	204	211	218	227	241	229	227
	86%	*88%*	*88%*	*84%*	*86%*	**89%k**	*86%*	**89%k**	**88%k**	**89%k**	*86%*	*78%*	**88%k**	**87%k**	*84%*	*85%*	**89%k**
Guarantee that the parcel will arrive on time	**2632**	631	630	660	712	197	197	236	199	221	210	238	208	214	241	241	231
	86%	*86%*	*86%*	*85%*	*88%*	*87%*	*82%*	*90%*	*85%*	*83%*	*89%*	*88%*	*84%*	*82%*	*84%*	*89%*	*90%*
Ability to track the delivery	**2530**	606	599	652	673	199	191	217	190	219	191	218	211	223	221	229	222
	83%	*83%*	*81%*	*84%*	*83%*	**87%n**	*80%*	*82%*	*81%*	*83%*	*80%*	*81%*	*85%*	*85%*	*77%*	*85%*	**87%n**
Ability to choose an express or next day service	**2108**	484	518	539	566	141	165	179	167	181	170	189	186	164	192	194	180
	69%	*66%*	*70%*	*69%*	*70%*	*62%*	*68%*	*68%*	*71%*	*68%*	*72%*	*70%*	**76%em**	*63%*	*67%*	*72%*	*70%*
Ability to select a specific date/time for delivery	**1850**	432	458	467	493	132	158	142	142	157	159	157	160	149	159	182	151
	60%	*59%*	*62%*	*60%*	*61%*	*58%*	*66%*	*54%*	*61%*	*59%*	**67%gn**	*58%*	*65%*	*57%*	*56%*	**68%gn**	*59%*
Fast delivery	**2536**	615	614	631	675	189	202	224	202	215	198	216	209	207	226	229	220
	83%	*84%*	*84%*	*81%*	*83%*	*83%*	*84%*	*85%*	*86%*	*81%*	*83%*	*80%*	*85%*	*79%*	*79%*	*85%*	*86%*
Convenient options for me to drop the parcel off	**2401**	579	583	610	629	172	187	220	193	205	185	197	202	211	218	208	203
	79%	*79%*	*79%*	*78%*	*77%*	*75%*	*78%*	**83%k**	*82%*	*78%*	*78%*	*73%*	*82%*	*81%*	*76%*	*77%*	*79%*
Convenient options for the operator to pick the parcel up from me	**1838**	467	437	463	471	139	159	169	141	144	151	159	157	147	154	165	152
	60%	*64%*	*59%*	*60%*	*58%*	*61%*	**66%n**	*64%*	*60%*	*55%*	*64%*	*59%*	*64%*	*56%*	*54%*	*61%*	*59%*
Convenient options for the recipient to accept the delivery	**2400**	563	594	587	656	169	184	210	196	211	187	209	195	184	230	215	212
	78%	*77%*	*81%*	*75%*	*81%*	*74%*	*77%*	*80%*	**84%m**	*80%*	*79%*	*77%*	*79%*	*70%*	*80%*	*80%*	**83%m**
Insurance against damage or loss	**2403**	562	591	600	650	175	184	203	185	223	183	204	197	199	205	230	215
	79%	*77%*	*80%*	*77%*	*80%*	*77%*	*77%*	*77%*	*79%*	**84%n**	*77%*	*75%*	*80%*	*76%*	*72%*	**85%kn**	**84%n**
Same price to send to anywhere within the UK	**2508**	606	614	632	657	186	194	226	207	220	187	217	211	204	218	230	209
	82%	*83%*	*83%*	*81%*	*81%*	*82%*	*81%*	**86%n**	**88%jmn**	*83%*	*79%*	*80%*	*85%*	*78%*	*76%*	*85%*	*81%*
Proof of postage/ dispatch	**2673**	641	643	671	717	196	212	233	212	227	204	238	210	224	244	245	228
	87%	*88%*	*87%*	*86%*	*88%*	*86%*	*88%*	*88%*	*91%*	*86%*	*86%*	*88%*	*85%*	*86%*	*85%*	*91%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

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Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Proof of receipt/ delivery	**2630**	634	624	675	697	203	206	225	194	227	203	225	223	227	229	245	224
	86%	*87%*	*85%*	*87%*	*86%*	**89%n**	*86%*	*85%*	*83%*	*86%*	*86%*	*83%*	**91%n**	*87%*	*80%*	**91%n**	*87%*
Guaranteed delivery to recipient's door	**2706**	651	659	681	716	207	201	243	219	231	210	232	225	223	241	241	234
	89%	*89%*	*90%*	*88%*	*88%*	*91%*	*83%*	**92%fn**	**93%fkmn**	*87%*	*89%*	*86%*	*91%*	*86%*	*84%*	*89%*	**91%f**
Daily collection service	**2155**	518	539	512	586	137	174	207	178	186	175	183	171	157	209	195	181
	70%	*71%*	**73%c**	*66%*	*72%*	*60%*	**72%em**	**79%ekm**	**76%em**	*70%*	**74%em**	*68%*	*70%*	*60%*	**73%em**	**72%em**	*71%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Low cost	**83**	-	83	50	30	22	15	17	4	14	8	2	37	21	25	11	65	16	81
	3%	-	*3%*	*3%*	*2%*	**5%h**	**4%h**	*2%*	*1%*	*3%*	*3%*	*1%*	**4%m**	*2%*	*2%*	*2%*	*2%*	*5%*	*3%*
Guarantee that the parcel will arrive on time	**75**	-	75	51	24	24	9	9	6	11	12	4	33	15	27	16	56	17	85
	2%	-	*2%*	**3%d**	*2%*	**5%gh**	*2%*	*1%*	*1%*	*2%*	*4%*	*2%*	**4%m**	*1%*	*3%*	*3%*	*2%*	**5%p**	*3%*
Ability to track the delivery	**123**	-	123	79	42	27	6	18	13	25	23	10	33	31	58	33	104	17	123
	4%	-	*4%*	**5%d**	*3%*	**6%f**	*2%*	*3%*	*3%*	*5%*	**7%fgh**	*5%*	*4%*	*3%*	**6%m**	**6%m**	*4%*	*5%*	*4%*
Ability to choose an express or next day service	**260**	-	260	125	135	28	23	39	33	58	44	35	52	71	137	79	244	15	302
	9%	-	*9%*	*8%*	*9%*	*6%*	*6%*	*6%*	*7%*	**11%efg**	**14%efgh**	**16%efgh**	*6%*	*6%*	**13%lm**	**15%lm**	*9%*	*5%*	*10%*
Ability to select a specific date/time for delivery	**408**	-	408	209	199	38	20	76	43	101	70	58	58	120	230	129	381	26	473
	13%	-	*13%*	*14%*	*13%*	*8%*	*5%*	**11%f**	*10%*	**20%efgh**	**22%efgh**	**27%efgh**	*7%*	**10%l**	**22%lm**	**24%lm**	**14%q**	*8%*	*15%*
Fast delivery	**104**	-	104	67	37	26	7	12	12	20	10	17	33	24	47	27	96	8	105
	3%	-	*3%*	**4%d**	*2%*	**5%fg**	*2%*	*2%*	*3%*	*4%*	*3%*	**8%fgh**	*4%*	*2%*	**4%m**	**5%m**	*4%*	*2%*	*3%*
Convenient options for me to drop the parcel off	**159**	-	159	79	80	29	16	12	22	34	18	28	44	35	80	46	147	12	178
	5%	-	*5%*	*5%*	*5%*	**6%g**	*4%*	*2%*	**5%g**	**7%g**	**6%g**	**13%efghij**	*5%*	*3%*	**8%m**	**9%m**	*5%*	*4%*	*6%*
Convenient options for the operator to pick the parcel up from me	**461**	-	461	229	233	39	28	62	59	121	79	74	67	121	274	153	443	15	518
	15%	-	*15%*	*15%*	*15%*	*8%*	*7%*	*9%*	**13%f**	**24%efgh**	**24%efgh**	**35%efghi**	*8%*	*11%*	**26%lm**	**29%lm**	**16%q**	*4%*	*17%*
Convenient options for the recipient to accept the delivery	**126**	-	126	62	65	27	15	14	20	13	9	28	42	34	50	37	116	9	145
	4%	-	*4%*	*4%*	*4%*	**6%g**	*4%*	*2%*	*4%*	*3%*	*3%*	**13%efghij**	*5%*	*3%*	*5%*	**7%m**	*4%*	*3%*	*5%*
Insurance against damage or loss	**148**	-	148	94	55	32	11	24	15	22	20	25	43	39	67	45	121	25	161
	5%	-	*5%*	**6%d**	*4%*	*7%*	*3%*	*3%*	*3%*	*4%*	*6%*	**12%fghi**	*5%*	*3%*	**6%m**	**8%m**	*4%*	*8%*	*5%*
Same price to send to anywhere within the UK	**102**	-	102	58	44	25	15	18	11	16	7	10	40	28	34	17	93	8	88
	3%	-	*3%*	*4%*	*3%*	*5%*	*4%*	*3%*	*2%*	*3%*	*2%*	*5%*	*5%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*
Proof of postage/ dispatch	**79**	-	79	55	22	25	13	20	1	9	3	8	37	21	20	11	63	15	63
	3%	-	*3%*	**4%d**	*1%*	**5%hij**	**3%h**	**3%h**	*	*2%*	*1%*	**4%h**	**4%mn**	*2%*	*2%*	*2%*	*2%*	*5%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Proof of receipt/ delivery	**72**	-	72	38	32	20	10	10	5	14	10	4	30	15	28	14	57	15	75
	2%	-	*2%*	*3%*	*2%*	***4%g***	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	***3%m***	*1%*	*3%*	*3%*	*2%*	***5%p***	*2%*
Guaranteed delivery to recipient's door	**56**	-	56	35	21	13	5	17	3	4	9	5	19	20	18	14	51	6	64
	2%	-	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Daily collection service	**215**	-	215	117	99	32	20	38	30	35	28	32	51	69	96	60	194	19	246
	7%	-	*7%*	*8%*	*6%*	*7%*	*5%*	*6%*	*7%*	*7%*	*9%*	***15%efgh***	*6%*	*6%*	***9%m***	***11%lm***	*7%*	*6%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Low cost	**83**	32	19	23	8	51	32	55	26	7	7	14	18	28	39	7	69
	3%	**5%bd**	*2%*	**3%d**	*1%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*3%*
Guarantee that the parcel will arrive on time	**75**	25	24	12	15	48	27	49	25	5	6	22	21	16	50	5	67
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*
Ability to track the delivery	**123**	18	47	23	34	65	57	78	43	12	16	36	41	14	92	12	106
	4%	*3%*	**5%a**	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	**5%m**	**5%m**	*2%*	**5%m**	*3%*	*4%*
Ability to choose an express or next day service	**260**	50	93	50	67	143	117	142	117	41	45	53	70	36	168	41	205
	9%	*7%*	*10%*	*7%*	*9%*	*9%*	*8%*	*7%*	**12%g**	**12%m**	**13%km**	*7%*	**9%m**	*5%*	**9%m**	*12%*	*8%*
Ability to select a specific date/time for delivery	**408**	87	146	85	89	234	174	229	177	51	49	82	128	77	258	51	340
	13%	*12%*	*16%*	*12%*	*12%*	*14%*	*12%*	*11%*	**18%g**	*15%*	*14%*	*11%*	**16%km**	*11%*	*14%*	*15%*	*13%*
Fast delivery	**104**	32	26	33	13	59	45	59	44	8	21	19	31	15	71	8	87
	3%	**5%d**	*3%*	**5%d**	*2%*	*4%*	*3%*	*3%*	*5%*	*2%*	**6%km**	*3%*	*4%*	*2%*	*4%*	*2%*	*3%*
Convenient options for me to drop the parcel off	**159**	24	43	51	41	67	93	88	69	32	22	33	44	15	100	32	114
	5%	*3%*	*5%*	**7%a**	*6%*	*4%*	**6%e**	*4%*	**7%g**	**9%kmn**	**6%m**	*5%*	**6%m**	*2%*	**5%m**	**9%p**	*4%*
Convenient options for the operator to pick the parcel up from me	**461**	96	154	117	94	250	212	247	209	45	63	123	108	85	293	45	388
	15%	*13%*	*17%*	*17%*	*13%*	*15%*	*15%*	*12%*	**22%g**	*13%*	*18%*	*17%*	*14%*	*12%*	*16%*	*13%*	*15%*
Convenient options for the recipient to accept the delivery	**126**	39	43	17	27	82	44	73	53	18	14	30	38	18	82	18	101
	4%	**5%c**	*5%*	*2%*	*4%*	*5%*	*3%*	*4%*	*6%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*
Insurance against damage or loss	**148**	31	46	35	36	77	71	92	52	20	15	46	36	26	96	20	123
	5%	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	*6%*	*5%*	*4%*	*5%*	*6%*	*5%*
Same price to send to anywhere within the UK	**102**	23	32	19	28	55	47	63	39	11	10	23	27	25	60	11	84
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
Proof of postage/ dispatch	**79**	24	19	23	12	43	35	55	22	6	11	15	28	14	54	6	69
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Proof of receipt/ delivery	**72**	24	19	16	13	43	29	42	31	6	11	22	18	13	51	6	66
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
Guaranteed delivery to recipient's door	**56**	17	24	8	8	41	16	34	22	2	8	18	14	11	40	2	51
	2%	*2%*	*3%*	*1%*	*1%*	**3%f**	*1%*	*2%*	*2%*	*	*2%*	*3%*	*2%*	*2%*	*2%*	*	*2%*
Daily collection service	**215**	37	87	52	39	124	91	122	90	24	23	67	53	31	143	24	176
	7%	*5%*	**10%ad**	*7%*	*5%*	*8%*	*6%*	*6%*	**9%g**	*7%*	*7%*	**9%m**	*7%*	*4%*	**8%m**	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3114	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	1633	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Low cost	83	72	10	6	68	10	3	2	1	3	1	11	9	6	30	6	2	2	8
	3%	3%	2%	4%	3%	4%	2%	2%	*	1%	*	5%hijp	4%	2%	6%hijop	2%	1%	5%hijp	4%j
Guarantee that the parcel will arrive on time	75	66	9	3	62	8	3	3	1	8	-	5	12	4	15	10	6	1	8
	2%	3%	2%	2%	2%	3%	2%	3%	1%	2%	-	2%	5%j	2%	3%	2%	2%	1%	3%j
Ability to track the delivery	123	106	17	5	104	10	5	3	5	7	8	9	22	6	17	20	10	2	8
	4%	4%	4%	3%	4%	4%	4%	3%	4%	2%	3%	4%	9%jmr	2%	4%	5%	4%	4%	3%
Ability to choose an express or next day service	260	209	51	11	202	34	15	8	9	18	19	25	21	24	33	27	25	5	29
	9%	8%	12%a	8%	8%	12%d	10%	8%	7%	5%	8%	12%i	8%	9%	7%	7%	10%	12%i	13%i
Ability to select a specific date/time for delivery	408	323	85	21	324	51	22	12	16	34	22	37	41	37	46	59	32	9	42
	13%	12%	20%a	14%	13%	18%dq	14%	12%	13%	10%	9%	18%ijn	16%	14%	10%	15%	13%	20%ijn	18%ijn
Fast delivery	104	87	16	5	79	17	5	3	3	5	8	7	6	8	23	18	1	1	15
	3%	3%	4%	3%	3%	6%d	4%	3%	2%	1%	3%	3%	2%	3%	5%p	5%p	*	3%	7%ijp
Convenient options for me to drop the parcel off	159	133	26	5	129	14	10	6	6	10	13	23	11	9	14	36	7	4	10
	5%	5%	6%	4%	5%	5%	7%	6%	5%	3%	6%	11%ilmnpr	4%	3%	3%	9%ilmnp	3%	9%inp	4%
Convenient options for the operator to pick the parcel up from me	461	382	80	23	360	55	27	19	17	43	20	40	47	34	51	70	39	11	45
	15%	14%	19%	15%	14%	20%d	18%	19%d	13%	12%	9%	19%jn	18%j	13%	11%	18%j	16%	24%ijmn	19%ijn
Convenient options for the recipient to accept the delivery	126	104	23	5	93	19	9	5	3	5	5	9	12	12	28	9	11	5	14
	4%	4%	5%	3%	4%	7%d	6%	5%	3%	1%	2%	4%	5%	4%	6%i	2%	4%	11%hijo	6%ijo
Insurance against damage or loss	148	124	24	7	116	16	9	7	8	12	5	14	16	6	25	20	11	4	13
	5%	5%	6%	5%	5%	6%	6%	7%	6%	3%	2%	7%	6%	2%	5%	5%	5%	9%jm	5%
Same price to send to anywhere within the UK	102	86	17	4	89	10	2	1	3	8	4	8	14	7	25	16	6	*	10
	3%	3%	4%	2%	4%	4%	2%	1%	2%	2%	2%	4%	5%	2%	5%	4%	2%	*	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Proof of postage/ dispatch	79	72	7	2	68	6	3	2	4	9	1	7	7	2	24	5	10	*	6
	3%	3%	2%	1%	3%	2%	2%	2%	3%	2%	*	3%	3%	1%	5%jm	1%	4%j	*	3%
Proof of receipt/ delivery	72	60	12	6	61	6	2	2	1	6	3	4	13	1	19	7	6	2	4
	2%	2%	3%	4%	2%	2%	1%	2%	1%	2%	1%	2%	5%m	1%	4%	2%	3%	5%hm	2%
Guaranteed delivery to recipient's door	56	50	7	4	43	8	2	3	4	9	4	3	5	2	6	8	2	1	7
	2%	2%	2%	3%	2%	3%	2%	3%	4%m	3%	2%	1%	2%	1%	1%	2%	1%	2%	3%
Daily collection service	215	171	44	12	167	26	11	11	7	16	14	20	17	15	31	28	18	5	21
	7%	6%	11%a	8%	7%	9%	8%	11%d	6%	5%	6%	10%	7%	6%	7%	7%	7%	12%l	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Low cost	83	23	32	12	10	5	56	15	32	18	25	7	1	50	7
	3%	*2%*	*3%*	*3%*	*5%*	*6%*	*2%*	**5%a**	*3%*	*1%*	**6%him**	**5%i**	*2%*	*2%*	**4%i**
Guarantee that the parcel will arrive on time	75	28	22	13	8	4	50	12	24	33	13	3	2	57	5
	2%	*2%*	*2%*	*3%*	*4%*	*4%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*5%*	*2%*	*3%*
Ability to track the delivery	123	44	48	13	8	10	92	18	46	44	20	10	*	90	10
	4%	*4%*	*4%*	*3%*	*4%*	**10%abcf**	*4%*	*6%*	*4%*	*4%*	*5%*	*8%*	*1%*	*4%*	*6%*
Ability to choose an express or next day service	260	115	87	21	27	10	202	37	114	94	21	20	9	209	29
	9%	**10%c**	*7%*	*5%*	**13%c**	*11%*	*9%*	**12%c**	**9%j**	*8%*	*5%*	**15%ijm**	*25%*	*9%*	**17%hijm**
Ability to select a specific date/time for delivery	408	201	128	33	28	18	329	46	211	135	40	21	1	346	22
	13%	**17%bc**	*11%*	*8%*	*14%*	**19%c**	**14%c**	**15%c**	**18%ijm**	*11%*	*10%*	*16%*	*1%*	**14%i**	*13%*
Fast delivery	104	33	27	13	16	14	60	31	34	36	20	11	3	70	14
	3%	*3%*	*2%*	*3%*	**8%abf**	**15%abcf**	*3%*	**10%abcf**	*3%*	*3%*	*5%*	**8%him**	*9%*	*3%*	**8%him**
Convenient options for me to drop the parcel off	159	65	51	23	14	7	115	21	60	46	35	13	6	106	18
	5%	*6%*	*4%*	*6%*	*7%*	*8%*	*5%*	*7%*	*5%*	*4%*	**8%im**	**10%im**	*16%*	*4%*	**11%him**
Convenient options for the operator to pick the parcel up from me	461	221	141	47	35	15	362	50	218	165	55	18	5	382	23
	15%	**19%bc**	*12%*	*11%*	*17%*	*16%*	**16%b**	*17%*	**18%i**	*13%*	*13%*	*14%*	*15%*	*16%*	*14%*
Convenient options for the recipient to accept the delivery	126	56	32	17	14	8	88	22	49	39	30	5	2	88	8
	4%	*5%*	*3%*	*4%*	**7%b**	**8%b**	*4%*	**7%bf**	*4%*	*3%*	**7%im**	*4%*	*7%*	*4%*	*5%*
Insurance against damage or loss	148	48	54	16	18	12	102	30	53	55	24	11	4	108	16
	5%	*4%*	*5%*	*4%*	**9%af**	**12%abcf**	*4%*	**10%abcf**	*4%*	*4%*	*6%*	*9%*	*12%*	*4%*	**9%him**
Same price to send to anywhere within the UK	102	26	31	16	19	10	58	29	26	32	29	11	4	58	15
	3%	*2%*	*3%*	*4%*	**9%abf**	**10%abf**	*2%*	**9%abcf**	*2%*	*3%*	**7%him**	**8%him**	*10%*	*2%*	**9%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3058**	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Proof of postage/ dispatch	**79**	25	28	9	10	5	54	16	26	31	7	9	3	58	12
	3%	*2%*	*2%*	*2%*	*5%*	*6%*	*2%*	**5%af**	*2%*	*3%*	*2%*	**7%hijm**	*8%*	*2%*	**7%hijm**
Proof of receipt/ delivery	**72**	24	29	5	10	5	53	14	27	30	10	5	1	56	6
	2%	*2%*	*2%*	*1%*	*5%*	*5%*	*2%*	**5%c**	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*
Guaranteed delivery to recipient's door	**56**	19	18	14	1	5	37	6	23	19	12	2	*	42	2
	2%	*2%*	*2%*	*3%*	*1%*	*5%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*
Daily collection service	**215**	80	73	25	29	9	152	38	84	75	39	10	5	159	15
	7%	*7%*	*6%*	*6%*	**14%abcd**	*9%*	*7%*	**13%abcd**	*7%*	*6%*	*9%*	*8%*	*14%*	*6%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base	**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base	**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Low cost	**83**	13	70	-	25	49	8	76	5	-	-	81	2
	3%	*5%*	*3%*	-	*3%*	*3%*	*4%*	*3%*	*8%*	-	-	*3%*	*15%*
Guarantee that the parcel will arrive on time	**75**	9	64	2	21	43	11	70	3	-	-	74	2
	2%	*3%*	*2%*	*4%*	*2%*	*2%*	*5%*	*2%*	*6%*	-	-	*2%*	*15%*
Ability to track the delivery	**123**	12	109	2	27	84	11	116	5	1	-	123	-
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*9%*	*17%*	-	*4%*	-
Ability to choose an express or next day service	**260**	19	239	2	64	181	15	257	2	1	-	260	-
	9%	*7%*	*9%*	*4%*	*7%*	*9%*	*8%*	*9%*	*3%*	*15%*	-	*9%*	-
Ability to select a specific date/time for delivery	**408**	22	384	2	107	290	11	404	3	1	-	408	-
	13%	*8%*	**14%a**	*5%*	**11%f**	**15%f**	*5%*	*14%*	*5%*	*8%*	-	*13%*	-
Fast delivery	**104**	8	93	2	28	65	11	103	1	-	-	104	-
	3%	*3%*	*3%*	*5%*	*3%*	*3%*	*5%*	*3%*	*1%*	-	-	*3%*	-
Convenient options for me to drop the parcel off	**159**	14	141	4	49	92	18	152	8	*	-	159	-
	5%	*5%*	*5%*	*9%*	*5%*	*5%*	*9%*	*5%*	*12%*	*1%*	-	*5%*	-
Convenient options for the operator to pick the parcel up from me	**461**	23	433	6	110	318	33	453	6	1	*	460	2
	15%	*8%*	**16%a**	*15%*	*12%*	**17%d**	*16%*	*15%*	*10%*	*8%*	*4%*	*15%*	*15%*
Convenient options for the recipient to accept the delivery	**126**	11	114	2	41	75	11	118	6	2	-	126	-
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*10%*	*18%*	-	*4%*	-
Insurance against damage or loss	**148**	13	132	3	38	97	13	142	4	1	-	147	2
	5%	*5%*	*5%*	*8%*	*4%*	*5%*	*6%*	*5%*	*6%*	*8%*	-	*5%*	*15%*
Same price to send to anywhere within the UK	**102**	14	86	2	33	65	5	92	9	2	-	102	-
	3%	*5%*	*3%*	*4%*	*4%*	*3%*	*2%*	*3%*	**15%gk**	*21%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Proof of postage/ dispatch	**79**	13	66	*	27	46	5	75	3	-	-	79	-
	3%	*5%*	*2%*	*	*3%*	*2%*	*2%*	*3%*	*5%*	-	-	*3%*	-
Proof of receipt/ delivery	**72**	7	65	*	17	51	4	68	3	1	-	72	-
	2%	*3%*	*2%*	*	*2%*	*3%*	*2%*	*2%*	*5%*	*17%*	-	*2%*	-
Guaranteed delivery to recipient's door	**56**	5	51	*	11	37	9	50	7	-	-	56	-
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	**4%d**	*2%*	**11%gk**	-	-	*2%*	-
Daily collection service	**215**	9	204	2	54	140	21	209	6	*	-	215	-
	7%	*3%*	*7%*	*4%*	*6%*	*7%*	*10%*	*7%*	*10%*	*1%*	-	*7%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Low cost	**83**	14	25	18	27	2	9	3	3	9	13	7	4	7	15	6	5
	3%	*2%*	*3%*	*2%*	*3%*	*1%*	*4%*	*1%*	*1%*	*3%*	**5%cg**	*3%*	*2%*	*3%*	**5%e**	*2%*	*2%*
Guarantee that the parcel will arrive on time	**75**	20	20	13	22	4	12	4	6	11	2	4	5	4	14	7	1
	2%	*3%*	*3%*	*2%*	*3%*	*2%*	**5%p**	*2%*	*3%*	**4%p**	*1%*	*2%*	*2%*	*2%*	**5%jp**	*2%*	*
Ability to track the delivery	**123**	25	33	24	41	5	15	6	10	10	13	5	11	9	24	7	10
	4%	*3%*	*4%*	*3%*	*5%*	*2%*	*6%*	*2%*	*4%*	*4%*	*5%*	*2%*	*4%*	*3%*	**8%egko**	*3%*	*4%*
Ability to choose an express or next day service	**260**	66	75	59	60	19	19	29	24	30	20	17	16	27	23	21	16
	9%	*9%*	*10%*	*8%*	*7%*	*8%*	*8%*	*11%*	*10%*	*11%*	*9%*	*6%*	*7%*	*10%*	*8%*	*8%*	*6%*
Ability to select a specific date/time for delivery	**408**	101	107	109	91	40	19	42	40	38	30	44	21	45	35	28	28
	13%	*14%*	*15%*	*14%*	*11%*	**18%fl**	*8%*	*16%*	**17%fl**	*14%*	*12%*	**16%f**	*8%*	**17%fl**	*12%*	*10%*	*11%*
Fast delivery	**104**	26	28	24	25	8	9	9	3	14	12	8	5	11	9	8	8
	3%	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*1%*	*5%*	*5%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*
Convenient options for me to drop the parcel off	**159**	40	32	42	45	19	11	10	12	11	9	23	5	14	18	15	12
	5%	*6%*	*4%*	*5%*	*6%*	**8%l**	*4%*	*4%*	*5%*	*4%*	*4%*	**9%l**	*2%*	*5%*	*6%*	*6%*	*5%*
Convenient options for the operator to pick the parcel up from me	**461**	108	115	102	136	41	27	40	44	39	33	35	19	48	55	43	38
	15%	*15%*	*16%*	*13%*	*17%*	**18%l**	*11%*	*15%*	**19%l**	*15%*	*14%*	*13%*	*8%*	**18%l**	**19%l**	**16%l**	*15%*
Convenient options for the recipient to accept the delivery	**126**	39	31	28	29	9	16	14	4	9	18	8	13	8	11	10	8
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	**7%h**	*5%*	*2%*	*3%*	**8%h**	*3%*	*5%*	*3%*	*4%*	*4%*	*3%*
Insurance against damage or loss	**148**	49	31	39	29	14	11	24	15	6	11	18	10	11	18	6	5
	5%	**7%d**	*4%*	*5%*	*4%*	*6%*	*5%*	**9%iop**	**6%p**	*2%*	*5%*	**7%p**	*4%*	*4%*	**6%p**	*2%*	*2%*
Same price to send to anywhere within the UK	**102**	16	33	16	37	7	6	3	7	11	15	9	3	4	18	9	10
	3%	*2%*	*4%*	*2%*	*5%*	*3%*	*3%*	*1%*	*3%*	*4%*	**6%glm**	*3%*	*1%*	*1%*	**6%glm**	*3%*	*4%*
Proof of postage/ dispatch	**79**	20	15	21	22	7	6	7	4	6	5	8	8	5	10	1	11
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*	**4%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 116

QD10a_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Proof of receipt/ delivery	**72**	15	14	15	27	1	10	5	8	2	3	4	4	7	18	3	7
	2%	*2%*	*2%*	*2%*	*3%*	*	*4%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*3%*	**6%eijko**	*1%*	*3%*
Guaranteed delivery to recipient's door	**56**	9	14	16	17	1	6	1	3	9	3	3	2	11	10	5	2
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*	*1%*	*3%*	*1%*	*1%*	*1%*	**4%q**	*4%*	*2%*	*1%*
Daily collection service	**215**	59	51	55	51	32	16	11	20	15	15	20	13	21	16	22	13
	7%	*8%*	*7%*	*7%*	*6%*	**14%gijlnp**	*7%*	*4%*	*9%*	*6%*	*6%*	*7%*	*5%*	*8%*	*6%*	*8%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3114**	-	3114	1462	1645	408	382	665	422	597	414	226	790	1087	1237	640	2896	201	3114
Weighted Base	**3058**	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Effective Base	**1633**	-	1633	773	860	232	214	368	230	302	174	120	443	598	595	294	1485	145	3114
Low cost	**4.29**	-	4.29	4.26	**4.34c**	4.27	4.27	**4.36efijk**	**4.34jk**	**4.29k**	4.23	4.19	4.27	**4.35lno**	4.25	4.22	**4.30q**	4.24	4.28
Guarantee that the parcel will arrive on time	**4.31**	-	4.31	4.26	**4.35c**	**4.27jk**	**4.41eijk**	**4.38eijk**	**4.40eijk**	**4.30jk**	4.12	4.06	**4.34no**	**4.39lno**	**4.20o**	4.10	4.31	4.28	4.29
Ability to track the delivery	**4.24**	-	4.24	4.19	**4.30c**	**4.23k**	**4.36ijk**	**4.36ijk**	**4.26k**	**4.18k**	4.11	3.98	**4.29no**	**4.32no**	4.12	4.06	4.23	4.34	4.22
Ability to choose an express or next day service	**3.90**	-	3.90	3.90	3.90	**4.02ijk**	**4.13hijk**	**4.14hijk**	**3.90ijk**	**3.70k**	3.58	3.42	**4.07no**	**4.04no**	3.61	3.52	3.87	**4.16p**	3.85
Ability to select a specific date/time for delivery	**3.72**	-	3.72	3.75	3.69	**4.07hijk**	**4.07hijk**	**3.96hijk**	**3.73ijk**	3.38	3.22	3.14	**4.07mno**	**3.87no**	3.28	3.19	3.68	**4.07p**	3.62
Fast delivery	**4.21**	-	4.21	4.19	4.23	**4.21jk**	**4.41ehijk**	**4.36ehijk**	**4.21jk**	**4.18jk**	**4.00k**	3.76	**4.29no**	**4.30no**	**4.04o**	3.90	4.20	4.32	4.19
Convenient options for me to drop the parcel off	**4.12**	-	4.12	4.09	4.14	**4.03k**	**4.27eijk**	**4.32eijk**	**4.18jk**	**4.04k**	**3.94k**	3.69	**4.13no**	**4.27lno**	3.94	3.84	4.11	4.15	4.09
Convenient options for the operator to pick the parcel up from me	**3.68**	-	3.68	3.68	3.67	**3.90hijk**	**4.07hijk**	**3.98hijk**	**3.71ijk**	**3.35k**	3.16	2.98	**3.98no**	**3.88no**	3.22	3.09	3.63	**4.06p**	3.59
Convenient options for the recipient to accept the delivery	**4.10**	-	4.10	4.09	4.12	**4.07k**	**4.25eijk**	**4.28ehijk**	**4.10k**	**4.01k**	**3.98k**	3.77	**4.15no**	**4.21no**	3.95	3.90	4.10	4.18	4.06
Insurance against damage or loss	**4.12**	-	4.12	4.09	4.15	**4.19ijk**	**4.31ijk**	**4.24ijk**	**4.19ijk**	**4.02k**	3.88	3.68	**4.24no**	**4.22no**	3.91	3.80	4.12	4.13	4.07
Same price to send to anywhere within the UK	**4.25**	-	4.25	4.22	4.29	4.12	4.21	**4.36efk**	**4.28e**	**4.29e**	4.26	4.14	4.16	**4.33lo**	4.25	4.21	4.26	4.20	4.29
Proof of postage/ dispatch	**4.37**	-	4.37	4.32	**4.42c**	4.24	4.38	**4.41e**	**4.44ek**	**4.42e**	4.32	4.28	4.30	**4.42lo**	4.36	4.30	4.38	4.28	4.39
Proof of receipt/ delivery	**4.36**	-	4.36	4.33	4.38	4.25	**4.48eijk**	**4.50eijk**	**4.41ejk**	4.31	4.19	4.16	**4.35no**	**4.46lno**	4.24	4.18	4.35	4.37	4.35

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	3058	-**	3058	1520	1529	483	380	697	448	513	322	214	863	1145	1049	536	2716	327	3114
Guaranteed delivery to recipient's door	4.41	-	4.41	4.39	4.44	4.27	4.44e	4.47ej	4.45e	4.49ejk	4.33	4.34	4.34	4.47lo	4.41	4.33	4.42	4.38	4.41
Daily collection service	3.96	-	3.96	3.95	3.97	3.99k	4.10ijk	4.08ijk	3.97k	3.89k	3.84	3.62	4.04no	4.04no	3.82	3.75	3.96	3.97	3.90

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3114**	885	920	645	664	1805	1309	1780	1295	319	374	756	828	649	1958	321	2642
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Effective Base	**1633**	388	504	361	382	892	743	985	673	172	208	395	420	339	1022	172	1378
Low cost	**4.29**	4.25	**4.32ac**	4.25	**4.35ac**	4.29	4.30	4.31	4.27	**4.36jm**	4.25	4.30	4.31	4.27	4.30	**4.36p**	4.29
Guarantee that the parcel will arrive on time	**4.31**	4.29	4.28	4.32	**4.34b**	4.29	**4.33e**	**4.34h**	4.23	4.26	4.28	4.29	4.32	**4.36ijkn**	4.30	4.26	4.31
Ability to track the delivery	**4.24**	**4.33b**	4.19	4.25	4.22	4.25	4.23	**4.28h**	4.15	4.14	4.20	4.19	4.26	**4.37ijkn**	4.22	4.14	4.26
Ability to choose an express or next day service	**3.90**	**4.02bc**	3.81	3.87	3.92	3.90	3.90	**3.99h**	3.70	3.78	3.76	3.88	3.90	**4.09ijkln**	3.87	3.78	3.92
Ability to select a specific date/time for delivery	**3.72**	**3.86b**	3.58	**3.73b**	**3.76b**	3.70	3.74	**3.85h**	3.42	3.62	3.68	3.72	3.66	**3.89ijkln**	3.69	3.62	3.73
Fast delivery	**4.21**	4.26	4.18	4.17	4.23	4.22	4.20	**4.27h**	4.09	4.17	4.10	4.16	4.22	**4.34ijkln**	4.17	4.17	4.22
Convenient options for me to drop the parcel off	**4.12**	**4.25cd**	4.14	4.01	4.05	**4.19f**	4.03	**4.18h**	3.97	3.85	3.96	**4.11i**	**4.15ij**	**4.33ijkln**	**4.10ij**	3.86	**4.16o**
Convenient options for the operator to pick the parcel up from me	**3.68**	**3.88bcd**	3.58	3.61	3.68	3.71	3.64	**3.83h**	3.36	3.60	3.54	3.58	**3.74j**	**3.92ijkln**	3.64	3.60	3.71
Convenient options for the recipient to accept the delivery	**4.10**	4.18	4.07	4.10	4.08	4.12	4.09	**4.15h**	4.01	4.02	4.04	4.09	4.09	**4.24ijkln**	4.08	4.02	4.12
Insurance against damage or loss	**4.12**	4.17	4.08	4.09	4.15	4.12	4.12	**4.17h**	4.01	4.11	4.04	4.03	4.13	**4.25jkln**	4.07	4.11	4.12
Same price to send to anywhere within the UK	**4.25**	4.30	4.30	4.18	4.23	**4.30f**	4.20	4.25	4.25	4.21	4.31	4.21	4.24	4.33	4.25	4.21	4.26
Proof of postage/ dispatch	**4.37**	4.35	4.38	4.38	4.36	4.37	4.37	4.39	4.32	4.33	4.33	4.39	4.33	4.43	4.35	4.33	4.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3058**	715	910	707	725	1625	1433	2050	963	339	353	716	781	691	1850	340	2574
Proof of receipt/ delivery	**4.36**	4.37	4.32	4.37	4.38	4.34	4.37	**4.39h**	4.28	4.28	4.29	4.35	4.35	**4.45ijn**	4.34	4.28	4.37
Guaranteed delivery to recipient's door	**4.41**	4.45	4.39	4.41	4.41	4.42	4.41	4.43	4.38	4.39	4.33	4.35	4.42	**4.53ijkln**	4.37	4.39	4.42
Daily collection service	**3.96**	**4.09bcd**	3.88	3.94	3.96	3.97	3.95	**4.03h**	3.81	3.93	3.91	3.87	3.97	**4.15ijkln**	3.92	3.93	3.98

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3114**	2039	1075	477	1452	671	557	434	159	176	152	146	162	152	191	157	157	114	557
Weighted Base	**3058**	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Effective Base	**1633**	1362	286	107	1195	325	247	261	142	159	132	129	143	138	172	137	140	59	268
Low cost	**4.29**	4.29	4.31	4.23	**4.31e**	4.19	4.33	4.25	**4.43klnr**	**4.44jklmnopqr**	**4.30k**	4.17	4.24	**4.36klnr**	4.22	**4.34klnr**	4.28	4.15	4.20
Guarantee that the parcel will arrive on time	**4.31**	**4.32b**	4.25	4.34	4.31	4.26	4.30	4.29	**4.39l**	**4.43klnopr**	**4.34l**	4.30	4.21	**4.39lnopr**	4.26	4.30	4.24	4.30	4.25
Ability to track the delivery	**4.24**	4.25	4.18	4.30	4.25	4.20	4.26	4.25	4.29	**4.35lp**	4.23	4.18	4.15	4.26	4.33	4.19	4.16	4.14	4.21
Ability to choose an express or next day service	**3.90**	**3.92b**	3.78	3.92	**3.92e**	3.74	3.85	3.90	**4.00jr**	**4.13jklmopqr**	3.76	3.83	3.82	3.86	**4.02jr**	3.90	3.82	3.78	3.73
Ability to select a specific date/time for delivery	**3.72**	**3.77b**	3.44	3.69	**3.75e**	3.50	3.63	3.66	**3.90koqr**	**3.90koqr**	3.67	3.61	3.70	3.70	**3.93jkopqr**	3.61	3.68	3.46	3.50
Fast delivery	**4.21**	**4.22b**	4.12	**4.31b**	4.22	4.12	4.21	4.21	**4.29pr**	**4.34jkpr**	4.15	4.12	4.23	4.22	4.25	4.20	4.11	4.26	4.10
Convenient options for me to drop the parcel off	**4.12**	4.12	4.07	4.20	4.11	4.13	4.14	4.09	**4.20k**	**4.28jkoq**	4.00	3.85	**4.10k**	**4.13k**	**4.21jko**	3.99	**4.17k**	3.98	**4.16k**
Convenient options for the operator to pick the parcel up from me	**3.68**	**3.72b**	3.44	3.65	**3.72efg**	3.48	3.50	3.49	**3.83kqr**	**3.83kqr**	**3.73qr**	3.53	3.59	3.63	**3.97jklmopqr**	3.58	3.64	3.38	3.50
Convenient options for the recipient to accept the delivery	**4.10**	**4.12b**	4.00	4.16	**4.12e**	4.00	4.03	4.04	4.17	**4.32klmnopqr**	4.15	4.05	4.06	4.04	4.11	4.14	3.99	3.95	4.01
Insurance against damage or loss	**4.12**	**4.14b**	4.01	4.11	**4.14e**	4.02	4.06	4.05	4.18	4.17	4.08	4.07	4.11	4.18	4.18	4.13	4.07	3.99	4.03
Same price to send to anywhere within the UK	**4.25**	4.25	4.28	4.33	4.25	4.25	4.30	4.34	4.29	**4.33n**	**4.37knr**	4.16	4.21	4.30	4.13	4.28	4.23	**4.52hklnpr**	4.20
Proof of postage/ dispatch	**4.37**	4.36	4.39	4.47	4.36	4.35	4.46	4.40	4.41	4.43	4.36	4.42	4.32	4.37	4.28	4.37	4.38	4.26	4.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	3058	2636	422	148	2531	276	151	100	126	350	231	210	253	268	463	387	244	43*	233
Proof of receipt/ delivery	4.36	4.37b	4.26	4.35	4.36	4.32	4.40	4.32	4.44	4.51jklopqr	4.30	4.25	4.27	4.45klq	4.36	4.33	4.30	4.23	4.34
Guaranteed delivery to recipient's door	4.41	4.41	4.40	4.49	4.41	4.42	4.43	4.38	4.38	4.43	4.36	4.39	4.36	4.46	4.43	4.48	4.33	4.37	4.42
Daily collection service	3.96	3.99b	3.82	3.95	3.99e	3.83	3.90	3.86	4.06kr	4.17jklpqr	3.93	3.82	3.89	4.07kr	4.01	3.97	3.88	3.79	3.83

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3114	1167	1228	405	190	93	2395	283	1270	1262	393	122	40	2532	162
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Effective Base	1633	620	614	219	109	54	1234	163	663	645	216	74	21	1307	95
Low cost	4.29	4.38bcdfg	4.29cd	4.16	4.18	4.34cd	4.33bcdg	4.23	4.40ijkm	4.31j	3.96	4.27j	4.57ijkm	4.35ij	4.34j
Guarantee that the parcel will arrive on time	4.31	4.41bcdeg	4.34cdeg	4.09	4.11	4.19	4.37cdeg	4.14	4.47ijklmn	4.29jkn	3.99	4.14j	4.15	4.37ijkln	4.14j
Ability to track the delivery	4.24	4.35bcdg	4.24c	4.04	4.11	4.19	4.30cdg	4.14	4.39ijkm	4.23j	3.92	4.17j	4.34	4.31ij	4.21j
Ability to choose an express or next day service	3.90	3.96c	3.92c	3.75	3.76	3.88	3.94c	3.80	3.99jn	3.91j	3.69	3.76	3.62	3.95jn	3.73
Ability to select a specific date/time for delivery	3.72	3.69	3.76	3.71	3.79	3.63	3.72	3.74	3.69	3.78k	3.64	3.51	4.39	3.74	3.69
Fast delivery	4.21	4.30cdeg	4.24cdeg	4.04	4.04	3.89	4.27cdeg	3.99	4.34ijkmn	4.19j	3.96	4.02	4.27	4.26ijkn	4.07
Convenient options for me to drop the parcel off	4.12	4.22cdg	4.13cdg	3.90	3.89	4.09	4.18cdg	3.95	4.24ijkn	4.14jkn	3.77	3.85	3.84	4.19jkn	3.85
Convenient options for the operator to pick the parcel up from me	3.68	3.68	3.74	3.58	3.61	3.67	3.71	3.63	3.70	3.69	3.61	3.59	3.86	3.70	3.65
Convenient options for the recipient to accept the delivery	4.10	4.22bcdeg	4.12cg	3.87	3.96	3.91	4.17cdeg	3.94	4.28ijkmn	4.08jk	3.75	3.80	4.33	4.18ijkn	3.91
Insurance against damage or loss	4.12	4.24bcdfg	4.07	4.01	4.02	4.07	4.15bc	4.04	4.26ijkmn	4.08j	3.91	3.94	4.00	4.17ijkn	3.95
Same price to send to anywhere within the UK	4.25	4.42bcdefg	4.26cdeg	4.00	3.99	4.01	4.34bcdeg	3.99	4.44ijkmn	4.22j	3.91	4.06	4.02	4.33ijkn	4.05
Proof of postage/ dispatch	4.37	4.50bcdeg	4.39ceg	4.10	4.24	4.13	4.44cdeg	4.20	4.54ijkmn	4.33j	4.10	4.18	4.22	4.43ijkn	4.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	3058	1156	1160	414	205	96*	2316	302	1205	1247	415	130*	36**	2452	166*
Proof of receipt/ delivery	4.36	4.48bcdg	4.36cdg	4.13	4.17	4.29	4.42cdg	4.21	4.52ijkmn	4.32jk	4.08	4.09	4.42	4.42ijkn	4.16
Guaranteed delivery to recipient's door	4.41	4.58bcdefg	4.42ceg	4.09	4.33c	4.15	4.50bcdeg	4.28c	4.58ijkmn	4.37jk	4.15	4.12	4.58	4.48ijkn	4.22
Daily collection service	3.96	4.08cdg	3.98cdg	3.75	3.70	3.91	4.03cdg	3.77	4.09ijkn	3.96j	3.71	3.80	3.63	4.02jkn	3.76

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3114**	266	2794	54	993	1923	198	3044	47	13	2	3104	8
Weighted Base	**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Effective Base	**1633**	151	1455	28	526	992	119	1588	32	8	1	1627	6
Low cost	**4.29**	4.21	**4.30a**	**4.52ab**	**4.34ef**	**4.29f**	4.18	**4.31h**	3.99	4.31	4.00	**4.30h**	3.21
Guarantee that the parcel will arrive on time	**4.31**	**4.39b**	4.30	4.36	**4.39ef**	**4.28f**	4.19	**4.32h**	4.11	3.97	3.96	**4.31h**	3.21
Ability to track the delivery	**4.24**	4.32	4.23	4.40	**4.37ef**	4.19	4.13	4.25	4.06	3.66	4.04	4.25	3.45
Ability to choose an express or next day service	**3.90**	**4.09b**	3.88	4.27	**4.02e**	3.83	3.99	3.90	3.98	3.35	3.96	3.90	3.50
Ability to select a specific date/time for delivery	**3.72**	**4.07b**	3.68	3.92	**3.87e**	3.62	**4.03e**	3.71	**4.12gk**	4.08	4.00	3.72	3.49
Fast delivery	**4.21**	**4.34b**	4.20	4.25	**4.31ef**	4.17	4.12	4.21	4.26	4.45	3.96	4.21	3.59
Convenient options for me to drop the parcel off	**4.12**	4.24	4.11	3.93	4.15	4.11	3.98	4.12	3.96	4.27	3.96	4.12	3.36
Convenient options for the operator to pick the parcel up from me	**3.68**	**4.16b**	3.63	3.74	**3.92e**	3.56	3.72	3.67	**4.09gk**	3.87	3.92	3.68	2.78
Convenient options for the recipient to accept the delivery	**4.10**	**4.28b**	4.09	4.21	**4.19e**	4.07	4.05	4.11	3.87	3.47	3.96	4.11	3.63
Insurance against damage or loss	**4.12**	**4.33b**	4.10	4.12	**4.29e**	4.04	4.13	4.13	3.96	3.55	3.96	4.12	3.30
Same price to send to anywhere within the UK	**4.25**	4.31	4.25	4.40	**4.31e**	4.22	4.32	**4.27h**	3.74	3.61	4.00	**4.26h**	3.51
Proof of postage/ dispatch	**4.37**	4.30	4.37	4.39	**4.42f**	4.35	4.24	4.38	3.98	4.16	4.00	4.37	3.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3058**	276	2740	42**	932	1922	204	2975	62*	8**	2**	3045	11**
Proof of receipt/ delivery	**4.36**	4.37	4.35	4.52	**4.46ef**	4.31	4.30	4.36	4.27	3.58	4.00	4.36	3.74
Guaranteed delivery to recipient's door	**4.41**	4.48	4.41	4.31	**4.49ef**	**4.39f**	4.24	**4.43h**	3.98	3.83	3.96	**4.42h**	3.35
Daily collection service	**3.96**	**4.23b**	3.94	4.03	**4.10e**	3.90	3.92	3.96	3.97	4.10	3.96	3.96	3.42

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3114**	747	775	791	801	233	253	261	251	260	264	274	249	268	262	282	257
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Effective Base	**1633**	367	436	387	452	113	123	131	146	141	151	130	122	136	150	156	147
Low cost	**4.29**	4.33c	4.34c	4.22	4.30c	4.39fkmn	4.25k	4.35fkn	4.38fkmn	4.34kn	4.29k	4.09	4.31k	4.27k	4.22k	4.34kn	4.33k
Guarantee that the parcel will arrive on time	**4.31**	4.31	4.27	4.32	4.32	4.31	4.25	4.39fhimn	4.22	4.22	4.37fhin	4.31in	4.36fhin	4.29	4.22	4.34hin	4.41efhikmn
Ability to track the delivery	**4.24**	4.24	4.22	4.27	4.24	4.34fn	4.12	4.25	4.22	4.24	4.22	4.26	4.29	4.27	4.09	4.33fn	4.31n
Ability to choose an express or next day service	**3.90**	3.83	3.94	3.92	3.90	3.79	3.93	3.79	3.92	3.93	3.97	3.96	4.02m	3.78	3.83	3.99	3.89
Ability to select a specific date/time for delivery	**3.72**	3.71	3.71	3.71	3.75	3.67	3.88gm	3.60	3.63	3.70	3.81	3.66	3.86g	3.61	3.68	3.85g	3.72
Fast delivery	**4.21**	4.20	4.23	4.19	4.21	4.20	4.19	4.22	4.30kn	4.15	4.25	4.10	4.37ikmn	4.12	4.10	4.30kn	4.25
Convenient options for me to drop the parcel off	**4.12**	4.19	4.13	4.08	4.07	4.11	4.17	4.26kn	4.15	4.08	4.15	3.94	4.18k	4.13	3.98	4.14	4.11
Convenient options for the operator to pick the parcel up from me	**3.68**	3.72	3.68	3.68	3.64	3.64	3.79n	3.73	3.64	3.60	3.82n	3.63	3.83n	3.59	3.48	3.74	3.70
Convenient options for the recipient to accept the delivery	**4.10**	4.09	4.14	4.05	4.14	4.07	4.05	4.14	4.23m	4.12	4.09	4.07	4.11	3.97	4.10	4.17m	4.14
Insurance against damage or loss	**4.12**	4.07	4.15	4.11	4.15	4.08	4.14	4.00	4.10	4.22gn	4.12	4.02	4.23n	4.09	3.96	4.27gkn	4.22gkn
Same price to send to anywhere within the UK	**4.25**	4.28	4.29	4.26	4.19	4.27	4.23	4.34n	4.44fijkmnp	4.24	4.19	4.16	4.38kn	4.25	4.11	4.27	4.19
Proof of postage/ dispatch	**4.37**	4.36	4.39	4.37	4.36	4.33	4.32	4.41	4.41	4.37	4.37	4.40	4.30	4.41	4.26	4.43n	4.39
Proof of receipt/ delivery	**4.36**	4.36	4.37	4.37	4.33	4.41n	4.34	4.33	4.32	4.36n	4.42n	4.32	4.41n	4.39n	4.16	4.47n	4.37n

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**3058**	732	736	778	812	228	240	264	234	265	237	271	247	261	286	270	256
Guaranteed delivery to recipient's door	**4.41**	4.44	4.43	4.40	4.38	4.45	4.34	**4.53fn**	**4.50n**	4.39	4.42	4.39	4.47	4.36	4.29	4.42	4.42
Daily collection service	**3.96**	3.95	**4.04c**	3.88	3.98	3.76	3.99	**4.09ekm**	**4.08em**	3.99	**4.04e**	3.85	3.97	3.83	**4.02e**	3.96	3.96

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	**6**	-	6	2	4	*	*	*	1	4	*	*	1	1	4	*	6	*	10
	*	-	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*
Not very important (2)	**50**	-	50	32	19	15	5	2	5	10	10	3	19	7	24	14	43	8	37
	2%	-	2%	2%	1%	4%g	2%	*	1%	2%	3%g	1%	3%m	1%	2%	2%	2%	3%	1%
Neither important nor unimportant (3)	**268**	-	268	145	121	47	25	63	24	41	31	38	72	86	110	69	244	23	265
	10%	-	10%	11%	9%	13%h	9%	12%	6%	9%	10%	14%h	11%	9%	11%	12%	10%	10%	10%
Important (4)	**1057**	-	1057	519	538	142	115	215	153	197	134	101	257	368	432	236	954	98	1075
	41%	-	41%	41%	41%	39%	40%	40%	41%	43%	42%	38%	40%	40%	41%	40%	41%	41%	42%
Very important (5)	**1207**	-	1207	565	641	156	134	258	188	205	143	123	290	447	471	266	1083	109	1173
	46%	-	46%	44%	48%	43%	47%	48%	50%	45%	45%	46%	45%	49%	45%	45%	46%	45%	45%
Don't know	**18**	-	18	13	5	1	7	1	6	-	2	1	8	7	3	3	17	1	20
	1%	-	1%	1%	*	*	3%gl	*	1%	-	1%	*	1%	1%	*	*	1%	1%	1%
NET Not at all important/ Not very important	**56**	-	56	33	23	15	5	3	6	14	10	4	20	9	27	14	48	8	47
	2%	-	2%	3%	2%	4%g	2%	*	2%	3%g	3%g	1%	3%m	1%	3%m	2%	2%	3%	2%
NET Important / Very important	**2265**	-	2265	1084	1179	297	249	474	342	402	278	224	546	815	904	502	2037	206	2248
	87%	-	87%	85%	89%c	83%	87%	88%	91%e	88%	87%	84%	85%	89%	87%	85%	87%	86%	87%
Mean	**4.32**	-	4.32	4.28	4.35	4.22	4.35	4.35	4.41e	4.29	4.29	4.29	4.28	4.38	4.29	4.29	4.32	4.29	4.31
Std Dev.	**0.75**	-	0.75	0.77	0.73	0.83	0.73	0.70	0.69	0.78	0.77	0.76	0.79	0.70	0.77	0.77	0.75	0.79	0.75
Std Error	**0.01**	-	0.01	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.02	0.07	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important (1)	6	*	1	2	3	1	5	1	5	*	-	3	1	-	4	*	4
	*	*	*	*	*	*	*	*	*	*	-	*	*	-	*	*	*
Not very important (2)	50	15	16	17	2	31	19	34	16	1	2	13	13	16	27	1	45
	2%	3%d	2%d	3%d	*	2%	1%	2%	2%	*	1%	2%	2%	4%ij	2%	*	2%
Neither important nor unimportant (3)	268	53	72	69	74	124	144	163	105	49	35	62	60	41	158	49	199
	10%	11%	9%	11%	11%	9%	11%	10%	11%	15%kn	11%	9%	9%	9%	10%	15%p	9%
Important (4)	1057	193	347	254	263	540	517	648	394	106	137	287	271	183	695	106	894
	41%	39%	43%	39%	41%	41%	40%	41%	40%	32%	43%l	42%l	42%l	41%	42%l	32%	42%o
Very important (5)	1207	233	373	303	299	606	602	722	460	169	142	315	298	198	755	174	965
	46%	46%	46%	47%	46%	46%	46%	46%	46%	52%	45%	46%	46%	45%	46%	52%	46%
Don't know	18	7	3	2	6	10	8	8	10	3	1	3	3	6	6	3	12
	1%	1%	*	*	1%	1%	1%	*	1%	1%	*	*	*	1%	*	1%	1%
NET Not at all important/ Not very important	56	15	16	19	5	32	24	36	21	1	2	16	14	16	31	1	48
	2%	3%d	2%	3%d	1%	2%	2%	2%	2%	*	1%	2%	2%	4%ij	2%	*	2%
NET Important / Very important	2265	426	720	557	562	1146	1119	1371	854	275	279	602	569	380	1450	280	1859
	87%	85%	89%	86%	87%	87%	86%	87%	86%	84%	88%	88%	88%	86%	88%	84%	88%
Mean	4.32	4.30	4.33	4.30	4.33	4.32	4.31	4.31	4.32	4.36	4.33	4.32	4.33	4.28	4.33	4.37	4.32
Std Dev.	0.75	0.78	0.73	0.79	0.73	0.75	0.76	0.75	0.76	0.75	0.69	0.75	0.74	0.79	0.73	0.74	0.74
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important	(1)	**6**	6	*	-	5	1	*	-	1	-	-	-	-	-	2	-	1	-	1
		*****	*	*	-	*	*1%*	*	-	*1%*	-	-	-	-	-	*1%*	-	*1%*	-	*1%*
Not very important	(2)	**50**	47	3	*	39	6	5	1	-	7	3	2	-	7	13	6	-	1	5
		2%	*2%*	*1%*	*	*2%*	*2%*	**4%d**	*2%*	-	*2%*	*2%*	*1%*	-	*3%*	**4%l**	*2%*	-	**2%lp**	**2%lp**
Neither important nor unimportant	(3)	**268**	225	43	13	228	19	13	9	13	32	21	24	31	19	24	25	37	4	14
		10%	*10%*	*12%*	*11%*	*10%*	*8%*	*10%*	*12%*	*12%*	*11%*	*10%*	*13%*	*14%*	*8%*	*7%*	*7%*	**17%mnor**	*13%*	*7%*
Important	(4)	**1057**	918	139	49	875	96	54	32	37	95	80	95	94	69	140	170	98	14	82
		41%	*41%*	*40%*	*42%*	*40%*	*42%*	*43%*	*44%*	*34%*	*32%*	*37%*	**49%him**	**41%m**	*28%*	**41%m**	**49%him**	**45%lm**	*41%*	**42%m**
Very important	(5)	**1207**	1045	162	53	1018	107	52	30	55	157	105	72	100	147	155	145	82	15	92
		46%	*46%*	*47%*	*46%*	*47%*	*47%*	*42%*	*41%*	**51%kp**	**54%kp**	**50%k**	*37%*	*44%*	**61%klnopqr**	*46%*	*42%*	*38%*	*44%*	*47%*
Don't know		**18**	17	1	1	15	1	1	1	2	3	3	1	1	-	4	-	-	-	1
		1%	*1%*	*	*1%*	*1%*	*	*1%*	*2%*	**2%mo**	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	-	-	*1%*
NET Not at all important/ Not very important		**56**	53	3	*	43	7	5	1	1	7	3	2	-	7	15	6	1	1	6
		2%	*2%*	*1%*	*	*2%*	*3%*	*4%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	*3%*	**4%l**	*2%*	*1%*	**2%l**	**3%l**
NET Important / Very important		**2265**	1963	301	102	1894	203	107	62	92	252	185	166	194	216	294	315	179	29	174
		87%	*87%*	*86%*	*88%*	*87%*	*89%*	*85%*	*84%*	*85%*	*86%*	*87%*	*86%*	*86%*	*89%*	*87%*	**91%p**	*82%*	*85%*	*89%*
Mean		**4.32**	4.32	4.32	4.35	4.32	4.32	4.24	4.25	4.36	**4.38p**	4.37	4.22	4.31	**4.47kp**	4.30	4.31	4.19	4.27	4.33
Std Dev.		**0.75**	0.76	0.73	0.68	0.75	0.77	0.79	0.75	0.79	0.78	0.73	0.71	0.70	0.76	0.81	0.69	0.76	0.78	0.77
Std Error		**0.01**	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important	(1)	6	2	-	2	*	1	2	2	2	-	3	-	1	2	1
		*	*	-	1%	*	2%bf	*	1%b	*	-	1%	-	2%him	*	1%
Not very important	(2)	50	12	23	8	7	1	35	8	16	21	10	4	*	37	4
		2%	1%	2%	2%	4%	1%	2%	3%	2%	2%	2%	2%	1%	2%	2%
Neither important nor unimportant	(3)	268	91	71	78	13	7	162	20	64	82	92	16	6	146	22
		10%	10%	7%	18%abdfg	7%	9%	9%	7%	7%	8%	19%himn	11%	10%	8%	11%
Important	(4)	1057	333	444	159	96	13	776	108	325	470	172	64	18	795	81
		41%	37%e	45%ace	37%e	52%acef	16%	41%e	41%e	37%	47%hjl	36%	44%	30%	42%h	40%
Very important	(5)	1207	452	444	179	69	51	897	120	479	416	204	60	31	895	92
		46%	51%cd	45%	42%	37%	65%bcdfg	48%d	46%	54%ijkm	42%	42%	41%	54%	47%i	45%
Don't know		18	1	6	3	-	5	7	5	4	8	*	3	2	11	4
		1%	*	1%	1%	-	7%abcdf	*	2%af	*	1%	*	2%	3%j	1%	2%j
NET Not at all important/ Not very important		56	14	23	10	7	3	37	10	18	21	12	4	2	39	5
		2%	2%	2%	2%	4%	3%	2%	4%	2%	2%	3%	2%	3%	2%	3%
NET Important / Very important		2265	785	888	339	165	64	1673	229	803	887	376	124	49	1690	173
		87%	88%c	90%c	79%	89%c	82%	89%c	87%c	90%j	89%j	78%	85%	84%	90%j	85%
Mean		4.32	4.37c	4.33c	4.19	4.23	4.52cd	4.35c	4.31	4.43ij	4.30j	4.18	4.26	4.37	4.36j	4.29
Std Dev.		0.75	0.74	0.71	0.83	0.75	0.87	0.73	0.80	0.72	0.71	0.85	0.76	0.89	0.72	0.79
Std Error		0.01	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.06	0.11	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	**6**	2	4	-	4	2	-	6	-	-	-	6	-
		*	1%	*	-	*	*	-	*	-	-	-	*	-
Not very important	(2)	**50**	-	44	6	13	36	1	48	-	2	-	50	-
		2%	-	2%	14%	2%	2%	1%	2%	-	15%	-	2%	-
Neither important nor unimportant	(3)	**268**	24	242	2	80	166	22	252	9	1	3	262	3
		10%	13%	10%	4%	10%	10%	13%	10%	22%	10%	71%	10%	19%
Important	(4)	**1057**	75	970	12	283	724	51	1032	18	2	1	1052	4
		41%	41%	41%	29%	37%	43%df	29%	41%	45%	21%	29%	41%	24%
Very important	(5)	**1207**	79	1107	21	374	737	96	1179	13	6	-	1199	8
		46%	43%	46%	49%	49%	44%	55%e	47%	33%	54%	-	46%	56%
Don't know		**18**	3	13	2	7	9	3	18	*	-	-	18	-
		1%	2%	1%	4%	1%	1%	1%	1%	*	-	-	1%	-
NET Not at all important/ Not very important		**56**	2	48	6	16	39	1	54	-	2	-	56	-
		2%	1%	2%	14%	2%	2%	1%	2%	-	15%	-	2%	-
NET Important / Very important		**2265**	154	2078	33	657	1461	147	2211	31	9	1	2251	12
		87%	84%	87%	78%	86%	87%	85%	87%	78%	75%	29%	87%	81%
Mean		**4.32**	4.27	4.32	4.18	4.34	4.30	4.42	4.32	4.12	4.14	3.29	4.32	4.37
Std Dev.		**0.75**	0.78	0.75	1.07	0.77	0.75	0.74	0.75	0.74	1.16	0.51	0.75	0.81
Std Error		**0.01**	0.06	0.02	0.16	0.03	0.02	0.06	0.01	0.14	0.32	0.26	0.01	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important	(1)	**6**	*	-	*	5	*	-	*	-	-	-	-	-	*	-	5	-
		*	*	-	*	**1%ac**	*	-	*	-	-	-	-	-	*	-	*1%*	-
Not very important	(2)	**50**	13	15	6	16	8	-	5	-	15	-	3	-	4	-	16	-
		2%	*1%*	**3%c**	*1%*	**4%ac**	*2%*	-	*1%*	-	**3%k**	-	*1%*	-	*1%*	-	**4%gkm**	-
Neither important nor unimportant	(3)	**268**	89	38	102	39	35	-	54	-	38	-	47	-	56	-	39	-
		10%	*10%*	*8%*	*12%*	*9%*	*8%*	-	*12%*	-	*8%*	-	*11%*	-	*13%*	-	*9%*	-
Important	(4)	**1057**	367	185	343	162	189	-	178	-	185	-	171	-	172	-	162	-
		41%	*42%*	*40%*	*40%*	*39%*	*44%*	-	*40%*	-	*40%*	-	*40%*	-	*40%*	-	*39%*	-
Very important	(5)	**1207**	399	221	397	190	196	-	204	-	221	-	207	-	190	-	190	-
		46%	*46%*	*48%*	*46%*	*46%*	*45%*	-	*46%*	-	*48%*	-	*48%*	-	*45%*	-	*46%*	-
Don't know		**18**	7	2	9	1	4	-	3	-	2	-	4	-	4	-	1	-
		1%	*1%*	*	*1%*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*	-
NET Not at all important/ Not very important		**56**	13	15	7	21	8	-	5	-	15	-	3	-	4	-	21	-
		2%	*1%*	**3%c**	*1%*	**5%ac**	*2%*	-	*1%*	-	**3%k**	-	*1%*	-	*1%*	-	**5%gkm**	-
NET Important / Very important		**2265**	767	406	741	351	385	-	382	-	406	-	378	-	362	-	351	-
		87%	*88%*	*88%*	*86%*	*85%*	*89%*	-	*86%*	-	*88%*	-	*88%*	-	*85%*	-	*85%*	-
Mean		**4.32**	4.33	4.34	4.33	4.25	4.33	-	4.32	-	4.34	-	4.36	-	4.30	-	4.25	-
Std Dev.		**0.75**	0.72	0.76	0.72	0.88	0.71	-	0.73	-	0.76	-	0.70	-	0.74	-	0.88	-
Std Error		**0.01**	0.02	0.04	0.02	0.04	0.03	-	0.04	-	0.04	-	0.03	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	22	-	22	9	14	-	*	4	1	8	7	2	*	5	17	10	22	-	18
	1%	-	1%	1%	1%	-	*	1%	*	2%	2%e	1%	*	*	2%l	2%l	1%	-	1%
Not very important (2)	57	-	57	37	20	8	3	5	7	12	9	13	11	13	34	22	55	3	58
	2%	-	2%	3%	2%	2%	1%	1%	2%	3%	3%	5%fg	2%	1%	3%m	4%m	2%	1%	2%
Neither important nor unimportant (3)	382	-	382	206	176	54	32	62	62	57	49	67	86	123	173	116	342	37	382
	15%	-	15%	16%	13%	15%	11%	11%	16%	13%	15%	25%efgjl	13%	13%	17%	20%lm	15%	16%	15%
Important (4)	1094	-	1094	517	575	124	105	228	152	205	158	121	229	380	484	279	1006	82	1122
	42%	-	42%	41%	43%	35%	37%	42%	40%	45%e	49%ef	46%	35%	41%	46%l	48%l	43%	34%	43%
Very important (5)	1040	-	1040	501	537	174	142	241	152	173	96	63	316	393	331	158	909	117	990
	40%	-	40%	39%	40%	48%ijk	50%ijk	45%jk	40%jk	38%k	30%	23%	49%no	43%no	32%	27%	39%	49%p	38%
Don't know	12	-	12	6	6	-	4	-	3	2	2	-	4	3	4	2	12	-	10
	*	-	*	*	*	-	2%g	-	1%	*	1%	-	1%	*	*	*	1%	-	*
NET Not at all important/ Not very important	80	-	80	46	34	8	3	9	8	19	16	16	11	17	51	32	77	3	76
	3%	-	3%	4%	3%	2%	1%	2%	2%	4%	5%fg	6%fg	2%	2%	5%lm	5%lm	3%	1%	3%
NET Important / Very important	2134	-	2134	1017	1113	298	246	470	304	378	253	184	545	774	816	437	1915	199	2112
	82%	-	82%	80%	84%	83%k	86%k	87%jk	81%k	83%k	79%	69%	84%no	84%no	78%	74%	82%	83%	82%
Mean	4.18	-	4.18	4.15	4.21	4.29jk	4.36hijk	4.29ijk	4.20jk	4.15k	4.02	3.86	4.32no	4.25no	4.04	3.95	4.17	4.31	4.17
Std Dev.	0.82	-	0.82	0.84	0.81	0.80	0.73	0.76	0.79	0.86	0.88	0.87	0.77	0.78	0.87	0.88	0.83	0.77	0.81
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.03	0.04	0.04	0.04	0.06	0.03	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important (1)	**22**	5	5	10	2	10	12	8	10	1	3	6	5	6	13	1	20
	1%	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**57**	7	21	20	10	28	29	28	29	10	9	11	16	5	37	10	42
	2%	*1%*	*3%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**382**	69	126	86	101	195	187	196	183	49	62	118	69	51	249	49	300
	15%	*14%*	*16%*	*13%*	*16%*	*15%*	*14%*	*12%*	**19%g**	*15%*	**20%lm**	**17%l**	*11%*	*11%*	**15%l**	*15%*	*14%*
Important (4)	**1094**	193	360	273	268	553	541	638	445	136	129	279	291	176	699	137	894
	42%	*39%*	*44%*	*42%*	*41%*	*42%*	*42%*	*40%*	*45%*	*42%*	*41%*	*41%*	*45%*	*40%*	*43%*	*41%*	*42%*
Very important (5)	**1040**	223	296	257	264	519	521	700	317	131	114	264	263	204	640	135	856
	40%	**44%b**	*37%*	*40%*	*41%*	*40%*	*40%*	**44%h**	*32%*	*40%*	*36%*	*39%*	*41%*	**46%j**	*39%*	*40%*	*40%*
Don't know	**12**	3	4	2	3	7	5	7	5	1	-	4	2	1	7	1	8
	*	*1%*	*1%*	*	*	*1%*	*	*	*1%*	*	-	*1%*	*	*	*	*	*
NET Not at all important/ Not very important	**80**	13	25	29	12	38	41	36	39	11	12	17	21	12	50	11	62
	3%	*3%*	*3%*	*5%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
NET Important / Very important	**2134**	416	656	530	532	1072	1062	1338	762	267	243	543	554	380	1339	272	1750
	82%	*83%*	*81%*	*82%*	*82%*	*82%*	*82%*	**85%h**	*77%*	*81%*	*77%*	*80%*	**86%jk**	**86%j**	*81%*	*82%*	*83%*
Mean	**4.18**	4.25	4.14	4.16	4.21	4.18	4.19	**4.27h**	4.05	4.18	4.08	4.16	**4.23j**	**4.28j**	4.17	4.19	4.20
Std Dev.	**0.82**	0.83	0.81	0.88	0.78	0.82	0.83	0.79	0.85	0.81	0.86	0.83	0.79	0.82	0.82	0.81	0.82
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important	(1)	**22**	17	5	4	21	1	1	-	1	-	-	2	-	6	7	4	-	*	*
		1%	*1%*	*2%*	**3%a**	*1%*	*	*1%*	-	*1%*	-	-	*1%*	-	*3%*	*2%*	*1%*	-	*	*
Not very important	(2)	**57**	48	9	2	42	6	8	1	1	2	9	6	4	7	5	4	4	1	5
		2%	*2%*	*3%*	*2%*	*2%*	*3%*	**6%deg**	*2%*	*1%*	*1%*	**4%l**	*3%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*3%*
Neither important nor unimportant	(3)	**382**	318	64	18	322	36	15	10	20	57	29	37	44	23	42	33	37	7	29
		15%	*14%*	*18%*	*15%*	*15%*	*16%*	*12%*	*13%*	**18%mo**	**19%mo**	*14%*	**19%mo**	**19%mo**	*9%*	*13%*	*9%*	*17%*	**20%mo**	*15%*
Important	(4)	**1094**	941	153	49	908	98	56	33	36	104	76	92	97	99	139	156	109	17	81
		42%	*42%*	*44%*	*42%*	*42%*	*43%*	*44%*	*45%*	*33%*	*35%*	*36%*	**47%h**	*43%*	*41%*	*41%*	*45%*	**50%hij**	*49%*	*42%*
Very important	(5)	**1040**	924	116	43	876	89	46	29	50	128	96	57	81	106	143	152	65	10	79
		40%	**41%b**	*33%*	*37%*	*40%*	*39%*	*37%*	*40%*	**46%kpq**	**44%kp**	**45%kpq**	*29%*	*36%*	**44%kp**	**42%k**	**44%kp**	*30%*	*28%*	**41%k**
Don't know		**12**	11	1	1	11	*	*	*	1	3	2	-	1	-	2	-	2	-	*
		*	*	*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*
NET Not at all important/ Not very important		**80**	65	14	6	63	7	9	1	2	2	9	9	4	14	12	7	4	1	6
		3%	*3%*	*4%*	*5%*	*3%*	*3%*	**7%deg**	*2%*	*2%*	*1%*	**4%l**	**4%l**	*2%*	**6%l**	*4%*	*2%*	*2%*	*3%*	*3%*
NET Important / Very important		**2134**	1865	269	91	1784	187	101	62	86	232	172	149	177	206	281	307	174	27	160
		82%	*83%*	*77%*	*79%*	*82%*	*81%*	*81%*	*85%*	*79%*	*79%*	*81%*	*77%*	*78%*	*85%*	*83%*	**88%hiklq**	*80%*	*77%*	*82%*
Mean		**4.18**	**4.20b**	4.05	4.08	4.19	4.17	4.10	4.23	4.22	**4.23k**	**4.23k**	4.00	4.13	4.20	4.21	**4.29kpq**	4.10	4.02	**4.20k**
Std Dev.		**0.82**	0.82	0.87	0.95	0.83	0.80	0.90	0.75	0.87	0.78	0.85	0.85	0.78	0.92	0.87	0.77	0.74	0.79	0.80
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.03	0.04	0.04	0.08	0.07	0.07	0.07	0.06	0.08	0.08	0.06	0.06	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important (1)	**22**	7	9	3	3	1	15	4	5	12	2	2	1	17	3
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*2%*
Not very important (2)	**57**	22	22	5	4	4	44	8	20	18	6	5	6	38	12
	2%	*2%*	*2%*	*1%*	*2%*	*5%*	*2%*	*3%*	*2%*	*2%*	*1%*	*4%*	**11%hijm**	*2%*	**6%hijm**
Neither important nor unimportant (3)	**382**	124	116	90	34	9	240	43	96	114	120	27	15	211	42
	15%	*14%*	*12%*	**21%abf**	*18%*	*11%*	*13%*	*16%*	*11%*	*11%*	**25%him**	**19%hm**	**25%him**	*11%*	**21%hlm**
Important (4)	**1094**	355	431	174	89	33	786	122	354	453	182	72	22	807	94
	42%	*40%*	*44%*	*40%*	*48%*	*41%*	*42%*	*46%*	*40%*	**45%j**	*38%*	*49%*	*38%*	*43%*	*46%*
Very important (5)	**1040**	383	406	158	54	29	789	83	414	392	171	39	12	805	51
	40%	**43%dg**	**41%dg**	*37%*	*29%*	*36%*	**42%dg**	*32%*	**46%ijkln**	**39%kln**	**35%n**	*27%*	*20%*	**43%jkln**	*25%*
Don't know	**12**	*	5	*	-	4	5	4	*	7	-	-	2	7	2
	*******	*	*	*	-	**5%abcdf**	*	**2%af**	*	*1%*	-	-	**4%hijm**	*	**1%h**
NET Not at all important/ Not very important	**80**	29	30	8	7	5	59	12	25	30	9	8	7	55	15
	3%	*3%*	*3%*	*2%*	*4%*	*6%*	*3%*	*5%*	*3%*	*3%*	*2%*	*5%*	**12%hijm**	*3%*	**7%hijm**
NET Important / Very important	**2134**	738	836	332	144	61	1574	205	768	845	353	111	34	1613	145
	82%	*83%*	**85%cg**	*77%*	*78%*	*78%*	**84%c**	*78%*	**86%jkln**	**85%jkln**	*73%*	**76%l**	*58%*	**86%jkln**	*71%*
Mean	**4.18**	**4.22dg**	**4.22dg**	4.12	4.02	4.12	**4.22dg**	4.05	**4.30jkln**	**4.21jkln**	**4.07l**	3.96	3.67	**4.25jkln**	3.88
Std Dev.	**0.82**	0.83	0.81	0.82	0.85	0.92	0.82	0.87	0.79	0.81	0.83	0.87	0.99	0.80	0.91
Std Error	**0.02**	0.03	0.03	0.04	0.06	0.10	0.02	0.05	0.03	0.03	0.04	0.07	0.13	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	**22**	2	20	-	11	11	-	22	-	-	-	22	-
		1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important	(2)	**57**	*	56	1	14	36	7	54	4	-	-	57	-
		2%	*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*9%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**382**	15	364	3	83	265	34	371	4	1	3	376	3
		15%	*8%*	***15%a***	*7%*	*11%*	***16%d***	***20%d***	*15%*	*10%*	*9%*	*71%*	*15%*	*19%*
Important	(4)	**1094**	78	1002	13	336	693	65	1065	17	8	1	1089	4
		42%	*43%*	*42%*	*32%*	*44%*	*41%*	*38%*	*42%*	*42%*	*64%*	*27%*	*42%*	*24%*
Very important	(5)	**1040**	87	930	23	311	664	65	1012	16	3	*	1032	8
		40%	*47%*	*39%*	*54%*	*41%*	*40%*	*38%*	*40%*	*39%*	*27%*	*2%*	*40%*	*56%*
Don't know		**12**	1	9	2	4	6	2	12	-	-	-	12	-
		*	*	*	*4%*	*1%*	*	*1%*	*	-	-	-	*	-
NET Not at all important/ Not very important		**80**	3	76	1	26	47	7	76	4	-	-	80	-
		3%	*1%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*9%*	-	-	*3%*	-
NET Important / Very important		**2134**	165	1932	36	647	1357	130	2077	33	11	1	2121	12
		82%	***90%b***	*81%*	*86%*	***85%f***	*81%*	*75%*	*82%*	*81%*	*91%*	*29%*	*82%*	*81%*
Mean		**4.18**	***4.36b***	4.17	4.44	4.22	4.18	4.10	4.19	4.12	4.19	3.30	4.18	4.37
Std Dev.		**0.82**	0.74	0.83	0.76	0.83	0.82	0.85	0.82	0.92	0.59	0.56	0.82	0.81
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.02	0.07	0.02	0.17	0.16	0.28	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important (1)	**22**	10	*	7	5	6	-	4	-	*	-	2	-	4	-	5	-
	1%	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-
Not very important (2)	**57**	12	11	21	14	2	-	10	-	11	-	8	-	14	-	14	-
	2%	*1%*	*2%*	*2%*	*3%*	*1%*	-	*2%*	-	*2%*	-	*2%*	-	**3%e**	-	**3%e**	-
Neither important nor unimportant (3)	**382**	138	64	126	53	68	-	70	-	64	-	57	-	69	-	53	-
	15%	*16%*	*14%*	*15%*	*13%*	*16%*	-	*16%*	-	*14%*	-	*13%*	-	*16%*	-	*13%*	-
Important (4)	**1094**	356	200	372	166	192	-	164	-	200	-	174	-	198	-	166	-
	42%	*41%*	*43%*	*43%*	*40%*	*44%*	-	*37%*	-	*43%*	-	*40%*	-	**46%g**	-	*40%*	-
Very important (5)	**1040**	353	184	330	173	158	-	195	-	184	-	189	-	142	-	173	-
	40%	*40%*	*40%*	*38%*	*42%*	*36%*	-	**44%m**	-	*40%*	-	**44%m**	-	*33%*	-	*42%*	-
Don't know	**12**	7	2	3	-	7	-	*	-	2	-	3	-	-	-	-	-
	*******	*1%*	*	*	-	*2%*	-	*	-	*	-	*1%*	-	-	-	-	-
NET Not at all important/ Not very important	**80**	22	11	28	19	9	-	13	-	11	-	10	-	18	-	19	-
	3%	*3%*	*2%*	*3%*	*5%*	*2%*	-	*3%*	-	*2%*	-	*2%*	-	*4%*	-	*5%*	-
NET Important / Very important	**2134**	709	384	702	339	349	-	359	-	384	-	363	-	340	-	339	-
	82%	*81%*	*83%*	*82%*	*82%*	*81%*	-	*81%*	-	*83%*	-	*84%*	-	*80%*	-	*82%*	-
Mean	**4.18**	4.18	4.21	4.17	4.19	4.16	-	4.21	-	4.21	-	**4.26m**	-	4.08	-	4.19	-
Std Dev.	**0.82**	0.83	0.77	0.82	0.88	0.81	-	0.85	-	0.77	-	0.79	-	0.84	-	0.88	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	**61**	-	61	35	26	3	*	8	10	21	13	6	3	18	40	19	58	1	62
	2%	-	*2%*	*3%*	*2%*	*1%*	*	*1%*	*3%*	**5%efg**	**4%f**	*2%*	*1%*	*2%*	**4%l**	**3%l**	*2%*	*	*2%*
Not very important (2)	**203**	-	203	109	94	20	19	25	28	39	34	38	38	53	111	72	191	8	206
	8%	-	*8%*	*9%*	*7%*	*5%*	*7%*	*5%*	*7%*	*9%*	**11%g**	**14%efgh**	*6%*	*6%*	**11%lm**	**12%lm**	*8%*	*3%*	*8%*
Neither important nor unimportant (3)	**627**	-	627	287	340	60	57	125	84	122	91	88	116	209	302	179	578	47	623
	24%	-	*24%*	*23%*	*26%*	*17%*	*20%*	*23%*	*22%*	**27%e**	**28%e**	**33%efgh**	*18%*	*23%*	**29%lm**	**30%lm**	*25%*	*20%*	*24%*
Important (4)	**958**	-	958	465	489	132	89	211	152	163	126	85	221	363	374	211	858	98	968
	37%	-	*37%*	*37%*	*37%*	*37%*	*31%*	*39%*	*40%*	*36%*	*39%*	*32%*	*34%*	*40%*	*36%*	*36%*	*37%*	*41%*	*38%*
Very important (5)	**746**	-	746	372	373	145	117	171	99	109	54	50	262	270	214	105	648	85	708
	29%	-	*29%*	*29%*	*28%*	**40%hijk**	**41%hijk**	**32%ijk**	**26%j**	*24%*	*17%*	*19%*	**40%mno**	**29%no**	*20%*	*18%*	*28%*	*36%*	*27%*
Don't know	**13**	-	13	6	7	1	4	*	3	2	2	*	5	4	4	2	12	-	13
	***	-	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*	*1%*	-	*1%*
NET Not at all important/ Not very important	**264**	-	264	144	120	23	19	32	38	60	47	44	42	71	151	91	249	9	268
	10%	-	*10%*	*11%*	*9%*	*6%*	*7%*	*6%*	*10%*	**13%efg**	**15%efg**	**16%efg**	*6%*	*8%*	**14%lm**	**15%lm**	**11%q**	*4%*	*10%*
NET Important / Very important	**1704**	-	1704	838	862	277	206	382	251	272	181	135	483	634	587	315	1506	183	1676
	65%	-	*65%*	*66%*	*65%*	**77%hijk**	**72%ijk**	**71%ijk**	**67%jk**	*60%*	*56%*	*51%*	**75%no**	**69%no**	*56%*	*54%*	*64%*	**77%p**	*65%*
Mean	**3.82**	-	3.82	3.81	3.83	**4.10hijk**	**4.08hijk**	**3.95ijk**	**3.81jk**	3.66	3.55	3.51	**4.09mno**	**3.89no**	3.59	3.53	3.79	**4.08p**	3.80
Std Dev.	**1.01**	-	1.01	1.04	0.98	0.93	0.94	0.93	1.00	1.08	1.02	1.02	0.93	0.96	1.05	1.02	1.02	0.85	1.01
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.05	0.05	0.05	0.07	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important (1)	**61**	9	16	16	20	25	36	28	29	13	3	14	19	4	36	13	41
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*1%*	*2%*	*3%*	*1%*	*2%*	*4%*	*2%*
Not very important (2)	**203**	41	75	50	37	116	87	90	110	23	32	53	50	33	135	23	170
	8%	*8%*	*9%*	*8%*	*6%*	*9%*	*7%*	*6%*	**11%g**	*7%*	*10%*	*8%*	*8%*	*7%*	*8%*	*7%*	*8%*
Neither important nor unimportant (3)	**627**	97	226	144	160	323	304	341	281	88	93	171	145	77	409	91	495
	24%	*19%*	**28%a**	*22%*	*25%*	*25%*	*23%*	*22%*	**28%g**	**27%m**	**29%m**	**25%m**	*22%*	*17%*	**25%m**	*27%*	*23%*
Important (4)	**958**	168	285	246	259	453	505	596	346	123	106	252	244	158	602	124	777
	37%	*33%*	*35%*	*38%*	*40%*	*35%*	*39%*	*38%*	*35%*	*38%*	*33%*	*37%*	*38%*	*36%*	*37%*	*37%*	*37%*
Very important (5)	**746**	184	203	190	168	388	358	514	218	80	82	188	185	170	455	80	628
	29%	**37%bd**	*25%*	*29%*	*26%*	*30%*	*28%*	**33%h**	*22%*	*24%*	*26%*	*27%*	*29%*	**38%ijkln**	*28%*	*24%*	*30%*
Don't know	**13**	3	5	2	4	7	6	7	6	1	1	5	2	1	8	1	9
	*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*	*1%*	*	*	*	*	*
NET Not at all important/ Not very important	**264**	49	92	66	57	141	123	118	139	36	35	67	69	37	172	36	211
	10%	*10%*	*11%*	*10%*	*9%*	*11%*	*9%*	*7%*	**14%g**	*11%*	*11%*	*10%*	*11%*	*8%*	*10%*	*11%*	*10%*
NET Important / Very important	**1704**	352	489	436	427	841	863	1111	563	203	188	440	429	329	1057	205	1404
	65%	**70%b**	*60%*	**67%b**	*66%*	*64%*	*67%*	**70%h**	*57%*	*62%*	*59%*	*64%*	*66%*	**74%ijkn**	*64%*	*62%*	*66%*
Mean	**3.82**	**3.96b**	3.72	3.84	3.81	3.81	3.82	**3.94h**	3.62	3.72	3.74	3.81	3.82	**4.03ijkln**	3.80	3.71	3.84
Std Dev.	**1.01**	1.02	1.01	1.01	0.99	1.02	1.00	0.96	1.04	1.03	0.99	1.00	1.03	0.97	1.01	1.03	1.00
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important (1)	**61**	43	18	6	54	4	2	1	2	7	6	9	6	8	7	6	3	2	2
	2%	*2%*	**5%a**	**5%a**	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*5%*	*3%*	*3%*	*2%*	*2%*	*1%*	*5%*	*1%*
Not very important (2)	**203**	182	20	6	160	23	14	6	8	22	22	8	13	14	30	29	15	2	21
	8%	*8%*	*6%*	*6%*	*7%*	*10%*	**11%d**	*8%*	*7%*	*7%*	*10%*	*4%*	*6%*	*6%*	*9%*	*8%*	*7%*	*6%*	**11%k**
Neither important nor unimportant (3)	**627**	537	90	24	522	67	21	17	29	70	44	56	60	65	67	65	65	10	57
	24%	*24%*	*26%*	*21%*	**24%f**	**29%f**	*17%*	*23%*	*27%*	*24%*	*21%*	*29%*	*27%*	*27%*	*20%*	*19%*	**30%o**	*28%*	**30%no**
Important (4)	**958**	819	139	45	806	69	53	30	33	106	74	79	77	93	101	148	97	15	54
	37%	*36%*	*40%*	*39%*	**37%e**	*30%*	**42%e**	**41%e**	*31%*	*36%*	*35%*	**41%r**	*34%*	**38%r**	*30%*	**42%nr**	**45%hnr**	**43%r**	*27%*
Very important (5)	**746**	665	81	32	625	67	35	19	36	86	67	42	66	62	131	100	35	6	60
	29%	*29%*	*23%*	*28%*	*29%*	*29%*	*28%*	*26%*	**33%kp**	**29%p**	**31%p**	*22%*	**29%p**	*26%*	**39%kmpq**	**29%p**	*16%*	*18%*	**31%p**
Don't know	**13**	12	1	1	12	*	*	1	1	3	-	-	4	-	2	-	2	-	*
	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	-	-	*2%*	-	*1%*	-	*1%*	-	*
NET Not at all important/ Not very important	**264**	226	38	13	215	27	16	6	10	29	28	17	19	22	37	35	18	4	23
	10%	*10%*	*11%*	*11%*	*10%*	*12%*	*13%*	*9%*	*9%*	*10%*	*13%*	*9%*	*8%*	*9%*	*11%*	*10%*	*8%*	*11%*	*12%*
NET Important / Very important	**1704**	1484	220	78	1431	135	88	49	69	192	140	121	143	155	232	247	132	21	114
	65%	*66%*	*63%*	*67%*	*66%*	*59%*	**70%e**	*67%*	*64%*	*65%*	*66%*	*62%*	*63%*	*64%*	*69%*	**71%r**	*61%*	*61%*	*59%*
Mean	**3.82**	3.84	3.70	3.79	3.82	3.75	3.84	3.85	3.87	3.83	3.82	3.70	3.83	3.77	**3.95p**	3.88	3.68	3.64	3.77
Std Dev.	**1.01**	1.00	1.05	1.09	1.01	1.04	1.01	0.94	1.02	1.01	1.08	1.01	1.01	1.01	1.07	0.97	0.88	1.01	1.05
Std Error	**0.02**	0.02	0.04	0.06	0.03	0.04	0.05	0.05	0.09	0.09	0.09	0.09	0.08	0.08	0.09	0.08	0.08	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important (1)	61	24	19	10	5	3	42	8	24	16	8	10	2	39	12
	2%	3%	2%	2%	3%	4%	2%	3%	3%	2%	2%	7%ijm	4%	2%	6%ijm
Not very important (2)	203	78	75	30	18	3	153	20	84	62	33	18	6	146	24
	8%	9%	8%	7%	10%	3%	8%	8%	9%	6%	7%	12%i	10%	8%	12%i
Neither important nor unimportant (3)	627	198	230	128	33	27	428	60	182	225	153	36	13	407	49
	24%	22%	23%	30%adf	18%	34%d	23%	23%	20%	23%	32%him	24%	23%	22%	24%
Important (4)	958	292	392	163	83	16	684	100	298	419	167	52	18	717	70
	37%	33%	40%ae	38%e	45%ae	21%	36%e	38%e	34%	42%h	35%	35%	31%	38%	34%
Very important (5)	746	299	270	98	45	26	569	71	302	269	117	31	16	571	47
	29%	34%bc	27%	23%	24%	33%	30%c	27%	34%ijkn	27%	24%	21%	28%	30%	23%
Don't know	13	*	3	3	-	4	4	4	*	5	3	-	2	6	2
	*	*	*	1%	-	5%abcdf	*	2%af	*	1%	1%	-	4%him	*	1%h
NET Not at all important/ Not very important	264	102	93	39	23	5	195	28	107	78	42	28	8	185	36
	10%	11%	9%	9%	13%	7%	10%	11%	12%l	8%	9%	19%ijm	14%	10%	18%ijm
NET Important / Very important	1704	591	662	260	128	42	1253	171	600	688	284	83	35	1288	117
	65%	66%	67%	61%	70%	54%	67%	65%	67%jn	69%jkn	59%	57%	59%	68%jkn	57%
Mean	3.82	3.86	3.83	3.72	3.78	3.81	3.84	3.79	3.87kn	3.87kn	3.73	3.52	3.72	3.87kn	3.57
Std Dev.	1.01	1.06	0.98	0.97	1.02	1.08	1.02	1.03	1.07	0.94	0.97	1.15	1.13	1.00	1.15
Std Error	0.02	0.04	0.03	0.05	0.07	0.12	0.02	0.06	0.04	0.03	0.05	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	**61**	3	55	3	23	36	2	61	-	-	-	61	-
		2%	*1%*	*2%*	*7%*	*3%*	*2%*	*1%*	*2%*	-	-	-	*2%*	-
Not very important	(2)	**203**	9	192	1	57	142	4	198	3	-	1	201	1
		8%	*5%*	*8%*	*3%*	*7%*	**9%f**	*2%*	*8%*	*7%*	-	*27%*	*8%*	*3%*
Neither important nor unimportant	(3)	**627**	34	590	4	173	414	40	612	7	2	3	621	3
		24%	*18%*	*25%*	*9%*	*23%*	*25%*	*23%*	*24%*	*18%*	*15%*	*71%*	*24%*	*19%*
Important	(4)	**958**	75	864	19	257	630	71	931	20	3	*	954	4
		37%	*41%*	*36%*	*46%*	*34%*	*38%*	*41%*	*37%*	*49%*	*27%*	*2%*	*37%*	*27%*
Very important	(5)	**746**	62	670	13	246	446	53	721	10	7	-	738	8
		29%	*34%*	*28%*	*31%*	**32%e**	*27%*	*31%*	*28%*	*26%*	*58%*	-	*29%*	*51%*
Don't know		**13**	1	10	2	4	6	3	13	-	-	-	13	-
		*	*	*	*5%*	*	*	*2%*	*1%*	-	-	-	*	-
NET Not at all important/ Not very important		**264**	12	248	4	80	178	6	259	3	-	1	262	1
		10%	*6%*	*10%*	*10%*	**11%f**	**11%f**	*3%*	*10%*	*7%*	-	*27%*	*10%*	*3%*
NET Important / Very important		**1704**	137	1534	32	503	1076	124	1652	30	10	*	1692	12
		65%	**75%b**	*64%*	*77%*	*66%*	*64%*	*72%*	*65%*	*75%*	*85%*	*2%*	*65%*	*77%*
Mean		**3.82**	**4.02b**	3.80	3.95	3.85	3.78	**4.00e**	3.81	3.94	4.44	2.75	3.82	4.24
Std Dev.		**1.01**	0.93	1.01	1.10	1.05	1.00	0.86	1.01	0.86	0.77	0.53	1.01	0.91
Std Error		**0.02**	0.07	0.02	0.17	0.04	0.02	0.07	0.02	0.16	0.21	0.27	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important (1)	**61**	26	4	18	13	11	-	14	-	4	-	11	-	7	-	13	-
	2%	*3%*	*1%*	*2%*	*3%*	*3%*	-	*3%*	-	*1%*	-	*3%*	-	*2%*	-	*3%*	-
Not very important (2)	**203**	69	48	51	36	36	-	32	-	48	-	26	-	25	-	36	-
	8%	*8%*	**10%c**	*6%*	*9%*	*8%*	-	*7%*	-	*10%*	-	*6%*	-	*6%*	-	*9%*	-
Neither important nor unimportant (3)	**627**	218	101	220	88	125	-	93	-	101	-	96	-	124	-	88	-
	24%	*25%*	*22%*	*26%*	*21%*	*29%*	-	*21%*	-	*22%*	-	*22%*	-	**29%g**	-	*21%*	-
Important (4)	**958**	313	164	322	159	138	-	175	-	164	-	157	-	164	-	159	-
	37%	*36%*	*36%*	*37%*	*39%*	*32%*	-	*40%*	-	*36%*	-	*36%*	-	*39%*	-	*39%*	-
Very important (5)	**746**	243	141	245	116	117	-	126	-	141	-	140	-	105	-	116	-
	29%	*28%*	*31%*	*29%*	*28%*	*27%*	-	*29%*	-	*31%*	-	*32%*	-	*25%*	-	*28%*	-
Don't know	**13**	7	2	3	*	5	-	2	-	2	-	2	-	1	-	*	-
	***	*1%*	*	*	*	*1%*	-	*	-	*	-	*1%*	-	*	-	*	-
NET Not at all important/ Not very important	**264**	94	52	69	48	48	-	46	-	52	-	37	-	32	-	48	-
	10%	*11%*	*11%*	*8%*	*12%*	*11%*	-	*10%*	-	*11%*	-	*9%*	-	*8%*	-	*12%*	-
NET Important / Very important	**1704**	556	306	567	275	255	-	302	-	306	-	297	-	270	-	275	-
	65%	*64%*	*66%*	*66%*	*67%*	*59%*	-	**68%e**	-	*66%*	-	**69%e**	-	*63%*	-	*67%*	-
Mean	**3.82**	3.78	3.85	3.85	3.80	3.73	-	3.83	-	3.85	-	3.90	-	3.79	-	3.80	-
Std Dev.	**1.01**	1.03	1.00	0.97	1.04	1.04	-	1.03	-	1.00	-	1.01	-	0.94	-	1.04	-
Std Error	**0.02**	0.04	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	**24**	-	24	15	8	3	6	2	2	4	4	2	9	4	10	7	20	3	21
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**58**	-	58	42	16	13	4	3	4	11	11	11	17	7	34	22	54	4	58
	2%	-	*2%*	**3%d**	*1%*	**4%g**	*2%*	*1%*	*1%*	*2%*	**3%g**	**4%g**	**3%m**	*1%*	**3%m**	**4%m**	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**307**	-	307	154	153	43	30	74	31	45	42	41	73	105	129	83	269	35	311
	12%	-	*12%*	*12%*	*12%*	*12%*	*10%*	*14%*	*8%*	*10%*	*13%*	**15%h**	*11%*	*11%*	*12%*	*14%*	*11%*	*15%*	*12%*
Important (4)	**1122**	-	1122	547	573	133	129	232	155	221	126	126	262	387	474	252	1024	90	1138
	43%	-	*43%*	*43%*	*43%*	*37%*	*45%*	*43%*	*41%*	**48%e**	*39%*	*47%*	*40%*	*42%*	*45%*	*43%*	*44%*	*38%*	*44%*
Very important (5)	**1073**	-	1073	512	560	164	115	229	180	173	132	82	279	408	387	214	958	104	1032
	41%	-	*41%*	*40%*	*42%*	**45%k**	*40%*	**42%k**	**48%ik**	*38%*	*41%*	*31%*	*43%*	**45%no**	*37%*	*36%*	*41%*	*43%*	*40%*
Don't know	**24**	-	24	6	18	4	3	1	5	2	5	4	7	6	11	9	20	3	20
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**81**	-	81	57	25	16	10	5	6	15	15	13	26	11	44	29	74	7	79
	3%	-	*3%*	**4%d**	*2%*	**5%g**	*4%*	*1%*	*2%*	*3%*	**5%g**	**5%g**	**4%m**	*1%*	**4%m**	**5%m**	*3%*	*3%*	*3%*
NET Important / Very important	**2195**	-	2195	1059	1133	297	244	460	335	394	258	208	540	795	860	466	1982	194	2170
	84%	-	*84%*	*83%*	*85%*	*82%*	*85%*	*85%*	**89%jk**	**86%k**	*81%*	*78%*	*84%*	**87%o**	*82%*	*79%*	*85%*	*81%*	*84%*
Mean	**4.22**	-	4.22	4.18	4.27	4.24	4.21	**4.27k**	**4.36ijk**	4.21	4.17	4.04	4.22	**4.30no**	4.15	4.11	4.22	4.22	4.21
Std Dev.	**0.81**	-	0.81	0.85	0.76	0.87	0.84	0.74	0.73	0.78	0.89	0.85	0.86	0.74	0.83	0.87	0.81	0.85	0.80
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.03	0.04	0.03	0.05	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important (1)	**24**	7	7	6	4	14	10	9	14	2	5	2	4	9	10	2	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	**2%kn**	*1%*	*1%*	*1%*
Not very important (2)	**58**	10	20	27	1	30	28	28	26	2	9	24	15	5	47	2	52
	2%	**2%d**	**2%d**	**4%d**	*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*
Neither important nor unimportant (3)	**307**	57	90	67	92	147	159	168	133	46	51	83	52	39	186	47	226
	12%	*11%*	*11%*	*10%*	*14%*	*11%*	*12%*	*11%*	*13%*	**14%l**	**16%lm**	*12%*	*8%*	*9%*	*11%*	*14%*	*11%*
Important (4)	**1122**	193	372	281	276	565	556	685	426	159	130	291	290	171	711	159	901
	43%	*39%*	*46%*	*43%*	*43%*	*43%*	*43%*	*43%*	*43%*	*48%*	*41%*	*43%*	*45%*	*38%*	*43%*	*48%*	*43%*
Very important (5)	**1073**	230	316	261	267	546	528	679	378	114	122	275	283	216	679	118	903
	41%	*46%*	*39%*	*40%*	*41%*	*42%*	*41%*	*43%*	*38%*	*35%*	*38%*	*40%*	*44%*	**49%ij**	*41%*	*35%*	*43%*
Don't know	**24**	5	6	6	8	10	13	8	12	4	1	9	2	3	12	4	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**81**	17	27	33	5	43	38	37	40	5	13	25	19	14	57	5	71
	3%	**3%d**	**3%d**	**5%d**	*1%*	*3%*	*3%*	*2%*	*4%*	*1%*	*4%*	*4%*	*3%*	*3%*	*3%*	*1%*	*3%*
NET Important / Very important	**2195**	423	688	541	543	1111	1084	1364	804	273	251	565	573	387	1389	277	1805
	84%	*84%*	*85%*	*84%*	*84%*	*85%*	*84%*	**87%h**	*81%*	*83%*	*79%*	*83%*	**89%jk**	**87%j**	*84%*	*83%*	*85%*
Mean	**4.22**	4.27	4.20	4.19	4.25	4.23	4.22	**4.27h**	4.15	4.17	4.12	4.21	**4.30j**	**4.32j**	4.23	4.18	4.25
Std Dev.	**0.81**	0.84	0.80	0.86	0.75	0.82	0.80	0.77	0.86	0.75	0.88	0.81	0.76	0.84	0.81	0.75	0.81
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.05	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important (1)	**24**	22	1	*	20	2	1	*	1	-	-	1	1	1	10	4	1	1	*
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	-	-	*1%*	*1%*	*	*3%*	*1%*	*1%*	**4%ijr**	*
Not very important (2)	**58**	45	13	6	49	4	3	2	1	3	5	9	8	10	2	7	3	1	4
	2%	*2%*	*4%*	**5%a**	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*3%*	**5%n**	*4%*	*4%*	*1%*	*2%*	*1%*	*2%*	*2%*
Neither important nor unimportant (3)	**307**	257	49	17	261	24	14	8	17	40	26	32	31	17	42	29	27	4	20
	12%	*11%*	*14%*	*15%*	*12%*	*10%*	*11%*	*10%*	**16%m**	*13%*	*12%*	**16%m**	*14%*	*7%*	*12%*	*8%*	*13%*	*11%*	*10%*
Important (4)	**1122**	965	157	44	931	105	54	32	46	103	88	74	93	90	141	178	116	18	88
	43%	*43%*	*45%*	*38%*	*43%*	*46%*	*43%*	*43%*	*42%*	*35%*	*41%*	*38%*	*41%*	*37%*	*42%*	**51%ikm**	**53%ikm**	**52%i**	*45%*
Very important (5)	**1073**	947	127	48	897	94	51	31	42	138	93	78	90	122	140	128	66	11	83
	41%	*42%*	*36%*	*41%*	*41%*	*41%*	*41%*	*43%*	*39%*	**47%p**	**44%p**	*40%*	*40%*	**50%opq**	*42%*	*37%*	*30%*	*32%*	**43%p**
Don't know	**24**	23	1	1	22	-	1	*	1	10	-	-	2	2	2	1	4	-	-
	1%	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	**3%r**	-	-	*1%*	*1%*	*1%*	*	*2%*	-	-
NET Not at all important/ Not very important	**81**	67	14	6	69	6	5	2	2	3	5	10	9	11	12	10	4	2	4
	3%	*3%*	*4%*	*5%*	*3%*	*3%*	*4%*	*3%*	*2%*	*1%*	*3%*	**5%l**	*4%*	*5%*	*4%*	*3%*	*2%*	**5%l**	*2%*
NET Important / Very important	**2195**	1911	284	92	1828	199	105	63	88	241	181	152	183	212	281	306	182	29	170
	84%	*85%*	*81%*	*79%*	*84%*	*87%*	*84%*	*86%*	*81%*	*82%*	*85%*	*78%*	*81%*	*88%*	*83%*	**88%k**	*84%*	*84%*	**88%k**
Mean	**4.22**	4.24	4.14	4.16	4.22	4.25	4.21	4.27	4.18	**4.32p**	4.27	4.12	4.17	**4.34p**	4.19	4.21	4.13	4.08	4.28
Std Dev.	**0.81**	0.81	0.82	0.87	0.81	0.77	0.83	0.78	0.81	0.75	0.77	0.90	0.84	0.82	0.90	0.76	0.73	0.92	0.74
Std Error	**0.02**	0.02	0.03	0.05	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.08	0.07	0.07	0.08	0.06	0.06	0.10	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important (1)	**24**	7	7	6	-	4	14	4	5	9	8	1	1	14	2
	1%	*1%*	*1%*	*1%*	-	**5%abdf**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*
Not very important (2)	**58**	18	25	5	9	1	43	10	23	21	5	5	3	45	8
	2%	*2%*	*3%*	*1%*	**5%c**	*1%*	*2%*	*4%*	*3%*	*2%*	*1%*	*4%*	*5%*	*2%*	*4%*
Neither important nor unimportant (3)	**307**	65	104	96	13	18	169	31	56	100	107	24	11	156	35
	12%	*7%*	*11%*	**22%abdfg**	*7%*	**23%abdf**	*9%*	*12%*	*6%*	**10%h**	**22%him**	**17%hm**	**18%hm**	*8%*	**17%hlm**
Important (4)	**1122**	353	450	185	93	28	803	120	335	476	198	79	21	811	101
	43%	*40%*	*46%*	*43%*	**50%a**	*35%*	*43%*	*46%*	*38%*	**48%h**	*41%*	**54%hjm**	*37%*	*43%*	**49%h**
Very important (5)	**1073**	448	389	137	68	24	837	92	470	379	158	35	21	849	56
	41%	**50%bcdefg**	**39%c**	*32%*	*37%*	*31%*	**45%cg**	*35%*	**53%ijklmn**	**38%kn**	*33%*	*24%*	*35%*	**45%ijkn**	*27%*
Don't know	**24**	1	13	2	2	4	13	6	*	11	6	1	2	11	3
	1%	*	**1%a**	*	**1%a**	**5%abcf**	*1%*	**2%af**	*	**1%h**	**1%h**	*1%*	**4%hm**	*1%*	**2%h**
NET Not at all important/ Not very important	**81**	25	32	10	9	5	57	14	29	31	13	6	4	59	10
	3%	*3%*	*3%*	*2%*	*5%*	*6%*	*3%*	*5%*	*3%*	*3%*	*3%*	*4%*	*6%*	*3%*	*5%*
NET Important / Very important	**2195**	801	839	322	160	52	1640	212	805	855	356	115	42	1660	157
	84%	**90%bceg**	**85%ce**	*75%*	**87%ce**	*66%*	**87%ceg**	**81%e**	**90%ijkln**	**86%jln**	*74%*	*78%*	*72%*	**88%jkln**	*77%*
Mean	**4.22**	**4.37bcdeg**	**4.22ce**	4.03	4.20	3.91	**4.29ceg**	4.11	**4.40ijklmn**	**4.21jkn**	4.04	3.99	4.03	**4.30ijkln**	4.00
Std Dev.	**0.81**	0.77	0.79	0.84	0.78	1.04	0.79	0.87	0.77	0.78	0.86	0.78	0.95	0.78	0.83
Std Error	**0.02**	0.03	0.03	0.04	0.06	0.11	0.02	0.05	0.03	0.02	0.04	0.07	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	**24**	2	21	-	8	16	-	24	-	-	-	24	-
		1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important	(2)	**58**	*	55	3	15	39	5	57	1	-	-	58	-
		2%	*	*2%*	*7%*	*2%*	*2%*	*3%*	*2%*	*3%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**307**	23	282	1	74	212	21	291	5	3	5	298	4
		12%	*13%*	*12%*	*3%*	*10%*	*13%*	*12%*	*11%*	*12%*	*24%*	*100%*	*12%*	*25%*
Important	(4)	**1122**	78	1028	16	339	725	58	1105	13	*	-	1119	3
		43%	*42%*	*43%*	*38%*	***45%f***	*43%*	*34%*	*44%*	*33%*	*1%*	-	*43%*	*21%*
Very important	(5)	**1073**	78	975	20	314	677	82	1040	21	9	-	1070	4
		41%	*43%*	*41%*	*48%*	*41%*	*40%*	*48%*	*41%*	*52%*	*74%*	-	*41%*	*25%*
Don't know		**24**	2	20	2	11	6	7	19	*	*	-	20	4
		1%	*1%*	*1%*	*5%*	***1%e***	*	***4%e***	*1%*	*	*1%*	-	*1%*	*29%*
NET Not at all important/ Not very important		**81**	2	76	3	22	54	5	80	1	-	-	81	-
		3%	*1%*	*3%*	*7%*	*3%*	*3%*	*3%*	*3%*	*3%*	-	-	*3%*	-
NET Important / Very important		**2195**	156	2003	36	653	1403	140	2145	34	9	-	2188	7
		84%	*85%*	*84%*	*86%*	*86%*	*84%*	*81%*	*85%*	*85%*	*75%*	-	*85%*	*46%*
Mean		**4.22**	4.27	4.22	4.33	4.25	4.20	4.31	4.22	4.36	4.50	3.00	4.23	4.01
Std Dev.		**0.81**	0.77	0.81	0.85	0.79	0.82	0.80	0.81	0.80	0.90	*	0.81	0.88
Std Error		**0.02**	0.06	0.02	0.13	0.03	0.02	0.06	0.02	0.15	0.26	*	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important (1)	**24**	11	*	4	8	5	-	7	-	*	-	1	-	3	-	8	-
	1%	*1%*	*	*	**2%b**	*1%*	-	*1%*	-	*	-	*	-	*1%*	-	**2%l**	-
Not very important (2)	**58**	16	9	27	6	8	-	8	-	9	-	14	-	13	-	6	-
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-
Neither important nor unimportant (3)	**307**	104	58	101	42	49	-	56	-	58	-	53	-	49	-	42	-
	12%	*12%*	*13%*	*12%*	*10%*	*11%*	-	*13%*	-	*13%*	-	*12%*	-	*11%*	-	*10%*	-
Important (4)	**1122**	361	203	373	185	173	-	188	-	203	-	177	-	196	-	185	-
	43%	*41%*	*44%*	*43%*	*45%*	*40%*	-	*42%*	-	*44%*	-	*41%*	-	*46%*	-	*45%*	-
Very important (5)	**1073**	374	188	344	167	190	-	185	-	188	-	181	-	163	-	167	-
	41%	*43%*	*41%*	*40%*	*41%*	*44%*	-	*42%*	-	*41%*	-	*42%*	-	*38%*	-	*41%*	-
Don't know	**24**	9	2	9	3	9	-	*	-	2	-	7	-	2	-	3	-
	1%	*1%*	*	*1%*	*1%*	**2%g**	-	*	-	*	-	*2%*	-	*1%*	-	*1%*	-
NET Not at all important/ Not very important	**81**	27	9	31	14	13	-	15	-	9	-	14	-	16	-	14	-
	3%	*3%*	*2%*	*4%*	*3%*	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*4%*	-	*3%*	-
NET Important / Very important	**2195**	735	391	718	352	362	-	373	-	391	-	358	-	359	-	352	-
	84%	*84%*	*85%*	*84%*	*85%*	*84%*	-	*84%*	-	*85%*	-	*83%*	-	*84%*	-	*85%*	-
Mean	**4.22**	4.23	4.24	4.21	4.22	4.26	-	4.21	-	4.24	-	4.23	-	4.18	-	4.22	-
Std Dev.	**0.81**	0.83	0.75	0.80	0.84	0.82	-	0.84	-	0.75	-	0.80	-	0.81	-	0.84	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 122

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	**13**	-	13	8	4	2	*	2	4	2	1	2	2	6	5	3	13	-	20
	*	-	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	-	*1%*
Not very important (2)	**61**	-	61	39	22	16	6	13	3	9	8	5	22	17	22	13	57	4	75
	2%	-	*2%*	*3%*	*2%*	**4%h**	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*
Neither important nor unimportant (3)	**305**	-	305	172	134	58	25	67	45	39	43	30	83	112	111	73	271	32	334
	12%	-	*12%*	*13%*	*10%*	**16%fi**	*9%*	*12%*	*12%*	*8%*	*13%*	*11%*	*13%*	*12%*	*11%*	*12%*	*12%*	*13%*	*13%*
Important (4)	**1030**	-	1030	506	524	120	134	217	145	191	123	98	254	362	413	222	939	87	1043
	39%	-	*39%*	*40%*	*39%*	*33%*	**47%e**	*40%*	*39%*	*42%*	*38%*	*37%*	*39%*	*40%*	*40%*	*38%*	*40%*	*37%*	*40%*
Very important (5)	**1166**	-	1166	539	623	160	108	239	177	213	138	132	268	416	483	270	1042	108	1082
	45%	-	*45%*	*42%*	*47%*	*44%*	*38%*	*44%*	*47%*	*47%*	*43%*	**49%f**	*41%*	*45%*	*46%*	*46%*	*44%*	*45%*	*42%*
Don't know	**32**	-	32	11	21	4	13	2	3	2	7	-	17	5	10	7	24	8	26
	1%	-	*1%*	*1%*	*2%*	*1%*	**5%eghik**	*	*1%*	*1%*	*2%*	-	**3%mn**	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
NET Not at all important/ Not very important	**74**	-	74	48	26	18	7	15	7	12	9	7	24	22	27	15	70	4	95
	3%	-	*3%*	**4%d**	*2%*	*5%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*4%*
NET Important / Very important	**2196**	-	2196	1045	1147	280	242	456	322	404	262	230	522	778	896	492	1981	196	2125
	84%	-	*84%*	*82%*	**86%c**	*78%*	*84%*	*84%*	*85%*	**88%ci**	*82%*	*86%*	*81%*	*85%*	**86%l**	*84%*	*84%*	*82%*	*82%*
Mean	**4.27**	-	4.27	4.21	**4.33c**	4.18	4.26	4.26	4.31	4.33	4.25	4.32	4.21	4.28	4.30	4.28	4.27	4.30	4.21
Std Dev.	**0.80**	-	0.80	0.84	0.75	0.90	0.72	0.80	0.79	0.76	0.80	0.80	0.83	0.79	0.78	0.80	0.80	0.77	0.84
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 122

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important (1)	**13**	1	3	7	2	4	9	6	7	1	2	*	5	2	8	1	10
	*	*	*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*	*
Not very important (2)	**61**	20	11	18	12	31	29	40	20	2	8	21	12	13	41	2	54
	2%	4%b	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*	*2%*	*3%*	*2%*	*3%*	*2%*	*	*3%*
Neither important nor unimportant (3)	**305**	61	68	100	76	129	176	186	118	54	40	68	74	44	182	54	234
	12%	*12%*	*8%*	15%b	*12%*	*10%*	14%e	*12%*	*12%*	16%k	*13%*	*10%*	*11%*	*10%*	*11%*	*16%*	*11%*
Important (4)	**1030**	193	338	241	257	532	498	641	376	113	124	259	286	169	669	113	851
	39%	*39%*	*42%*	*37%*	*40%*	*41%*	*38%*	*41%*	*38%*	*34%*	*39%*	*38%*	44%l	*38%*	*41%*	*34%*	*40%*
Very important (5)	**1166**	219	384	276	287	603	563	689	450	150	140	326	260	214	727	155	950
	45%	*44%*	*47%*	*43%*	*44%*	*46%*	*43%*	*44%*	*46%*	*46%*	*44%*	48%l	*40%*	*48%*	*44%*	*46%*	*45%*
Don't know	**32**	6	7	7	12	13	19	15	18	9	3	7	8	2	18	9	19
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	3%m	*1%*	*1%*	*1%*	*	*1%*	3%p	*1%*
NET Not at all important/ Not very important	**74**	21	14	24	14	35	38	46	27	2	10	21	18	15	49	2	64
	3%	*4%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*
NET Important / Very important	**2196**	413	722	516	545	1134	1061	1330	826	263	264	586	546	383	1396	267	1801
	84%	*82%*	89%acd	*80%*	*84%*	86%f	*82%*	*84%*	*84%*	*80%*	*83%*	*86%*	*85%*	*86%*	*85%*	*80%*	*85%*
Mean	**4.27**	4.23	4.35ac	4.19	4.28	4.31	4.24	4.26	4.28	4.28	4.25	4.32	4.23	4.31	4.27	4.30	4.28
Std Dev.	**0.80**	0.83	0.73	0.87	0.78	0.77	0.82	0.79	0.81	0.77	0.82	0.78	0.79	0.81	0.79	0.77	0.80
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important	(1)	**13**	9	4	*	9	2	2	*	2	-	-	1	1	-	2	1	2	1	1
		1%	*	*1%*	*	*	*1%*	*1%*	*	**2%l**	-	-	*	*	-	*1%*	*	*1%*	**3%ljmor**	*
Not very important	(2)	**61**	48	13	5	46	5	7	3	1	7	8	5	4	3	13	2	4	*	5
		2%	*2%*	*4%*	*4%*	*2%*	*2%*	**5%d**	*4%*	*1%*	*2%*	*4%*	*3%*	*2%*	*1%*	*4%*	*	*2%*	*1%*	*2%*
Neither important nor unimportant	(3)	**305**	267	38	15	249	34	10	13	17	30	20	20	21	20	62	29	29	7	26
		12%	*12%*	*11%*	*13%*	*11%*	**15%f**	*8%*	**18%df**	**16%o**	*10%*	*9%*	*10%*	*9%*	*8%*	**18%jlmo**	*8%*	*13%*	**21%jlmo**	*13%*
Important	(4)	**1030**	889	140	45	852	92	55	31	42	100	74	89	98	78	121	148	101	13	79
		39%	*39%*	*40%*	*39%*	*39%*	*40%*	*44%*	*42%*	*39%*	*34%*	*35%*	**46%m**	*43%*	*32%*	*36%*	*43%*	**46%lm**	*37%*	*41%*
Very important	(5)	**1166**	1014	152	50	993	96	51	26	44	152	108	79	99	137	129	166	79	13	84
		45%	*45%*	*44%*	*43%*	**46%g**	*42%*	*41%*	*36%*	*41%*	**52%np**	**51%np**	*41%*	*44%*	**57%hklnpqr**	*38%*	*48%*	*36%*	*37%*	*43%*
Don't know		**32**	31	2	1	31	*	1	*	1	6	2	-	4	3	10	2	2	-	*
		1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*2%*	*1%*	*3%*	*1%*	*1%*	-	*
NET Not at all important/ Not very important		**74**	57	16	5	55	7	8	3	3	7	8	6	5	3	15	3	6	2	5
		3%	*3%*	*5%*	*4%*	*3%*	*3%*	**7%d**	*4%*	*3%*	*2%*	*4%*	*3%*	*2%*	*1%*	*4%*	*1%*	*3%*	**5%o**	*3%*
NET Important / Very important		**2196**	1903	293	95	1845	189	106	57	87	251	183	168	197	216	250	313	180	26	163
		84%	*84%*	*84%*	*82%*	**85%g**	*82%*	*84%*	*77%*	*80%*	**86%n**	**86%n**	**87%nq**	**87%nq**	**89%hnq**	*74%*	**90%hnq**	*83%*	*74%*	**84%n**
Mean		**4.27**	4.28	4.22	4.21	**4.29g**	4.21	4.18	4.09	4.17	**4.38hnpq**	**4.35nq**	4.24	**4.30q**	**4.46hknpqr**	4.11	**4.38hnpq**	4.16	4.03	4.24
Std Dev.		**0.80**	0.79	0.86	0.85	0.79	0.83	0.89	0.85	0.88	0.76	0.80	0.77	0.75	0.71	0.89	0.69	0.80	0.98	0.80
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.06	0.07	0.07	0.06	0.06	0.08	0.06	0.07	0.11	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important	(1)	13	4	1	4	3	1	5	4	2	3	4	2	2	5	4
		*	*	*	1%	2%b	1%	*	1%bf	*	*	1%	2%	3%him	*	2%him
Not very important	(2)	61	19	28	10	1	1	47	2	31	17	6	5	1	48	6
		2%	2%	3%	2%	*	2%	3%	1%	3%	2%	1%	3%	1%	3%	3%
Neither important nor unimportant	(3)	305	73	84	110	27	2	156	30	58	121	94	18	4	180	22
		12%	8%	8%	25%abdefg	15%abef	3%	8%	11%	7%	12%h	20%himn	13%	7%	10%	11%
Important	(4)	1030	298	446	159	91	24	744	115	272	455	205	74	17	727	91
		39%	33%	45%acef	37%	49%ace	30%	40%a	44%a	31%	46%hlm	43%h	51%hlm	29%	39%h	44%h
Very important	(5)	1166	493	414	144	62	43	906	106	521	382	170	46	32	902	78
		45%	55%bcdfg	42%c	34%	34%	55%cd	48%bcd	40%	59%ijkmn	38%	35%	32%	54%jk	48%ijkn	38%
Don't know		32	4	16	3	-	7	20	7	6	19	3	-	3	24	3
		1%	*	2%	1%	-	9%abcdf	1%	3%a	1%	2%	1%	-	5%hjkm	1%	2%
NET Not at all important/ Not very important		74	23	29	14	4	2	52	6	33	20	10	7	3	53	10
		3%	3%	3%	3%	2%	3%	3%	2%	4%	2%	2%	5%	5%	3%	5%
NET Important / Very important		2196	791	859	304	154	67	1650	221	793	836	375	121	48	1629	169
		84%	89%c	87%c	71%	83%c	85%c	88%c	84%c	89%ij	84%j	78%	82%	83%	86%j	83%
Mean		4.27	4.42bcdg	4.28c	4.01	4.14	4.49cd	4.34cd	4.24c	4.45ijkmn	4.22	4.11	4.08	4.37	4.33ijkn	4.16
Std Dev.		0.80	0.77	0.75	0.88	0.79	0.77	0.76	0.80	0.78	0.75	0.81	0.85	0.94	0.77	0.88
Std Error		0.02	0.03	0.02	0.04	0.06	0.08	0.02	0.05	0.03	0.02	0.04	0.07	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	13	4	9	-	6	7	-	13	-	-	-	13	-
		*	2%b	*	-	1%	*	-	1%	-	-	-	*	-
Not very important	(2)	61	*	61	-	15	44	1	60	1	-	-	61	-
		2%	*	3%	-	2%	3%	1%	2%	1%	-	-	2%	-
Neither important nor unimportant	(3)	305	28	273	5	75	210	20	284	11	3	3	298	4
		12%	15%	11%	12%	10%	13%	12%	11%	28%	26%	73%	12%	25%
Important	(4)	1030	62	951	17	268	690	72	1000	23	1	1	1024	4
		39%	34%	40%	39%	35%	41%d	42%	39%	58%	12%	27%	40%	26%
Very important	(5)	1166	89	1058	19	386	707	74	1146	5	7	-	1159	7
		45%	49%	44%	45%	51%e	42%	43%	45%	13%	62%	-	45%	50%
Don't know		32	1	30	2	10	17	6	32	-	-	-	32	-
		1%	*	1%	4%	1%	1%	3%e	1%	-	-	-	1%	-
NET Not at all important/ Not very important		74	4	70	-	21	52	1	73	1	-	-	74	-
		3%	2%	3%	-	3%	3%	1%	3%	1%	-	-	3%	-
NET Important / Very important		2196	151	2009	36	654	1396	145	2146	29	9	1	2183	11
		84%	82%	84%	84%	86%	83%	84%	85%	71%	74%	27%	84%	75%
Mean		4.27	4.28	4.27	4.35	4.35e	4.23	4.30	4.28	3.82	4.36	3.27	4.27	4.25
Std Dev.		0.80	0.86	0.79	0.69	0.80	0.80	0.71	0.80	0.66	0.91	0.50	0.80	0.86
Std Error		0.02	0.07	0.02	0.11	0.03	0.02	0.05	0.02	0.12	0.25	0.25	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important (1)	**13**	7	*	2	4	2	-	5	-	*	-	1	-	*	-	4	-
	*	1%	*	*	1%	1%	-	1%	-	*	-	*	-	*	-	1%	-
Not very important (2)	**61**	21	10	17	14	9	-	12	-	10	-	6	-	10	-	14	-
	2%	2%	2%	2%	3%	2%	-	3%	-	2%	-	1%	-	2%	-	3%	-
Neither important nor unimportant (3)	**305**	85	50	113	59	45	-	40	-	50	-	59	-	53	-	59	-
	12%	10%	11%	13%	14%	10%	-	9%	-	11%	-	14%	-	12%	-	14%	-
Important (4)	**1030**	360	177	337	156	186	-	174	-	177	-	161	-	176	-	156	-
	39%	41%	38%	39%	38%	43%	-	39%	-	38%	-	37%	-	41%	-	38%	-
Very important (5)	**1166**	392	220	380	174	184	-	208	-	220	-	197	-	183	-	174	-
	45%	45%	48%	44%	42%	42%	-	47%	-	48%	-	46%	-	43%	-	42%	-
Don't know	**32**	11	5	11	5	8	-	4	-	5	-	7	-	4	-	5	-
	1%	1%	1%	1%	1%	2%	-	1%	-	1%	-	2%	-	1%	-	1%	-
NET Not at all important/ Not very important	**74**	28	10	18	17	11	-	17	-	10	-	8	-	11	-	17	-
	3%	3%	2%	2%	4%	3%	-	4%	-	2%	-	2%	-	3%	-	4%	-
NET Important / Very important	**2196**	752	396	717	331	369	-	382	-	396	-	358	-	358	-	331	-
	84%	86%	86%	83%	80%	85%	-	86%	-	86%	-	83%	-	84%	-	80%	-
Mean	**4.27**	4.28	4.33	4.27	4.19	4.27	-	4.29	-	4.33	-	4.28	-	4.26	-	4.19	-
Std Dev.	**0.80**	0.80	0.76	0.78	0.87	0.77	-	0.83	-	0.76	-	0.78	-	0.78	-	0.87	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	**13**	-	13	7	6	3	2	2	1	5	-	*	6	2	5	*	13	-	13
	*	-	*	*1%*	*	*1%*	*1%*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	-	*1%*
Not very important (2)	**45**	-	45	23	22	8	3	10	3	14	3	5	10	13	22	8	40	5	35
	2%	-	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*
Neither important nor unimportant (3)	**312**	-	312	186	126	59	49	71	34	35	42	23	108	105	100	65	278	31	292
	12%	-	*12%*	**15%d**	*10%*	**16%hi**	**17%hik**	**13%l**	*9%*	*8%*	*13%*	*9%*	**17%mno**	*11%*	*10%*	*11%*	*12%*	*13%*	*11%*
Important (4)	**917**	-	917	444	471	124	80	196	143	168	105	102	204	339	374	207	831	83	936
	35%	-	*35%*	*35%*	*35%*	*34%*	*28%*	*36%*	**38%f**	*37%*	*33%*	*38%*	*32%*	*37%*	*36%*	*35%*	*35%*	*35%*	*36%*
Very important (5)	**1290**	-	1290	599	689	161	149	255	187	233	169	135	310	443	538	305	1160	115	1279
	49%	-	*49%*	*47%*	*52%*	*45%*	*52%*	*47%*	*50%*	*51%*	*53%*	*51%*	*48%*	*48%*	*52%*	*52%*	*49%*	*48%*	*50%*
Don't know	**29**	-	29	15	14	5	4	7	9	2	2	*	9	16	5	3	24	5	25
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*	*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**58**	-	58	30	28	11	5	12	3	19	3	5	16	15	27	8	53	5	48
	2%	-	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	**4%hij**	*1%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*
NET Important / Very important	**2207**	-	2207	1043	1160	286	228	451	330	400	274	238	514	781	912	512	1991	197	2215
	85%	-	*85%*	*82%*	**87%c**	*79%*	*80%*	*84%*	**88%ef**	**88%ef**	*85%*	**89%ef**	*79%*	**85%kl**	**87%kl**	**87%kl**	*85%*	*83%*	*86%*
Mean	**4.33**	-	4.33	4.27	**4.38c**	4.22	4.31	4.30	**4.40e**	4.34	4.38	4.38	4.26	4.34	4.36	4.38	4.33	4.31	4.34
Std Dev.	**0.79**	-	0.79	0.82	0.77	0.86	0.84	0.79	0.70	0.83	0.75	0.73	0.86	0.76	0.78	0.74	0.79	0.79	0.77
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important (1)	**13**	*	4	6	3	4	9	7	6	*	2	5	4	-	10	*	10
	*****	*	*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*	*
Not very important (2)	**45**	9	9	13	15	18	28	26	20	7	7	10	8	8	25	7	34
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**312**	58	93	85	77	151	162	209	101	49	45	68	75	48	189	49	241
	12%	*12%*	*11%*	*13%*	*12%*	*11%*	*13%*	*13%*	*10%*	*15%*	*14%*	*10%*	*12%*	*11%*	*11%*	*15%*	*11%*
Important (4)	**917**	169	296	215	236	465	451	544	362	107	113	252	230	147	594	107	758
	35%	*34%*	*37%*	*33%*	*36%*	*35%*	*35%*	*35%*	*37%*	*33%*	*36%*	*37%*	*36%*	*33%*	*36%*	*32%*	*36%*
Very important (5)	**1290**	262	400	322	305	662	628	769	493	162	145	341	326	233	812	167	1053
	49%	*52%*	*49%*	*50%*	*47%*	*50%*	*48%*	*49%*	*50%*	*49%*	*46%*	*50%*	*51%*	*52%*	*49%*	*50%*	*50%*
Don't know	**29**	3	9	6	11	12	17	21	8	2	5	6	3	8	14	2	22
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**58**	9	13	19	18	22	37	33	26	8	9	15	12	8	36	8	44
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
NET Important / Very important	**2207**	432	696	537	542	1128	1079	1313	855	269	258	593	556	380	1407	274	1811
	85%	*86%*	*86%*	*83%*	*84%*	*86%*	*83%*	*83%*	*86%*	*82%*	*82%*	*87%*	*86%*	*86%*	*86%*	*82%*	*85%*
Mean	**4.33**	4.38	4.35	4.30	4.30	4.36	4.30	4.31	4.34	4.30	4.26	4.35	4.35	4.39	4.33	4.31	4.34
Std Dev.	**0.79**	0.76	0.76	0.84	0.80	0.76	0.82	0.80	0.79	0.81	0.83	0.78	0.78	0.76	0.79	0.81	0.78
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important	(1)	**13**	11	2	2	11	1	*	*	1	-	1	-	-	2	2	4	-	1	*
		1%	*	*1%*	*2%*	*	*1%*	*	*1%*	*1%*	-	*1%*	-	-	*1%*	*1%*	*1%*	-	**3%iklpr**	*
Not very important	(2)	**45**	36	9	*	38	3	3	*	-	3	3	2	3	3	9	10	5	-	3
		2%	*2%*	*3%*	*	*2%*	*1%*	*3%*	*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*3%*	*2%*	-	*2%*
Neither important nor unimportant	(3)	**312**	283	29	12	263	29	11	10	14	41	17	24	43	18	47	29	30	4	25
		12%	*13%*	*8%*	*10%*	*12%*	*13%*	*8%*	*14%*	*13%*	*14%*	*8%*	*12%*	**19%lmo**	*7%*	*14%*	*8%*	*14%*	*12%*	*13%*
Important	(4)	**917**	777	140	44	764	69	56	27	38	82	62	81	75	76	119	144	88	14	55
		35%	*34%*	*40%*	*38%*	*35%*	*30%*	**45%de**	*37%*	*35%*	*28%*	*29%*	**41%ljr**	*33%*	*32%*	*35%*	**41%ljr**	**41%lr**	*40%*	*28%*
Very important	(5)	**1290**	1125	165	56	1076	126	54	35	55	164	124	87	104	143	148	159	93	16	110
		49%	*50%*	*47%*	*48%*	*49%*	**55%f**	*43%*	*47%*	*50%*	**56%p**	**58%knp**	*45%*	*46%*	**59%klnop**	*44%*	*46%*	*43%*	*45%*	**57%knp**
Don't know		**29**	25	4	1	27	1	*	1	1	3	5	1	1	-	12	1	2	-	1
		1%	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	-	**4%m**	*	*1%*	-	*
NET Not at all important/ Not very important		**58**	47	11	2	49	5	4	1	1	3	4	2	3	5	11	14	5	1	3
		2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*
NET Important / Very important		**2207**	1902	305	101	1840	195	110	62	92	247	185	167	179	220	266	302	181	29	165
		85%	*84%*	*87%*	*87%*	*84%*	*85%*	*88%*	*84%*	*85%*	*84%*	*87%*	*86%*	*79%*	**91%ln**	*79%*	*87%*	*83%*	*85%*	*85%*
Mean		**4.33**	4.33	4.32	4.33	4.33	4.38	4.28	4.31	4.34	4.40	**4.47lnp**	4.30	4.25	**4.47lnp**	4.23	4.28	4.25	4.23	4.40
Std Dev.		**0.79**	0.79	0.79	0.80	0.79	0.81	0.76	0.77	0.80	0.77	0.76	0.73	0.81	0.75	0.85	0.84	0.77	0.92	0.78
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.06	0.07	0.06	0.07	0.07	0.07	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important (1)	**13**	1	2	5	4	1	3	5	2	3	6	*	1	5	1
	*	*	*	1%af	2%abf	1%	*	2%abf	*	*	1%m	*	2%	*	1%
Not very important (2)	**45**	12	14	3	11	6	26	17	8	14	11	9	4	23	12
	2%	1%	1%	1%	6%abcf	7%abcf	1%	6%abcf	1%	1%	2%	6%him	6%him	1%	6%him
Neither important nor unimportant (3)	**312**	64	98	103	30	10	162	40	57	112	107	17	12	169	29
	12%	7%	10%	24%abfg	16%abf	12%	9%	15%af	6%	11%h	22%hikm	12%	21%hm	9%	14%h
Important (4)	**917**	288	392	134	69	20	679	89	278	391	171	55	14	669	70
	35%	32%	40%ace	31%	37%	25%	36%	34%	31%	39%h	35%	38%	25%	35%	34%
Very important (5)	**1290**	523	469	186	66	37	992	103	536	462	184	65	25	998	90
	49%	59%bcdfg	47%d	43%	36%	47%	53%cdg	39%	60%ijklmn	46%j	38%	44%	43%	53%ij	44%
Don't know	**29**	3	14	*	4	5	17	9	8	15	2	*	2	23	2
	1%	*	1%	*	2%c	7%abcf	1%	4%act	1%	1%	*	*	4%j	1%	1%
NET Not at all important/ Not very important	**58**	12	16	8	16	7	28	22	11	17	17	9	4	28	13
	2%	1%	2%	2%	8%abcf	9%abcf	2%	8%abcf	1%	2%	4%hm	6%him	8%him	1%	7%him
NET Important / Very important	**2207**	811	861	319	135	57	1671	192	813	853	355	120	40	1666	159
	85%	91%cdeg	87%cdeg	74%	73%	72%	89%cdeg	73%	91%ijkln	86%jln	74%	82%	68%	88%jln	78%
Mean	**4.33**	4.49bcdeg	4.35cdg	4.15	4.00	4.18	4.41cdeg	4.05	4.52ijklmn	4.32j	4.08	4.20	4.06	4.41ijkln	4.16
Std Dev.	**0.79**	0.70	0.73	0.88	1.00	1.02	0.72	1.01	0.68	0.75	0.90	0.89	1.04	0.73	0.93
Std Error	**0.02**	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.02	0.02	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	**13**	2	11	-	5	5	3	13	-	-	-	13	-
		*	*1%*	*	-	*1%*	*	**2%e**	*1%*	-	-	-	*1%*	-
Not very important	(2)	**45**	1	44	-	15	26	5	42	3	-	-	45	-
		2%	*1%*	*2%*	-	*2%*	*2%*	*3%*	*2%*	*8%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**312**	21	288	3	87	200	26	292	13	1	3	306	3
		12%	*12%*	*12%*	*7%*	*11%*	*12%*	*15%*	*12%*	*33%*	*6%*	*71%*	*12%*	*19%*
Important	(4)	**917**	63	837	17	249	621	47	895	18	1	*	914	3
		35%	*34%*	*35%*	*39%*	*33%*	**37%f**	*27%*	*35%*	*44%*	*9%*	*2%*	*35%*	*21%*
Very important	(5)	**1290**	94	1175	21	402	802	87	1264	6	10	1	1280	9
		49%	*52%*	*49%*	*49%*	*53%*	*48%*	*50%*	*50%*	*15%*	*85%*	*27%*	*49%*	*60%*
Don't know		**29**	1	27	2	4	20	5	29	-	-	-	29	-
		1%	*	*1%*	*4%*	*1%*	*1%*	**3%d**	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**58**	3	55	-	19	32	8	55	3	-	-	58	-
		2%	*2%*	*2%*	-	*3%*	*2%*	*4%*	*2%*	*8%*	-	-	*2%*	-
NET Important / Very important		**2207**	158	2012	37	650	1423	134	2159	24	11	1	2194	12
		85%	*86%*	*84%*	*88%*	**86%f**	**85%f**	*77%*	*85%*	*59%*	*94%*	*29%*	*85%*	*81%*
Mean		**4.33**	4.35	4.33	4.43	4.36	4.32	4.25	4.34	3.65	4.79	3.56	4.33	4.40
Std Dev.		**0.79**	0.81	0.79	0.64	0.81	0.77	0.94	0.79	0.84	0.56	1.00	0.79	0.82
Std Error		**0.02**	0.06	0.02	0.10	0.03	0.02	0.07	0.02	0.16	0.15	0.50	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important (1)	**13**	4	5	1	4	1	-	3	-	5	-	*	-	*	-	4	-
	*****	*	*1%*	*	*1%*	*	-	*1%*	-	*1%*	-	*	-	*	-	*1%*	-
Not very important (2)	**45**	8	4	20	13	2	-	7	-	4	-	10	-	10	-	13	-
	2%	*1%*	*1%*	*2%*	**3%a**	*	-	*1%*	-	*1%*	-	*2%*	-	*2%*	-	**3%e**	-
Neither important nor unimportant (3)	**312**	92	45	118	58	38	-	54	-	45	-	51	-	67	-	58	-
	12%	*10%*	*10%*	*14%*	*14%*	*9%*	-	*12%*	-	*10%*	-	*12%*	-	**15%e**	-	*14%*	-
Important (4)	**917**	326	160	291	140	165	-	160	-	160	-	147	-	144	-	140	-
	35%	*37%*	*35%*	*34%*	*34%*	*38%*	-	*36%*	-	*35%*	-	*34%*	-	*34%*	-	*34%*	-
Very important (5)	**1290**	434	242	417	197	216	-	218	-	242	-	218	-	199	-	197	-
	49%	*50%*	*52%*	*49%*	*48%*	*50%*	-	*49%*	-	*52%*	-	*51%*	-	*47%*	-	*48%*	-
Don't know	**29**	12	5	12	*	10	-	2	-	5	-	5	-	7	-	*	-
	1%	*1%*	*1%*	*1%*	*	**2%o**	-	*	-	*1%*	-	*1%*	-	*2%*	-	*	-
NET Not at all important/ Not very important	**58**	12	9	21	17	3	-	9	-	9	-	10	-	11	-	17	-
	2%	*1%*	*2%*	*2%*	**4%a**	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-	**4%e**	-
NET Important / Very important	**2207**	760	401	708	337	382	-	379	-	401	-	365	-	343	-	337	-
	85%	*87%*	*87%*	*82%*	*82%*	**88%m**	-	*85%*	-	**87%m**	-	*85%*	-	*80%*	-	*82%*	-
Mean	**4.33**	4.36	4.38	4.30	4.25	**4.40o**	-	4.32	-	4.38	-	4.34	-	4.26	-	4.25	-
Std Dev.	**0.79**	0.75	0.78	0.80	0.87	0.70	-	0.79	-	0.78	-	0.79	-	0.82	-	0.87	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	12	-	12	5	7	-	*	1	2	7	-	1	*	3	9	1	10	-	13
	*	-	*	*	1%	-	*	*	*	2%	-	*	*	*	1%	*	*	-	1%
Not very important (2)	29	-	29	18	11	2	1	5	3	*	9	9	3	9	18	18	28	1	30
	1%	-	1%	1%	1%	*	*	1%	1%	*	3%i	3%i	*	1%	2%	3%lm	1%	*	1%
Neither important nor unimportant (3)	221	-	221	115	106	38	28	51	27	24	27	26	66	78	77	54	190	28	193
	8%	-	8%	9%	8%	11%l	10%	9%	7%	5%	8%	10%	10%	8%	7%	9%	8%	12%	7%
Important (4)	970	-	970	486	485	123	106	223	136	176	111	95	229	359	382	206	866	102	999
	37%	-	37%	38%	36%	34%	37%	41%	36%	39%	35%	36%	35%	39%	37%	35%	37%	43%	39%
Very important (5)	1351	-	1351	638	710	192	146	258	205	244	172	135	338	463	551	307	1230	106	1323
	52%	-	52%	50%	53%	53%	51%	48%	55%	53%	54%	51%	52%	50%	53%	52%	52%	44%	51%
Don't know	24	-	24	13	10	6	5	2	3	5	2	-	11	5	7	2	22	1	22
	1%	-	1%	1%	1%	2%	2%	*	1%	1%	1%	-	2%	1%	1%	*	1%	1%	1%
NET Not at all important/ Not very important	41	-	41	23	18	2	2	6	5	7	9	10	3	12	26	19	38	1	43
	2%	-	2%	2%	1%	*	1%	1%	1%	2%	3%	4%e	*	1%	3%l	3%l	2%	*	2%
NET Important / Very important	2322	-	2322	1123	1194	315	252	481	342	420	283	230	566	822	933	513	2095	208	2322
	89%	-	89%	88%	90%	87%	88%	89%	91%	92%	88%	86%	88%	90%	89%	87%	89%	87%	90%
Mean	4.40	-	4.40	4.37	4.43	4.43	4.41	4.36	4.45	4.44	4.40	4.33	4.42	4.39	4.40	4.37	4.41	4.32	4.40
Std Dev.	0.73	-	0.73	0.74	0.72	0.70	0.70	0.71	0.71	0.74	0.76	0.82	0.70	0.71	0.77	0.79	0.73	0.70	0.72
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important (1)	12	*	4	2	6	5	7	7	5	4	1	*	2	1	3	4	4
	*	*	1%	*	1%	*	1%	*	1%	1%k	*	*	*	*	*	1%p	*
Not very important (2)	29	8	10	7	4	18	11	12	17	1	2	9	7	9	18	1	27
	1%	2%	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	1%	2%	1%	*	1%
Neither important nor unimportant (3)	221	32	61	65	63	93	128	137	84	35	44	37	43	32	124	35	156
	8%	6%	7%	10%	10%	7%	10%	9%	8%	11%k	14%klmn	5%	7%	7%	8%	11%	7%
Important (4)	970	179	302	234	255	481	489	592	366	113	111	258	256	154	626	113	801
	37%	36%	37%	36%	39%	37%	38%	38%	37%	34%	35%	38%	40%	35%	38%	34%	38%
Very important (5)	1351	275	426	335	316	700	651	817	507	173	157	371	337	239	864	178	1112
	52%	55%	52%	52%	49%	53%	50%	52%	51%	53%	50%	54%	52%	54%	53%	53%	52%
Don't know	24	6	9	5	3	15	8	12	11	1	2	7	*	10	9	1	18
	1%	1%	1%	1%	*	1%	1%	1%	1%	*	*	1%	*	2%lm	1%	*	1%
NET Not at all important/ Not very important	41	9	14	8	10	23	18	19	22	5	3	9	9	9	22	5	31
	2%	2%	2%	1%	2%	2%	1%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%
NET Important / Very important	2322	454	727	569	571	1181	1140	1409	872	286	268	629	593	393	1490	291	1913
	89%	91%	90%	88%	88%	90%	88%	89%	88%	87%	85%	92%j	92%j	89%	91%j	87%	90%
Mean	4.40	4.46	4.41	4.39	4.35	4.43	4.37	4.41	4.38	4.38	4.34	4.47j	4.42	4.43	4.42	4.39	4.42
Std Dev.	0.73	0.70	0.73	0.73	0.76	0.72	0.74	0.72	0.76	0.79	0.76	0.67	0.70	0.73	0.70	0.79	0.70
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important (1)	**12**	10	2	-	10	2	*	-	2	-	1	3	-	-	2	-	2	1	*
	*****	*	*1%*	-	*	*1%*	*	-	**2%lo**	-	*1%*	*1%*	-	-	*1%*	-	*1%*	**3%ilmor**	*
Not very important (2)	**29**	19	10	1	22	2	4	1	1	-	4	1	-	1	5	8	2	1	2
	1%	*1%*	**3%a**	*1%*	*1%*	*1%*	**3%d**	*1%*	*1%*	-	*2%*	*1%*	-	*	*1%*	*2%*	*1%*	**2%il**	*1%*
Neither important nor unimportant (3)	**221**	191	30	8	192	16	9	3	12	19	16	19	34	11	26	32	23	2	14
	8%	*8%*	*8%*	*7%*	**9%g**	*7%*	*7%*	*4%*	**11%m**	*7%*	*7%*	*10%*	**15%lmr**	*4%*	*8%*	*9%*	*11%*	*6%*	*7%*
Important (4)	**970**	853	117	39	810	85	44	30	40	91	78	79	72	82	144	135	90	13	72
	37%	*38%*	*34%*	*34%*	*37%*	*37%*	*35%*	*41%*	*36%*	*31%*	*37%*	*41%*	*32%*	*34%*	*43%*	*39%*	*41%*	*38%*	*37%*
Very important (5)	**1351**	1164	188	67	1123	124	66	38	51	181	113	91	116	149	157	168	97	18	106
	52%	*52%*	*54%*	*57%*	*52%*	*54%*	*53%*	*52%*	*47%*	**62%hknop**	*53%*	*47%*	*51%*	**61%hknop**	*47%*	*48%*	*44%*	*51%*	*54%*
Don't know	**24**	21	2	1	22	-	1	*	3	3	-	1	4	-	4	5	3	-	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	**2%jmr**	*1%*	-	*	*2%*	-	*1%*	*1%*	*2%*	-	-
NET Not at all important/ Not very important	**41**	29	12	1	32	4	4	1	3	-	5	4	-	1	7	8	4	2	2
	2%	*1%*	**4%a**	*1%*	*1%*	*2%*	**3%d**	*1%*	**3%il**	-	*2%*	*2%*	-	*	*2%*	*2%*	*2%*	**5%ilm**	*1%*
NET Important / Very important	**2322**	2017	305	106	1933	209	111	69	90	271	191	170	189	231	301	303	186	31	178
	89%	*89%*	*87%*	*91%*	*89%*	*91%*	*88%*	**94%cl**	*83%*	**92%hl**	*90%*	*88%*	*83%*	**95%hklop**	*89%*	*87%*	*86%*	*89%*	**92%hl**
Mean	**4.40**	4.40	4.38	4.49	4.40	4.43	4.39	4.46	4.28	**4.56hknopq**	4.41	4.32	4.37	**4.56hknopq**	4.35	4.35	4.29	4.32	4.45
Std Dev.	**0.73**	0.72	0.81	0.68	0.73	0.73	0.78	0.65	0.86	0.62	0.75	0.79	0.74	0.60	0.73	0.74	0.78	0.92	0.69
Std Error	**0.01**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.08	0.05	0.06	0.07	0.06	0.05	0.06	0.06	0.07	0.10	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important (1)	**12**	1	5	3	-	2	6	2	2	1	3	4	2	2	6
	**	*	*	1%	-	3%abf	*	1%	*	*	1%	3%him	3%him	*	3%him
Not very important (2)	**29**	8	12	7	2	1	20	3	6	12	7	2	2	18	4
	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	4%	1%	2%
Neither important nor unimportant (3)	**221**	40	57	86	18	10	97	28	37	63	90	13	7	100	21
	8%	4%	6%	20%abdfg	10%a	13%af	5%	11%abf	4%	6%	19%hikmn	9%	13%hm	5%	10%hm
Important (4)	**970**	269	426	160	82	21	695	104	255	462	166	63	13	718	76
	37%	30%	43%aef	37%	45%ae	27%	37%a	39%a	29%	46%hjlm	35%	43%hl	22%	38%hl	37%
Very important (5)	**1351**	568	484	172	83	34	1052	118	589	447	210	62	32	1035	93
	52%	64%bcdefg	49%c	40%	45%	44%	56%bcdg	45%	66%ijkmn	45%	44%	42%	54%	55%ijk	46%
Don't know	**24**	6	4	3	-	9	9	9	1	11	5	1	2	12	3
	1%	1%	*	1%	-	12%abcdfg	1%	3%abcf	*	1%	1%	1%	4%hm	1%	2%h
NET Not at all important/ Not very important	**41**	9	17	10	2	4	26	5	7	13	10	6	4	21	11
	2%	1%	2%	2%	1%	5%a	1%	2%	1%	1%	2%	4%him	7%him	1%	5%him
NET Important / Very important	**2322**	837	910	332	166	56	1747	221	844	909	376	125	45	1753	170
	89%	94%ceg	92%ceg	77%	90%ce	71%	93%ceg	84%e	95%ijkln	91%jln	78%	86%	76%	93%jkln	83%
Mean	**4.40**	4.57bcdefg	4.39c	4.15	4.34c	4.21	4.48bcdeg	4.30	4.60ijklmn	4.39j	4.20	4.22	4.25	4.48ijkln	4.22
Std Dev.	**0.73**	0.64	0.70	0.85	0.68	1.00	0.68	0.78	0.62	0.67	0.84	0.90	1.06	0.66	0.94
Std Error	**0.01**	0.02	0.02	0.04	0.05	0.11	0.02	0.05	0.02	0.02	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	**12**	2	10	-	2	8	2	12	-	-	-	12	-
		*	*1%*	*	-	*	*	*1%*	*	-	-	-	*	-
Not very important	(2)	**29**	*	28	1	10	18	1	29	-	-	-	29	-
		1%	*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Neither important nor unimportant	(3)	**221**	14	206	*	63	135	23	208	7	*	3	215	3
		8%	*8%*	*9%*	*1%*	*8%*	*8%*	*13%*	*8%*	*17%*	*1%*	*73%*	*8%*	*19%*
Important	(4)	**970**	54	899	17	251	665	55	945	16	5	1	966	3
		37%	*30%*	*38%*	*40%*	*33%*	**40%d**	*32%*	*37%*	*40%*	*43%*	*27%*	*37%*	*22%*
Very important	(5)	**1351**	108	1221	22	421	840	90	1320	16	7	-	1343	9
		52%	*59%*	*51%*	*53%*	*55%*	*50%*	*52%*	*52%*	*40%*	*56%*	-	*52%*	*58%*
Don't know		**24**	4	18	2	12	9	2	22	2	-	-	24	-
		1%	*2%*	*1%*	*4%*	*2%*	*1%*	*1%*	*1%*	*4%*	-	-	*1%*	-
NET Not at all important/ Not very important		**41**	3	38	1	12	26	3	41	-	-	-	41	-
		2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	-	-	-	*2%*	-
NET Important / Very important		**2322**	163	2120	39	672	1505	145	2265	32	12	1	2308	12
		89%	*89%*	*89%*	*92%*	*88%*	*90%*	*84%*	*89%*	*79%*	*99%*	*27%*	*89%*	*81%*
Mean		**4.40**	4.48	4.39	4.49	4.44	4.39	4.35	4.41	4.23	4.55	3.27	4.40	4.39
Std Dev.		**0.73**	0.76	0.73	0.67	0.73	0.72	0.82	0.73	0.74	0.54	0.50	0.73	0.82
Std Error		**0.01**	0.06	0.02	0.10	0.03	0.02	0.06	0.01	0.15	0.15	0.25	0.01	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important (1)	**12**	7	*	1	3	5	-	2	-	*	-	1	-	*	-	3	-
	*****	*1%*	*	*	*1%*	*1%*	-	*	-	*	-	*	-	*	-	*1%*	-
Not very important (2)	**29**	5	10	11	3	5	-	1	-	10	-	2	-	9	-	3	-
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	-	*	-	**2%g**	-	*	-	**2%g**	-	*1%*	-
Neither important nor unimportant (3)	**221**	80	40	68	33	40	-	40	-	40	-	33	-	36	-	33	-
	8%	*9%*	*9%*	*8%*	*8%*	*9%*	-	*9%*	-	*9%*	-	*8%*	-	*8%*	-	*8%*	-
Important (4)	**970**	297	177	342	154	146	-	151	-	177	-	171	-	171	-	154	-
	37%	*34%*	*38%*	*40%*	*37%*	*34%*	-	*34%*	-	*38%*	-	*40%*	-	*40%*	-	*37%*	-
Very important (5)	**1351**	479	229	430	214	232	-	247	-	229	-	222	-	208	-	214	-
	52%	*55%*	*50%*	*50%*	*52%*	*54%*	-	*56%*	-	*50%*	-	*51%*	-	*49%*	-	*52%*	-
Don't know	**24**	8	5	6	5	5	-	3	-	5	-	4	-	2	-	5	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
NET Not at all important/ Not very important	**41**	13	10	12	7	10	-	3	-	10	-	2	-	10	-	7	-
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-
NET Important / Very important	**2322**	776	405	773	368	378	-	398	-	405	-	393	-	380	-	368	-
	89%	*89%*	*88%*	*90%*	*89%*	*87%*	-	*90%*	-	*88%*	-	*91%*	-	*89%*	-	*89%*	-
Mean	**4.40**	4.42	4.37	4.40	4.40	4.39	-	4.45	-	4.37	-	4.43	-	4.36	-	4.40	-
Std Dev.	**0.73**	0.75	0.74	0.70	0.74	0.80	-	0.70	-	0.74	-	0.67	-	0.73	-	0.74	-
Std Error	**0.01**	0.03	0.04	0.02	0.04	0.04	-	0.03	-	0.04	-	0.03	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Not at all important (1)	48	-	48	33	15	*	6	5	6	18	3	9	7	11	30	12	44	4	48
	2%	-	2%	3%d	1%	*	2%	1%	2%	4%eg	1%	4%e	1%	1%	3%	2%	2%	2%	2%
Not very important (2)	94	-	94	52	42	13	5	23	12	22	11	8	18	35	41	19	85	8	109
	4%	-	4%	4%	3%	4%	2%	4%	3%	5%	3%	3%	3%	4%	4%	3%	4%	3%	4%
Neither important nor unimportant (3)	418	-	418	215	203	78	56	88	47	67	29	52	134	135	149	82	368	43	411
	16%	-	16%	17%	15%	22%hj	20%j	16%j	13%	15%	9%	20%j	21%mno	15%	14%	14%	16%	18%	16%
Important (4)	1054	-	1054	501	550	138	110	228	159	186	133	101	248	386	420	234	974	78	1027
	40%	-	40%	39%	41%	38%	38%	42%	42%	41%	42%	38%	38%	42%	40%	40%	42%	32%	40%
Very important (5)	964	-	964	459	503	129	101	190	144	162	142	96	230	334	400	238	853	98	956
	37%	-	37%	36%	38%	36%	35%	35%	38%	35%	44%	36%	36%	36%	38%	41%	36%	41%	37%
Don't know	30	-	30	15	15	2	8	7	9	3	2	-	10	16	4	2	22	9	29
	1%	-	1%	1%	1%	1%	3%k	1%	2%	1%	1%	-	2%	2%n	*	*	1%	4%p	1%
NET Not at all important/ Not very important	142	-	142	85	57	14	11	28	18	40	14	18	25	46	71	31	129	12	157
	5%	-	5%	7%	4%	4%	4%	5%	5%	9%e	4%	7%	4%	5%	7%	5%	5%	5%	6%
NET Important / Very important	2018	-	2018	960	1053	267	211	418	303	347	276	197	477	720	820	473	1827	176	1983
	77%	-	77%	75%	79%	74%	74%	77%	80%	76%	86%efgik	74%	74%	79%	79%	80%l	78%	73%	77%
Mean	4.08	-	4.08	4.03	4.13	4.06	4.06	4.08	4.15	3.99	4.26efgik	4.00	4.06	4.11	4.08	4.14	4.08	4.12	4.07
Std Dev.	0.92	-	0.92	0.97	0.87	0.86	0.92	0.88	0.88	1.02	0.83	1.00	0.88	0.88	0.97	0.92	0.91	0.94	0.93
Std Error	0.02	-	0.02	0.03	0.02	0.05	0.06	0.04	0.05	0.05	0.04	0.06	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Not at all important	(1)	**48**	9	13	21	5	22	26	26	21	5	7	8	19	4	33	5	38
		2%	*2%*	*2%*	**3%d**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*
Not very important	(2)	**94**	19	38	24	14	57	37	56	38	4	9	31	30	15	70	4	84
		4%	*4%*	*5%*	*4%*	*2%*	*4%*	*3%*	*4%*	*4%*	*1%*	*3%*	*5%*	**5%l**	*3%*	*4%*	*1%*	*4%*
Neither important nor unimportant	(3)	**418**	66	115	129	108	181	236	248	165	56	61	117	75	61	253	56	320
		16%	*13%*	*14%*	**20%ab**	*17%*	*14%*	**18%e**	*16%*	*17%*	*17%*	**19%l**	**17%l**	*12%*	*14%*	*15%*	*17%*	*15%*
Important	(4)	**1054**	172	352	252	279	523	530	644	397	138	133	265	294	159	692	140	870
		40%	*34%*	**43%a**	*39%*	**43%a**	*40%*	*41%*	*41%*	*40%*	*42%*	*42%*	*39%*	**45%m**	*36%*	*42%*	*42%*	*41%*
Very important	(5)	**964**	232	280	221	231	512	452	583	358	121	107	246	225	200	578	124	783
		37%	**46%bcd**	*34%*	*34%*	*36%*	*39%*	*35%*	*37%*	*36%*	*37%*	*34%*	*36%*	*35%*	**45%jkln**	*35%*	*37%*	*37%*
Don't know		**30**	4	14	1	12	17	13	20	10	3	*	15	2	5	18	3	23
		1%	*1%*	**2%c**	*	**2%c**	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%jl**	*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**142**	28	51	45	19	79	63	82	59	9	15	39	49	19	103	9	122
		5%	*6%*	**6%d**	**7%d**	*3%*	*6%*	*5%*	*5%*	*6%*	*3%*	*5%*	*6%*	**8%l**	*4%*	*6%*	*3%*	*6%*
NET Important / Very important		**2018**	404	632	473	510	1035	982	1227	755	259	241	511	519	359	1271	264	1653
		77%	**81%c**	*78%*	*73%*	*79%*	*79%*	*76%*	*78%*	*76%*	*79%*	*76%*	*75%*	*80%*	*81%*	*77%*	*79%*	*78%*
Mean		**4.08**	4.20c	4.06	3.97	4.13c	4.12	4.05	4.09	4.05	4.13	4.03	4.07	4.05	4.22jln	4.05	4.14	4.09
Std Dev.		**0.92**	0.94	0.91	0.99	0.82	0.92	0.91	0.91	0.94	0.85	0.91	0.91	0.96	0.88	0.93	0.85	0.92
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Not at all important (1)	**48**	36	12	3	40	4	2	2	4	9	6	5	2	6	6	3	-	2	2
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	**3%p**	*3%*	*3%*	*3%*	*1%*	*2%*	*2%*	*1%*	-	**7%opr**	*1%*
Not very important (2)	**94**	73	21	3	73	8	9	4	5	6	14	5	3	3	11	9	17	-	8
	4%	*3%*	**6%a**	*3%*	*3%*	*4%*	**8%de**	*5%*	*4%*	*2%*	**6%lm**	*3%*	*1%*	*1%*	*3%*	*2%*	**8%ilmo**	-	*4%*
Neither important nor unimportant (3)	**418**	359	59	20	355	33	19	11	17	47	30	35	44	34	54	51	44	5	28
	16%	*16%*	*17%*	*17%*	*16%*	*14%*	*15%*	*14%*	*15%*	*16%*	*14%*	*18%*	*19%*	*14%*	*16%*	*15%*	*20%*	*14%*	*15%*
Important (4)	**1054**	930	124	42	881	95	48	30	36	118	83	84	90	94	131	158	88	14	81
	40%	*41%*	*36%*	*36%*	*40%*	*41%*	*38%*	*41%*	*33%*	*40%*	*39%*	*43%*	*40%*	*39%*	*39%*	*46%*	*41%*	*39%*	*42%*
Very important (5)	**964**	832	132	47	803	89	45	27	47	106	79	62	86	105	129	123	66	14	75
	37%	*37%*	*38%*	*40%*	*37%*	*39%*	*36%*	*37%*	**43%p**	*36%*	*37%*	*32%*	*38%*	**43%p**	*38%*	*35%*	*30%*	*40%*	*39%*
Don't know	**30**	29	1	1	28	*	2	*	1	7	1	4	2	1	5	3	3	-	*
	1%	*1%*	*	*1%*	*1%*	*	**2%e**	*1%*	*1%*	*3%*	*	*2%*	*1%*	*	*2%*	*1%*	*1%*	-	*
NET Not at all important/ Not very important	**142**	109	33	6	113	12	11	5	8	15	19	10	5	9	17	12	17	2	10
	5%	*5%*	**9%a**	*6%*	*5%*	*5%*	**9%d**	*7%*	**7%l**	*5%*	**9%lo**	*5%*	*2%*	*4%*	*5%*	*3%*	**8%l**	*7%*	*5%*
NET Important / Very important	**2018**	1762	256	89	1684	183	93	57	83	224	162	145	175	198	260	281	154	27	156
	77%	*78%*	*73%*	*77%*	*77%*	*80%*	*74%*	*78%*	*77%*	*76%*	*76%*	*75%*	*77%*	**82%p**	*77%*	*81%*	*71%*	*79%*	*80%*
Mean	**4.08**	4.10	3.99	4.10	4.08	4.12	4.02	4.06	4.10	4.07	4.02	4.01	4.13	**4.20p**	4.10	4.13	3.94	4.06	4.13
Std Dev.	**0.92**	0.89	1.05	0.97	0.91	0.91	0.99	0.96	1.03	0.95	1.01	0.93	0.83	0.90	0.92	0.82	0.91	1.08	0.88
Std Error	**0.02**	0.02	0.04	0.05	0.03	0.04	0.05	0.05	0.09	0.08	0.08	0.08	0.07	0.08	0.08	0.07	0.08	0.12	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Not at all important (1)	**48**	12	15	10	6	4	27	10	15	13	11	6	2	28	8
	2%	*1%*	*1%*	*2%*	*3%*	**5%af**	*1%*	**4%f**	*2%*	*1%*	*2%*	*4%*	*4%*	*1%*	**4%im**
Not very important (2)	**94**	35	35	9	10	3	70	13	22	48	12	10	2	69	11
	4%	*4%*	*4%*	*2%*	*5%*	*4%*	*4%*	*5%*	*2%*	*5%*	*2%*	**7%h**	*3%*	*4%*	*6%*
Neither important nor unimportant (3)	**418**	112	128	112	38	13	240	52	134	126	124	16	7	260	23
	16%	*13%*	*13%*	**26%abf**	**21%abf**	*17%*	*13%*	**20%abf**	*15%*	*13%*	**26%hikmn**	*11%*	*13%*	*14%*	*11%*
Important (4)	**1054**	309	448	175	87	26	758	112	308	464	182	68	24	772	92
	40%	*35%*	**45%a**	*41%*	**47%a**	*33%*	**40%a**	*43%*	*35%*	**47%hjm**	*38%*	**47%h**	*41%*	**41%h**	**45%h**
Very important (5)	**964**	413	350	123	44	27	763	71	408	328	148	47	20	736	67
	37%	**46%bcdfg**	**35%d**	*28%*	*24%*	*34%*	**41%cdg**	*27%*	**46%ijkmn**	*33%*	*31%*	*32%*	*35%*	**39%ij**	*33%*
Don't know	**30**	10	12	1	-	5	21	5	3	17	5	-	3	20	3
	1%	*1%*	*1%*	*	-	**7%abcdf**	*1%*	**2%c**	*	**2%h**	*1%*	-	**5%hkm**	*1%*	*1%*
NET Not at all important/ Not very important	**142**	47	50	19	16	7	97	23	37	61	23	16	4	97	20
	5%	*5%*	*5%*	*5%*	*8%*	*9%*	*5%*	*9%*	*4%*	*6%*	*5%*	**11%hm**	*7%*	*5%*	**10%hm**
NET Important / Very important	**2018**	722	798	298	131	53	1520	183	716	793	330	115	44	1509	159
	77%	**81%cdeg**	**81%cdeg**	*69%*	*71%*	*67%*	**81%cdeg**	*70%*	**80%j**	**80%j**	*69%*	*79%*	*76%*	**80%j**	*78%*
Mean	**4.08**	**4.22cdeg**	**4.11cdg**	3.91	3.83	3.93	**4.16cdg**	3.86	**4.21ijkn**	**4.07j**	3.93	3.96	4.04	**4.14j**	3.99
Std Dev.	**0.92**	0.91	0.87	0.92	0.96	1.11	0.89	1.00	0.91	0.88	0.93	1.03	1.01	0.89	1.02
Std Error	**0.02**	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Not at all important	(1)	**48**	2	43	3	10	37	1	48	-	-	-	48	-
		2%	*1%*	*2%*	*7%*	*1%*	*2%*	*	*2%*	-	-	-	*2%*	-
Not very important	(2)	**94**	5	88	1	30	60	4	93	-	1	-	94	-
		4%	*3%*	*4%*	*3%*	*4%*	*4%*	*2%*	*4%*	-	*5%*	-	*4%*	-
Neither important nor unimportant	(3)	**418**	19	396	3	118	253	47	397	10	2	5	410	3
		16%	*10%*	*17%*	*6%*	*16%*	*15%*	**27%de**	*16%*	*26%*	*20%*	*100%*	*16%*	*21%*
Important	(4)	**1054**	77	958	19	282	714	58	1031	17	2	-	1050	3
		40%	*42%*	*40%*	*45%*	*37%*	*43%*	*33%*	*41%*	*42%*	*19%*	-	*41%*	*21%*
Very important	(5)	**964**	79	871	15	311	592	61	936	13	6	-	955	9
		37%	*43%*	*37%*	*35%*	*41%*	*35%*	*36%*	*37%*	*32%*	*55%*	-	*37%*	*58%*
Don't know		**30**	2	26	2	9	19	2	30	-	-	-	30	-
		1%	*1%*	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**142**	7	131	4	40	97	5	141	-	1	-	142	-
		5%	*4%*	*5%*	*10%*	*5%*	*6%*	*3%*	*6%*	-	*5%*	-	*5%*	-
NET Important / Very important		**2018**	155	1828	34	593	1306	119	1967	30	9	-	2006	12
		77%	*85%*	*77%*	*80%*	*78%*	**78%f**	*69%*	*78%*	*74%*	*75%*	-	*78%*	*79%*
Mean		**4.08**	4.24	4.07	4.03	4.14	4.06	4.03	4.08	4.06	4.25	3.00	4.08	4.38
Std Dev.		**0.92**	0.83	0.92	1.10	0.91	0.92	0.87	0.92	0.77	0.99	*	0.92	0.83
Std Error		**0.02**	0.06	0.02	0.17	0.03	0.02	0.07	0.02	0.14	0.28	*	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Not at all important (1)	**48**	24	4	9	10	12	-	12	-	4	-	6	-	3	-	10	-
	2%	*3%*	*1%*	*1%*	*2%*	*3%*	-	*3%*	-	*1%*	-	*1%*	-	*1%*	-	*2%*	-
Not very important (2)	**94**	32	20	23	19	20	-	12	-	20	-	12	-	11	-	19	-
	4%	*4%*	*4%*	*3%*	*5%*	*5%*	-	*3%*	-	*4%*	-	*3%*	-	*3%*	-	*5%*	-
Neither important nor unimportant (3)	**418**	127	71	148	72	60	-	66	-	71	-	68	-	81	-	72	-
	16%	*14%*	*15%*	*17%*	*17%*	*14%*	-	*15%*	-	*15%*	-	*16%*	-	*19%*	-	*17%*	-
Important (4)	**1054**	361	182	355	156	172	-	188	-	182	-	175	-	180	-	156	-
	40%	*41%*	*39%*	*41%*	*38%*	*40%*	-	*43%*	-	*39%*	-	*40%*	-	*42%*	-	*38%*	-
Very important (5)	**964**	321	181	312	149	158	-	163	-	181	-	164	-	148	-	149	-
	37%	*37%*	*39%*	*36%*	*36%*	*36%*	-	*37%*	-	*39%*	-	*38%*	-	*35%*	-	*36%*	-
Don't know	**30**	12	2	11	6	10	-	1	-	2	-	8	-	3	-	6	-
	1%	*1%*	*	*1%*	*2%*	*2%*	-	*	-	*	-	*2%*	-	*1%*	-	*2%*	-
NET Not at all important/ Not very important	**142**	55	25	32	29	32	-	24	-	25	-	18	-	15	-	29	-
	5%	*6%*	*5%*	*4%*	*7%*	*7%*	-	*5%*	-	*5%*	-	*4%*	-	*3%*	-	*7%*	-
NET Important / Very important	**2018**	682	363	667	305	330	-	352	-	363	-	339	-	329	-	305	-
	77%	*78%*	*79%*	*78%*	*74%*	*76%*	-	*79%*	-	*79%*	-	*78%*	-	*77%*	-	*74%*	-
Mean	**4.08**	4.07	4.12	4.11	4.02	4.05	-	4.09	-	4.12	-	4.13	-	4.08	-	4.02	-
Std Dev.	**0.92**	0.95	0.90	0.86	0.98	0.98	-	0.93	-	0.90	-	0.88	-	0.85	-	0.98	-
Std Error	**0.02**	0.03	0.04	0.03	0.05	0.05	-	0.04	-	0.04	-	0.04	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Low cost	**2265**	-	2265	1084	1179	297	249	474	342	402	278	224	546	815	904	502	2037	206	2248
	87%	-	*87%*	*85%*	**89%c**	*83%*	*87%*	*88%*	**91%e**	*88%*	*87%*	*84%*	*85%*	*89%*	*87%*	*85%*	*87%*	*86%*	*87%*
Fast delivery	**2134**	-	2134	1017	1113	298	246	470	304	378	253	184	545	774	816	437	1915	199	2112
	82%	-	*82%*	*80%*	*84%*	**83%k**	**86%k**	**87%jk**	**81%k**	**83%k**	*79%*	*69%*	**84%no**	**84%no**	*78%*	*74%*	*82%*	*83%*	*82%*
Next day delivery option	**1704**	-	1704	838	862	277	206	382	251	272	181	135	483	634	587	315	1506	183	1676
	65%	-	*65%*	*66%*	*65%*	**77%hijk**	**72%ijk**	**71%ijk**	**67%jk**	*60%*	*56%*	*51%*	**75%no**	**69%no**	*56%*	*54%*	*64%*	**77%p**	*65%*
Delivery within 3 days	**2195**	-	2195	1059	1133	297	244	460	335	394	258	208	540	795	860	466	1982	194	2170
	84%	-	*84%*	*83%*	*85%*	*82%*	*85%*	*85%*	**89%jk**	**86%k**	*81%*	*78%*	*84%*	**87%o**	*82%*	*79%*	*85%*	*81%*	*84%*
Convenient to post (within 1/2 mile)	**2196**	-	2196	1045	1147	280	242	456	322	404	262	230	522	778	896	492	1981	196	2125
	84%	-	*84%*	*82%*	**86%c**	*78%*	*84%*	*84%*	*85%*	**88%ej**	*82%*	*86%*	*81%*	*85%*	**86%l**	*84%*	*84%*	*82%*	*82%*
Same price to send to anywhere within the UK	**2207**	-	2207	1043	1160	286	228	451	330	400	274	238	514	781	912	512	1991	197	2215
	85%	-	*85%*	*82%*	**87%c**	*79%*	*80%*	*84%*	**88%ef**	**88%ef**	*85%*	**89%ef**	*79%*	**85%l**	**87%l**	**87%l**	*85%*	*83%*	*86%*
Guaranteed delivery to recipient's door	**2322**	-	2322	1123	1194	315	252	481	342	420	283	230	566	822	933	513	2095	208	2322
	89%	-	*89%*	*88%*	*90%*	*87%*	*88%*	*89%*	*91%*	*92%*	*88%*	*86%*	*88%*	*90%*	*89%*	*87%*	*89%*	*87%*	*90%*
Daily collection service	**2018**	-	2018	960	1053	267	211	418	303	347	276	197	477	720	820	473	1827	176	1983
	77%	-	*77%*	*75%*	*79%*	*74%*	*74%*	*77%*	*80%*	*76%*	**86%efgjk**	*74%*	*74%*	*79%*	*79%*	**80%l**	*78%*	*73%*	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Low cost	**2265**	426	720	557	562	1146	1119	1371	854	275	279	602	569	380	1450	280	1859
	87%	*85%*	*89%*	*86%*	*87%*	*87%*	*86%*	*87%*	*86%*	*84%*	*88%*	*88%*	*88%*	*86%*	*88%*	*84%*	*88%*
Fast delivery	**2134**	416	656	530	532	1072	1062	1338	762	267	243	543	554	380	1339	272	1750
	82%	*83%*	*81%*	*82%*	*82%*	*82%*	*82%*	**85%h**	*77%*	*81%*	*77%*	*80%*	**86%jk**	**86%j**	*81%*	*82%*	*83%*
Next day delivery option	**1704**	352	489	436	427	841	863	1111	563	203	188	440	429	329	1057	205	1404
	65%	**70%b**	*60%*	**67%b**	*66%*	*64%*	*67%*	**70%h**	*57%*	*62%*	*59%*	*64%*	*66%*	**74%ijkn**	*64%*	*62%*	*66%*
Delivery within 3 days	**2195**	423	688	541	543	1111	1084	1364	804	273	251	565	573	387	1389	277	1805
	84%	*84%*	*85%*	*84%*	*84%*	*85%*	*84%*	**87%h**	*81%*	*83%*	*79%*	*83%*	**89%jk**	**87%j**	*84%*	*83%*	*85%*
Convenient to post (within 1/2 mile)	**2196**	413	722	516	545	1134	1061	1330	826	263	264	586	546	383	1396	267	1801
	84%	*82%*	**89%acd**	*80%*	*84%*	**86%f**	*82%*	*84%*	*84%*	*80%*	*83%*	*86%*	*85%*	*86%*	*85%*	*80%*	*85%*
Same price to send to anywhere within the UK	**2207**	432	696	537	542	1128	1079	1313	855	269	258	593	556	380	1407	274	1811
	85%	*86%*	*86%*	*83%*	*84%*	*86%*	*83%*	*83%*	*86%*	*82%*	*82%*	*87%*	*86%*	*86%*	*86%*	*82%*	*85%*
Guaranteed delivery to recipient's door	**2322**	454	727	569	571	1181	1140	1409	872	286	268	629	593	393	1490	291	1913
	89%	*91%*	*90%*	*88%*	*88%*	*90%*	*88%*	*89%*	*88%*	*87%*	*85%*	**92%j**	**92%j**	*89%*	**91%j**	*87%*	*90%*
Daily collection service	**2018**	404	632	473	510	1035	982	1227	755	259	241	511	519	359	1271	264	1653
	77%	**81%c**	*78%*	*73%*	*79%*	*79%*	*76%*	*78%*	*76%*	*79%*	*76%*	*75%*	*80%*	*81%*	*77%*	*79%*	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Low cost	**2265**	1963	301	102	1894	203	107	62	92	252	185	166	194	216	294	315	179	29	174
	87%	*87%*	*86%*	*88%*	*87%*	*89%*	*85%*	*84%*	*85%*	*86%*	*87%*	*86%*	*86%*	*89%*	*87%*	**91%p**	*82%*	*85%*	*89%*
Fast delivery	**2134**	1865	269	91	1784	187	101	62	86	232	172	149	177	206	281	307	174	27	160
	82%	*83%*	*77%*	*79%*	*82%*	*81%*	*81%*	*85%*	*79%*	*79%*	*81%*	*77%*	*78%*	*85%*	*83%*	**88%hiklq**	*80%*	*77%*	*82%*
Next day delivery option	**1704**	1484	220	78	1431	135	88	49	69	192	140	121	143	155	232	247	132	21	114
	65%	*66%*	*63%*	*67%*	*66%*	*59%*	**70%e**	*67%*	*64%*	*65%*	*66%*	*62%*	*63%*	*64%*	*69%*	**71%r**	*61%*	*61%*	*59%*
Delivery within 3 days	**2195**	1911	284	92	1828	199	105	63	88	241	181	152	183	212	281	306	182	29	170
	84%	*85%*	*81%*	*79%*	*84%*	*87%*	*84%*	*86%*	*81%*	*82%*	*85%*	*78%*	*81%*	*88%*	*83%*	**88%k**	*84%*	*84%*	**88%k**
Convenient to post (within 1/2 mile)	**2196**	1903	293	95	1845	189	106	57	87	251	183	168	197	216	250	313	180	26	163
	84%	*84%*	*84%*	*82%*	**85%g**	*82%*	*84%*	*77%*	*80%*	**86%n**	**86%n**	**87%nq**	**87%nq**	**89%hnq**	*74%*	**90%hnq**	*83%*	*74%*	**84%n**
Same price to send to anywhere within the UK	**2207**	1902	305	101	1840	195	110	62	92	247	185	167	179	220	266	302	181	29	165
	85%	*84%*	*87%*	*87%*	*84%*	*85%*	*88%*	*84%*	*85%*	*84%*	*87%*	*86%*	*79%*	**91%ln**	*79%*	*87%*	*83%*	*85%*	*85%*
Guaranteed delivery to recipient's door	**2322**	2017	305	106	1933	209	111	69	90	271	191	170	189	231	301	303	186	31	178
	89%	*89%*	*87%*	*91%*	*89%*	*91%*	*88%*	**94%d**	*83%*	**92%hl**	*90%*	*88%*	*83%*	**95%hklop**	*89%*	*87%*	*86%*	*89%*	**92%hl**
Daily collection service	**2018**	1762	256	89	1684	183	93	57	83	224	162	145	175	198	260	281	154	27	156
	77%	*78%*	*73%*	*77%*	*77%*	*80%*	*74%*	*78%*	*77%*	*76%*	*76%*	*75%*	*77%*	**82%p**	*77%*	*81%*	*71%*	*79%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Low cost	**2265**	785	888	339	165	64	1673	229	803	887	376	124	49	1690	173
	87%	**88%c**	**90%c**	*79%*	**89%c**	*82%*	**89%c**	**87%c**	**90%j**	**89%j**	*78%*	*85%*	*84%*	**90%j**	*85%*
Fast delivery	**2134**	738	836	332	144	61	1574	205	768	845	353	111	34	1613	145
	82%	*83%*	**85%cg**	*77%*	*78%*	*78%*	**84%c**	*78%*	**86%jkln**	**85%jkln**	*73%*	**76%l**	*58%*	**86%jkln**	*71%*
Next day delivery option	**1704**	591	662	260	128	42	1253	171	600	688	284	83	35	1288	117
	65%	*66%*	*67%*	*61%*	*70%*	*54%*	*67%*	*65%*	**67%jn**	**69%jkn**	*59%*	*57%*	*59%*	**68%jkn**	*57%*
Delivery within 3 days	**2195**	801	839	322	160	52	1640	212	805	855	356	115	42	1660	157
	84%	**90%bceg**	**85%ce**	*75%*	**87%ce**	*66%*	**87%ceg**	**81%e**	**90%ijkln**	**86%jln**	*74%*	*78%*	*72%*	**88%jkln**	*77%*
Convenient to post (within 1/2 mile)	**2196**	791	859	304	154	67	1650	221	793	836	375	121	48	1629	169
	84%	**89%c**	**87%c**	*71%*	**83%c**	**85%c**	**88%c**	**84%c**	**89%ij**	**84%j**	*78%*	*82%*	*83%*	**86%j**	*83%*
Same price to send to anywhere within the UK	**2207**	811	861	319	135	57	1671	192	813	853	355	120	40	1666	159
	85%	**91%cdeg**	**87%cdeg**	*74%*	*73%*	*72%*	**89%cdeg**	*73%*	**91%ijkln**	**86%jln**	*74%*	*82%*	*68%*	**88%jln**	*78%*
Guaranteed delivery to recipient's door	**2322**	837	910	332	166	56	1747	221	844	909	376	125	45	1753	170
	89%	**94%ceg**	**92%ceg**	*77%*	**90%ce**	*71%*	**93%ceg**	**84%e**	**95%ijkln**	**91%jln**	*78%*	*86%*	*76%*	**93%jkln**	*83%*
Daily collection service	**2018**	722	798	298	131	53	1520	183	716	793	330	115	44	1509	159
	77%	**81%cdeg**	**81%cdeg**	*69%*	*71%*	*67%*	**81%cdeg**	*70%*	**80%j**	**80%j**	*69%*	*79%*	*76%*	**80%j**	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 126

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Low cost	**2265**	154	2078	33	657	1461	147	2211	31	9	1	2251	12
	87%	*84%*	*87%*	*78%*	*86%*	*87%*	*85%*	*87%*	*78%*	*75%*	*29%*	*87%*	*81%*
Fast delivery	**2134**	165	1932	36	647	1357	130	2077	33	11	1	2121	12
	82%	**90%b**	*81%*	*86%*	**85%f**	*81%*	*75%*	*82%*	*81%*	*91%*	*29%*	*82%*	*81%*
Next day delivery option	**1704**	137	1534	32	503	1076	124	1652	30	10	*	1692	12
	65%	**75%b**	*64%*	*77%*	*66%*	*64%*	*72%*	*65%*	*75%*	*85%*	*2%*	*65%*	*77%*
Delivery within 3 days	**2195**	156	2003	36	653	1403	140	2145	34	9	-	2188	7
	84%	*85%*	*84%*	*86%*	*86%*	*84%*	*81%*	*85%*	*85%*	*75%*	-	*85%*	*46%*
Convenient to post (within 1/2 mile)	**2196**	151	2009	36	654	1396	145	2146	29	9	1	2183	11
	84%	*82%*	*84%*	*84%*	*86%*	*83%*	*84%*	*85%*	*71%*	*74%*	*27%*	*84%*	*75%*
Same price to send to anywhere within the UK	**2207**	158	2012	37	650	1423	134	2159	24	11	1	2194	12
	85%	*86%*	*84%*	*88%*	**86%f**	**85%f**	*77%*	*85%*	*59%*	*94%*	*29%*	*85%*	*81%*
Guaranteed delivery to recipient's door	**2322**	163	2120	39	672	1505	145	2265	32	12	1	2308	12
	89%	*89%*	*89%*	*92%*	*88%*	*90%*	*84%*	*89%*	*79%*	*99%*	*27%*	*89%*	*81%*
Daily collection service	**2018**	155	1828	34	593	1306	119	1967	30	9	-	2006	12
	77%	*85%*	*77%*	*80%*	*78%*	**78%f**	*69%*	*78%*	*74%*	*75%*	-	*78%*	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Low cost	**2265**	767	406	741	351	385	-	382	-	406	-	378	-	362	-	351	-
	87%	*88%*	*88%*	*86%*	*85%*	*89%*	-	*86%*	-	*88%*	-	*88%*	-	*85%*	-	*85%*	-
Fast delivery	**2134**	709	384	702	339	349	-	359	-	384	-	363	-	340	-	339	-
	82%	*81%*	*83%*	*82%*	*82%*	*81%*	-	*81%*	-	*83%*	-	*84%*	-	*80%*	-	*82%*	-
Next day delivery option	**1704**	556	306	567	275	255	-	302	-	306	-	297	-	270	-	275	-
	65%	*64%*	*66%*	*66%*	*67%*	*59%*	-	***68%e***	-	*66%*	-	***69%e***	-	*63%*	-	*67%*	-
Delivery within 3 days	**2195**	735	391	718	352	362	-	373	-	391	-	358	-	359	-	352	-
	84%	*84%*	*85%*	*84%*	*85%*	*84%*	-	*84%*	-	*85%*	-	*83%*	-	*84%*	-	*85%*	-
Convenient to post (within 1/2 mile)	**2196**	752	396	717	331	369	-	382	-	396	-	358	-	358	-	331	-
	84%	*86%*	*86%*	*83%*	*80%*	*85%*	-	*86%*	-	*86%*	-	*83%*	-	*84%*	-	*80%*	-
Same price to send to anywhere within the UK	**2207**	760	401	708	337	382	-	379	-	401	-	365	-	343	-	337	-
	85%	*87%*	*87%*	*82%*	*82%*	***88%m***	-	*85%*	-	***87%m***	-	*85%*	-	*80%*	-	*82%*	-
Guaranteed delivery to recipient's door	**2322**	776	405	773	368	378	-	398	-	405	-	393	-	380	-	368	-
	89%	*89%*	*88%*	*90%*	*89%*	*87%*	-	*90%*	-	*88%*	-	*91%*	-	*89%*	-	*89%*	-
Daily collection service	**2018**	682	363	667	305	330	-	352	-	363	-	339	-	329	-	305	-
	77%	*78%*	*79%*	*78%*	*74%*	*76%*	-	*79%*	-	*79%*	-	*78%*	-	*77%*	-	*74%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 127

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Low cost	56	-	56	33	23	15	5	3	6	14	10	4	20	9	27	14	48	8	47
	2%	-	2%	3%	2%	4%g	2%	*	2%	3%g	3%g	1%	3%m	1%	3%m	2%	2%	3%	2%
Fast delivery	80	-	80	46	34	8	3	9	8	19	16	16	11	17	51	32	77	3	76
	3%	-	3%	4%	3%	2%	1%	2%	2%	4%	5%fg	6%fg	2%	2%	5%lm	5%lm	3%	1%	3%
Next day delivery option	264	-	264	144	120	23	19	32	38	60	47	44	42	71	151	91	249	9	268
	10%	-	10%	11%	9%	6%	7%	6%	10%	13%efg	15%efg	16%efg	6%	8%	14%lm	15%lm	11%q	4%	10%
Delivery within 3 days	81	-	81	57	25	16	10	5	6	15	15	13	26	11	44	29	74	7	79
	3%	-	3%	4%d	2%	5%g	4%	1%	2%	3%	5%g	5%g	4%m	1%	4%m	5%m	3%	3%	3%
Convenient to post (within 1/2 mile)	74	-	74	48	26	18	7	15	7	12	9	7	24	22	27	15	70	4	95
	3%	-	3%	4%d	2%	5%	2%	3%	2%	3%	3%	3%	4%	2%	3%	3%	3%	2%	4%
Same price to send to anywhere within the UK	58	-	58	30	28	11	5	12	3	19	3	5	16	15	27	8	53	5	48
	2%	-	2%	2%	2%	3%	2%	2%	1%	4%hl	1%	2%	2%	2%	3%	1%	2%	2%	2%
Guaranteed delivery to recipient's door	41	-	41	23	18	2	2	6	5	7	9	10	3	12	26	19	38	1	43
	2%	-	2%	2%	1%	*	1%	1%	1%	2%	3%	4%e	*	1%	3%l	3%l	2%	*	2%
Daily collection service	142	-	142	85	57	14	11	28	18	40	14	18	25	46	71	31	129	12	157
	5%	-	5%	7%	4%	4%	4%	5%	5%	9%e	4%	7%	4%	5%	7%	5%	5%	5%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Low cost	56	15	16	19	5	32	24	36	21	1	2	16	14	16	31	1	48
	2%	3%d	2%	3%d	1%	2%	2%	2%	2%	*	1%	2%	2%	4%ij	2%	*	2%
Fast delivery	80	13	25	29	12	38	41	36	39	11	12	17	21	12	50	11	62
	3%	3%	3%	5%	2%	3%	3%	2%	4%	3%	4%	3%	3%	3%	3%	3%	3%
Next day delivery option	264	49	92	66	57	141	123	118	139	36	35	67	69	37	172	36	211
	10%	10%	11%	10%	9%	11%	9%	7%	14%g	11%	11%	10%	11%	8%	10%	11%	10%
Delivery within 3 days	81	17	27	33	5	43	38	37	40	5	13	25	19	14	57	5	71
	3%	3%d	3%d	5%d	1%	3%	3%	2%	4%	1%	4%	4%	3%	3%	3%	1%	3%
Convenient to post (within 1/2 mile)	74	21	14	24	14	35	38	46	27	2	10	21	18	15	49	2	64
	3%	4%	2%	4%	2%	3%	3%	3%	3%	1%	3%	3%	3%	3%	3%	1%	3%
Same price to send to anywhere within the UK	58	9	13	19	18	22	37	33	26	8	9	15	12	8	36	8	44
	2%	2%	2%	3%	3%	2%	3%	2%	3%	2%	3%	2%	2%	2%	2%	2%	2%
Guaranteed delivery to recipient's door	41	9	14	8	10	23	18	19	22	5	3	9	9	9	22	5	31
	2%	2%	2%	1%	2%	2%	1%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%
Daily collection service	142	28	51	45	19	79	63	82	59	9	15	39	49	19	103	9	122
	5%	6%	6%d	7%d	3%	6%	5%	5%	6%	3%	5%	6%	8%l	4%	6%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	2607	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	1369	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Low cost	56	53	3	*	43	7	5	1	1	7	3	2	-	7	15	6	1	1	6
	2%	2%	1%	*	2%	3%	4%	2%	1%	2%	2%	1%	-	3%	4%l	2%	1%	2%l	3%l
Fast delivery	80	65	14	6	63	7	9	1	2	2	9	9	4	14	12	7	4	1	6
	3%	3%	4%	5%	3%	3%	7%deg	2%	2%	1%	4%l	4%l	2%	6%l	4%	2%	2%	3%	3%
Next day delivery option	264	226	38	13	215	27	16	6	10	29	28	17	19	22	37	35	18	4	23
	10%	10%	11%	11%	10%	12%	13%	9%	9%	10%	13%	9%	8%	9%	11%	10%	8%	11%	12%
Delivery within 3 days	81	67	14	6	69	6	5	2	2	3	5	10	9	11	12	10	4	2	4
	3%	3%	4%	5%	3%	3%	4%	3%	2%	1%	3%	5%l	4%	5%	4%	3%	2%	5%l	2%
Convenient to post (within 1/2 mile)	74	57	16	5	55	7	8	3	3	7	8	6	5	3	15	3	6	2	5
	3%	3%	5%	4%	3%	3%	7%d	4%	3%	2%	4%	3%	2%	1%	4%	1%	3%	5%o	3%
Same price to send to anywhere within the UK	58	47	11	2	49	5	4	1	1	3	4	2	3	5	11	14	5	1	3
	2%	2%	3%	2%	2%	2%	3%	1%	1%	1%	2%	1%	1%	2%	3%	4%	2%	3%	2%
Guaranteed delivery to recipient's door	41	29	12	1	32	4	4	1	3	-	5	4	-	1	7	8	4	2	2
	2%	1%	4%a	1%	1%	2%	3%d	1%	3%ll	-	2%	2%	-	*	2%	2%	2%	5%lm	1%
Daily collection service	142	109	33	6	113	12	11	5	8	15	19	10	5	9	17	12	17	2	10
	5%	5%	9%a	6%	5%	5%	9%d	7%	7%l	5%	9%lo	5%	2%	4%	5%	3%	8%l	7%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Low cost	56	14	23	10	7	3	37	10	18	21	12	4	2	39	5
	2%	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*
Fast delivery	80	29	30	8	7	5	59	12	25	30	9	8	7	55	15
	3%	*3%*	*3%*	*2%*	*4%*	*6%*	*3%*	*5%*	*3%*	*3%*	*2%*	*5%*	**12%hijm**	*3%*	**7%hijm**
Next day delivery option	264	102	93	39	23	5	195	28	107	78	42	28	8	185	36
	10%	*11%*	*9%*	*9%*	*13%*	*7%*	*10%*	*11%*	**12%l**	*8%*	*9%*	**19%ijm**	*14%*	*10%*	**18%ijm**
Delivery within 3 days	81	25	32	10	9	5	57	14	29	31	13	6	4	59	10
	3%	*3%*	*3%*	*2%*	*5%*	*6%*	*3%*	*5%*	*3%*	*3%*	*3%*	*4%*	*6%*	*3%*	*5%*
Convenient to post (within 1/2 mile)	74	23	29	14	4	2	52	6	33	20	10	7	3	53	10
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*	*2%*	*5%*	*5%*	*3%*	*5%*
Same price to send to anywhere within the UK	58	12	16	8	16	7	28	22	11	17	17	9	4	28	13
	2%	*1%*	*2%*	*2%*	**8%abcf**	**9%abcf**	*2%*	**8%abcf**	*1%*	*2%*	**4%hm**	**6%him**	**8%him**	*1%*	**7%him**
Guaranteed delivery to recipient's door	41	9	17	10	2	4	26	5	7	13	10	6	4	21	11
	2%	*1%*	*2%*	*2%*	*1%*	**5%a**	*1%*	*2%*	*1%*	*1%*	*2%*	**4%him**	**7%him**	*1%*	**5%him**
Daily collection service	142	47	50	19	16	7	97	23	37	61	23	16	4	97	20
	5%	*5%*	*5%*	*5%*	*8%*	*9%*	*5%*	*9%*	*4%*	*6%*	*5%*	**11%hm**	*7%*	*5%*	**10%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Low cost	**56**	2	48	6	16	39	1	54	-	2	-	56	-
	2%	*1%*	*2%*	*14%*	*2%*	*2%*	*1%*	*2%*	-	*15%*	-	*2%*	-
Fast delivery	**80**	3	76	1	26	47	7	76	4	-	-	80	-
	3%	*1%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*9%*	-	-	*3%*	-
Next day delivery option	**264**	12	248	4	80	178	6	259	3	-	1	262	1
	10%	*6%*	*10%*	*10%*	**11%f**	**11%f**	*3%*	*10%*	*7%*	-	*27%*	*10%*	*3%*
Delivery within 3 days	**81**	2	76	3	22	54	5	80	1	-	-	81	-
	3%	*1%*	*3%*	*7%*	*3%*	*3%*	*3%*	*3%*	*3%*	-	-	*3%*	-
Convenient to post (within 1/2 mile)	**74**	4	70	-	21	52	1	73	1	-	-	74	-
	3%	*2%*	*3%*	-	*3%*	*3%*	*1%*	*3%*	*1%*	-	-	*3%*	-
Same price to send to anywhere within the UK	**58**	3	55	-	19	32	8	55	3	-	-	58	-
	2%	*2%*	*2%*	-	*3%*	*2%*	*4%*	*2%*	*8%*	-	-	*2%*	-
Guaranteed delivery to recipient's door	**41**	3	38	1	12	26	3	41	-	-	-	41	-
	2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	-	-	-	*2%*	-
Daily collection service	**142**	7	131	4	40	97	5	141	-	1	-	142	-
	5%	*4%*	*5%*	*10%*	*5%*	*6%*	*3%*	*6%*	-	*5%*	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 127

QD10b_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Low cost	**56**	13	15	7	21	8	-	5	-	15	-	3	-	4	-	21	-
	2%	*1%*	***3%c***	*1%*	***5%ac***	*2%*	-	*1%*	-	***3%k***	-	*1%*	-	*1%*	-	***5%gkm***	-
Fast delivery	**80**	22	11	28	19	9	-	13	-	11	-	10	-	18	-	19	-
	3%	*3%*	*2%*	*3%*	*5%*	*2%*	-	*3%*	-	*2%*	-	*2%*	-	*4%*	-	*5%*	-
Next day delivery option	**264**	94	52	69	48	48	-	46	-	52	-	37	-	32	-	48	-
	10%	*11%*	*11%*	*8%*	*12%*	*11%*	-	*10%*	-	*11%*	-	*9%*	-	*8%*	-	*12%*	-
Delivery within 3 days	**81**	27	9	31	14	13	-	15	-	9	-	14	-	16	-	14	-
	3%	*3%*	*2%*	*4%*	*3%*	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*4%*	-	*3%*	-
Convenient to post (within 1/2 mile)	**74**	28	10	18	17	11	-	17	-	10	-	8	-	11	-	17	-
	3%	*3%*	*2%*	*2%*	*4%*	*3%*	-	*4%*	-	*2%*	-	*2%*	-	*3%*	-	*4%*	-
Same price to send to anywhere within the UK	**58**	12	9	21	17	3	-	9	-	9	-	10	-	11	-	17	-
	2%	*1%*	*2%*	*2%*	***4%a***	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-	***4%e***	-
Guaranteed delivery to recipient's door	**41**	13	10	12	7	10	-	3	-	10	-	2	-	10	-	7	-
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-
Daily collection service	**142**	55	25	32	29	32	-	24	-	25	-	18	-	15	-	29	-
	5%	*6%*	*5%*	*4%*	*7%*	*7%*	-	*5%*	-	*5%*	-	*4%*	-	*3%*	-	*7%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Low cost	**4.32**	-	4.32	4.28	**4.35c**	4.22	**4.35e**	**4.35e**	**4.41eijk**	4.29	4.29	4.29	4.28	**4.38lno**	4.29	4.29	4.32	4.29	4.31
Fast delivery	**4.18**	-	4.18	4.15	**4.21c**	**4.29hijk**	**4.36hijk**	**4.29hijk**	**4.20ijk**	**4.15ijk**	**4.02k**	3.86	**4.32mno**	**4.25no**	**4.04o**	3.95	4.17	**4.31p**	4.17
Next day delivery option	**3.82**	-	3.82	3.81	3.83	**4.10hijk**	**4.08hijk**	**3.95ijk**	**3.81ijk**	3.66	3.55	3.51	**4.09mno**	**3.89no**	3.59	3.53	3.79	**4.08p**	3.80
Delivery within 3 days	**4.22**	-	4.22	4.18	4.27	4.24	4.21	**4.27k**	**4.36ijk**	4.21	4.17	4.04	4.22	**4.30no**	4.15	4.11	4.22	4.22	4.21
Convenient to post (within 1/2 mile)	**4.27**	-	4.27	4.21	**4.33c**	4.18	4.26	4.26	4.31	4.33	4.25	4.32	4.21	4.28	4.30	4.28	4.27	4.30	4.21
Same price to send to anywhere within the UK	**4.33**	-	4.33	4.27	**4.38c**	4.22	4.31	4.30	**4.40e**	4.34	4.38	4.38	4.26	4.34	4.36	4.38	4.33	4.31	4.34
Guaranteed delivery to recipient's door	**4.40**	-	4.40	4.37	4.43	4.43	4.41	4.36	4.45	4.44	4.40	4.33	4.42	4.39	4.40	4.37	4.41	4.32	4.40
Daily collection service	**4.08**	-	4.08	4.03	4.13	4.06	4.06	4.08	4.15	3.99	**4.26efgijk**	4.00	4.06	4.11	4.08	4.14	4.08	4.12	4.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Low cost	**4.32**	4.30	4.33	4.30	4.33	4.32	4.31	4.31	4.32	**4.36m**	4.33	4.32	4.33	4.28	4.33	4.37	4.32
Fast delivery	**4.18**	**4.25bc**	4.14	4.16	**4.21b**	4.18	4.19	**4.27h**	4.05	**4.18j**	4.08	4.16	**4.23jkn**	**4.28ijkn**	**4.17j**	4.19	4.20
Next day delivery option	**3.82**	**3.96b**	3.72	3.84	3.81	3.81	3.82	**3.94h**	3.62	3.72	3.74	3.81	3.82	**4.03ijkln**	3.80	3.71	3.84
Delivery within 3 days	**4.22**	4.27	4.20	4.19	4.25	4.23	4.22	**4.27h**	4.15	4.17	4.12	4.21	**4.30j**	**4.32j**	4.23	4.18	4.25
Convenient to post (within 1/2 mile)	**4.27**	4.23	**4.35ac**	4.19	4.28	4.31	4.24	4.26	4.28	4.28	4.25	4.32	4.23	4.31	4.27	4.30	4.28
Same price to send to anywhere within the UK	**4.33**	4.38	4.35	4.30	4.30	4.36	4.30	4.31	4.34	4.30	4.26	4.35	4.35	4.39	4.33	4.31	4.34
Guaranteed delivery to recipient's door	**4.40**	4.46	4.41	4.39	4.35	4.43	4.37	4.41	4.38	4.38	4.34	**4.47j**	4.42	4.43	4.42	4.39	4.42
Daily collection service	**4.08**	**4.20c**	4.06	3.97	**4.13c**	4.12	4.05	4.09	4.05	4.13	4.03	4.07	4.05	**4.22jln**	4.05	4.14	4.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Low cost	**4.32**	4.32	4.32	4.35	4.32	4.32	4.24	4.25	**4.36p**	**4.38knop**	**4.37kp**	4.22	**4.31p**	**4.47klnopr**	**4.30p**	**4.31p**	4.19	4.27	**4.33p**
Fast delivery	**4.18**	**4.20b**	4.05	4.08	4.19	4.17	4.10	4.23	**4.22k**	**4.23klp**	**4.23kp**	4.00	**4.13k**	**4.20k**	**4.21kp**	**4.29klnp**	4.10	4.02	**4.20k**
Next day delivery option	**3.82**	3.84	3.70	3.79	3.82	3.75	3.84	3.85	3.87	3.83	3.82	3.70	3.83	3.77	**3.95p**	3.88	3.68	3.64	3.77
Delivery within 3 days	**4.22**	4.24	4.14	4.16	4.22	4.25	4.21	4.27	4.18	**4.32p**	4.27	4.12	4.17	**4.34p**	4.19	4.21	4.13	4.08	4.28
Convenient to post (within 1/2 mile)	**4.27**	4.28	4.22	4.21	**4.29g**	4.21	4.18	4.09	4.17	**4.38hnpq**	**4.35nq**	4.24	**4.30q**	**4.46hknpqr**	4.11	**4.38hnpq**	4.16	4.03	4.24
Same price to send to anywhere within the UK	**4.33**	4.33	4.32	4.33	4.33	4.38	4.28	4.31	4.34	4.40	**4.47lnp**	4.30	4.25	**4.47lnp**	4.23	4.28	4.25	4.23	4.40
Guaranteed delivery to recipient's door	**4.40**	4.40	4.38	4.49	4.40	4.43	4.39	4.46	4.28	**4.56hklnopq**	4.41	4.32	4.37	**4.56hklnopq**	4.35	4.35	4.29	4.32	4.45
Daily collection service	**4.08**	4.10	3.99	4.10	4.08	4.12	4.02	4.06	4.10	4.07	4.02	4.01	4.13	**4.20p**	4.10	4.13	3.94	4.06	4.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Low cost	**4.32**	**4.37cd**	**4.33cd**	4.19	4.23	**4.52bcdfg**	**4.35cd**	**4.31c**	**4.43ijkmn**	**4.30j**	4.18	4.26	**4.37j**	**4.36ijk**	**4.29j**
Fast delivery	**4.18**	**4.22cdg**	**4.22cdg**	4.12	4.02	4.12	**4.22cdg**	4.05	**4.30ijklmn**	**4.21jkln**	**4.07ln**	**3.96l**	3.67	**4.25jkln**	3.88
Next day delivery option	**3.82**	3.86	3.83	3.72	3.78	3.81	3.84	3.79	**3.87kn**	**3.87kn**	3.73	3.52	3.72	**3.87kn**	3.57
Delivery within 3 days	**4.22**	**4.37bcdeg**	**4.22ce**	4.03	4.20	3.91	**4.29ceg**	4.11	**4.40ijklmn**	**4.21jkn**	4.04	3.99	4.03	**4.30ijkln**	4.00
Convenient to post (within 1/2 mile)	**4.27**	**4.42bcdg**	**4.28c**	4.01	4.14	**4.49cd**	**4.34cd**	**4.24c**	**4.45ijkmn**	4.22	4.11	4.08	4.37	**4.33ijkn**	4.16
Same price to send to anywhere within the UK	**4.33**	**4.49bcdeg**	**4.35cdg**	4.15	4.00	4.18	**4.41cdeg**	4.05	**4.52ijklmn**	**4.32j**	4.08	4.20	4.06	**4.41ijkln**	4.16
Guaranteed delivery to recipient's door	**4.40**	**4.57bcdefg**	**4.39c**	4.15	**4.34c**	4.21	**4.48bcdeg**	4.30	**4.60ijklmn**	**4.36j**	4.20	4.22	4.25	**4.48ijkln**	4.22
Daily collection service	**4.08**	**4.22cdeg**	**4.11cdg**	3.91	3.83	3.93	**4.16cdg**	3.86	**4.21ijkn**	**4.07j**	3.93	3.96	4.04	**4.14j**	3.99

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Low cost	**4.32**	4.27	4.32	4.18	**4.34e**	4.30	**4.42e**	**4.32h**	4.12	4.14	3.29	**4.32h**	4.37
Fast delivery	**4.18**	**4.36b**	4.17	**4.44b**	**4.22f**	4.18	4.10	4.19	4.12	4.19	3.30	4.18	4.37
Next day delivery option	**3.82**	**4.02b**	3.80	3.95	3.85	3.78	**4.00e**	3.81	3.94	4.44	2.75	3.82	4.24
Delivery within 3 days	**4.22**	4.27	4.22	4.33	4.25	4.20	4.31	4.22	4.36	4.50	3.00	4.23	4.01
Convenient to post (within 1/2 mile)	**4.27**	4.28	4.27	4.35	**4.35e**	4.23	4.30	4.28	3.82	4.36	3.27	4.27	4.25
Same price to send to anywhere within the UK	**4.33**	4.35	4.33	4.43	4.36	4.32	4.25	4.34	3.65	4.79	3.56	4.33	4.40
Guaranteed delivery to recipient's door	**4.40**	4.48	4.39	4.49	4.44	4.39	4.35	4.41	4.23	4.55	3.27	4.40	4.39
Daily collection service	**4.08**	4.24	4.07	4.03	4.14	4.06	4.03	4.08	4.06	4.25	3.00	4.08	4.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Low cost	**4.32**	**4.33d**	**4.34d**	**4.33d**	4.25	**4.33o**	-	4.32	-	**4.34o**	-	**4.36o**	-	4.30	-	4.25	-
Fast delivery	**4.18**	4.18	4.21	4.17	4.19	4.16	-	**4.21m**	-	**4.21m**	-	**4.26em**	-	4.08	-	**4.19m**	-
Next day delivery option	**3.82**	3.78	3.85	3.85	3.80	3.73	-	3.83	-	3.85	-	3.90	-	3.79	-	3.80	-
Delivery within 3 days	**4.22**	4.23	4.24	4.21	4.22	4.26	-	4.21	-	4.24	-	4.23	-	4.18	-	4.22	-
Convenient to post (within 1/2 mile)	**4.27**	4.28	4.33	4.27	4.19	4.27	-	4.29	-	4.33	-	4.28	-	4.26	-	4.19	-
Same price to send to anywhere within the UK	**4.33**	4.36	4.38	4.30	4.25	**4.40o**	-	4.32	-	4.38	-	4.34	-	4.26	-	4.25	-
Guaranteed delivery to recipient's door	**4.40**	4.42	4.37	4.40	4.40	4.39	-	4.45	-	4.37	-	4.43	-	4.36	-	4.40	-
Daily collection service	**4.08**	4.07	4.12	4.11	4.02	4.05	-	4.09	-	4.12	-	4.13	-	4.08	-	4.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	67	-	67	48	19	17	12	29	6	1	2	*	30	35	3	2	62	5	43
		3%	-	3%	4%d	1%	5%ijk	4%ijk	5%hijk	1%	*	*	*	5%no	4%no	*	*	3%	2%	2%
Slightly more	(4)	179	-	179	91	88	42	24	50	21	21	7	14	66	71	42	21	164	13	157
		7%	-	7%	7%	7%	12%hij	8%j	9%ij	5%	5%	2%	5%	10%no	8%no	4%	4%	7%	6%	6%
No change	(3)	1469	-	1469	710	754	148	155	274	225	278	218	171	303	499	666	389	1333	120	1447
		56%	-	56%	56%	57%	41%	54%e	51%e	60%e	61%eg	68%efg	64%eg	47%	54%l	64%lm	66%lm	57%	50%	56%
Slightly less	(2)	505	-	505	239	266	82	46	98	62	102	55	59	129	161	216	114	456	48	498
		19%	-	19%	19%	20%	23%	16%	18%	17%	22%	17%	22%	20%	18%	21%	19%	19%	20%	19%
Much less	(1)	368	-	368	178	190	64	41	87	60	54	39	22	105	147	116	61	315	51	412
		14%	-	14%	14%	14%	18%k	14%	16%k	16%k	12%	12%	8%	16%no	16%no	11%	10%	13%	21%p	16%
Don't know		19	-	19	8	11	7	6	1	3	*	1	-	14	4	2	1	16	2	23
		1%	-	1%	1%	1%	2%l	2%gl	*	1%	*	*	-	2%mno	*	*	*	1%	1%	1%
NET Much/Slightly more		246	-	246	139	107	59	37	79	26	23	8	14	95	105	45	22	226	18	200
		9%	-	9%	11%	8%	16%hijk	13%ijk	15%hijk	7%	5%	3%	5%	15%no	11%no	4%	4%	10%	8%	8%
NET Much/Slightly less		874	-	874	417	456	147	87	186	123	156	94	82	234	308	331	175	771	99	910
		34%	-	34%	33%	34%	41%j	31%	34%	33%	34%	29%	31%	36%	34%	32%	30%	33%	41%	35%
Mean		2.64	-	2.64	2.68	2.60	2.62	2.72	2.69	2.60	2.59	2.62	2.66	2.66	2.65	2.62	2.64	2.66q	2.46	2.58
Std Dev.		0.90	-	0.90	0.93	0.86	1.06	0.97	1.02	0.88	0.77	0.74	0.71	1.02	0.97	0.75	0.73	0.89	0.96	0.89
Std Error		0.02	-	0.02	0.03	0.02	0.06	0.06	0.05	0.05	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	67	38	11	14	4	49	18	60	7	5	1	6	5	48	12	5	60
		3%	8%bcd	1%	2%	1%	4%f	1%	4%h	1%	2%	*	1%	1%	11%ijkln	1%	1%	3%
Slightly more	(4)	179	41	46	48	44	87	91	123	51	16	12	45	42	56	100	16	157
		7%	8%	6%	7%	7%	7%	7%	8%h	5%	5%	4%	7%	7%	13%ijkln	6%	5%	7%
No change	(3)	1469	239	515	318	397	754	715	830	623	208	194	375	367	199	936	211	1150
		56%	48%	63%ac	49%	61%ac	57%	55%	53%	63%g	63%m	61%m	55%m	57%m	45%	57%m	63%p	54%
Slightly less	(2)	505	90	142	144	128	233	272	310	181	60	66	153	134	65	354	61	423
		19%	18%	18%	22%	20%	18%	21%	20%	18%	18%	21%	22%m	21%	15%	21%m	18%	20%
Much less	(1)	368	86	95	122	65	182	187	244	118	33	39	100	96	75	235	34	319
		14%	17%bd	12%	19%bd	10%	14%	14%	15%	12%	10%	12%	15%	15%	17%	14%	10%	15%
Don't know		19	7	2	1	10	8	11	9	10	5	4	3	1	1	8	5	10
		1%	1%	*	*	2%b	1%	1%	1%	1%	2%	1%	*	*	*	1%	2%	*
NET Much/Slightly more		246	79	57	62	48	136	110	183	58	21	13	51	47	104	112	21	217
		9%	16%bcd	7%	10%	7%	10%	8%	12%h	6%	6%	4%	8%	7%	23%ijkln	7%	6%	10%
NET Much/Slightly less		874	177	238	266	193	414	459	554	299	93	105	253	230	140	589	95	742
		34%	35%	29%	41%bd	30%	32%	35%	35%	30%	28%	33%	37%	36%	31%	36%	29%	35%
Mean		2.64	2.70c	2.67c	2.52	2.68c	2.68	2.60	2.65	2.64	2.69	2.58	2.56	2.58	2.86jkln	2.57	2.68	2.63
Std Dev.		0.90	1.09	0.81	0.95	0.77	0.92	0.87	0.96	0.79	0.78	0.77	0.85	0.85	1.17	0.84	0.79	0.93
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.04	0.03	0.03	0.06	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**67**	61	6	5	62	2	3	1	3	6	6	2	4	2	25	11	3	-	2
		3%	*3%*	*2%*	*4%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*3%*	*1%*	*2%*	*1%*	**8%iklmpr**	*3%*	*1%*	-	*1%*
Slightly more	(4)	**179**	160	19	6	154	12	5	7	5	20	15	9	21	14	31	28	11	2	10
		7%	*7%*	*5%*	*5%*	*7%*	*5%*	*4%*	**10%f**	*5%*	*7%*	*7%*	*4%*	*9%*	*6%*	*9%*	*8%*	*5%*	*6%*	*5%*
No change	(3)	**1469**	1249	220	70	1229	132	72	35	54	183	130	115	130	135	152	212	117	22	110
		56%	*55%*	**63%a**	*61%*	**56%g**	**58%g**	**58%g**	*47%*	*50%*	**62%n**	**61%n**	**59%n**	**58%n**	*56%*	*45%*	**61%n**	*54%*	**63%n**	**57%n**
Slightly less	(2)	**505**	437	68	20	421	45	22	17	22	58	36	39	37	52	65	56	55	6	39
		19%	*19%*	*20%*	*17%*	*19%*	*20%*	*18%*	*24%*	*20%*	*20%*	*17%*	*20%*	*16%*	*21%*	*19%*	*16%*	*25%*	*17%*	*20%*
Much less	(1)	**368**	337	32	13	297	37	21	13	23	24	23	27	32	40	59	40	28	4	33
		14%	**15%b**	*9%*	*12%*	*14%*	*16%*	*17%*	*18%*	**22%jlo**	*8%*	*11%*	*14%*	*14%*	**16%i**	**18%i**	*12%*	*13%*	*12%*	**17%i**
Don't know		**19**	16	4	1	17	1	1	*	1	2	2	2	2	-	5	-	3	1	*
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	**2%mo**	*
NET Much/Slightly more		**246**	220	26	11	216	14	8	8	8	26	21	11	25	16	56	40	14	2	12
		9%	*10%*	*7%*	*10%*	*10%*	*6%*	*6%*	*11%*	*7%*	*9%*	*10%*	*6%*	*11%*	*7%*	**17%hkmpr**	*11%*	*7%*	*6%*	*6%*
NET Much/Slightly less		**874**	774	100	34	718	82	43	30	45	82	60	66	69	92	125	96	83	10	72
		34%	*34%*	*29%*	*29%*	*33%*	*36%*	*35%*	**41%d**	**42%jlo**	*28%*	*28%*	*34%*	*30%*	*38%*	*37%*	*28%*	*38%*	*29%*	*37%*
Mean		**2.64**	2.63	2.71	2.73	2.66	2.55	2.56	2.52	2.46	**2.74hmr**	**2.73hr**	2.58	2.68	2.53	2.69	**2.76hmr**	2.56	2.64	2.53
Std Dev.		**0.90**	0.92	0.78	0.90	0.90	0.85	0.90	0.93	0.97	0.78	0.85	0.83	0.90	0.86	1.10	0.88	0.84	0.78	0.86
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.07	0.07	0.07	0.07	0.07	0.10	0.07	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 129

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	67	55	8	3	2	-	62	2	40	21	4	2	-	61	2
		3%	**6%bcdfg**	*1%*	*1%*	*1%*	-	**3%bc**	*1%*	**4%jl**	*2%*	*1%*	*1%*	-	**3%j**	*1%*
Slightly more	(4)	179	69	86	11	10	2	155	12	64	83	26	5	-	147	5
		7%	**8%c**	**9%c**	*3%*	*6%*	*2%*	**8%c**	*5%*	*7%*	**8%n**	*5%*	*3%*	-	**8%n**	*2%*
No change	(3)	1469	530	533	260	86	35	1064	121	513	524	291	82	34	1037	116
		56%	**60%deg**	*54%*	**60%deg**	*46%*	*45%*	**57%dg**	*46%*	*58%*	*53%*	**60%l**	*56%*	*59%*	*55%*	*57%*
Slightly less	(2)	505	131	216	85	55	15	347	70	142	217	96	33	12	360	45
		19%	*15%*	**22%a**	*20%*	**30%acf**	*20%*	*18%*	**27%af**	*16%*	**22%h**	*20%*	*22%*	*21%*	*19%*	*22%*
Much less	(1)	368	103	141	69	30	24	244	54	124	145	63	23	12	270	34
		14%	*12%*	*14%*	*16%*	*16%*	**31%abcdf**	*13%*	**21%af**	*14%*	*15%*	*13%*	*15%*	*20%*	*14%*	*17%*
Don't know		19	3	5	2	2	2	8	4	6	5	1	2	*	11	3
		1%	*	*	*	*1%*	**2%f**	*	*2%*	*1%*	*1%*	*	*2%*	*	*1%*	*1%*
NET Much/Slightly more		246	124	93	14	12	2	217	14	104	104	31	7	-	208	7
		9%	**14%bcdeg**	**9%c**	*3%*	*6%*	*2%*	**12%ceg**	*5%*	**12%jln**	**10%ln**	*6%*	*4%*	-	**11%jln**	*3%*
NET Much/Slightly less		874	234	357	154	85	40	591	124	267	363	159	55	24	629	79
		34%	*26%*	**36%a**	**36%a**	**46%af**	**50%abf**	**31%a**	**47%abcf**	*30%*	**36%h**	*33%*	*38%*	*41%*	*33%*	*39%*
Mean		2.64	**2.82bcdefg**	**2.60eg**	**2.52e**	2.45	2.19	**2.70bcdeg**	2.37	**2.72ln**	2.61	2.61	2.52	2.39	**2.66n**	2.48
Std Dev.		0.90	0.95	0.87	0.82	0.86	0.92	0.91	0.89	0.95	0.91	0.82	0.84	0.81	0.93	0.83
Std Error		0.02	0.03	0.03	0.04	0.06	0.10	0.02	0.05	0.03	0.03	0.04	0.07	0.10	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	67	29	35	3	29	31	7	65	-	2	-	67	-
		3%	16%b	1%	8%	4%e	2%	4%	3%	-	16%	-	3%	-
Slightly more	(4)	179	31	147	1	76	91	11	172	6	*	-	179	-
		7%	17%b	6%	2%	10%e	5%	6%	7%	16%	*	-	7%	-
No change	(3)	1469	70	1388	10	380	1002	87	1443	8	5	4	1457	7
		56%	38%	58%a	24%	50%	60%d	51%	57%	21%	46%	98%	56%	49%
Slightly less	(2)	505	26	463	16	131	339	36	481	18	1	-	501	4
		19%	14%	19%	38%	17%	20%	21%	19%	46%	11%	-	19%	30%
Much less	(1)	368	23	335	10	137	203	28	355	7	3	*	365	3
		14%	13%	14%	24%	18%e	12%	16%	14%	18%	27%	2%	14%	21%
Don't know		19	4	14	2	7	9	4	19	-	-	-	19	-
		1%	2%	1%	4%	1%	1%	2%e	1%	-	-	-	1%	-
NET Much/Slightly more		246	60	182	4	106	122	18	237	6	2	-	246	-
		9%	32%b	8%	10%	14%e	7%	10%	9%	16%	16%	-	9%	-
NET Much/Slightly less		874	50	797	26	268	542	64	836	26	4	*	866	8
		34%	27%	33%	62%	35%	32%	37%	33%	63%	38%	2%	33%	51%
Mean		2.64	3.08b	2.61	2.29	2.64	2.64	2.60	2.65	2.35	2.67	2.97	2.64	2.29
Std Dev.		0.90	1.22	0.86	1.13	1.02	0.83	0.97	0.90	0.96	1.37	0.29	0.90	0.82
Std Error		0.02	0.09	0.02	0.17	0.04	0.02	0.08	0.02	0.18	0.38	0.15	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**67**	32	18	11	6	9	-	23	-	18	-	6	-	5	-	6	-
		3%	***4%c***	***4%c***	*1%*	*2%*	*2%*	-	***5%kmo***	-	*4%*	-	*1%*	-	*1%*	-	*2%*	-
Slightly more	(4)	**179**	59	37	56	27	25	-	34	-	37	-	27	-	29	-	27	-
		7%	*7%*	*8%*	*6%*	*6%*	*6%*	-	*8%*	-	*8%*	-	*6%*	-	*7%*	-	*6%*	-
No change	(3)	**1469**	500	263	465	240	247	-	253	-	263	-	211	-	254	-	240	-
		56%	*57%*	*57%*	*54%*	*58%*	*57%*	-	*57%*	-	*57%*	-	*49%*	-	***60%k***	-	***58%k***	-
Slightly less	(2)	**505**	180	78	172	75	96	-	84	-	78	-	97	-	76	-	75	-
		19%	*21%*	*17%*	*20%*	*18%*	*22%*	-	*19%*	-	*17%*	-	*22%*	-	*18%*	-	*18%*	-
Much less	(1)	**368**	102	59	148	60	56	-	46	-	59	-	88	-	60	-	60	-
		14%	*12%*	*13%*	***17%a***	*14%*	*13%*	-	*10%*	-	*13%*	-	***20%egi***	-	*14%*	-	*14%*	-
Don't know		**19**	4	5	7	4	1	-	3	-	5	-	4	-	3	-	4	-
		1%	*	*1%*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**246**	91	55	67	33	34	-	57	-	55	-	33	-	34	-	33	-
		9%	*10%*	*12%*	*8%*	*8%*	*8%*	-	*13%*	-	*12%*	-	*8%*	-	*8%*	-	*8%*	-
NET Much/Slightly less		**874**	282	137	320	135	151	-	130	-	137	-	185	-	135	-	135	-
		34%	*32%*	*30%*	***37%b***	*33%*	*35%*	-	*29%*	-	*30%*	-	***43%gimo***	-	*32%*	-	*33%*	-
Mean		**2.64**	**2.70c**	**2.73c**	2.54	2.62	2.62	-	**2.78k**	-	**2.73k**	-	2.45	-	**2.63k**	-	2.62	-
Std Dev.		**0.90**	0.89	0.93	0.90	0.87	0.86	-	0.92	-	0.93	-	0.93	-	0.85	-	0.87	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more (5)	69	-	69	51	18	20	6	29	10	2	1	-	27	39	4	1	59	10	47
	3%	-	3%	4%d	1%	6%ijk	2%	5%ijk	3%	1%	*	-	4%no	4%no	*	*	3%	4%	2%
Slightly more (4)	189	-	189	97	92	59	21	70	13	12	10	4	80	83	26	14	152	35	148
	7%	-	7%	8%	7%	16%fhijk	7%ik	13%hijk	3%	3%	3%	1%	12%no	9%no	2%	2%	6%	14%p	6%
No change (3)	1448	-	1448	729	716	175	166	282	229	264	185	147	341	511	596	332	1315	117	1396
	56%	-	56%	57%	54%	49%	58%	52%	61%e	58%	58%	55%	53%	56%	57%	57%	56%	49%	54%
Slightly less (2)	414	-	414	187	227	41	50	79	47	80	62	54	91	126	196	116	379	33	421
	16%	-	16%	15%	17%	12%	17%	15%	13%	18%	19%e	20%e	14%	14%	19%m	20%m	16%	14%	16%
Much less (1)	467	-	467	203	264	60	36	77	74	98	61	62	96	151	220	123	423	42	539
	18%	-	18%	16%	20%	17%	13%	14%	20%	21%fg	19%	23%fg	15%	16%	21%l	21%l	18%	18%	21%
Don't know	20	-	20	9	12	5	7	3	4	*	1	*	11	7	1	1	18	2	29
	1%	-	1%	1%	1%	1%	2%i	1%	1%	*	*	*	2%n	1%	*	*	1%	1%	1%
NET Much/Slightly more	258	-	258	148	110	79	28	99	23	14	12	4	107	121	30	15	210	45	195
	10%	-	10%	12%d	8%	22%fhijk	10%ijk	18%fhijk	6%k	3%	4%	1%	17%no	13%no	3%	3%	9%	19%p	8%
NET Much/Slightly less	881	-	881	390	491	101	86	156	121	178	123	116	187	277	416	239	802	75	960
	34%	-	34%	31%	37%c	28%	30%	29%	32%	39%eg	38%eg	43%efgh	29%	30%	40%lm	41%lm	34%	32%	37%
Mean	2.61	-	2.61	2.69d	2.52	2.83hijk	2.68ijk	2.80hijk	2.56k	2.43	2.46	2.35	2.76no	2.70no	2.42	2.41	2.59	2.74	2.51
Std Dev.	0.95	-	0.95	0.96	0.93	1.08	0.88	1.01	0.93	0.87	0.85	0.85	0.99	0.99	0.86	0.85	0.94	1.05	0.95
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	69	37	12	15	5	49	20	59	10	6	2	6	5	50	13	6	63
		3%	*7%bcd*	*1%*	*2%*	*1%*	*4%f*	*2%*	*4%h*	*1%*	*2%*	*1%*	*1%*	*1%*	*11%ijkln*	*1%*	*2%*	*3%*
Slightly more	(4)	189	62	30	46	50	92	96	141	43	19	15	43	50	56	109	19	166
		7%	*12%bc*	*4%*	*7%b*	*8%b*	*7%*	*7%*	*9%h*	*4%*	*6%*	*5%*	*6%*	*8%*	*13%ijkn*	*7%*	*6%*	*8%*
No change	(3)	1448	227	495	346	381	722	726	857	578	205	177	379	362	212	917	205	1141
		56%	*45%*	*61%ac*	*53%*	*59%a*	*55%*	*56%*	*54%*	*58%*	*63%m*	*56%*	*56%*	*56%*	*48%*	*56%m*	*62%*	*54%*
Slightly less	(2)	414	86	118	109	101	204	210	245	151	38	55	121	118	54	294	39	352
		16%	*17%*	*15%*	*17%*	*16%*	*16%*	*16%*	*16%*	*15%*	*12%*	*17%*	*18%*	*18%*	*12%*	*18%im*	*12%*	*17%*
Much less	(1)	467	83	154	127	103	237	230	263	200	55	63	130	108	71	301	59	384
		18%	*17%*	*19%*	*20%*	*16%*	*18%*	*18%*	*17%*	*20%*	*17%*	*20%*	*19%*	*17%*	*16%*	*18%*	*18%*	*18%*
Don't know		20	6	3	4	8	8	12	12	8	4	4	4	3	2	10	4	13
		1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
NET Much/Slightly more		258	99	42	62	55	141	116	200	53	25	18	49	55	105	122	25	229
		10%	*20%bcd*	*5%*	*10%b*	*8%*	*11%*	*9%*	*13%h*	*5%*	*8%*	*6%*	*7%*	*9%*	*24%ijkln*	*7%*	*7%*	*11%*
NET Much/Slightly less		881	169	272	236	204	441	440	507	351	93	118	251	226	124	595	98	736
		34%	*34%*	*34%*	*36%*	*31%*	*34%*	*34%*	*32%*	*35%*	*28%*	*37%*	*37%m*	*35%*	*28%*	*36%m*	*29%*	*35%*
Mean		2.61	2.77bc	2.54	2.56	2.61	2.63	2.58	2.67h	2.50	2.64	2.49	2.52	2.57	2.91ijkln	2.53	2.62	2.61
Std Dev.		0.95	1.10	0.89	0.96	0.87	0.98	0.92	0.98	0.90	0.90	0.89	0.90	0.89	1.15	0.89	0.91	0.97
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2580	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		2607	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		1369	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	69	64	5	5	63	2	3	1	2	5	2	3	7	3	31	9	-	-	2
		3%	3%	2%	4%	3%	1%	2%	1%	2%p	2%	1%	2%	3%	1%	9%hijkmopr	3%	-	-	1%
Slightly more	(4)	189	171	18	9	166	15	4	4	5	13	18	10	20	13	51	22	13	1	14
		7%	8%	5%	7%	8%f	6%	3%	5%	5%	4%	8%	5%	9%	5%	15%hikmopqr	6%	6%	3%	7%
No change	(3)	1448	1239	209	65	1228	120	66	34	56	171	133	106	126	139	163	209	124	22	98
		56%	55%	60%	56%	56%g	52%	53%	47%	52%	58%	63%nr	54%	56%	58%	48%	60%	57%	64%	50%
Slightly less	(2)	414	361	53	16	342	37	19	16	24	67	30	34	29	28	32	65	32	5	32
		16%	16%	15%	14%	16%	16%	15%	21%	22%lmn	23%lmn	14%	18%	13%	12%	9%	19%n	15%	15%	17%
Much less	(1)	467	407	60	21	368	51	31	17	19	35	29	40	38	59	59	42	46	6	45
		18%	18%	17%	18%	17%	22%d	25%d	23%d	18%	12%	14%	21%	17%	24%ijo	18%	12%	21%l	16%	23%ijo
Don't know		20	17	3	1	14	4	1	1	1	2	-	1	6	-	1	-	3	1	3
		1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	-	*	3%o	-	*	-	1%	2%jmo	1%
NET Much/Slightly more		258	235	23	14	229	17	7	5	7	18	20	14	27	16	82	31	13	1	16
		10%	10%	7%	12%	10%f	8%	6%	7%	7%	6%	9%	7%	12%	7%	24%hijklmopqr	9%	6%	3%	8%
NET Much/Slightly less		881	768	113	37	710	88	51	33	44	102	59	74	67	87	91	107	78	11	78
		34%	34%	32%	32%	33%	39%	40%d	44%d	40%jn	35%	28%	38%	30%	36%	27%	31%	36%	31%	40%jn
Mean		2.61	2.61	2.58	2.66	2.64efg	2.47	2.42	2.40	2.50	2.61	2.69r	2.50	2.67r	2.48	2.89hikmpr	2.68r	2.48	2.56	2.45
Std Dev.		0.95	0.96	0.89	1.00	0.95	0.95	0.98	0.96	0.92	0.82	0.85	0.94	0.97	0.96	1.14	0.86	0.90	0.81	0.97
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.07	0.07	0.08	0.08	0.08	0.10	0.07	0.08	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	69	48	20	*	1	1	67	2	43	17	7	2	-	60	2
		3%	5%bcdg	2%c	*	*1%*	*1%*	4%c	*1%*	5%jl	*2%*	*1%*	*2%*	-	*3%*	*1%*
Slightly more	(4)	189	90	68	19	9	1	159	10	69	91	26	2	1	160	3
		7%	10%ceg	*7%*	*5%*	*5%*	*1%*	8%c	*4%*	8%kn	9%kn	*5%*	*1%*	*2%*	9%kn	*1%*
No change	(3)	1448	496	554	255	88	33	1050	120	501	536	289	63	36	1037	99
		56%	56%g	56%eg	59%deg	*47%*	*41%*	56%eg	*46%*	56%k	*54%*	60%kn	*43%*	*61%*	55%k	*48%*
Slightly less	(2)	414	123	165	81	31	11	288	43	120	177	68	37	10	297	47
		16%	*14%*	*17%*	*19%*	*17%*	*14%*	*15%*	*16%*	*14%*	*18%*	*14%*	25%hjm	*17%*	*16%*	23%hjm
Much less	(1)	467	129	177	71	52	33	307	86	153	171	86	40	12	324	52
		18%	*15%*	*18%*	*17%*	28%abcf	42%abcf	*16%*	33%abcf	*17%*	*17%*	*18%*	27%hjm	*20%*	*17%*	25%hjm
Don't know		20	5	4	3	3	-	9	3	3	5	5	2	-	8	2
		1%	*1%*	*	*1%*	*2%*	-	*	*1%*	*	*	*1%*	*1%*	-	*	*1%*
NET Much/Slightly more		258	138	88	20	11	1	226	12	112	108	32	4	1	220	5
		10%	15%bcdeg	9%c	*5%*	*6%*	*2%*	12%ceg	*5%*	13%jkln	11%kn	*7%*	*3%*	*2%*	12%jkn	*3%*
NET Much/Slightly less		881	252	342	152	84	45	594	129	273	348	154	77	22	621	98
		34%	*28%*	35%a	*35%*	45%abf	57%abcf	*32%*	49%abcf	*31%*	*35%*	*32%*	52%hijm	*37%*	*33%*	48%hijm
Mean		2.61	2.78bcdeg	2.58deg	2.52deg	2.32	2.03	2.68cdeg	2.23	2.69kn	2.60kn	2.58kn	2.24	2.44	2.65kn	2.30
Std Dev.		0.95	1.00	0.93	0.82	0.97	0.98	0.97	0.98	1.00	0.93	0.90	0.93	0.83	0.97	0.91
Std Error		0.02	0.03	0.03	0.04	0.07	0.10	0.02	0.06	0.03	0.03	0.04	0.08	0.10	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	69	23	41	4	29	32	9	69	-	*	-	69	-
		3%	13%b	2%	10%	4%e	2%	5%e	3%	-	1%	-	3%	-
Slightly more	(4)	189	29	159	1	66	113	10	185	2	2	-	189	-
		7%	16%b	7%	2%	9%	7%	6%	7%	6%	16%	-	7%	-
No change	(3)	1448	75	1356	17	372	983	93	1419	10	5	4	1434	9
		56%	41%	57%a	40%	49%	59%d	54%	56%	26%	40%	98%	55%	62%
Slightly less	(2)	414	32	371	11	131	256	27	392	16	1	-	408	6
		16%	17%	16%	25%	17%	15%	15%	15%	39%	6%	-	16%	37%
Much less	(1)	467	20	442	5	153	285	29	453	10	4	*	467	*
		18%	11%	19%	12%	20%	17%	17%	18%	25%	38%	2%	18%	1%
Don't know		20	4	11	5	9	6	5	18	2	-	-	20	-
		1%	2%b	*	12%	1%	*	3%e	1%	4%	-	-	1%	-
NET Much/Slightly more		258	52	201	5	95	144	19	254	2	2	-	258	-
		10%	28%b	8%	12%	12%e	9%	11%	10%	6%	17%	-	10%	-
NET Much/Slightly less		881	52	814	16	284	541	55	845	26	5	*	875	6
		34%	28%	34%	37%	37%	32%	32%	33%	64%	43%	2%	34%	38%
Mean		2.61	3.02b	2.57	2.70	2.58	2.61	2.66	2.61	2.13	2.37	2.97	2.60	2.61
Std Dev.		0.95	1.15	0.93	1.11	1.03	0.91	1.01	0.95	0.88	1.22	0.29	0.95	0.53
Std Error		0.02	0.09	0.02	0.18	0.04	0.02	0.08	0.02	0.17	0.34	0.15	0.02	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 130

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**69**	24	19	22	4	9	-	15	-	19	-	16	-	6	-	4	-
		3%	*3%*	*4%d*	*3%*	*1%*	*2%*	-	*3%*	-	*4%o*	-	*4%*	-	*1%*	-	*1%*	-
Slightly more	(4)	**189**	62	38	60	28	28	-	34	-	38	-	25	-	35	-	28	-
		7%	*7%*	*8%*	*7%*	*7%*	*6%*	-	*8%*	-	*8%*	-	*6%*	-	*8%*	-	*7%*	-
No change	(3)	**1448**	490	258	468	233	239	-	251	-	258	-	226	-	242	-	233	-
		56%	*56%*	*56%*	*54%*	*57%*	*55%*	-	*57%*	-	*56%*	-	*52%*	-	*57%*	-	*57%*	-
Slightly less	(2)	**414**	134	73	144	63	72	-	62	-	73	-	70	-	73	-	63	-
		16%	*15%*	*16%*	*17%*	*15%*	*17%*	-	*14%*	-	*16%*	-	*16%*	-	*17%*	-	*15%*	-
Much less	(1)	**467**	159	73	152	83	83	-	76	-	73	-	87	-	65	-	83	-
		18%	*18%*	*16%*	*18%*	*20%*	*19%*	-	*17%*	-	*16%*	-	*20%*	-	*15%*	-	*20%*	-
Don't know		**20**	6	*	13	*	1	-	5	-	*	-	7	-	6	-	*	-
		1%	*1%*	*	*2%*	*	*	-	*1%*	-	*	-	*2%*	-	*1%*	-	*	-
NET Much/Slightly more		**258**	86	57	83	32	37	-	49	-	57	-	42	-	41	-	32	-
		10%	*10%*	*12%*	*10%*	*8%*	*9%*	-	*11%*	-	*12%*	-	*10%*	-	*10%*	-	*8%*	-
NET Much/Slightly less		**881**	293	146	296	146	155	-	138	-	146	-	157	-	138	-	146	-
		34%	*33%*	*32%*	*34%*	*35%*	*36%*	-	*31%*	-	*32%*	-	*36%*	-	*32%*	-	*35%*	-
Mean		**2.61**	2.61	2.69	2.59	2.53	2.56	-	2.66	-	2.69	-	2.56	-	2.63	-	2.53	-
Std Dev.		**0.95**	0.96	0.97	0.95	0.92	0.95	-	0.97	-	0.97	-	1.00	-	0.89	-	0.92	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.05	-	0.05	-	0.05	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	82	-	82	54	28	19	12	30	14	2	2	4	31	44	8	6	67	15	48
		3%	-	3%	4%d	2%	5%ij	4%ij	6%ij	4%ij	*	*	2%	5%no	5%no	1%	1%	3%	6%	2%
Slightly more	(4)	178	-	178	104	73	49	30	51	21	14	5	8	79	72	27	13	152	25	140
		7%	-	7%	8%	6%	14%hijk	11%ijk	9%ijk	6%j	3%	2%	3%	12%mno	8%no	3%	2%	6%	11%	5%
No change	(3)	1431	-	1431	692	736	176	165	304	229	256	166	135	341	534	557	301	1309	105	1418
		55%	-	55%	54%	55%	49%	58%	56%	61%e	56%	52%	51%	53%	58%	53%	51%	56%q	44%	55%
Slightly less	(2)	425	-	425	212	212	51	35	74	47	86	70	63	86	121	218	132	377	44	435
		16%	-	16%	17%	16%	14%	12%	14%	12%	19%	22%fgh	24%efgh	13%	13%	21%lm	23%lm	16%	18%	17%
Much less	(1)	462	-	462	193	269	60	33	79	62	96	77	55	93	142	228	132	417	43	500
		18%	-	18%	15%	20%c	17%	11%	15%	17%	21%f	24%fg	21%f	14%	15%	22%lm	23%lm	18%	18%	19%
Don't know		29	-	29	19	10	5	12	2	3	3	2	1	17	5	6	4	23	6	39
		1%	-	1%	2%	1%	2%	4%ghijk	*	1%	1%	1%	1%	3%mno	1%	1%	1%	1%	3%	2%
NET Much/Slightly more		260	-	260	159	101	68	42	81	35	16	6	12	110	116	35	19	219	40	188
		10%	-	10%	12%d	8%	19%hijk	15%ijk	15%ijk	9%ij	3%	2%	5%	17%no	13%no	3%	3%	9%	17%p	7%
NET Much/Slightly less		887	-	887	405	482	111	68	153	109	181	147	118	178	262	446	265	795	87	935
		34%	-	34%	32%	36%	31%	24%	28%	29%	40%fgh	46%efgh	44%efgh	28%	29%	43%lm	45%lm	34%	36%	36%
Mean		2.61	-	2.61	2.69d	2.53	2.76ijk	2.83ijk	2.77ijk	2.67ijk	2.43	2.32	2.41	2.79no	2.73no	2.39	2.36	2.60	2.68	2.53
Std Dev.		0.96	-	0.96	0.97	0.95	1.06	0.93	1.00	0.94	0.87	0.87	0.91	1.00	0.98	0.88	0.89	0.95	1.09	0.93
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.06	0.05	0.05	0.04	0.04	0.06	0.04	0.03	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	82	47	10	20	6	57	25	66	17	7	5	9	10	49	25	7	74
		3%	**9%bcd**	*1%*	**3%d**	*1%*	**4%f**	*2%*	**4%h**	*2%*	*2%*	*2%*	*1%*	*2%*	**11%ijkln**	*2%*	*2%*	*4%*
Slightly more	(4)	178	69	27	45	36	96	82	139	31	17	10	42	31	72	82	17	157
		7%	**14%bcd**	*3%*	**7%b**	*6%*	*7%*	*6%*	**9%h**	*3%*	*5%*	*3%*	*6%*	*5%*	**16%ijkln**	*5%*	*5%*	*7%*
No change	(3)	1431	211	495	340	385	706	725	864	550	198	179	372	375	194	926	198	1130
		55%	*42%*	**61%ac**	**53%a**	**59%a**	*54%*	*56%*	*55%*	*56%*	**61%m**	**56%m**	**54%m**	**58%m**	*44%*	**56%m**	*60%*	*53%*
Slightly less	(2)	425	92	123	101	109	214	210	243	172	52	56	124	114	51	294	54	351
		16%	*18%*	*15%*	*16%*	*17%*	*16%*	*16%*	*15%*	*17%*	*16%*	*18%*	**18%m**	*18%*	*12%*	**18%m**	*16%*	*17%*
Much less	(1)	462	75	154	132	101	229	233	245	210	48	63	132	104	74	300	51	384
		18%	*15%*	*19%*	*20%*	*16%*	*17%*	*18%*	*16%*	**21%g**	*15%*	*20%*	*19%*	*16%*	*17%*	*18%*	*15%*	*18%*
Don't know		29	7	2	9	10	10	20	20	10	5	3	3	12	3	18	5	22
		1%	*1%*	*	*1%*	**2%b**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Much/Slightly more		260	116	37	65	42	153	107	204	47	24	15	51	41	121	107	24	232
		10%	**23%bcd**	*5%*	**10%b**	*6%*	**12%f**	*8%*	**13%h**	*5%*	*7%*	*5%*	*8%*	*6%*	**27%ijkln**	*7%*	*7%*	*11%*
NET Much/Slightly less		887	166	277	233	211	444	443	489	382	101	120	256	218	125	594	105	735
		34%	*33%*	*34%*	*36%*	*33%*	*34%*	*34%*	*31%*	**39%g**	*31%*	**38%m**	**38%m**	*34%*	*28%*	**36%m**	*32%*	*35%*
Mean		2.61	2.84bcd	2.52	2.56	2.58	2.64	2.57	2.70h	2.46	2.64	2.48	2.52	2.57	2.93ijkln	2.53	2.62	2.61
Std Dev.		0.96	1.14	0.88	0.99	0.85	1.00	0.93	0.98	0.92	0.88	0.91	0.92	0.88	1.18	0.90	0.89	0.98
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.03	0.06	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2580	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		2607	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		1369	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	82	76	6	4	77	2	1	1	3	3	6	4	8	5	38	9	1	-	2
		3%	3%	2%	4%	4%e	1%	1%	2%	3%	1%	3%	2%	3%	2%	11%hijklmopqr	3%	1%	-	1%
Slightly more	(4)	178	164	13	6	150	18	5	5	4	25	14	12	12	7	38	24	13	2	16
		7%	7%	4%	5%	7%	8%	4%	7%	4%	9%	7%	6%	5%	3%	11%m	7%	6%	6%	8%m
No change	(3)	1431	1234	197	70	1201	127	66	37	57	150	135	108	125	136	168	206	116	22	105
		55%	55%	56%	60%	55%	55%	53%	50%	52%	51%	64%in	56%	55%	56%	50%	59%	53%	65%	54%
Slightly less	(2)	425	349	76	18	352	37	21	15	20	78	24	32	28	40	28	54	47	2	35
		16%	15%	22%a	16%	16%	16%	17%	21%	18%nq	27%jlnoq	11%	16%	13%	17%n	8%	16%	22%jnq	5%	18%nq
Much less	(1)	462	411	51	15	376	43	30	14	22	33	32	35	50	52	59	54	38	8	35
		18%	18%	15%	13%	17%	19%	24%d	19%	20%l	11%	15%	18%	22%l	22%l	18%	15%	18%	22%	18%
Don't know		29	23	6	2	24	3	2	1	2	3	2	4	3	2	5	-	3	1	2
		1%	1%	2%	1%	1%	1%	1%	1%	2%o	1%	1%	2%	1%	1%	1%	-	1%	3%o	1%
NET Much/Slightly more		260	240	19	11	227	20	6	6	8	28	20	16	20	12	77	33	14	2	18
		10%	11%b	6%	9%	10%f	9%	5%	9%	7%	10%	9%	8%	9%	5%	23%hijklmopqr	10%	6%	6%	9%
NET Much/Slightly less		887	760	126	34	727	79	51	29	42	111	56	67	79	93	88	108	85	9	70
		34%	34%	36%	29%	33%	34%	41%d	40%	39%jn	38%jn	26%	34%	35%	38%jn	26%	31%	39%jn	27%	36%
Mean		2.61	2.62	2.56	2.70	2.63f	2.56	2.40	2.51	2.50	2.61	2.70m	2.57	2.55	2.47	2.90hiklmpr	2.66	2.50	2.56	2.56
Std Dev.		0.96	0.98	0.85	0.91	0.97	0.92	0.93	0.95	0.98	0.84	0.90	0.93	1.01	0.93	1.17	0.91	0.87	0.92	0.92
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.07	0.08	0.08	0.08	0.08	0.10	0.08	0.07	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	82	56	20	3	3	-	77	3	59	18	3	1	*	78	2
		3%	**6%bcdg**	*2%*	*1%*	*1%*	-	**4%bc**	*1%*	**7%ijkmn**	*2%*	*1%*	*1%*	*	**4%ij**	*1%*
Slightly more	(4)	178	64	74	17	12	8	138	21	63	73	33	4	4	136	8
		7%	*7%*	*8%*	*4%*	*7%*	**11%c**	*7%*	*8%*	*7%*	*7%*	*7%*	*3%*	*7%*	*7%*	*4%*
No change	(3)	1431	484	520	272	99	33	1005	132	490	530	278	79	32	1020	111
		55%	*54%*	*53%*	**63%abefg**	*54%*	*42%*	*53%*	*50%*	*55%*	*53%*	*58%*	*54%*	*55%*	*54%*	*54%*
Slightly less	(2)	425	141	192	49	29	10	332	39	122	195	71	30	5	317	34
		16%	*16%*	**19%c**	*11%*	*16%*	*12%*	**18%c**	*15%*	*14%*	**20%h**	*15%*	*20%*	*8%*	*17%*	*17%*
Much less	(1)	462	141	170	86	39	26	311	65	146	171	93	30	17	318	47
		18%	*16%*	*17%*	*20%*	*21%*	**33%abcf**	*17%*	**24%abf**	*16%*	*17%*	*19%*	*21%*	**30%hm**	*17%*	*23%*
Don't know		29	5	12	4	2	2	16	4	8	9	5	2	-	17	2
		1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
NET Much/Slightly more		260	120	95	20	15	8	215	23	122	91	36	5	4	213	10
		10%	**14%c**	**10%c**	*5%*	*8%*	*11%*	**11%c**	*9%*	**14%ijkn**	*9%*	*7%*	*4%*	*8%*	**11%kn**	*5%*
NET Much/Slightly less		887	282	362	135	68	35	644	104	269	366	163	60	22	635	82
		34%	*32%*	*37%*	*31%*	*37%*	*45%*	*34%*	*39%*	*30%*	**37%h**	*34%*	*41%*	*38%*	*34%*	**40%h**
Mean		2.61	**2.72bcdg**	2.57	2.54	2.51	2.32	**2.64eg**	2.45	**2.74ijkn**	2.57	2.54	2.42	2.41	**2.65kn**	2.42
Std Dev.		0.96	1.02	0.93	0.88	0.95	1.06	0.98	0.99	1.04	0.92	0.90	0.88	1.01	0.98	0.92
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	82	22	57	3	39	36	7	79	3	*	-	82	-
		3%	12%b	2%	8%	5%e	2%	4%	3%	7%	1%	-	3%	-
Slightly more	(4)	178	32	145	1	71	91	16	159	12	*	-	171	7
		7%	18%b	6%	3%	9%e	5%	9%	6%	29%	*	-	7%	49%
No change	(3)	1431	69	1349	13	372	969	90	1401	14	7	4	1422	4
		55%	38%	57%a	31%	49%	58%d	52%	55%	35%	61%	98%	55%	29%
Slightly less	(2)	425	36	381	7	139	256	29	415	7	1	-	423	2
		16%	20%	16%	17%	18%	15%	17%	16%	17%	11%	-	16%	11%
Much less	(1)	462	22	425	15	133	303	26	453	5	3	*	460	2
		18%	12%	18%	36%	18%	18%	15%	18%	12%	27%	2%	18%	11%
Don't know		29	2	25	2	5	20	4	29	*	-	-	29	-
		1%	1%	1%	5%	1%	1%	2%	1%	*	-	-	1%	-
NET Much/Slightly more		260	54	202	4	110	127	23	238	15	*	-	253	7
		10%	29%b	8%	11%	14%e	8%	14%e	9%	36%	1%	-	10%	49%
NET Much/Slightly less		887	58	806	23	273	559	55	868	11	4	*	883	3
		34%	32%	34%	53%	36%	33%	32%	34%	28%	38%	2%	34%	22%
Mean		2.61	2.98b	2.59	2.26	2.66	2.58	2.69	2.60	3.03	2.37	2.97	2.61	3.15
Std Dev.		0.96	1.16	0.93	1.24	1.04	0.92	0.99	0.96	1.11	0.95	0.29	0.96	1.05
Std Error		0.02	0.09	0.02	0.19	0.04	0.02	0.08	0.02	0.21	0.26	0.15	0.02	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**82**	27	17	26	13	9	-	18	-	17	-	21	-	5	-	13	-
		3%	*3%*	*4%*	*3%*	*3%*	*2%*	-	***4%m***	-	*4%*	-	***5%m***	-	*1%*	-	*3%*	-
Slightly more	(4)	**178**	39	46	61	32	12	-	27	-	46	-	29	-	31	-	32	-
		7%	*4%*	***10%a***	*7%*	*8%*	*3%*	-	*6%*	-	***10%e***	-	***7%e***	-	***7%e***	-	***8%e***	-
No change	(3)	**1431**	507	247	459	217	238	-	269	-	247	-	221	-	239	-	217	-
		55%	*58%*	*54%*	*53%*	*53%*	*55%*	-	***61%k***	-	*54%*	-	*51%*	-	*56%*	-	*53%*	-
Slightly less	(2)	**425**	141	71	144	69	86	-	55	-	71	-	65	-	79	-	69	-
		16%	*16%*	*15%*	*17%*	*17%*	***20%g***	-	*12%*	-	*15%*	-	*15%*	-	*18%*	-	*17%*	-
Much less	(1)	**462**	155	78	152	78	86	-	69	-	78	-	86	-	66	-	78	-
		18%	*18%*	*17%*	*18%*	*19%*	*20%*	-	*16%*	-	*17%*	-	*20%*	-	*15%*	-	*19%*	-
Don't know		**29**	6	3	17	3	1	-	5	-	3	-	10	-	7	-	3	-
		1%	*1%*	*1%*	*2%*	*1%*	*	-	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**260**	66	62	87	45	21	-	45	-	62	-	51	-	36	-	45	-
		10%	*8%*	***13%a***	*10%*	*11%*	*5%*	-	***10%e***	-	***13%e***	-	***12%e***	-	*8%*	-	***11%e***	-
NET Much/Slightly less		**887**	296	149	295	147	173	-	124	-	149	-	151	-	144	-	147	-
		34%	*34%*	*32%*	*34%*	*36%*	***40%g***	-	*28%*	-	*32%*	-	*35%*	-	*34%*	-	*36%*	-
Mean		**2.61**	2.59	2.68	2.60	2.59	2.47	-	**2.71e**	-	**2.68e**	-	2.61	-	2.60	-	2.59	-
Std Dev.		**0.96**	0.94	0.99	0.96	0.98	0.91	-	0.95	-	0.99	-	1.04	-	0.88	-	0.98	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.04	-	0.05	-	0.05	-	0.05	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	**88**	-	88	59	28	26	12	32	14	2	1	-	39	46	3	1	76	12	51
		3%	-	*3%*	**5%d**	*2%*	**7%ijk**	**4%ijk**	**6%ijk**	**4%ijk**	*	*	-	**6%no**	**5%no**	*	*	*3%*	*5%*	*2%*
Slightly more	(4)	**166**	-	166	95	70	44	27	58	17	11	4	4	71	75	19	8	140	25	132
		6%	-	*6%*	*7%*	*5%*	**12%hijk**	**10%hijk**	**11%hijk**	*4%*	*2%*	*1%*	*2%*	**11%no**	**8%no**	*2%*	*1%*	*6%*	*10%*	*5%*
No change	(3)	**1386**	-	1386	676	706	178	167	279	221	236	173	132	345	500	542	305	1247	120	1383
		53%	-	*53%*	*53%*	*53%*	*49%*	*58%*	*52%*	*59%*	*52%*	*54%*	*50%*	*53%*	*54%*	*52%*	*52%*	*53%*	*50%*	*54%*
Slightly less	(2)	**353**	-	353	161	191	50	31	78	43	69	42	40	81	121	151	82	317	34	341
		14%	-	*14%*	*13%*	*14%*	*14%*	*11%*	*14%*	*11%*	*15%*	*13%*	*15%*	*12%*	*13%*	*14%*	*14%*	*14%*	*14%*	*13%*
Much less	(1)	**576**	-	576	259	317	51	37	86	80	135	98	89	88	166	322	186	531	44	638
		22%	-	*22%*	*20%*	*24%*	*14%*	*13%*	*16%*	**21%f**	**30%efgh**	**30%efgh**	**33%efgh**	*14%*	*18%*	**31%lm**	**32%lm**	*23%*	*18%*	*25%*
Don't know		**38**	-	38	23	16	12	11	7	2	3	2	2	22	9	7	4	34	4	35
		1%	-	*1%*	*2%*	*1%*	*3%*	**4%hi**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%mno**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Much/Slightly more		**253**	-	253	155	98	70	40	90	31	13	5	4	110	121	22	10	216	37	183
		10%	-	*10%*	**12%d**	*7%*	**20%hijk**	**14%ijk**	**17%hijk**	**8%ijk**	*3%*	*2%*	*2%*	**17%no**	**13%no**	*2%*	*2%*	*9%*	**15%p**	*7%*
NET Much/Slightly less		**929**	-	929	421	508	100	69	164	123	204	140	129	169	287	473	269	848	78	979
		36%	-	*36%*	*33%*	**38%c**	*28%*	*24%*	*30%*	*33%*	**45%efgh**	**44%efgh**	**48%efgh**	*26%*	*31%*	**45%lm**	**46%lm**	*36%*	*33%*	*38%*
Mean		**2.55**	-	2.55	**2.63d**	2.47	**2.84hijk**	**2.81hijk**	**2.76ijk**	**2.58ijk**	2.28	2.28	2.20	**2.83no**	**2.68no**	2.26	2.24	2.53	2.69	2.46
Std Dev.		**1.02**	-	1.02	1.04	0.98	1.06	0.95	1.04	1.00	0.93	0.93	0.93	1.01	1.03	0.93	0.93	1.01	1.05	0.99
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.05	0.05	0.04	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	88	46	15	12	15	60	27	80	8	8	3	17	11	48	31	8	80
		3%	**9%bcd**	*2%*	*2%*	*2%*	**5%f**	*2%*	**5%h**	*1%*	*3%*	*1%*	*2%*	*2%*	**11%ijkln**	*2%*	*2%*	*4%*
Slightly more	(4)	166	60	30	44	32	90	76	135	27	24	13	31	32	60	76	24	136
		6%	**12%bcd**	*4%*	*7%*	*5%*	*7%*	*6%*	**9%h**	*3%*	*7%*	*4%*	*5%*	*5%*	**13%ijkln**	*5%*	*7%*	*6%*
No change	(3)	1386	215	476	331	365	691	696	817	550	175	169	382	366	188	916	175	1113
		53%	*43%*	**59%ac**	**51%a**	**56%a**	*53%*	*54%*	*52%*	*56%*	**53%m**	**53%m**	**56%m**	**57%m**	*42%*	**56%m**	*53%*	*53%*
Slightly less	(2)	353	72	100	85	95	173	180	218	127	52	43	91	87	59	220	53	284
		14%	*14%*	*12%*	*13%*	*15%*	*13%*	*14%*	*14%*	*13%*	*16%*	*14%*	*13%*	*13%*	*13%*	*13%*	*16%*	*13%*
Much less	(1)	576	100	182	167	127	283	294	298	268	64	85	154	139	85	378	68	479
		22%	*20%*	*22%*	*26%*	*20%*	*22%*	*23%*	*19%*	**27%g**	*19%*	*27%*	*23%*	*22%*	*19%*	*23%*	*20%*	*23%*
Don't know		38	8	9	9	13	16	22	29	9	5	5	8	10	5	23	5	28
		1%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Much/Slightly more		253	105	45	56	47	150	103	215	35	33	16	48	43	108	107	33	215
		10%	**21%bcd**	*5%*	*9%*	*7%*	**11%f**	*8%*	**14%h**	*4%*	*10%*	*5%*	*7%*	*7%*	**24%ijkln**	*7%*	*10%*	*10%*
NET Much/Slightly less		929	173	282	252	222	455	474	516	395	115	128	245	226	144	598	120	763
		36%	*35%*	*35%*	*39%*	*34%*	*35%*	*37%*	*33%*	**40%g**	*35%*	*40%*	*36%*	*35%*	*32%*	*36%*	*36%*	*36%*
Mean		2.55	**2.75bcd**	2.49	2.45	2.55	2.59	2.50	**2.66h**	2.37	2.57	2.38	2.51	2.51	**2.84ijkln**	2.48	2.55	2.55
Std Dev.		1.02	1.18	0.94	1.01	0.95	1.05	0.98	1.05	0.94	0.97	0.96	0.98	0.95	1.21	0.96	0.98	1.03
Std Error		0.02	0.05	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.06	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**88**	80	8	5	79	4	3	2	4	5	3	9	6	5	29	15	1	-	4
		3%	*4%*	*2%*	*4%*	*4%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*	**5%p**	*3%*	*2%*	**9%ijmpr**	*4%*	*1%*	*-*	*2%*
Slightly more	(4)	**166**	148	18	11	147	9	5	5	6	9	29	14	10	5	48	13	14	1	8
		6%	*7%*	*5%*	*10%*	*7%*	*4%*	*4%*	*7%*	*5%*	*3%*	**14%hilmor**	*7%*	*5%*	*2%*	**14%hilmopr**	*4%*	*6%*	*3%*	*4%*
No change	(3)	**1386**	1205	181	58	1157	126	69	35	56	153	119	88	132	125	171	206	108	24	102
		53%	*53%*	*52%*	*50%*	*53%*	*55%*	*55%*	*47%*	*51%*	*52%*	*56%*	*45%*	**58%k**	*51%*	*51%*	**59%k**	*49%*	**70%hikmnpr**	*52%*
Slightly less	(2)	**353**	298	55	18	306	25	12	10	18	61	21	32	23	41	36	51	23	2	23
		14%	*13%*	*16%*	*15%*	*14%*	*11%*	*9%*	*14%*	*17%*	**21%jlnpqr**	*10%*	*16%*	*10%*	*17%*	*11%*	*15%*	*10%*	*6%*	*12%*
Much less	(1)	**576**	492	84	21	457	63	36	21	24	59	38	48	53	61	51	57	66	6	56
		22%	*22%*	*24%*	*18%*	*21%*	**27%d**	**29%d**	**28%d**	*22%*	*20%*	*18%*	*25%*	*23%*	**25%n**	*15%*	*16%*	**30%jno**	*19%*	**29%jno**
Don't know		**38**	35	3	2	34	3	1	1	2	7	2	4	1	5	1	6	6	1	2
		1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*	*2%*	*3%*	*2%*	*1%*
NET Much/Slightly more		**253**	227	26	16	226	13	8	6	9	15	32	23	17	10	77	27	15	1	12
		10%	*10%*	*7%*	*14%*	**10%e**	*6%*	*7%*	*9%*	*9%*	*5%*	**15%ilmpqr**	**12%lm**	*7%*	*4%*	**23%hiklmopqr**	*8%*	*7%*	*3%*	*6%*
NET Much/Slightly less		**929**	790	139	39	764	87	47	31	42	119	59	80	76	102	88	109	89	8	79
		36%	*35%*	*40%*	*34%*	*35%*	*38%*	*38%*	**43%d**	**38%n**	**41%jn**	*28%*	**41%jnq**	*34%*	**42%jnq**	*26%*	*31%*	**41%jn**	*24%*	**40%jnq**
Mean		**2.55**	2.56	2.45	2.65	**2.57eg**	2.42	2.42	2.39	2.51	2.45	**2.71impr**	2.50	2.53	2.38	**2.90hiklmopr**	**2.64mpr**	2.34	2.59	2.38
Std Dev.		**1.02**	1.02	0.99	1.03	1.01	1.00	1.03	1.05	1.01	0.91	0.97	1.10	0.99	0.97	1.10	0.95	1.01	0.84	1.02
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.06	0.09	0.08	0.08	0.10	0.08	0.08	0.09	0.08	0.09	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	88	66	13	4	5	-	79	5	55	18	10	4	-	73	4
		3%	7%bcefg	1%	1%	3%	-	4%bc	2%	6%ijm	2%	2%	3%	-	4%i	2%
Slightly more	(4)	166	56	67	30	5	6	123	11	64	63	23	8	7	127	15
		6%	6%	7%	7%	3%	8%	7%	4%	7%	6%	5%	6%	11%	7%	7%
No change	(3)	1386	458	516	256	94	38	974	132	458	512	294	74	27	970	101
		53%	51%	52%	60%af	51%	48%	52%	50%	51%	51%	61%himn	51%	46%	51%	50%
Slightly less	(2)	353	99	146	60	36	9	245	45	103	155	59	22	10	258	32
		14%	11%	15%	14%	19%a	12%	13%	17%a	12%	16%	12%	15%	17%	14%	16%
Much less	(1)	576	200	231	76	43	25	431	68	199	231	89	37	15	431	52
		22%	22%	23%	18%	24%	31%c	23%	26%	22%	23%	19%	26%	25%	23%	25%
Don't know		38	12	16	4	1	1	28	2	11	16	6	*	*	27	1
		1%	1%	2%	1%	*	1%	2%	1%	1%	2%	1%	*	1%	1%	*
NET Much/Slightly more		253	122	79	33	10	6	201	17	119	81	33	12	7	200	19
		10%	14%bcdg	8%	8%	6%	8%	11%	6%	13%ij	8%	7%	8%	11%	11%	9%
NET Much/Slightly less		929	299	377	137	80	34	676	113	302	387	149	59	25	688	84
		36%	34%	38%	32%	43%c	43%	36%	43%ac	34%	39%j	31%	41%	42%	37%	41%
Mean		2.55	2.65bg	2.47	2.59g	2.42	2.33	2.55	2.39	2.63i	2.47	2.59	2.45	2.44	2.55	2.45
Std Dev.		1.02	1.12	0.97	0.89	0.98	1.01	1.05	0.99	1.10	0.98	0.92	1.02	1.00	1.04	1.01
Std Error		0.02	0.04	0.03	0.04	0.07	0.11	0.02	0.06	0.04	0.03	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	88	18	66	4	40	41	6	86	2	*	-	88	-
		3%	10%b	3%	10%	5%e	2%	4%	3%	5%	1%	-	3%	-
Slightly more	(4)	166	35	129	2	63	86	17	155	8	2	-	165	1
		6%	19%b	5%	4%	8%e	5%	10%e	6%	19%	16%	-	6%	4%
No change	(3)	1386	68	1304	14	375	932	78	1352	12	6	4	1369	13
		53%	37%	55%a	33%	49%	56%d	45%	53%	29%	47%	98%	53%	85%
Slightly less	(2)	353	23	324	7	98	224	31	336	12	3	-	351	2
		14%	12%	14%	16%	13%	13%	18%	13%	30%	25%	-	14%	11%
Much less	(1)	576	37	526	13	174	376	27	570	5	1	*	576	-
		22%	20%	22%	32%	23%	22%	15%	22%	13%	12%	2%	22%	-
Don't know		38	3	34	2	9	16	13	37	1	-	-	38	-
		1%	2%	1%	5%	1%	1%	8%de	1%	3%	-	-	1%	-
NET Much/Slightly more		253	52	195	6	103	127	24	241	10	2	-	253	1
		10%	29%b	8%	15%	14%e	8%	14%e	10%	24%	16%	-	10%	4%
NET Much/Slightly less		929	60	849	20	272	599	57	906	18	4	*	927	2
		36%	33%	36%	48%	36%	36%	33%	36%	44%	36%	2%	36%	11%
Mean		2.55	2.85b	2.53	2.43	2.60	2.51	2.66	2.54	2.71	2.69	2.97	2.54	2.93
Std Dev.		1.02	1.23	0.99	1.30	1.09	0.98	1.01	1.02	1.10	0.94	0.29	1.02	0.40
Std Error		0.02	0.10	0.02	0.21	0.04	0.02	0.08	0.02	0.21	0.26	0.15	0.02	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 132

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**88**	22	24	28	14	5	-	17	-	24	-	16	-	12	-	14	-
		3%	*2%*	*5%*	*3%*	*3%*	*1%*	-	*4%*	-	**5%e**	-	*4%*	-	*3%*	-	*3%*	-
Slightly more	(4)	**166**	50	27	68	21	18	-	32	-	27	-	38	-	30	-	21	-
		6%	*6%*	*6%*	*8%*	*5%*	*4%*	-	*7%*	-	*6%*	-	*9%*	-	*7%*	-	*5%*	-
No change	(3)	**1386**	476	252	436	222	227	-	249	-	252	-	208	-	228	-	222	-
		53%	*54%*	*55%*	*51%*	*54%*	*52%*	-	*56%*	-	*55%*	-	*48%*	-	*53%*	-	*54%*	-
Slightly less	(2)	**353**	109	66	124	53	60	-	49	-	66	-	60	-	65	-	53	-
		14%	*12%*	*14%*	*14%*	*13%*	*14%*	-	*11%*	-	*14%*	-	*14%*	-	*15%*	-	*13%*	-
Much less	(1)	**576**	205	91	182	98	118	-	86	-	91	-	97	-	85	-	98	-
		22%	*23%*	*20%*	*21%*	*24%*	*27%*	-	*19%*	-	*20%*	-	*22%*	-	*20%*	-	*24%*	-
Don't know		**38**	14	1	20	4	4	-	9	-	1	-	14	-	6	-	4	-
		1%	*2%*	*	**2%b**	*1%*	*1%*	-	**2%i**	-	*	-	**3%i**	-	*1%*	-	*1%*	-
NET Much/Slightly more		**253**	72	51	96	35	23	-	49	-	51	-	54	-	42	-	35	-
		10%	*8%*	*11%*	*11%*	*8%*	*5%*	-	**11%e**	-	**11%e**	-	**12%e**	-	*10%*	-	*8%*	-
NET Much/Slightly less		**929**	314	157	306	151	179	-	135	-	157	-	156	-	150	-	151	-
		36%	*36%*	*34%*	*36%*	*37%*	**41%g**	-	*31%*	-	*34%*	-	*36%*	-	*35%*	-	*37%*	-
Mean		**2.55**	2.51	2.62	2.56	2.51	2.37	-	**2.64e**	-	**2.62e**	-	2.56	-	**2.57e**	-	2.51	-
Std Dev.		**1.02**	1.00	1.03	1.02	1.02	0.97	-	1.01	-	1.03	-	1.06	-	0.98	-	1.02	-
Std Error		**0.02**	0.03	0.05	0.04	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	**126**	-	126	80	46	28	19	56	15	6	2	-	47	71	8	2	109	17	80
		5%	-	*5%*	**6%d**	*3%*	**8%ijk**	**7%ijk**	**10%hijk**	**4%jk**	*1%*	*	-	**7%no**	**8%no**	*1%*	*	*5%*	*7%*	*3%*
Slightly more	(4)	**347**	-	347	175	172	78	42	99	52	46	19	12	119	151	76	31	287	55	346
		13%	-	*13%*	*14%*	*13%*	**22%ijk**	**15%jk**	**18%ijk**	**14%jk**	**10%k**	*6%*	*4%*	**18%no**	**17%no**	*7%*	*5%*	*12%*	**23%p**	*13%*
No change	(3)	**1502**	-	1502	728	770	156	162	268	229	287	214	187	318	496	688	401	1378	109	1526
		58%	-	*58%*	*57%*	*58%*	*43%*	**57%e**	*50%*	**61%eg**	**63%eg**	**67%eg**	**70%efg**	*49%*	*54%*	**66%lm**	**68%lm**	**59%q**	*46%*	*59%*
Slightly less	(2)	**333**	-	333	150	182	58	29	67	50	59	45	25	87	117	129	70	301	32	317
		13%	-	*13%*	*12%*	*14%*	*16%*	*10%*	*12%*	*13%*	*13%*	*14%*	*9%*	*13%*	*13%*	*12%*	*12%*	*13%*	*13%*	*12%*
Much less	(1)	**268**	-	268	126	142	35	29	44	27	55	36	41	64	71	132	77	244	23	281
		10%	-	*10%*	*10%*	*11%*	*10%*	*10%*	*8%*	*7%*	*12%*	*11%*	**16%gh**	*10%*	*8%*	**13%m**	**13%m**	*10%*	*10%*	*11%*
Don't know		**31**	-	31	15	16	6	5	6	4	3	5	3	10	10	11	7	27	4	30
		1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Much/Slightly more		**473**	-	473	255	219	106	60	156	67	52	21	12	166	222	84	32	396	71	426
		18%	-	*18%*	*20%*	*16%*	**29%hijk**	**21%ijk**	**29%hijk**	**18%jk**	**11%k**	*6%*	*4%*	**26%no**	**24%no**	*8%*	*5%*	*17%*	**30%p**	*17%*
NET Much/Slightly less		**601**	-	601	277	324	93	59	111	77	114	81	66	152	188	261	147	545	55	598
		23%	-	*23%*	*22%*	*24%*	*26%*	*20%*	*21%*	*21%*	*25%*	*25%*	*25%*	*23%*	*21%*	*25%*	*25%*	*23%*	*23%*	*23%*
Mean		**2.90**	-	2.90	2.95	2.85	**3.02ijk**	**2.97ijk**	**3.11ijk**	**2.94ijk**	2.76	2.70	2.64	**3.00no**	**3.04no**	2.71	2.67	2.88	3.05	2.85
Std Dev.		**0.93**	-	0.93	0.95	0.91	1.05	0.97	1.03	0.85	0.85	0.77	0.80	1.01	0.96	0.81	0.78	0.92	1.02	0.90
Std Error		**0.02**	-	0.02	0.03	0.02	0.06	0.06	0.05	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	126	61	23	28	14	84	42	113	13	11	3	30	12	69	45	11	115
		5%	12%bcd	3%	4%	2%	6%f	3%	7%h	1%	3%	1%	4%j	2%	16%ijkln	3%	3%	5%
Slightly more	(4)	347	88	97	86	76	185	162	259	83	32	37	77	100	83	214	32	301
		13%	18%bd	12%	13%	12%	14%	13%	16%h	8%	10%	12%	11%	16%	19%ikn	13%	10%	14%
No change	(3)	1502	245	514	353	389	760	742	848	636	203	188	393	394	199	975	203	1190
		58%	49%	63%ac	55%	60%a	58%	57%	54%	64%g	62%m	59%m	58%m	61%m	45%	59%m	61%	56%
Slightly less	(2)	333	61	84	97	91	145	188	189	132	37	40	97	84	51	221	38	275
		13%	12%	10%	15%	14%	11%	15%	12%	13%	11%	13%	14%	13%	11%	13%	11%	13%
Much less	(1)	268	39	92	76	62	130	138	153	109	40	44	78	47	38	169	44	212
		10%	8%	11%	12%	10%	10%	11%	10%	11%	12%	14%l	11%	7%	9%	10%	13%	10%
Don't know		31	7	1	7	15	9	23	15	16	4	5	8	9	4	22	4	26
		1%	1%b	*	1%	2%b	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more		473	149	120	114	90	269	204	372	96	43	39	107	112	152	259	43	416
		18%	30%bcd	15%	18%	14%	21%f	16%	24%h	10%	13%	12%	16%	17%	34%ijkln	16%	13%	20%o
NET Much/Slightly less		601	99	175	173	153	275	326	342	241	77	84	175	131	89	390	82	487
		23%	20%	22%	27%	24%	21%	25%	22%	24%	24%	27%	26%	20%	20%	24%	25%	23%
Mean		2.90	3.15bcd	2.85	2.83	2.82	2.96f	2.83	2.99h	2.75	2.81	2.72	2.83	2.92j	3.21ijkln	2.84	2.78	2.92
Std Dev.		0.93	1.04	0.88	0.95	0.84	0.95	0.90	0.98	0.81	0.90	0.88	0.93	0.81	1.11	0.88	0.92	0.95
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.02	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**126**	116	10	5	118	3	4	1	8	5	6	5	12	5	51	21	5	-	3
		5%	*5%*	*3%*	*4%*	**5%eg**	*1%*	*3%*	*1%*	**7%lmpr**	*2%*	*3%*	*3%*	*5%*	*2%*	**15%ijklmopqt**	*6%*	*2%*	*-*	*2%*
Slightly more	(4)	**347**	321	26	9	284	30	19	15	14	36	26	23	35	21	66	39	23	2	28
		13%	**14%b**	*7%*	*8%*	*13%*	*13%*	*15%*	**20%d**	*13%*	*12%*	*12%*	*12%*	*16%*	*9%*	**20%mq**	*11%*	*11%*	*6%*	*14%*
No change	(3)	**1502**	1276	226	67	1244	146	72	40	61	173	137	121	119	142	153	209	129	25	121
		58%	*57%*	**65%a**	*57%*	*57%*	**64%g**	*58%*	*54%*	*56%*	**59%n**	**64%n**	**62%n**	*52%*	**59%n**	*45%*	**60%n**	**59%n**	**72%ln**	**62%n**
Slightly less	(2)	**333**	278	55	24	286	28	11	9	16	41	27	22	37	35	33	44	33	5	23
		13%	*12%*	*16%*	**20%a**	*13%*	*12%*	*8%*	*12%*	*14%*	*14%*	*13%*	*11%*	*16%*	*14%*	*10%*	*13%*	*15%*	*14%*	*12%*
Much less	(1)	**268**	240	28	10	220	22	18	9	9	33	17	21	20	37	34	30	20	3	19
		10%	*11%*	*8%*	*8%*	*10%*	*9%*	*14%*	*12%*	*8%*	*11%*	*8%*	*11%*	*9%*	*15%*	*10%*	*9%*	*9%*	*8%*	*10%*
Don't know		**31**	28	4	2	29	*	1	1	1	7	-	2	4	2	1	5	8	*	*
		1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*2%*	*1%*	*	*1%*	**3%jnr**	*1%*	*
NET Much/Slightly more		**473**	437	36	14	401	33	23	16	22	40	32	28	47	27	117	60	28	2	31
		18%	**19%b**	*10%*	*12%*	*18%*	*14%*	*19%*	*21%*	**20%mq**	*14%*	*15%*	*15%*	**21%mq**	*11%*	**35%hijklmopqr**	*17%*	*13%*	*6%*	*16%*
NET Much/Slightly less		**601**	517	83	33	505	49	28	17	25	73	44	43	56	72	66	73	53	7	42
		23%	*23%*	*24%*	*29%*	*23%*	*21%*	*23%*	*24%*	*23%*	*25%*	*21%*	*22%*	*25%*	*30%*	*20%*	*21%*	*24%*	*22%*	*21%*
Mean		**2.90**	2.91	2.81	2.79	2.90	2.85	2.85	2.87	**2.97m**	2.79	2.89	2.84	**2.93m**	2.68	**3.20ijklmopqr**	**2.94m**	2.80	2.76	2.86
Std Dev.		**0.93**	0.95	0.80	0.87	0.94	0.82	0.97	0.92	0.96	0.86	0.82	0.87	0.94	0.92	1.12	0.91	0.84	0.68	0.84
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.07	0.07	0.08	0.08	0.08	0.10	0.08	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	126	79	32	7	6	1	111	7	84	28	10	2	2	112	4
		5%	**9%bcfg**	*3%*	*2%*	*3%*	*2%*	**6%bc**	*3%*	**9%ijkmn**	*3%*	*2%*	*1%*	*4%*	**6%ij**	*2%*
Slightly more	(4)	347	110	169	30	24	13	280	36	119	171	42	12	3	289	15
		13%	**12%c**	**17%ac**	*7%*	*13%*	**16%c**	**15%c**	**14%c**	*13%*	**17%jkn**	*9%*	*8%*	*6%*	**15%jn**	*7%*
No change	(3)	1502	522	546	286	89	36	1068	125	502	564	289	93	33	1066	126
		58%	**59%g**	*55%*	**66%abdefg**	*48%*	*46%*	**57%g**	*48%*	*56%*	*57%*	*60%*	*64%*	*56%*	*57%*	*62%*
Slightly less	(2)	333	86	130	56	43	13	216	56	89	136	72	22	9	225	31
		13%	*10%*	*13%*	*13%*	**23%abcf**	*16%*	*12%*	**21%abcf**	*10%*	*14%*	**15%h**	*15%*	*16%*	*12%*	*15%*
Much less	(1)	268	81	100	49	23	14	181	37	82	91	62	17	11	173	28
		10%	*9%*	*10%*	*11%*	*12%*	**18%af**	*10%*	*14%*	*9%*	*9%*	*13%*	*12%*	**19%m**	*9%*	*14%*
Don't know		31	12	11	2	*	1	23	2	15	5	7	*	-	20	*
		1%	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	-	*1%*	*
NET Much/Slightly more		473	189	202	37	29	14	391	43	203	199	52	13	5	401	19
		18%	**21%c**	**20%c**	*9%*	**16%c**	*18%*	**21%c**	**16%c**	**23%jkn**	**20%jkn**	*11%*	*9%*	*9%*	**21%jkn**	*9%*
NET Much/Slightly less		601	168	230	105	66	27	397	93	171	228	134	39	20	398	59
		23%	*19%*	*23%*	*24%*	**36%abcf**	**35%af**	*21%*	**35%abcf**	*19%*	*23%*	**28%hm**	*27%*	**35%hm**	*21%*	**29%h**
Mean		2.90	**3.02cdeg**	**2.90cg**	2.74	2.71	2.65	**2.96cdeg**	2.69	**3.04ijkln**	**2.91jln**	2.72	2.72	2.59	**2.97jkln**	2.68
Std Dev.		0.93	0.98	0.92	0.81	0.95	1.02	0.95	0.97	1.00	0.89	0.88	0.82	0.99	0.94	0.87
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.07	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	**126**	34	87	4	54	61	11	126	*	-	-	126	-
		5%	***19%b***	*4%*	*10%*	***7%e***	*4%*	*6%*	*5%*	*	-	-	*5%*	-
Slightly more	(4)	**347**	25	317	5	101	221	25	332	12	*	*	343	4
		13%	*14%*	*13%*	*11%*	*13%*	*13%*	*14%*	*13%*	*29%*	*	*2%*	*13%*	*25%*
No change	(3)	**1502**	74	1415	14	383	1027	92	1470	12	7	4	1489	9
		58%	*40%*	***59%a***	*32%*	*50%*	***61%d***	*53%*	*58%*	*29%*	*56%*	*98%*	*58%*	*59%*
Slightly less	(2)	**333**	30	292	10	105	206	21	316	13	2	-	330	2
		13%	*17%*	*12%*	*24%*	*14%*	*12%*	*12%*	*12%*	*32%*	*16%*	-	*13%*	*16%*
Much less	(1)	**268**	18	241	9	110	142	15	261	3	3	-	268	-
		10%	*10%*	*10%*	*21%*	***14%e***	*9%*	*9%*	*10%*	*8%*	*27%*	-	*10%*	-
Don't know		**31**	2	29	1	5	18	8	31	1	-	-	31	-
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	***5%de***	*1%*	*1%*	-	-	*1%*	-
NET Much/Slightly more		**473**	60	405	9	156	282	36	457	12	*	*	469	4
		18%	***33%b***	*17%*	*21%*	*20%*	*17%*	*21%*	*18%*	*30%*	*	*2%*	*18%*	*25%*
NET Much/Slightly less		**601**	48	534	19	216	348	37	577	16	5	-	598	2
		23%	*26%*	*22%*	*45%*	***28%e***	*21%*	*21%*	*23%*	*40%*	*43%*	-	*23%*	*16%*
Mean		**2.90**	3.15b	2.88	2.65	2.85	2.91	2.97	2.90	2.82	2.30	3.02	2.89	3.09
Std Dev.		**0.93**	1.20	0.90	1.24	1.06	0.86	0.96	0.93	0.98	0.91	0.15	0.93	0.65
Std Error		**0.02**	0.09	0.02	0.19	0.04	0.02	0.08	0.02	0.19	0.25	0.07	0.02	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**126**	43	22	40	20	6	-	37	-	22	-	29	-	11	-	20	-
		5%	*5%*	*5%*	*5%*	*5%*	*1%*	-	***8%em***	-	***5%e***	-	***7%em***	-	*3%*	-	***5%e***	-
Slightly more	(4)	**347**	102	70	115	60	52	-	50	-	70	-	53	-	62	-	60	-
		13%	*12%*	*15%*	*13%*	*15%*	*12%*	-	*11%*	-	*15%*	-	*12%*	-	*15%*	-	*15%*	-
No change	(3)	**1502**	522	271	485	224	262	-	261	-	271	-	220	-	265	-	224	-
		58%	*60%*	*59%*	*56%*	*54%*	***61%k***	-	*59%*	-	*59%*	-	*51%*	-	***62%k***	-	*54%*	-
Slightly less	(2)	**333**	99	55	123	56	49	-	50	-	55	-	71	-	52	-	56	-
		13%	*11%*	*12%*	*14%*	*14%*	*11%*	-	*11%*	-	*12%*	-	*17%*	-	*12%*	-	*14%*	-
Much less	(1)	**268**	103	34	83	48	61	-	43	-	34	-	52	-	30	-	48	-
		10%	*12%*	*7%*	*10%*	*12%*	***14%im***	-	*10%*	-	*7%*	-	*12%*	-	*7%*	-	*12%*	-
Don't know		**31**	6	9	13	4	3	-	3	-	9	-	6	-	7	-	4	-
		1%	*1%*	*2%*	*2%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**473**	145	93	155	80	58	-	87	-	93	-	82	-	73	-	80	-
		18%	*17%*	*20%*	*18%*	*19%*	*13%*	-	*20%*	-	*20%*	-	*19%*	-	*17%*	-	*19%*	-
NET Much/Slightly less		**601**	203	88	206	104	110	-	93	-	88	-	124	-	82	-	104	-
		23%	*23%*	*19%*	*24%*	*25%*	*25%*	-	*21%*	-	*19%*	-	***29%im***	-	*19%*	-	*25%*	-
Mean		**2.90**	2.86	2.99	2.89	2.87	2.75	-	***2.97e***	-	***2.99e***	-	2.85	-	***2.93e***	-	2.87	-
Std Dev.		**0.93**	0.94	0.88	0.92	0.97	0.89	-	0.98	-	0.88	-	1.02	-	0.81	-	0.97	-
Std Error		**0.02**	0.03	0.04	0.03	0.05	0.04	-	0.05	-	0.04	-	0.05	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	106	-	106	68	37	39	13	33	10	5	5	-	52	43	10	5	90	14	93
		4%	-	4%	5%d	3%	11%fhijk	5%ik	6%ijk	3%	1%	2%	-	8%no	5%no	1%	1%	4%	6%	4%
Slightly more	(4)	319	-	319	152	167	61	54	97	44	34	21	9	115	141	64	30	278	39	313
		12%	-	12%	12%	13%	17%ijk	19%ijk	18%ijk	12%k	7%	7%	3%	18%no	15%no	6%	5%	12%	16%	12%
No change	(3)	1558	-	1558	772	782	180	156	304	242	291	197	189	336	545	677	386	1415	127	1529
		60%	-	60%	61%	59%	50%	54%	56%	64%e	64%e	61%e	71%efg	52%	59%l	65%l	66%l	60%	53%	59%
Slightly less	(2)	294	-	294	134	160	43	33	57	41	64	41	16	76	98	121	57	260	33	287
		11%	-	11%	11%	12%	12%	12%	10%	11%	14%k	13%	6%	12%	11%	12%	10%	11%	14%	11%
Much less	(1)	306	-	306	136	170	31	25	50	38	59	51	53	57	87	162	103	281	23	328
		12%	-	12%	11%	13%	9%	9%	9%	10%	13%	16%eg	20%efgh	9%	10%	15%lm	18%lm	12%	10%	13%
Don't know		25	-	25	12	12	6	5	*	2	4	7	*	11	3	11	7	22	2	30
		1%	-	1%	1%	1%	2%g	2%g	*	1%	1%	2%g	*	2%m	*	1%	1%	1%	1%	1%
NET Much/Slightly more		424	-	424	220	204	100	67	130	54	39	26	9	167	184	74	35	368	53	406
		16%	-	16%	17%	15%	28%hijk	23%hijk	24%hijk	14%k	9%k	8%	3%	26%no	20%no	7%	6%	16%	22%	16%
NET Much/Slightly less		600	-	600	270	330	74	58	106	79	123	91	68	133	185	283	160	541	56	615
		23%	-	23%	21%	25%	21%	20%	20%	21%	27%g	28%g	26%	21%	20%	27%lm	27%m	23%	23%	24%
Mean		2.85	-	2.85	2.91d	2.80	3.09hijk	2.99ijk	3.01ijk	2.86ijk	2.70	2.65	2.58	3.05no	2.95no	2.65	2.62	2.84	2.95	2.83
Std Dev.		0.92	-	0.92	0.93	0.92	1.04	0.93	0.95	0.85	0.83	0.88	0.84	0.99	0.91	0.85	0.86	0.92	0.97	0.93
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.06	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	106	46	17	24	18	63	42	87	17	10	5	27	14	47	45	10	93
		4%	9%bcd	2%	4%	3%	5%	3%	6%h	2%	3%	1%	4%	2%	10%ijkln	3%	3%	4%
Slightly more	(4)	319	86	90	70	72	177	142	233	78	29	33	79	90	76	202	29	281
		12%	17%bcd	11%	11%	11%	13%	11%	15%h	8%	9%	10%	12%	14%	17%l	12%	9%	13%
No change	(3)	1558	268	518	380	392	786	772	909	630	202	189	390	412	238	991	202	1242
		60%	53%	64%a	59%	60%	60%	60%	58%	64%g	62%	60%	57%	64%m	54%	60%	61%	59%
Slightly less	(2)	294	45	75	91	83	121	174	182	104	31	35	97	63	47	195	32	249
		11%	9%	9%	14%b	13%	9%	13%e	12%	10%	10%	11%	14%	10%	11%	12%	10%	12%
Much less	(1)	306	49	106	79	72	155	151	158	143	49	52	83	62	34	197	53	237
		12%	10%	13%	12%	11%	12%	12%	10%	14%g	15%m	16%lm	12%	10%	8%	12%	16%	11%
Don't know		25	7	4	3	11	11	14	7	17	5	3	7	5	2	15	5	17
		1%	1%	1%	*	2%	1%	1%	*	2%g	2%	1%	1%	1%	*	1%	2%	1%
NET Much/Slightly more		424	132	108	94	90	240	184	320	95	40	37	105	105	123	247	40	374
		16%	26%bcd	13%	15%	14%	18%f	14%	20%h	10%	12%	12%	15%	16%	28%ijkln	15%	12%	18%
NET Much/Slightly less		600	94	182	170	155	276	325	341	247	80	87	179	125	81	392	85	486
		23%	19%	22%	26%a	24%	21%	25%	22%	25%	25%	28%lm	26%lm	19%	18%	24%	26%	23%
Mean		2.85	3.07bcd	2.80	2.80	2.81	2.90	2.81	2.94h	2.71	2.75	2.69	2.81	2.89j	3.12ijkln	2.82	2.73	2.88
Std Dev.		0.92	1.01	0.88	0.92	0.88	0.94	0.90	0.94	0.88	0.93	0.92	0.93	0.84	1.00	0.90	0.95	0.93
Std Error		0.02	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.04	0.03	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**106**	97	9	5	91	5	6	3	7	12	3	5	9	5	29	16	5	-	5
		4%	*4%*	*2%*	*5%*	*4%*	*2%*	*5%*	*5%*	**7%jm**	*4%*	*2%*	*3%*	*4%*	*2%*	**8%jmr**	*5%*	*3%*	-	*2%*
Slightly more	(4)	**319**	285	34	11	260	31	15	13	12	29	27	19	31	18	75	25	23	2	28
		12%	*13%*	*10%*	*10%*	*12%*	*13%*	*12%*	**17%d**	*11%*	*10%*	*13%*	*10%*	*14%*	*7%*	**22%hikmopqq**	*7%*	*11%*	*7%*	**14%mo**
No change	(3)	**1558**	1339	219	63	1308	141	73	35	63	178	133	126	134	145	172	230	126	22	119
		60%	*59%*	*63%*	*54%*	**60%g**	**62%g**	**59%g**	*48%*	*58%*	*61%*	*63%*	**65%n**	*59%*	*60%*	*51%*	**66%n**	*58%*	*64%*	*61%*
Slightly less	(2)	**294**	246	49	20	249	22	14	10	12	36	26	18	22	36	29	42	28	4	18
		11%	*11%*	*14%*	*17%*	*11%*	*9%*	*11%*	*13%*	*11%*	*12%*	*12%*	*9%*	*10%*	*15%*	*9%*	*12%*	*13%*	*10%*	*9%*
Much less	(1)	**306**	273	33	15	248	31	16	11	12	34	23	23	27	39	30	30	31	7	24
		12%	*12%*	*10%*	*13%*	*11%*	*14%*	*13%*	*15%*	*12%*	*11%*	*11%*	*12%*	*12%*	*16%*	*9%*	*9%*	*14%*	**19%o**	*13%*
Don't know		**25**	20	5	2	22	*	1	1	1	5	-	3	4	-	2	3	4	-	*
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	**2%e**	*1%*	*2%*	-	*2%*	*2%*	-	*1%*	*1%*	*2%*	-	*
NET Much/Slightly more		**424**	382	43	17	352	35	21	16	20	41	30	24	40	23	104	42	29	2	33
		16%	*17%*	*12%*	*14%*	*16%*	*15%*	*17%*	**22%d**	**18%m**	*14%*	*14%*	*12%*	*18%*	*9%*	**31%hijklmopqr**	*12%*	*13%*	*7%*	**17%m**
NET Much/Slightly less		**600**	518	82	35	498	53	30	21	24	70	49	41	48	74	59	72	58	10	42
		23%	*23%*	*24%*	*30%*	*23%*	*23%*	*24%*	*28%*	*22%*	*24%*	*23%*	*21%*	*21%*	**31%n**	*18%*	*21%*	*27%*	*29%*	*22%*
Mean		**2.85**	2.86	2.81	2.75	2.86	2.81	2.85	2.84	**2.91m**	2.82	2.82	2.82	**2.89m**	2.65	**3.13ijkmopqr**	**2.87m**	2.74	2.58	2.85
Std Dev.		**0.92**	0.94	0.83	0.96	0.92	0.91	0.96	1.04	0.99	0.91	0.85	0.87	0.94	0.90	1.00	0.85	0.92	0.88	0.91
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.09	0.08	0.07	0.08	0.08	0.08	0.09	0.07	0.08	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	106	73	20	8	4	1	92	6	76	24	4	1	*	100	2
		4%	**8%bcdfg**	*2%*	*2%*	*2%*	*2%*	**5%bc**	*2%*	**9%ijkmn**	*2%*	*1%*	*1%*	*	**5%ijn**	*1%*
Slightly more	(4)	319	109	144	31	24	9	254	33	118	148	39	7	6	266	13
		12%	**12%c**	**15%c**	*7%*	*13%*	*11%*	**13%c**	*13%*	**13%jkn**	**15%jkn**	*8%*	*5%*	*10%*	**14%jkn**	*6%*
No change	(3)	1558	527	575	289	99	44	1103	143	508	584	312	95	37	1092	131
		60%	*59%*	*58%*	**67%abdfg**	*54%*	*56%*	*59%*	*54%*	*57%*	*59%*	**65%h**	*65%*	*63%*	*58%*	*64%*
Slightly less	(2)	294	75	127	47	36	5	201	41	83	125	66	12	6	208	17
		11%	*8%*	**13%a**	*11%*	**19%acef**	*6%*	*11%*	**16%a**	*9%*	*13%*	*14%*	*8%*	*10%*	*11%*	*8%*
Much less	(1)	306	97	115	54	21	19	211	41	96	109	57	29	10	205	39
		12%	*11%*	*12%*	*12%*	*11%*	**25%abcdf**	*11%*	*15%*	*11%*	*11%*	*12%*	**20%hlm**	*17%*	*11%*	**19%hlm**
Don't know		25	11	7	1	*	-	18	*	7	7	4	2	-	14	2
		1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
NET Much/Slightly more		424	182	164	39	28	10	346	39	195	172	43	9	6	366	15
		16%	**20%c**	**17%c**	*9%*	*15%*	*13%*	**18%c**	*15%*	**22%jkn**	**17%jkn**	*9%*	*6%*	*10%*	**19%jkn**	*7%*
NET Much/Slightly less		600	171	241	101	57	24	413	82	180	234	123	41	15	413	57
		23%	*19%*	*24%*	*23%*	**31%af**	*31%*	*22%*	**31%af**	*20%*	*23%*	*25%*	*28%*	*27%*	*22%*	*28%*
Mean		2.85	**2.99bcdeg**	2.82	2.75	2.75	2.60	**2.90ceg**	2.70	**2.99ijkn**	**2.85kn**	2.72	2.58	2.67	**2.92jkn**	2.61
Std Dev.		0.92	0.99	0.89	0.83	0.91	1.04	0.94	0.95	1.01	0.89	0.81	0.90	0.88	0.95	0.90
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.11	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	106	23	80	3	45	50	10	104	*	-	-	104	2
		4%	12%b	3%	8%	6%e	3%	6%	4%	1%	-	-	4%	11%
Slightly more	(4)	319	38	275	6	98	200	21	307	9	1	*	317	2
		12%	21%b	12%	13%	13%	12%	12%	12%	21%	5%	2%	12%	14%
No change	(3)	1558	69	1473	15	396	1065	96	1518	14	9	4	1542	11
		60%	38%	62%a	36%	52%	64%d	56%	60%	36%	79%	98%	60%	74%
Slightly less	(2)	294	27	258	9	93	175	26	283	11	-	-	294	*
		11%	15%	11%	20%	12%	10%	15%	11%	27%	-	-	11%	1%
Much less	(1)	306	24	273	8	121	171	15	300	5	1	-	306	-
		12%	13%	11%	20%	16%e	10%	9%	12%	12%	12%	-	12%	-
Don't know		25	2	22	1	6	14	4	23	1	*	-	25	-
		1%	1%	1%	3%	1%	1%	3%	1%	3%	4%	-	1%	-
NET Much/Slightly more		424	61	355	9	143	250	31	411	9	1	*	421	4
		16%	33%b	15%	21%	19%	15%	18%	16%	22%	5%	2%	16%	25%
NET Much/Slightly less		600	52	532	17	214	346	41	583	16	1	-	600	*
		23%	28%	22%	40%	28%e	21%	24%	23%	39%	12%	-	23%	1%
Mean		2.85	3.04b	2.84	2.69	2.81	2.87	2.92	2.85	2.71	2.81	3.02	2.85	3.34
Std Dev.		0.92	1.18	0.89	1.19	1.05	0.86	0.93	0.93	0.98	0.75	0.15	0.93	0.70
Std Error		0.02	0.09	0.02	0.18	0.04	0.02	0.07	0.02	0.19	0.23	0.07	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**106**	38	20	32	16	11	-	27	-	20	-	22	-	10	-	16	-
		4%	*4%*	*4%*	*4%*	*4%*	*3%*	-	***6%m***	-	*4%*	-	*5%*	-	*2%*	-	*4%*	-
Slightly more	(4)	**319**	109	73	94	42	47	-	62	-	73	-	41	-	53	-	42	-
		12%	*12%*	*16%*	*11%*	*10%*	*11%*	-	*14%*	-	***16%k***	-	*10%*	-	*12%*	-	*10%*	-
No change	(3)	**1558**	519	271	509	259	255	-	264	-	271	-	243	-	266	-	259	-
		60%	*59%*	*59%*	*59%*	*63%*	*59%*	-	*60%*	-	*59%*	-	*56%*	-	*62%*	-	*63%*	-
Slightly less	(2)	**294**	91	44	110	49	50	-	41	-	44	-	54	-	56	-	49	-
		11%	*10%*	*10%*	*13%*	*12%*	*12%*	-	*9%*	-	*10%*	-	*13%*	-	*13%*	-	*12%*	-
Much less	(1)	**306**	112	52	100	42	66	-	45	-	52	-	65	-	35	-	42	-
		12%	*13%*	*11%*	*12%*	*10%*	***15%m***	-	*10%*	-	*11%*	-	***15%m***	-	*8%*	-	*10%*	-
Don't know		**25**	6	1	13	5	3	-	3	-	1	-	6	-	7	-	5	-
		1%	*1%*	*	*2%*	*1%*	*1%*	-	*1%*	-	*	-	*1%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**424**	147	93	126	58	58	-	89	-	93	-	63	-	63	-	58	-
		16%	*17%*	*20%*	*15%*	*14%*	*13%*	-	*20%*	-	*20%*	-	*15%*	-	*15%*	-	*14%*	-
NET Much/Slightly less		**600**	203	96	210	91	117	-	86	-	96	-	120	-	91	-	91	-
		23%	*23%*	*21%*	*25%*	*22%*	*27%*	-	*20%*	-	*21%*	-	***28%g***	-	*21%*	-	*22%*	-
Mean		**2.85**	2.85	2.92	2.82	2.85	2.74	-	**2.96ek**	-	**2.92e**	-	2.77	-	2.87	-	2.85	-
Std Dev.		**0.92**	0.95	0.94	0.91	0.88	0.94	-	0.95	-	0.94	-	1.00	-	0.82	-	0.88	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.05	-	0.05	-	0.05	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	**99**	-	99	60	38	20	10	35	17	7	5	4	31	52	16	9	86	13	69
		4%	-	*4%*	*5%*	*3%*	**6%jl**	*4%*	**6%jk**	*5%*	*2%*	*1%*	*2%*	**5%no**	**6%no**	*2%*	*2%*	*4%*	*5%*	*3%*
Slightly more	(4)	**280**	-	280	151	128	59	42	75	44	46	12	3	101	119	60	15	245	33	251
		11%	-	*11%*	*12%*	*10%*	**16%jk**	**15%jk**	**14%jk**	**12%jk**	**10%jk**	*4%*	*1%*	**16%no**	**13%no**	**6%o**	*2%*	*10%*	*14%*	*10%*
No change	(3)	**1608**	-	1608	797	808	183	168	309	239	302	227	181	351	548	709	408	1468	122	1655
		62%	-	*62%*	*62%*	*61%*	*51%*	*59%*	*57%*	**63%e**	**66%eg**	**71%efg**	**68%eg**	*54%*	*60%*	**68%lm**	**69%lm**	**63%q**	*51%*	*64%*
Slightly less	(2)	**305**	-	305	130	175	62	36	74	34	47	21	31	97	108	99	52	257	46	272
		12%	-	*12%*	*10%*	*13%*	**17%hij**	*13%*	**14%j**	*9%*	*10%*	*7%*	*12%*	**15%no**	*12%*	*10%*	*9%*	*11%*	**19%p**	*11%*
Much less	(1)	**276**	-	276	122	154	34	20	46	38	51	42	46	53	84	138	87	258	17	291
		11%	-	*11%*	*10%*	*12%*	*9%*	*7%*	*9%*	*10%*	*11%*	*13%*	**17%efg**	*8%*	*9%*	**13%lm**	**15%lm**	*11%*	*7%*	*11%*
Don't know		**40**	-	40	15	25	3	11	1	5	4	15	2	13	6	21	17	31	9	42
		2%	-	*2%*	*1%*	*2%*	*1%*	**4%gi**	*	*1%*	*1%*	**5%eghik**	*1%*	*2%*	*1%*	*2%*	**3%m**	*1%*	*4%*	*2%*
NET Much/Slightly more		**378**	-	378	212	167	79	52	110	61	53	17	7	131	171	76	24	331	46	320
		15%	-	*15%*	**17%d**	*13%*	**22%ijk**	**18%jk**	**20%ijk**	**16%jk**	**12%jk**	*5%*	*3%*	**20%no**	**19%no**	*7%*	*4%*	*14%*	*19%*	*12%*
NET Much/Slightly less		**580**	-	580	251	329	95	55	120	72	98	63	77	151	192	238	140	515	62	563
		22%	-	*22%*	*20%*	**25%c**	*27%*	*19%*	*22%*	*19%*	*21%*	*20%*	**29%h**	*23%*	*21%*	*23%*	*24%*	*22%*	*26%*	*22%*
Mean		**2.85**	-	2.85	**2.92d**	2.79	**2.92k**	**2.95jk**	**2.96ijk**	**2.92jk**	**2.80k**	2.73	2.58	**2.93no**	**2.94no**	2.72	2.66	2.85	2.91	2.82
Std Dev.		**0.89**	-	0.89	0.89	0.88	0.97	0.85	0.94	0.89	0.82	0.80	0.84	0.92	0.92	0.83	0.82	0.89	0.92	0.86
Std Error		**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	99	47	18	18	16	65	34	82	17	7	6	18	18	49	42	7	91
		4%	9%bcd	2%	3%	3%	5%f	3%	5%h	2%	2%	2%	3%	3%	11%ijkln	3%	2%	4%
Slightly more	(4)	280	71	75	78	55	147	133	223	53	28	23	86	56	72	165	28	241
		11%	14%bd	9%	12%	8%	11%	10%	14%h	5%	8%	7%	13%	9%	16%ijln	10%	8%	11%
No change	(3)	1608	268	549	368	423	817	791	916	674	210	199	411	432	233	1042	210	1289
		62%	54%	68%ac	57%	65%ac	62%	61%	58%	68%g	64%m	63%m	60%	67%m	53%	63%m	63%	61%
Slightly less	(2)	305	55	69	104	76	125	180	191	102	32	38	86	77	49	201	33	256
		12%	11%	9%	16%b	12%	9%	14%e	12%	10%	10%	12%	13%	12%	11%	12%	10%	12%
Much less	(1)	276	50	95	65	65	145	130	149	124	43	50	72	48	37	170	47	213
		11%	10%	12%	10%	10%	11%	10%	9%	13%	13%l	16%lmn	10%	7%	8%	10%	14%	10%
Don't know		40	9	5	14	13	14	26	16	20	9	1	9	14	4	25	9	29
		2%	2%	1%	2%	2%	1%	2%	1%	2%	3%	*	1%	2%	1%	1%	3%	1%
NET Much/Slightly more		378	118	93	96	71	212	167	305	70	34	29	105	74	121	207	34	332
		15%	24%bcd	11%	15%	11%	16%	13%	19%h	7%	10%	9%	15%j	11%	27%ijkln	13%	10%	16%
NET Much/Slightly less		580	106	164	169	141	270	310	340	226	75	88	157	126	86	371	79	469
		22%	21%	20%	26%	22%	21%	24%	22%	23%	23%	28%lm	23%	19%	19%	23%	24%	22%
Mean		2.85	3.02bcd	2.82	2.81	2.81	2.89	2.81	2.93h	2.73	2.76	2.67	2.84j	2.87j	3.11ijkln	2.82j	2.74	2.88
Std Dev.		0.89	1.02	0.84	0.88	0.83	0.92	0.85	0.92	0.82	0.87	0.89	0.87	0.79	1.02	0.85	0.88	0.90
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**99**	88	11	7	89	4	4	3	4	4	5	8	7	4	30	19	6	-	4
		4%	*4%*	*3%*	*6%*	*4%*	*2%*	*3%*	*4%*	*4%*	*1%*	*2%*	*4%*	*3%*	*2%*	**9%ijmr**	*6%*	*3%*	*-*	*2%*
Slightly more	(4)	**280**	259	21	6	240	22	11	7	16	35	23	15	29	15	58	29	19	1	20
		11%	**11%b**	*6%*	*5%*	*11%*	*9%*	*9%*	*10%*	**15%m**	*12%*	*11%*	*8%*	*13%*	*6%*	**17%kmoq**	*8%*	*9%*	*4%*	*10%*
No change	(3)	**1608**	1380	228	64	1337	148	80	44	67	179	133	127	137	158	181	220	134	24	124
		62%	*61%*	*65%*	*55%*	*61%*	*64%*	*64%*	*60%*	*61%*	*61%*	*63%*	*65%*	*61%*	*65%*	*54%*	*63%*	*62%*	*70%*	*64%*
Slightly less	(2)	**305**	257	47	21	256	26	11	11	9	40	33	18	20	28	32	52	25	3	23
		12%	*11%*	*14%*	*18%*	*12%*	*11%*	*9%*	**16%f**	*8%*	*14%*	*15%*	*9%*	*9%*	*12%*	*9%*	*15%*	*11%*	*9%*	*12%*
Much less	(1)	**276**	245	31	13	226	25	18	7	11	30	18	22	28	34	29	26	28	5	20
		11%	*11%*	*9%*	*11%*	*10%*	*11%*	*14%*	*10%*	*11%*	*10%*	*9%*	*11%*	*12%*	*14%*	*8%*	*7%*	*13%*	*15%*	*10%*
Don't know		**40**	29	11	5	33	4	2	1	1	5	-	5	5	4	7	1	5	1	3
		2%	*1%*	**3%a**	**5%a**	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-*	*2%*	*2%*	*2%*	*2%*	*	*2%*	**3%j**	*2%*
NET Much/Slightly more		**378**	347	32	13	329	26	14	10	20	39	28	23	36	19	89	49	26	1	24
		15%	**15%b**	*9%*	*11%*	*15%*	*11%*	*11%*	*14%*	**19%mq**	*13%*	*13%*	*12%*	**16%mq**	*8%*	**26%ijkmopqr**	*14%*	*12%*	*4%*	*13%*
NET Much/Slightly less		**580**	503	78	34	481	51	29	19	21	70	51	40	48	62	60	78	53	8	43
		22%	*22%*	*22%*	*29%*	*22%*	*22%*	*23%*	*26%*	*19%*	*24%*	*24%*	*20%*	*21%*	*25%*	*18%*	*22%*	*24%*	*24%*	*22%*
Mean		**2.85**	2.86	2.81	2.75	2.87	2.79	2.77	2.81	**2.93m**	2.80	2.83	2.84	2.85	2.69	**3.09ijkmpqr**	2.90	2.77	2.64	2.82
Std Dev.		**0.89**	0.90	0.81	0.95	0.89	0.83	0.90	0.88	0.91	0.83	0.82	0.88	0.92	0.85	0.99	0.86	0.90	0.80	0.84
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.07	0.07	0.08	0.08	0.07	0.09	0.07	0.08	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	99	74	15	7	2	-	90	2	71	23	4	*	*	94	*
		4%	**8%bcdefg**	*2%*	*2%*	*1%*	-	**5%bcg**	*1%*	**8%ijkmn**	*2%*	*1%*	*	*	**5%ijkn**	*
Slightly more	(4)	280	90	125	39	12	13	214	25	108	115	41	7	8	224	15
		11%	*10%*	*13%*	*9%*	*7%*	*16%*	*11%*	*10%*	**12%k**	*12%*	*8%*	*5%*	*13%*	*12%*	*7%*
No change	(3)	1608	570	575	284	114	41	1145	154	557	594	307	92	35	1151	126
		62%	*64%*	*58%*	**66%b**	*61%*	*52%*	*61%*	*59%*	*63%*	*60%*	*64%*	*63%*	*60%*	*61%*	*62%*
Slightly less	(2)	305	59	145	59	32	6	204	38	65	140	69	24	5	205	28
		12%	*7%*	**15%af**	**14%a**	**17%af**	*8%*	**11%a**	**15%a**	*7%*	**14%h**	**14%h**	**16%h**	*8%*	**11%h**	**14%h**
Much less	(1)	276	84	112	38	24	18	196	41	77	104	56	24	11	181	34
		11%	*9%*	*11%*	*9%*	*13%*	**22%abcf**	*10%*	**16%ac**	*9%*	*10%*	*12%*	**16%h**	*18%*	*10%*	**17%hm**
Don't know		40	14	16	3	1	1	30	3	11	19	5	*	-	30	*
		2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*	-	*2%*	*
NET Much/Slightly more		378	164	140	46	14	13	304	27	179	139	45	7	8	318	15
		15%	**18%cdg**	*14%*	*11%*	*8%*	*16%*	**16%cd**	*10%*	**20%ijkn**	**14%k**	*9%*	*5%*	*14%*	**17%jkn**	*7%*
NET Much/Slightly less		580	143	257	97	56	24	400	80	142	245	124	47	15	387	63
		22%	*16%*	**26%af**	**22%a**	**30%af**	**30%a**	**21%a**	**30%af**	*16%*	**25%h**	**26%h**	**32%hm**	*26%*	**21%h**	**31%hm**
Mean		2.85	**3.01bcdefg**	2.78	2.81	2.66	2.63	**2.89bdg**	2.65	**3.04ijklmn**	**2.81kn**	2.72	2.56	2.70	**2.92ijkn**	2.60
Std Dev.		0.89	0.94	0.87	0.78	0.83	1.02	0.91	0.89	0.93	0.87	0.81	0.82	0.94	0.91	0.86
Std Error		0.02	0.03	0.03	0.04	0.06	0.11	0.02	0.05	0.03	0.03	0.04	0.07	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	99	23	72	4	53	41	5	97	2	-	-	99	-
		4%	13%b	3%	8%	7%e	2%	3%	4%	5%	-	-	4%	-
Slightly more	(4)	280	30	245	4	94	166	20	269	8	*	*	277	2
		11%	16%	10%	10%	12%	10%	11%	11%	19%	*	2%	11%	15%
No change	(3)	1608	73	1520	15	418	1093	98	1575	14	7	4	1595	9
		62%	40%	64%a	35%	55%	65%d	57%	62%	34%	58%	98%	62%	57%
Slightly less	(2)	305	31	261	12	87	196	21	288	10	3	-	300	4
		12%	17%	11%	28%	11%	12%	12%	11%	24%	26%	-	12%	29%
Much less	(1)	276	23	246	7	98	156	21	267	7	1	-	276	-
		11%	13%	10%	16%	13%e	9%	12%	11%	18%	12%	-	11%	-
Don't know		40	2	37	1	10	24	7	40	-	*	-	40	-
		2%	1%	2%	3%	1%	1%	4%	2%	-	4%	-	2%	-
NET Much/Slightly more		378	54	317	8	147	206	25	366	10	*	*	376	2
		15%	29%b	13%	18%	19%e	12%	14%	14%	24%	*	2%	15%	15%
NET Much/Slightly less		580	55	507	19	186	352	43	555	17	4	-	576	4
		22%	30%	21%	44%	24%	21%	25%	22%	42%	38%	-	22%	29%
Mean		2.85	3.00	2.84	2.67	2.89	2.84	2.79	2.86	2.69	2.49	3.02	2.85	2.86
Std Dev.		0.89	1.17	0.86	1.14	1.02	0.82	0.92	0.89	1.13	0.74	0.15	0.89	0.67
Std Error		0.02	0.09	0.02	0.18	0.04	0.02	0.07	0.02	0.21	0.21	0.07	0.02	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**99**	37	21	31	10	13	-	24	-	21	-	21	-	10	-	10	-
		4%	*4%*	*5%*	*4%*	*2%*	*3%*	-	*5%*	-	*5%*	-	*5%*	-	*2%*	-	*2%*	-
Slightly more	(4)	**280**	71	51	106	51	28	-	44	-	51	-	53	-	54	-	51	-
		11%	*8%*	*11%*	**12%a**	*12%*	*6%*	-	*10%*	-	*11%*	-	**12%e**	-	**13%e**	-	**12%e**	-
No change	(3)	**1608**	551	295	497	266	277	-	273	-	295	-	231	-	267	-	266	-
		62%	*63%*	*64%*	*58%*	*64%*	**64%k**	-	*62%*	-	**64%k**	-	*53%*	-	*62%*	-	**64%k**	-
Slightly less	(2)	**305**	111	46	107	41	57	-	55	-	46	-	56	-	52	-	41	-
		12%	*13%*	*10%*	*12%*	*10%*	*13%*	-	*12%*	-	*10%*	-	*13%*	-	*12%*	-	*10%*	-
Much less	(1)	**276**	94	43	98	40	54	-	41	-	43	-	63	-	35	-	40	-
		11%	*11%*	*9%*	*11%*	*10%*	*12%*	-	*9%*	-	*9%*	-	**15%m**	-	*8%*	-	*10%*	-
Don't know		**40**	11	5	19	5	5	-	7	-	5	-	9	-	10	-	5	-
		2%	*1%*	*1%*	*2%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**378**	108	72	137	61	40	-	68	-	72	-	74	-	64	-	61	-
		15%	*12%*	*16%*	*16%*	*15%*	*9%*	-	*15%*	-	**16%e**	-	**17%e**	-	*15%*	-	*15%*	-
NET Much/Slightly less		**580**	205	88	206	81	110	-	95	-	88	-	119	-	87	-	81	-
		22%	*23%*	*19%*	*24%*	*20%*	*25%*	-	*22%*	-	*19%*	-	**28%lo**	-	*20%*	-	*20%*	-
Mean		**2.85**	2.82	2.92	2.84	2.87	2.74	-	2.90	-	**2.92e**	-	2.79	-	2.89	-	2.87	-
Std Dev.		**0.89**	0.89	0.88	0.92	0.84	0.87	-	0.90	-	0.88	-	1.01	-	0.82	-	0.84	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more (5)	129	-	129	88	41	43	11	39	13	13	6	4	54	53	23	10	106	22	101
	5%	-	5%	7%d	3%	12%fhijk	4%	7%ijk	4%	3%	2%	2%	8%no	6%no	2%	2%	5%	9%p	4%
Slightly more (4)	397	-	397	199	198	75	66	99	66	55	23	13	141	165	92	36	353	41	361
	15%	-	15%	16%	15%	21%ijk	23%ijk	18%ijk	18%jk	12%k	7%	5%	22%no	18%no	9%	6%	15%	17%	14%
No change (3)	1545	-	1545	744	797	167	152	287	237	295	225	181	320	524	701	406	1406	121	1584
	59%	-	59%	58%	60%	46%	53%	53%	63%eg	65%efg	70%efg	68%efg	49%	57%l	67%lm	69%lm	60%	51%	61%
Slightly less (2)	262	-	262	120	142	35	28	70	27	47	28	26	63	97	101	54	235	27	242
	10%	-	10%	9%	11%	10%	10%	13%h	7%	10%	9%	10%	10%	11%	10%	9%	10%	11%	9%
Much less (1)	242	-	242	113	128	35	20	40	30	45	31	41	55	70	117	72	217	24	257
	9%	-	9%	9%	10%	10%	7%	7%	8%	10%	10%	16%fgh	8%	8%	11%	12%m	9%	10%	10%
Don't know	33	-	33	11	22	5	9	6	2	2	9	1	14	8	11	9	28	4	35
	1%	-	1%	1%	2%	1%	3%i	1%	1%	*	3%i	*	2%	1%	1%	2%	1%	2%	1%
NET Much/Slightly more	526	-	526	287	239	118	77	138	80	68	29	17	195	217	114	46	460	63	462
	20%	-	20%	23%d	18%	33%hijk	27%ijk	25%ijk	21%jk	15%k	9%	7%	30%mno	24%no	11%	8%	20%	26%	18%
NET Much/Slightly less	503	-	503	233	270	70	48	110	58	91	59	68	118	168	218	126	452	51	499
	19%	-	19%	18%	20%	19%	17%	20%	15%	20%	18%	25%h	18%	18%	21%	22%	19%	21%	19%
Mean	2.97	-	2.97	3.02d	2.91	3.16ijk	3.07ijk	3.05ijk	3.01jk	2.88k	2.82	2.67	3.12no	3.04no	2.81	2.75	2.96	3.05	2.92
Std Dev.	0.91	-	0.91	0.94	0.88	1.08	0.88	0.95	0.85	0.84	0.77	0.86	1.00	0.91	0.83	0.82	0.90	1.03	0.89
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	129	50	27	32	21	76	53	104	23	11	7	24	27	58	58	11	116
		5%	10%bcd	3%	5%	3%	6%	4%	7%h	2%	3%	2%	3%	4%	13%ijkln	4%	3%	5%
Slightly more	(4)	397	112	104	97	84	216	181	291	100	34	40	103	105	98	247	34	348
		15%	22%bcd	13%	15%	13%	16%	14%	18%h	10%	10%	13%	15%	16%	22%ijkn	15%	10%	16%o
No change	(3)	1545	245	525	365	411	769	775	880	641	206	190	397	408	216	994	206	1229
		59%	49%	65%ac	56%	63%a	59%	60%	56%	65%g	63%m	60%m	58%m	63%m	49%	60%m	62%	58%
Slightly less	(2)	262	50	69	79	63	119	143	160	95	28	38	80	61	42	178	29	223
		10%	10%	9%	12%	10%	9%	11%	10%	10%	9%	12%	12%	9%	9%	11%	9%	11%
Much less	(1)	242	36	83	66	57	119	123	127	113	38	41	76	37	23	154	42	183
		9%	7%	10%	10%	9%	9%	9%	8%	11%g	12%lm	13%lm	11%lm	6%	5%	9%l	13%	9%
Don't know		33	9	3	8	12	12	21	16	17	10	2	4	8	7	13	10	20
		1%	2%	*	1%	2%b	1%	2%	1%	2%	3%kn	1%	1%	1%	2%	1%	3%p	1%
NET Much/Slightly more		526	161	131	129	105	293	233	394	123	45	47	126	132	156	305	45	464
		20%	32%bcd	16%	20%	16%	22%f	18%	25%h	12%	14%	15%	18%	20%	35%ijkln	19%	14%	22%o
NET Much/Slightly less		503	86	152	146	120	238	265	287	208	66	79	156	98	65	332	71	406
		19%	17%	19%	22%	18%	18%	20%	18%	21%	20%	25%lm	23%lm	15%	15%	20%l	21%	19%
Mean		2.97	3.18bcd	2.90	2.92	2.92	3.01	2.92	3.05h	2.82	2.85	2.79	2.88	3.04ijkn	3.29ijkln	2.92	2.83	3.00o
Std Dev.		0.91	1.00	0.87	0.94	0.84	0.93	0.89	0.94	0.85	0.89	0.90	0.92	0.82	0.99	0.88	0.91	0.92
Std Error		0.02	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 136

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**129**	119	11	5	116	5	5	3	9	6	10	18	7	7	35	16	9	-	5
		5%	*5%*	*3%*	*4%*	*5%*	*2%*	*4%*	*4%*	**9%ilmqr**	*2%*	*5%*	**9%ilmr**	*3%*	*3%*	**10%ilmqr**	*5%*	*4%*	*-*	*3%*
Slightly more	(4)	**397**	359	38	10	333	30	19	14	13	50	32	16	43	21	78	43	37	2	28
		15%	*16%*	*11%*	*9%*	*15%*	*13%*	*15%*	*20%*	*12%*	**17%k**	*15%*	*8%*	**19%kmq**	*9%*	**23%hkmoq**	*12%*	*17%*	*6%*	*15%*
No change	(3)	**1545**	1317	228	71	1281	149	75	40	64	174	130	121	128	156	169	219	121	25	124
		59%	*58%*	**65%a**	*61%*	*59%*	**65%g**	*60%*	*54%*	*59%*	*59%*	*61%*	*62%*	*56%*	**64%n**	*50%*	**63%n**	*55%*	**73%lnp**	**64%n**
Slightly less	(2)	**262**	218	44	18	230	15	9	7	12	32	21	23	23	24	27	45	22	3	13
		10%	*10%*	*13%*	*15%*	*11%*	*7%*	*7%*	*10%*	*11%*	*11%*	*10%*	*12%*	*10%*	*10%*	*8%*	*13%*	*10%*	*8%*	*7%*
Much less	(1)	**242**	219	23	10	193	26	15	8	8	28	19	14	18	32	25	25	24	3	23
		9%	*10%*	*7%*	*9%*	*9%*	*11%*	*12%*	*11%*	*7%*	*9%*	*9%*	*7%*	*8%*	*13%*	*7%*	*7%*	*11%*	*10%*	*12%*
Don't know		**33**	28	5	1	28	3	1	1	2	4	-	3	7	2	3	-	5	1	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%o**	*1%*	*-*	*2%*	**3%jo**	*1%*	*1%*	*-*	**2%o**	**3%jo**	*1%*
NET Much/Slightly more		**526**	477	49	15	449	36	24	17	22	56	42	34	50	28	113	59	45	2	34
		20%	**21%b**	*14%*	*13%*	*21%*	*16%*	*19%*	**24%e**	**21%q**	**19%q**	**20%q**	*17%*	**22%mq**	*12%*	**33%hijkmopqr**	*17%*	**21%mq**	*6%*	*17%*
NET Much/Slightly less		**503**	436	67	28	422	42	24	15	20	60	40	37	41	56	52	70	46	6	35
		19%	*19%*	*19%*	*24%*	*19%*	*18%*	*19%*	*21%*	*19%*	*20%*	*19%*	*19%*	*18%*	*23%*	*15%*	*20%*	*21%*	*18%*	*18%*
Mean		**2.97**	2.97	2.91	2.84	2.98	2.88	2.92	2.96	**3.03m**	2.91	2.96	3.00	2.99	2.78	**3.21ijmopqr**	2.94	2.93	2.78	2.90
Std Dev.		**0.91**	0.93	0.79	0.87	0.91	0.86	0.94	0.96	0.95	0.86	0.90	0.93	0.87	0.89	0.99	0.85	0.94	0.72	0.89
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.07	0.08	0.08	0.07	0.08	0.09	0.07	0.08	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	129	80	29	6	11	3	110	14	86	33	5	2	3	119	5
		5%	**9%bcf**	*3%*	*1%*	**6%c**	*4%*	**6%bc**	**5%c**	**10%ijkmn**	*3%*	*1%*	*2%*	*5%*	**6%ji**	*3%*
Slightly more	(4)	397	133	180	50	24	9	312	33	152	169	46	28	2	321	30
		15%	*15%*	**18%c**	*12%*	*13%*	*12%*	*17%*	*12%*	**17%jl**	**17%jl**	*10%*	**19%jl**	*4%*	**17%jl**	*15%*
No change	(3)	1545	541	551	286	99	45	1092	143	518	577	306	83	37	1095	121
		59%	*61%*	*56%*	**66%bdfg**	*53%*	*57%*	*58%*	*54%*	*58%*	*58%*	*64%*	*57%*	*64%*	*58%*	*59%*
Slightly less	(2)	262	59	120	48	27	5	179	32	65	117	58	12	8	182	20
		10%	*7%*	**12%a**	**11%a**	**15%a**	*6%*	*10%*	**12%a**	*7%*	**12%h**	**12%h**	*8%*	*14%*	*10%*	*10%*
Much less	(1)	242	68	98	38	21	16	166	38	63	87	61	17	8	151	26
		9%	*8%*	*10%*	*9%*	*12%*	**21%abcf**	*9%*	**14%af**	*7%*	*9%*	**13%hm**	*12%*	*14%*	*8%*	*13%*
Don't know		33	10	11	4	3	1	21	4	5	14	6	3	-	19	3
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
NET Much/Slightly more		526	213	209	56	35	12	422	47	238	202	51	30	5	440	35
		20%	**24%c**	**21%c**	*13%*	*19%*	*15%*	**22%c**	*18%*	**27%ijln**	**20%j**	*11%*	**21%j**	*8%*	**23%jl**	*17%*
NET Much/Slightly less		503	128	217	85	48	21	345	70	128	204	119	29	16	332	46
		19%	*14%*	**22%a**	*20%*	**26%a**	**27%a**	*18%*	**26%af**	*14%*	**21%h**	**25%hm**	*20%*	**28%h**	*18%*	**22%h**
Mean		2.97	**3.11bcdeg**	2.92	2.86	2.87	2.71	**3.01ceg**	2.82	**3.15ijklmn**	**2.94j**	2.74	2.90	2.71	**3.04ijln**	2.85
Std Dev.		0.91	0.94	0.91	0.78	0.99	1.05	0.93	1.01	0.95	0.88	0.84	0.91	0.93	0.92	0.92
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	129	30	96	3	57	57	15	125	2	-	-	128	2
		5%	16%b	4%	8%	8%e	3%	8%e	5%	6%	-	-	5%	10%
Slightly more	(4)	397	39	353	5	132	240	24	382	11	1	*	394	3
		15%	22%	15%	11%	17%	14%	14%	15%	26%	11%	2%	15%	20%
No change	(3)	1545	71	1458	16	396	1070	78	1517	6	7	4	1530	10
		59%	39%	61%a	37%	52%	64%df	45%	60%	15%	58%	98%	59%	70%
Slightly less	(2)	262	21	229	11	80	158	24	247	15	-	-	262	-
		10%	12%	10%	27%	11%	9%	14%	10%	37%	-	-	10%	-
Much less	(1)	242	19	217	6	87	132	22	232	7	3	-	242	-
		9%	10%	9%	14%	11%e	8%	13%	9%	17%	27%	-	9%	-
Don't know		33	3	29	1	6	17	10	32	-	*	-	33	-
		1%	1%	1%	3%	1%	1%	6%de	1%	-	4%	-	1%	-
NET Much/Slightly more		526	69	449	8	189	298	39	507	13	1	*	521	5
		20%	38%b	19%	19%	25%e	18%	23%	20%	32%	11%	2%	20%	30%
NET Much/Slightly less		503	40	446	17	168	290	45	479	21	3	-	503	-
		19%	22%	19%	41%	22%e	17%	26%e	19%	53%	27%	-	19%	-
Mean		2.97	3.22b	2.95	2.72	2.99	2.96	2.92	2.97	2.68	2.55	3.02	2.96	3.40
Std Dev.		0.91	1.17	0.88	1.11	1.02	0.83	1.09	0.91	1.21	1.07	0.15	0.91	0.69
Std Error		0.02	0.09	0.02	0.17	0.04	0.02	0.09	0.02	0.23	0.31	0.07	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**129**	52	23	41	13	15	-	37	-	23	-	29	-	13	-	13	-
		5%	*6%*	*5%*	*5%*	*3%*	*3%*	-	**8%emo**	-	*5%*	-	*7%*	-	*3%*	-	*3%*	-
Slightly more	(4)	**397**	130	70	127	71	64	-	65	-	70	-	63	-	63	-	71	-
		15%	*15%*	*15%*	*15%*	*17%*	*15%*	-	*15%*	-	*15%*	-	*15%*	-	*15%*	-	*17%*	-
No change	(3)	**1545**	521	301	496	228	250	-	270	-	301	-	223	-	273	-	228	-
		59%	*59%*	**65%d**	*58%*	*55%*	*58%*	-	*61%*	-	**65%ko**	-	*52%*	-	**64%k**	-	*55%*	-
Slightly less	(2)	**262**	80	29	100	53	43	-	37	-	29	-	59	-	41	-	53	-
		10%	*9%*	*6%*	**12%b**	**13%b**	*10%*	-	*8%*	-	*6%*	-	**14%i**	-	*9%*	-	**13%i**	-
Much less	(1)	**242**	86	36	79	40	56	-	30	-	36	-	49	-	31	-	40	-
		9%	*10%*	*8%*	*9%*	*10%*	**13%gm**	-	*7%*	-	*8%*	-	*11%*	-	*7%*	-	*10%*	-
Don't know		**33**	7	3	16	7	3	-	4	-	3	-	9	-	7	-	7	-
		1%	*1%*	*1%*	*2%*	*2%*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*2%*	-
NET Much/Slightly more		**526**	182	93	168	84	79	-	102	-	93	-	92	-	76	-	84	-
		20%	*21%*	*20%*	*20%*	*20%*	*18%*	-	*23%*	-	*20%*	-	*21%*	-	*18%*	-	*20%*	-
NET Much/Slightly less		**503**	166	65	179	93	100	-	66	-	65	-	108	-	71	-	93	-
		19%	*19%*	*14%*	**21%b**	**23%b**	**23%gi**	-	*15%*	-	*14%*	-	**25%gim**	-	*17%*	-	**23%gi**	-
Mean		**2.97**	2.98	3.03	2.94	2.91	2.86	-	**3.10eko**	-	**3.03e**	-	2.91	-	2.97	-	2.91	-
Std Dev.		**0.91**	0.94	0.85	0.92	0.91	0.95	-	0.91	-	0.85	-	1.01	-	0.81	-	0.91	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.05	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	**55**	-	55	40	15	8	5	29	7	4	1	1	13	36	6	3	45	10	39
		2%	-	*2%*	**3%d**	*1%*	*2%*	*2%*	**5%hijk**	*2%*	*1%*	*	*	*2%*	**4%no**	*1%*	*	*2%*	*4%*	*2%*
Slightly more	(4)	**99**	-	99	66	33	18	15	43	10	11	1	1	33	53	12	1	86	13	71
		4%	-	*4%*	**5%d**	*2%*	**5%jk**	**5%jk**	**8%hijk**	**3%j**	*2%*	*	*	**5%no**	**6%no**	*1%*	*	*4%*	*5%*	*3%*
No change	(3)	**549**	-	549	310	238	68	73	120	89	82	76	41	141	209	199	117	495	52	506
		21%	-	*21%*	**24%d**	*18%*	*19%*	**25%k**	*22%*	*24%*	*18%*	*24%*	*15%*	*22%*	*23%*	*19%*	*20%*	*21%*	*22%*	*20%*
Slightly less	(2)	**92**	-	92	35	57	17	13	28	13	12	1	7	30	41	20	8	81	11	95
		4%	-	*4%*	*3%*	*4%*	**5%j**	**4%j**	**5%j**	**4%j**	*3%*	*	*3%*	**5%no**	**4%no**	*2%*	*1%*	*3%*	*5%*	*4%*
Much less	(1)	**108**	-	108	63	45	26	15	22	10	14	11	10	41	32	35	21	98	10	108
		4%	-	*4%*	*5%*	*3%*	**7%hl**	*5%*	*4%*	*3%*	*3%*	*3%*	*4%*	**6%n**	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*
Don't know		**1704**	-	1704	762	940	222	165	299	247	334	230	207	387	546	771	437	1540	143	1761
		65%	-	*65%*	*60%*	**71%c**	*62%*	*58%*	*55%*	**66%g**	**73%efg**	**72%efg**	**78%efgh**	*60%*	*60%*	**74%lm**	**74%lm**	*66%*	*60%*	*68%*
NET Much/Slightly more		**154**	-	154	106	48	26	21	72	17	15	2	2	47	89	19	4	131	23	110
		6%	-	*6%*	**8%d**	*4%*	**7%jk**	**7%jk**	**13%ehijk**	**4%jk**	*3%*	*1%*	*1%*	**7%no**	**10%no**	*2%*	*1%*	*6%*	*10%*	*4%*
NET Much/Slightly less		**200**	-	200	98	102	44	28	50	23	26	12	17	72	73	55	29	179	21	203
		8%	-	*8%*	*8%*	*8%*	**12%hij**	**10%j**	**9%j**	*6%*	*6%*	*4%*	*6%*	**11%no**	*8%*	*5%*	*5%*	*8%*	*9%*	*8%*
Mean		**2.89**	-	2.89	**2.97d**	2.78	2.74	2.85	**3.12e**	2.93	2.83	2.78	2.60	2.80	**3.05lno**	2.76	2.71	2.88	3.02	2.80
Std Dev.		**0.96**	-	0.96	1.00	0.90	1.09	0.94	1.06	0.83	0.86	0.73	0.86	1.03	0.99	0.82	0.78	0.95	1.06	0.94
Std Error		**0.03**	-	0.03	0.05	0.05	0.11	0.09	0.08	0.08	0.07	0.08	0.13	0.07	0.06	0.05	0.07	0.03	0.14	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	55	36	4	11	4	40	15	49	5	2	1	9	6	37	16	2	53
		2%	7%bcd	*	2%	1%	3%f	1%	3%h	1%	1%	*	1%	1%	8%ijkln	1%	1%	3%
Slightly more	(4)	99	39	19	22	19	58	41	88	10	5	4	28	27	35	59	5	94
		4%	8%bcd	2%	3%	3%	4%	3%	6%h	1%	1%	1%	4%	4%	8%ijn	4%	1%	4%
No change	(3)	549	116	166	134	133	282	267	373	170	67	59	153	148	112	359	67	473
		21%	23%	21%	21%	21%	21%	21%	24%h	17%	20%	19%	22%	23%	25%	22%	20%	22%
Slightly less	(2)	92	15	23	24	29	39	53	63	25	10	12	30	24	11	66	10	78
		4%	3%	3%	4%	4%	3%	4%	4%	3%	3%	4%	4%	4%	3%	4%	3%	4%
Much less	(1)	108	29	33	30	15	63	45	77	31	13	11	33	22	26	66	13	93
		4%	6%d	4%	5%	2%	5%	3%	5%	3%	4%	4%	5%	3%	6%	4%	4%	4%
Don't know		1704	266	565	427	447	831	873	927	747	232	230	430	419	223	1079	236	1328
		65%	53%	70%a	66%a	69%a	63%	67%	59%	76%g	71%m	73%km	63%m	65%m	50%	66%m	71%p	63%
NET Much/Slightly more		154	75	23	32	24	98	56	137	16	7	4	37	33	72	75	7	147
		6%	15%bcd	3%	5%	4%	7%f	4%	9%h	2%	2%	1%	5%j	5%j	16%ijkln	5%j	2%	7%o
NET Much/Slightly less		200	45	57	54	44	101	98	140	56	23	23	63	46	37	132	23	171
		8%	9%	7%	8%	7%	8%	8%	9%h	6%	7%	7%	9%	7%	8%	8%	7%	8%
Mean		2.89	3.16bcd	2.74	2.81	2.85	2.95	2.83	2.95h	2.72	2.73	2.65	2.81	2.87	3.21ijkln	2.81	2.73	2.92
Std Dev.		0.96	1.15	0.85	0.96	0.78	1.03	0.88	1.00	0.82	0.85	0.78	0.93	0.84	1.15	0.87	0.85	0.98
Std Error		0.03	0.08	0.06	0.07	0.06	0.05	0.05	0.04	0.05	0.09	0.08	0.06	0.06	0.08	0.04	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**55**	52	3	2	51	2	1	2	3	2	2	5	1	3	31	-	4	-	2
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	**2%o**	*1%*	*1%*	**3%o**	*1%*	*1%*	**9%ijklmopr**	-	*2%*	-	*1%*
Slightly more	(4)	**99**	91	8	1	88	5	3	3	3	13	4	5	11	3	22	16	10	*	5
		4%	*4%*	*2%*	*1%*	*4%*	*2%*	*2%*	*4%*	*3%*	*4%*	*2%*	*3%*	*5%*	*1%*	*6%*	*5%*	*5%*	*1%*	*3%*
No change	(3)	**549**	486	63	24	460	46	28	15	22	61	48	37	49	46	66	94	38	9	37
		21%	*22%*	*18%*	*21%*	*21%*	*20%*	*22%*	*20%*	*20%*	*21%*	*23%*	*19%*	*22%*	*19%*	*20%*	*27%*	*17%*	*26%*	*19%*
Slightly less	(2)	**92**	77	14	6	76	7	4	4	7	10	3	10	11	5	10	8	14	-	7
		4%	*3%*	*4%*	*5%*	*4%*	*3%*	*3%*	*6%*	**6%j**	*3%*	*1%*	*5%*	*5%*	*2%*	*3%*	*2%*	**6%j**	-	*4%*
Much less	(1)	**108**	101	7	2	89	11	4	4	5	14	2	5	16	13	12	17	5	1	10
		4%	*4%*	*2%*	*2%*	*4%*	*5%*	*3%*	*6%*	**5%j**	*5%*	*1%*	*3%*	**7%j**	*5%*	*4%*	*5%*	*2%*	*4%*	**5%j**
Don't know		**1704**	1452	252	80	1415	158	86	45	69	194	153	132	138	173	196	212	147	24	134
		65%	*64%*	**72%a**	*69%*	*65%*	*69%*	*69%*	*62%*	*64%*	*66%*	**72%n**	*68%*	*61%*	**71%n**	*58%*	*61%*	*68%*	*69%*	*69%*
NET Much/Slightly more		**154**	143	11	3	139	7	4	5	6	14	6	11	12	6	53	16	15	*	7
		6%	*6%*	*3%*	*3%*	**6%a**	*3%*	*3%*	*6%*	*6%*	*5%*	*3%*	*5%*	*5%*	*3%*	**16%hijklmopqr**	*5%*	*7%*	*1%*	*3%*
NET Much/Slightly less		**200**	178	22	9	165	18	8	8	12	23	5	15	27	18	22	25	18	1	17
		8%	*8%*	*6%*	*7%*	*8%*	*8%*	*6%*	*12%*	**11%j**	*8%*	*2%*	**8%j**	**12%j**	*7%*	*6%*	*7%*	**8%j**	*4%*	**9%j**
Mean		**2.89**	2.90	2.85	2.84	2.92	2.70	2.83	2.77	2.79	2.79	3.01	2.93	2.66	2.69	**3.35hilmor**	2.81	2.94	2.80	2.69
Std Dev.		**0.96**	0.98	0.81	0.82	0.97	0.90	0.81	1.06	1.02	0.89	0.63	0.96	0.97	0.97	1.15	0.81	0.93	0.71	0.93
Std Error		**0.03**	0.04	0.05	0.08	0.05	0.08	0.07	0.10	0.15	0.13	0.10	0.15	0.13	0.15	0.15	0.11	0.14	0.16	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	55	31	20	3	2	-	51	2	31	13	8	4	-	44	4
		2%	3%c	2%	1%	1%	-	3%	1%	3%l	1%	2%	3%	-	2%	2%
Slightly more	(4)	99	45	35	16	2	-	80	2	40	42	12	2	2	82	5
		4%	5%g	4%	4%	1%	-	4%g	1%	5%	4%	3%	2%	4%	4%	2%
No change	(3)	549	178	207	112	47	6	385	52	166	226	120	29	9	391	38
		21%	20%e	21%e	26%e	25%e	7%	20%e	20%e	19%	23%	25%	20%	16%	21%	19%
Slightly less	(2)	92	15	32	26	13	6	47	19	15	44	18	10	4	59	14
		4%	2%	3%	6%af	7%af	7%af	2%	7%abf	2%	4%h	4%	7%h	7%h	3%	7%hm
Much less	(1)	108	27	40	16	18	8	66	26	27	40	19	13	9	67	22
		4%	3%	4%	4%	10%abcf	10%af	4%	10%abcf	3%	4%	4%	9%hm	15%hijm	4%	11%hijm
Don't know		1704	597	654	257	103	60	1251	163	610	633	305	88	33	1243	121
		65%	67%d	66%d	60%	56%	76%cd	67%d	62%	69%	63%	63%	60%	57%	66%	59%
NET Much/Slightly more		154	76	55	19	4	-	131	4	71	54	20	7	2	125	9
		6%	8%deg	6%g	4%	2%	-	7%g	1%	8%j	5%	4%	4%	4%	7%	4%
NET Much/Slightly less		200	41	72	42	31	13	113	45	43	84	37	23	13	127	36
		8%	5%	7%	10%af	17%abf	17%abf	6%	17%abcf	5%	8%h	8%	16%hijm	22%hijm	7%	18%hijm
Mean		2.89	3.13bcdg	2.89dg	2.80dg	2.45	1.91	3.00dg	2.35	3.12ijkn	2.84n	2.84n	2.57	2.21	2.96kn	2.46
Std Dev.		0.96	0.99	0.95	0.80	0.94	0.85	0.97	0.94	1.01	0.89	0.86	1.11	1.06	0.95	1.10
Std Error		0.03	0.06	0.05	0.06	0.11	0.17	0.04	0.10	0.06	0.05	0.07	0.16	0.20	0.04	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	**55**	15	40	-	25	24	6	53	2	*	-	55	-
		2%	***8%b***	*2%*	-	***3%e***	*1%*	*3%*	*2%*	*5%*	*1%*	-	*2%*	-
Slightly more	(4)	**99**	12	86	*	38	45	16	88	10	-	-	99	-
		4%	*7%*	*4%*	*	***5%e***	*3%*	***9%e***	*3%*	*25%*	-	-	*4%*	-
No change	(3)	**549**	37	508	4	145	383	21	535	1	7	2	544	3
		21%	*20%*	*21%*	*10%*	*19%*	***23%f***	*12%*	*21%*	*3%*	*62%*	*52%*	*21%*	*22%*
Slightly less	(2)	**92**	7	82	3	34	51	6	85	7	-	-	92	-
		4%	*4%*	*3%*	*8%*	*5%*	*3%*	*4%*	*3%*	*18%*	-	-	*4%*	-
Much less	(1)	**108**	8	97	3	44	59	5	104	2	2	-	108	-
		4%	*4%*	*4%*	*7%*	*6%*	*4%*	*3%*	*4%*	*4%*	*16%*	-	*4%*	-
Don't know		**1704**	104	1568	32	473	1112	118	1670	18	2	2	1690	12
		65%	*57%*	*66%*	*75%*	*62%*	*66%*	*68%*	*66%*	*43%*	*21%*	*48%*	*65%*	*78%*
NET Much/Slightly more		**154**	28	126	*	63	69	22	142	12	*	-	154	-
		6%	***15%b***	*5%*	*	***8%e***	*4%*	***13%e***	*6%*	*31%*	*1%*	-	*6%*	-
NET Much/Slightly less		**200**	15	179	6	78	110	11	189	9	2	-	200	-
		8%	*8%*	*8%*	*15%*	***10%e***	*7%*	*6%*	*7%*	*22%*	*16%*	-	*8%*	-
Mean		**2.89**	3.26b	2.87	2.14	2.88	2.86	3.23	2.89	3.17	2.62	3.00	2.89	3.00
Std Dev.		**0.96**	1.16	0.93	0.89	1.10	0.87	1.07	0.96	1.22	0.89	*	0.96	0.00
Std Error		**0.03**	0.15	0.03	0.24	0.07	0.04	0.15	0.03	0.31	0.30	*	0.03	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**55**	10	10	25	10	2	-	8	-	10	-	17	-	8	-	10	-
		2%	*1%*	*2%*	*3%*	*2%*	*	-	*2%*	-	*2%*	-	**4%e**	-	*2%*	-	*2%*	-
Slightly more	(4)	**99**	23	11	51	13	12	-	12	-	11	-	30	-	22	-	13	-
		4%	*3%*	*2%*	**6%ab**	*3%*	*3%*	-	*3%*	-	*2%*	-	**7%egl**	-	*5%*	-	*3%*	-
No change	(3)	**549**	161	88	198	101	84	-	77	-	88	-	89	-	110	-	101	-
		21%	*18%*	*19%*	*23%*	*25%*	*19%*	-	*17%*	-	*19%*	-	*21%*	-	**26%g**	-	*25%*	-
Slightly less	(2)	**92**	20	19	33	20	9	-	11	-	19	-	23	-	10	-	20	-
		4%	*2%*	*4%*	*4%*	*5%*	*2%*	-	*3%*	-	*4%*	-	*5%*	-	*2%*	-	*5%*	-
Much less	(1)	**108**	40	16	32	20	27	-	13	-	16	-	19	-	13	-	20	-
		4%	*5%*	*3%*	*4%*	*5%*	*6%*	-	*3%*	-	*3%*	-	*4%*	-	*3%*	-	*5%*	-
Don't know		**1704**	621	317	519	248	299	-	321	-	317	-	255	-	264	-	248	-
		65%	**71%cd**	**69%cd**	*60%*	*60%*	**69%ko**	-	**73%kmo**	-	**69%ko**	-	*59%*	-	*62%*	-	*60%*	-
NET Much/Slightly more		**154**	33	22	76	23	14	-	20	-	22	-	46	-	30	-	23	-
		6%	*4%*	*5%*	**9%ab**	*6%*	*3%*	-	*4%*	-	*5%*	-	**11%eglo**	-	*7%*	-	*6%*	-
NET Much/Slightly less		**200**	60	34	65	40	36	-	25	-	34	-	42	-	24	-	40	-
		8%	*7%*	*7%*	*8%*	*10%*	*8%*	-	*6%*	-	*7%*	-	*10%*	-	*6%*	-	*10%*	-
Mean		**2.89**	2.78	2.88	**3.01a**	2.83	2.65	-	2.92	-	2.88	-	**3.02e**	-	**3.01e**	-	2.83	-
Std Dev.		**0.96**	0.96	0.96	0.96	0.95	0.95	-	0.95	-	0.96	-	1.05	-	0.85	-	0.95	-
Std Error		**0.03**	0.06	0.08	0.06	0.08	0.09	-	0.08	-	0.08	-	0.09	-	0.07	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 138

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Invitations/ greetings cards/ postcards	**246**	-	246	139	107	59	37	79	26	23	8	14	95	105	45	22	226	18	200
	9%	-	*9%*	*11%*	*8%*	**16%hijk**	**13%ijk**	**15%hijk**	*7%*	*5%*	*3%*	*5%*	**15%no**	**11%no**	*4%*	*4%*	*10%*	*8%*	*8%*
Personal letters (e.g. to a friend or relative)	**258**	-	258	148	110	79	28	99	23	14	12	4	107	121	30	15	210	45	195
	10%	-	*10%*	**12%d**	*8%*	**22%fhijk**	**10%ijk**	**18%fhijk**	**6%k**	*3%*	*4%*	*1%*	**17%no**	**13%no**	*3%*	*3%*	*9%*	**19%p**	*8%*
Formal letters to organisations or individuals	**260**	-	260	159	101	68	42	81	35	16	6	12	110	116	35	19	219	40	188
	10%	-	*10%*	**12%d**	*8%*	**19%hijk**	**15%ijk**	**15%ijk**	**9%ij**	*3%*	*2%*	*5%*	**17%no**	**13%no**	*3%*	*3%*	*9%*	**17%p**	*7%*
Payments for bills/ invoices/ statements	**253**	-	253	155	98	70	40	90	31	13	5	4	110	121	22	10	216	37	183
	10%	-	*10%*	**12%d**	*7%*	**20%hijk**	**14%ijk**	**17%hijk**	**8%ijk**	*3%*	*2%*	*2%*	**17%no**	**13%no**	*2%*	*2%*	*9%*	**15%p**	*7%*
Smaller parcels - that will fit through a letterbox	**473**	-	473	255	219	106	60	156	67	52	21	12	166	222	84	32	396	71	426
	18%	-	*18%*	*20%*	*16%*	**29%hijk**	**21%ijk**	**29%hijk**	**18%jk**	**11%k**	*6%*	*4%*	**26%no**	**24%no**	*8%*	*5%*	*17%*	**30%p**	*17%*
Larger parcels - that will not fit through a letterbox	**424**	-	424	220	204	100	67	130	54	39	26	9	167	184	74	35	368	53	406
	16%	-	*16%*	*17%*	*15%*	**28%hijk**	**23%hijk**	**24%hijk**	**14%k**	**9%k**	*8%*	*3%*	**26%no**	**20%no**	*7%*	*6%*	*16%*	*22%*	*16%*
Items requiring a signature	**378**	-	378	212	167	79	52	110	61	53	17	7	131	171	76	24	331	46	320
	15%	-	*15%*	**17%d**	*13%*	**22%ijk**	**18%ijk**	**20%ijk**	**16%jk**	**12%jk**	*5%*	*3%*	**20%no**	**19%no**	*7%*	*4%*	*14%*	*19%*	*12%*
Tracked post, e.g. items that you can track where they are in the delivery process	**526**	-	526	287	239	118	77	138	80	68	29	17	195	217	114	46	460	63	462
	20%	-	*20%*	**23%d**	*18%*	**33%hijk**	**27%ijk**	**25%ijk**	**21%jk**	**15%k**	*9%*	*7%*	**30%mno**	**24%no**	*11%*	*8%*	*20%*	*26%*	*18%*
Other types of mail	**154**	-	154	106	48	26	21	72	17	15	2	2	47	89	19	4	131	23	110
	6%	-	*6%*	**8%d**	*4%*	**7%jk**	**7%jk**	**13%ehijk**	**4%jk**	*3%*	*1%*	*1%*	**7%no**	**10%no**	*2%*	*1%*	*6%*	*10%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Invitations/ greetings cards/ postcards	246	79	57	62	48	136	110	183	58	21	13	51	47	104	112	21	217
	9%	16%bcd	7%	10%	7%	10%	8%	12%h	6%	6%	4%	8%	7%	23%ijkln	7%	6%	10%
Personal letters (e.g. to a friend or relative)	258	99	42	62	55	141	116	200	53	25	18	49	55	105	122	25	229
	10%	20%bcd	5%	10%b	8%	11%	9%	13%h	5%	8%	6%	7%	9%	24%ijkln	7%	7%	11%
Formal letters to organisations or individuals	260	116	37	65	42	153	107	204	47	24	15	51	41	121	107	24	232
	10%	23%bcd	5%	10%b	6%	12%f	8%	13%h	5%	7%	5%	8%	6%	27%ijkln	7%	7%	11%
Payments for bills/ invoices/ statements	253	105	45	56	47	150	103	215	35	33	16	48	43	108	107	33	215
	10%	21%bcd	5%	9%	7%	11%f	8%	14%h	4%	10%	5%	7%	7%	24%ijkln	7%	10%	10%
Smaller parcels - that will fit through a letterbox	473	149	120	114	90	269	204	372	96	43	39	107	112	152	259	43	416
	18%	30%bcd	15%	18%	14%	21%f	16%	24%h	10%	13%	12%	16%	17%	34%ijkln	16%	13%	20%o
Larger parcels - that will not fit through a letterbox	424	132	108	94	90	240	184	320	95	40	37	105	105	123	247	40	374
	16%	26%bcd	13%	15%	14%	18%f	14%	20%h	10%	12%	12%	15%	16%	28%ijkln	15%	12%	18%
Items requiring a signature	378	118	93	96	71	212	167	305	70	34	29	105	74	121	207	34	332
	15%	24%bcd	11%	15%	11%	16%	13%	19%h	7%	10%	9%	15%j	11%	27%ijkln	13%	10%	16%
Tracked post, e.g. items that you can track where they are in the delivery process	526	161	131	129	105	293	233	394	123	45	47	126	132	156	305	45	464
	20%	32%bcd	16%	20%	16%	22%f	18%	25%h	12%	14%	15%	18%	20%	35%ijkln	19%	14%	22%o
Other types of mail	154	75	23	32	24	98	56	137	16	7	4	37	33	72	75	7	147
	6%	15%bcd	3%	5%	4%	7%f	4%	9%h	2%	2%	1%	5%j	5%j	16%ijkln	5%j	2%	7%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Invitations/ greetings cards/ postcards	**246** *9%*	220 *10%*	26 *7%*	11 *10%*	216 *10%*	14 *6%*	8 *6%*	8 *11%*	8 *7%*	26 *9%*	21 *10%*	11 *6%*	25 *11%*	16 *7%*	56 **17%hkmpr**	40 *11%*	14 *7%*	2 *6%*	12 *6%*
Personal letters (e.g. to a friend or relative)	**258** *10%*	235 *10%*	23 *7%*	14 *12%*	229 **10%f**	17 *8%*	7 *6%*	5 *7%*	7 *7%*	18 *6%*	20 *9%*	14 *7%*	27 *12%*	16 *7%*	82 **24%hijklmopqr**	31 *9%*	13 *6%*	1 *3%*	16 *8%*
Formal letters to organisations or individuals	**260** *10%*	240 **11%b**	19 *6%*	11 *9%*	227 **10%f**	20 *9%*	6 *5%*	6 *9%*	8 *7%*	28 *10%*	20 *9%*	16 *8%*	20 *9%*	12 *5%*	77 **23%hijklmopqr**	33 *10%*	14 *6%*	2 *6%*	18 *9%*
Payments for bills/ invoices/ statements	**253** *10%*	227 *10%*	26 *7%*	16 *14%*	226 **10%e**	13 *6%*	8 *7%*	6 *9%*	9 *9%*	15 *5%*	32 **15%ilmpqr**	23 **12%im**	17 *7%*	10 *4%*	77 **23%hiklmopqr**	27 *8%*	15 *7%*	1 *3%*	12 *6%*
Smaller parcels - that will fit through a letterbox	**473** *18%*	437 **19%b**	36 *10%*	14 *12%*	401 *18%*	33 *14%*	23 *19%*	16 *21%*	22 **20%mq**	40 *14%*	32 *15%*	28 *15%*	47 **21%mq**	27 *11%*	117 **35%hijklmopqr**	60 *17%*	28 *13%*	2 *6%*	31 *16%*
Larger parcels - that will not fit through a letterbox	**424** *16%*	382 *17%*	43 *12%*	17 *14%*	352 *16%*	35 *15%*	21 *17%*	16 **22%d**	20 **18%m**	41 *14%*	30 *14%*	24 *12%*	40 *18%*	23 *9%*	104 **31%hijklmopqr**	42 *12%*	29 *13%*	2 *7%*	33 **17%m**
Items requiring a signature	**378** *15%*	347 **15%b**	32 *9%*	13 *11%*	329 *15%*	26 *11%*	14 *11%*	10 *14%*	20 **19%mq**	39 *13%*	28 *13%*	23 *12%*	36 **16%mq**	19 *8%*	89 **26%ijkmopqr**	49 *14%*	26 *12%*	1 *4%*	24 *13%*
Tracked post, e.g. items that you can track where they are in the delivery process	**526** *20%*	477 **21%b**	49 *14%*	15 *13%*	449 *21%*	36 *16%*	24 *19%*	17 **24%e**	22 **21%q**	56 **19%q**	42 **20%q**	34 *17%*	50 **22%mq**	28 *12%*	113 **33%hijkmopqr**	59 *17%*	45 **21%mq**	2 *6%*	34 *17%*
Other types of mail	**154** *6%*	143 *6%*	11 *3%*	3 *3%*	139 **6%e**	7 *3%*	4 *3%*	5 *6%*	6 *6%*	14 *5%*	6 *3%*	11 *5%*	12 *5%*	6 *3%*	53 **16%hijklmopqr**	16 *5%*	15 *7%*	* *1%*	7 *3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Invitations/ greetings cards/ postcards	246	124	93	14	12	2	217	14	104	104	31	7	-	208	7
	9%	14%bcdeg	9%c	3%	6%	2%	12%ceg	5%	12%jln	10%ln	6%	4%	-	11%jln	3%
Personal letters (e.g. to a friend or relative)	258	138	88	20	11	1	226	12	112	108	32	4	1	220	5
	10%	15%bcdeg	9%c	5%	6%	2%	12%ceg	5%	13%jkln	11%kn	7%	3%	2%	12%jkn	3%
Formal letters to organisations or individuals	260	120	95	20	15	8	215	23	122	91	36	5	4	213	10
	10%	14%c	10%c	5%	8%	11%	11%c	9%	14%ijkn	9%	7%	4%	8%	11%kn	5%
Payments for bills/ invoices/ statements	253	122	79	33	10	6	201	17	119	81	33	12	7	200	19
	10%	14%bcdg	8%	8%	6%	8%	11%	6%	13%ij	8%	7%	8%	11%	11%	9%
Smaller parcels - that will fit through a letterbox	473	189	202	37	29	14	391	43	203	199	52	13	5	401	19
	18%	21%c	20%c	9%	16%c	18%	21%c	16%c	23%jkn	20%jkn	11%	9%	9%	21%jkn	9%
Larger parcels - that will not fit through a letterbox	424	182	164	39	28	10	346	39	195	172	43	9	6	366	15
	16%	20%c	17%c	9%	15%	13%	18%c	15%	22%jkn	17%jkn	9%	6%	10%	19%jkn	7%
Items requiring a signature	378	164	140	46	14	13	304	27	179	139	45	7	8	318	15
	15%	18%cdg	14%	11%	8%	16%	16%cd	10%	20%ijkn	14%k	9%	5%	14%	17%jkn	7%
Tracked post, e.g. items that you can track where they are in the delivery process	526	213	209	56	35	12	422	47	238	202	51	30	5	440	35
	20%	24%c	21%c	13%	19%	15%	22%c	18%	27%ijln	20%j	11%	21%j	8%	23%jl	17%
Other types of mail	154	76	55	19	4	-	131	4	71	54	20	7	2	125	9
	6%	8%deg	6%g	4%	2%	-	7%g	1%	8%j	5%	4%	4%	4%	7%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Invitations/ greetings cards/ postcards	246	60	182	4	106	122	18	237	6	2	-	246	-
	9%	**32%b**	*8%*	*10%*	**14%e**	*7%*	*10%*	*9%*	*16%*	*16%*	-	*9%*	-
Personal letters (e.g. to a friend or relative)	258	52	201	5	95	144	19	254	2	2	-	258	-
	10%	**28%b**	*8%*	*12%*	**12%e**	*9%*	*11%*	*10%*	*6%*	*17%*	-	*10%*	-
Formal letters to organisations or individuals	260	54	202	4	110	127	23	238	15	*	-	253	7
	10%	**29%b**	*8%*	*11%*	**14%e**	*8%*	**14%e**	*9%*	*36%*	*1%*	-	*10%*	*49%*
Payments for bills/ invoices/ statements	253	52	195	6	103	127	24	241	10	2	-	253	1
	10%	**29%b**	*8%*	*15%*	**14%e**	*8%*	**14%e**	*10%*	*24%*	*16%*	-	*10%*	*4%*
Smaller parcels - that will fit through a letterbox	473	60	405	9	156	282	36	457	12	*	*	469	4
	18%	**33%b**	*17%*	*21%*	*20%*	*17%*	*21%*	*18%*	*30%*	*	*2%*	*18%*	*25%*
Larger parcels - that will not fit through a letterbox	424	61	355	9	143	250	31	411	9	1	*	421	4
	16%	**33%b**	*15%*	*21%*	*19%*	*15%*	*18%*	*16%*	*22%*	*5%*	*2%*	*16%*	*25%*
Items requiring a signature	378	54	317	8	147	206	25	366	10	*	*	376	2
	15%	**29%b**	*13%*	*18%*	**19%e**	*12%*	*14%*	*14%*	*24%*	*	*2%*	*15%*	*15%*
Tracked post, e.g. items that you can track where they are in the delivery process	526	69	449	8	189	298	39	507	13	1	*	521	5
	20%	**38%b**	*19%*	*19%*	**25%e**	*18%*	*23%*	*20%*	*32%*	*11%*	*2%*	*20%*	*30%*
Other types of mail	154	28	126	*	63	69	22	142	12	*	-	154	-
	6%	**15%b**	*5%*	*	**8%e**	*4%*	**13%e**	*6%*	*31%*	*1%*	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Invitations/ greetings cards/ postcards	**246**	91	55	67	33	34	-	57	-	55	-	33	-	34	-	33	-
	9%	*10%*	*12%*	*8%*	*8%*	*8%*	-	*13%*	-	*12%*	-	*8%*	-	*8%*	-	*8%*	-
Personal letters (e.g. to a friend or relative)	**258**	86	57	83	32	37	-	49	-	57	-	42	-	41	-	32	-
	10%	*10%*	*12%*	*10%*	*8%*	*9%*	-	*11%*	-	*12%*	-	*10%*	-	*10%*	-	*8%*	-
Formal letters to organisations or individuals	**260**	66	62	87	45	21	-	45	-	62	-	51	-	36	-	45	-
	10%	*8%*	**13%a**	*10%*	*11%*	*5%*	-	**10%e**	-	**13%e**	-	**12%e**	-	*8%*	-	**11%e**	-
Payments for bills/ invoices/ statements	**253**	72	51	96	35	23	-	49	-	51	-	54	-	42	-	35	-
	10%	*8%*	*11%*	*11%*	*8%*	*5%*	-	**11%e**	-	**11%e**	-	**12%e**	-	*10%*	-	*8%*	-
Smaller parcels - that will fit through a letterbox	**473**	145	93	155	80	58	-	87	-	93	-	82	-	73	-	80	-
	18%	*17%*	*20%*	*18%*	*19%*	*13%*	-	*20%*	-	*20%*	-	*19%*	-	*17%*	-	*19%*	-
Larger parcels - that will not fit through a letterbox	**424**	147	93	126	58	58	-	89	-	93	-	63	-	63	-	58	-
	16%	*17%*	*20%*	*15%*	*14%*	*13%*	-	*20%*	-	*20%*	-	*15%*	-	*15%*	-	*14%*	-
Items requiring a signature	**378**	108	72	137	61	40	-	68	-	72	-	74	-	64	-	61	-
	15%	*12%*	*16%*	*16%*	*15%*	*9%*	-	*15%*	-	**16%e**	-	**17%e**	-	*15%*	-	*15%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**526**	182	93	168	84	79	-	102	-	93	-	92	-	76	-	84	-
	20%	*21%*	*20%*	*20%*	*20%*	*18%*	-	*23%*	-	*20%*	-	*21%*	-	*18%*	-	*20%*	-
Other types of mail	**154**	33	22	76	23	14	-	20	-	22	-	46	-	30	-	23	-
	6%	*4%*	*5%*	**9%ab**	*6%*	*3%*	-	*4%*	-	*5%*	-	**11%egio**	-	*7%*	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Invitations/ greetings cards/ postcards	**1469**	-	1469	710	754	148	155	274	225	278	218	171	303	499	666	389	1333	120	1447
	56%	-	*56%*	*56%*	*57%*	*41%*	**54%e**	**51%e**	**60%e**	**61%eg**	**68%efg**	**64%eg**	*47%*	**54%l**	**64%lm**	**66%lm**	*57%*	*50%*	*56%*
Personal letters (e.g. to a friend or relative)	**1448**	-	1448	729	716	175	166	282	229	264	185	147	341	511	596	332	1315	117	1396
	56%	-	*56%*	*57%*	*54%*	*49%*	*58%*	*52%*	**61%e**	*58%*	*58%*	*55%*	*53%*	*56%*	*57%*	*57%*	*56%*	*49%*	*54%*
Formal letters to organisations or individuals	**1431**	-	1431	692	736	176	165	304	229	256	166	135	341	534	557	301	1309	105	1418
	55%	-	*55%*	*54%*	*55%*	*49%*	*58%*	*56%*	**61%e**	*56%*	*52%*	*51%*	*53%*	*58%*	*53%*	*51%*	**56%q**	*44%*	*55%*
Payments for bills/ invoices/ statements	**1386**	-	1386	676	706	178	167	279	221	236	173	132	345	500	542	305	1247	120	1383
	53%	-	*53%*	*53%*	*53%*	*49%*	*58%*	*52%*	*59%*	*52%*	*54%*	*50%*	*53%*	*54%*	*52%*	*52%*	*53%*	*50%*	*54%*
Smaller parcels - that will fit through a letterbox	**1502**	-	1502	728	770	156	162	268	229	287	214	187	318	496	688	401	1378	109	1526
	58%	-	*58%*	*57%*	*58%*	*43%*	**57%e**	*50%*	**61%eg**	**63%eg**	**67%eg**	**70%efg**	*49%*	*54%*	**66%lm**	**68%lm**	**59%q**	*46%*	*59%*
Larger parcels - that will not fit through a letterbox	**1558**	-	1558	772	782	180	156	304	242	291	197	189	336	545	677	386	1415	127	1529
	60%	-	*60%*	*61%*	*59%*	*50%*	*54%*	*56%*	**64%e**	**64%e**	**61%e**	**71%efg**	*52%*	**59%l**	**65%l**	**66%l**	*60%*	*53%*	*59%*
Items requiring a signature	**1608**	-	1608	797	808	183	168	309	239	302	227	181	351	548	709	408	1468	122	1655
	62%	-	*62%*	*62%*	*61%*	*51%*	*59%*	*57%*	**63%e**	**66%eg**	**71%efg**	**68%eg**	*54%*	*60%*	**68%lm**	**69%lm**	**63%q**	*51%*	*64%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1545**	-	1545	744	797	167	152	287	237	295	225	181	320	524	701	406	1406	121	1584
	59%	-	*59%*	*58%*	*60%*	*46%*	*53%*	*53%*	**63%eg**	**65%efg**	**70%efg**	**68%efg**	*49%*	**57%l**	**67%lm**	**69%lm**	*60%*	*51%*	*61%*
Other types of mail	**549**	-	549	310	238	68	73	120	89	82	76	41	141	209	199	117	495	52	506
	21%	-	*21%*	**24%d**	*18%*	*19%*	**25%k**	*22%*	*24%*	*18%*	*24%*	*15%*	*22%*	*23%*	*19%*	*20%*	*21%*	*22%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Invitations/ greetings cards/ postcards	**1469**	239	515	318	397	754	715	830	623	208	194	375	367	199	936	211	1150
	56%	*48%*	**63%ac**	*49%*	**61%ac**	*57%*	*55%*	*53%*	**63%g**	**63%m**	**61%m**	**55%m**	**57%m**	*45%*	**57%m**	**63%p**	*54%*
Personal letters (e.g. to a friend or relative)	**1448**	227	495	346	381	722	726	857	578	205	177	379	362	212	917	205	1141
	56%	*45%*	**61%ac**	*53%*	**59%a**	*55%*	*56%*	*54%*	*58%*	**63%m**	*56%*	*56%*	*56%*	*48%*	**56%m**	*62%*	*54%*
Formal letters to organisations or individuals	**1431**	211	495	340	385	706	725	864	550	198	179	372	375	194	926	198	1130
	55%	*42%*	**61%ac**	**53%a**	**59%a**	*54%*	*56%*	*55%*	*56%*	**61%m**	**56%m**	**54%m**	**58%m**	*44%*	**56%m**	*60%*	*53%*
Payments for bills/ invoices/ statements	**1386**	215	476	331	365	691	696	817	550	175	169	382	366	188	916	175	1113
	53%	*43%*	**59%ac**	**51%a**	**56%a**	*53%*	*54%*	*52%*	*56%*	**53%m**	**53%m**	**56%m**	**57%m**	*42%*	**56%m**	*53%*	*53%*
Smaller parcels - that will fit through a letterbox	**1502**	245	514	353	389	760	742	848	636	203	188	393	394	199	975	203	1190
	58%	*49%*	**63%ac**	*55%*	**60%a**	*58%*	*57%*	*54%*	**64%g**	**62%m**	**59%m**	**58%m**	**61%m**	*45%*	**59%m**	*61%*	*56%*
Larger parcels - that will not fit through a letterbox	**1558**	268	518	380	392	786	772	909	630	202	189	390	412	238	991	202	1242
	60%	*53%*	**64%a**	*59%*	*60%*	*60%*	*60%*	*58%*	**64%g**	*62%*	*60%*	*57%*	**64%m**	*54%*	*60%*	*61%*	*59%*
Items requiring a signature	**1608**	268	549	368	423	817	791	916	674	210	199	411	432	233	1042	210	1289
	62%	*54%*	**68%ac**	*57%*	**65%ac**	*62%*	*61%*	*58%*	**68%g**	**64%m**	**63%m**	*60%*	**67%m**	*53%*	**63%m**	*63%*	*61%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1545**	245	525	365	411	769	775	880	641	206	190	397	408	216	994	206	1229
	59%	*49%*	**65%ac**	*56%*	**63%a**	*59%*	*60%*	*56%*	**65%g**	**63%m**	**60%m**	**58%m**	**63%m**	*49%*	**60%m**	*62%*	*58%*
Other types of mail	**549**	116	166	134	133	282	267	373	170	67	59	153	148	112	359	67	473
	21%	*23%*	*21%*	*21%*	*21%*	*21%*	*21%*	**24%h**	*17%*	*20%*	*19%*	*22%*	*23%*	*25%*	*22%*	*20%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Invitations/ greetings cards/ postcards	**1469**	1249	220	70	1229	132	72	35	54	183	130	115	130	135	152	212	117	22	110
	56%	*55%*	**63%a**	*61%*	**56%g**	**58%g**	**58%g**	*47%*	*50%*	**62%n**	**61%n**	**59%n**	**58%n**	*56%*	*45%*	**61%n**	*54%*	**63%n**	**57%n**
Personal letters (e.g. to a friend or relative)	**1448**	1239	209	65	1228	120	66	34	56	171	133	106	126	139	163	209	124	22	98
	56%	*55%*	*60%*	*56%*	**56%g**	*52%*	*53%*	*47%*	*52%*	*58%*	**63%nr**	*54%*	*56%*	*58%*	*48%*	*60%*	*57%*	*64%*	*50%*
Formal letters to organisations or individuals	**1431**	1234	197	70	1201	127	66	37	57	150	135	108	125	136	168	206	116	22	105
	55%	*55%*	*56%*	*60%*	*55%*	*55%*	*53%*	*50%*	*52%*	*51%*	**64%ln**	*56%*	*55%*	*56%*	*50%*	*59%*	*53%*	*65%*	*54%*
Payments for bills/ invoices/ statements	**1386**	1205	181	58	1157	126	69	35	56	153	119	88	132	125	171	206	108	24	102
	53%	*53%*	*52%*	*50%*	*53%*	*55%*	*55%*	*47%*	*51%*	*52%*	*56%*	*45%*	**58%k**	*51%*	*51%*	**59%k**	*49%*	**70%hikmnpr**	*52%*
Smaller parcels - that will fit through a letterbox	**1502**	1276	226	67	1244	146	72	40	61	173	137	121	119	142	153	209	129	25	121
	58%	*57%*	**65%a**	*57%*	*57%*	**64%g**	*58%*	*54%*	*56%*	**59%n**	**64%n**	**62%n**	*52%*	**59%n**	*45%*	**60%n**	**59%n**	**72%ln**	**62%n**
Larger parcels - that will not fit through a letterbox	**1558**	1339	219	63	1308	141	73	35	63	178	133	126	134	145	172	230	126	22	119
	60%	*59%*	*63%*	*54%*	**60%g**	**62%g**	**59%g**	*48%*	*58%*	*61%*	*63%*	**65%n**	*59%*	*60%*	*51%*	**66%n**	*58%*	*64%*	*61%*
Items requiring a signature	**1608**	1380	228	64	1337	148	80	44	67	179	133	127	137	158	181	220	134	24	124
	62%	*61%*	*65%*	*55%*	*61%*	*64%*	*64%*	*60%*	*61%*	*61%*	*63%*	*65%*	*61%*	*65%*	*54%*	*63%*	*62%*	*70%*	*64%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1545**	1317	228	71	1281	149	75	40	64	174	130	121	128	156	169	219	121	25	124
	59%	*58%*	**65%a**	*61%*	*59%*	**65%g**	*60%*	*54%*	*59%*	*59%*	*61%*	*62%*	*56%*	**64%n**	*50%*	**63%n**	*55%*	**73%lnp**	**64%n**
Other types of mail	**549**	486	63	24	460	46	28	15	22	61	48	37	49	46	66	94	38	9	37
	21%	*22%*	*18%*	*21%*	*21%*	*20%*	*22%*	*20%*	*20%*	*21%*	*23%*	*19%*	*22%*	*19%*	*20%*	*27%*	*17%*	*26%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Invitations/ greetings cards/ postcards	1469	530	533	260	86	35	1064	121	513	524	291	82	34	1037	116
	56%	60%deg	*54%*	60%deg	*46%*	*45%*	57%dg	*46%*	*58%*	*53%*	60%l	*56%*	*59%*	*55%*	*57%*
Personal letters (e.g. to a friend or relative)	1448	496	554	255	88	33	1050	120	501	536	289	63	36	1037	99
	56%	56%g	56%eg	59%deg	*47%*	*41%*	56%eg	*46%*	56%k	*54%*	60%kn	*43%*	*61%*	55%k	*48%*
Formal letters to organisations or individuals	1431	484	520	272	99	33	1005	132	490	530	278	79	32	1020	111
	55%	*54%*	*53%*	63%abefg	*54%*	*42%*	*53%*	*50%*	*55%*	*53%*	*58%*	*54%*	*55%*	*54%*	*54%*
Payments for bills/ invoices/ statements	1386	458	516	256	94	38	974	132	458	512	294	74	27	970	101
	53%	*51%*	*52%*	60%af	*51%*	*48%*	*52%*	*50%*	*51%*	*51%*	61%himn	*51%*	*46%*	*51%*	*50%*
Smaller parcels - that will fit through a letterbox	1502	522	546	286	89	36	1068	125	502	564	289	93	33	1066	126
	58%	59%g	*55%*	66%abdefg	*48%*	*46%*	57%g	*48%*	*56%*	*57%*	*60%*	*64%*	*56%*	*57%*	*62%*
Larger parcels - that will not fit through a letterbox	1558	527	575	289	99	44	1103	143	508	584	312	95	37	1092	131
	60%	*59%*	*58%*	67%abdfg	*54%*	*56%*	*59%*	*54%*	*57%*	*59%*	65%h	*65%*	*63%*	*58%*	*64%*
Items requiring a signature	1608	570	575	284	114	41	1145	154	557	594	307	92	35	1151	126
	62%	*64%*	*58%*	66%b	*61%*	*52%*	*61%*	*59%*	*63%*	*60%*	*64%*	*63%*	*60%*	*61%*	*62%*
Tracked post, e.g. items that you can track where they are in the delivery process	1545	541	551	286	99	45	1092	143	518	577	306	83	37	1095	121
	59%	*61%*	*56%*	66%bdfg	*53%*	*57%*	*58%*	*54%*	*58%*	*58%*	*64%*	*57%*	*64%*	*58%*	*59%*
Other types of mail	549	178	207	112	47	6	385	52	166	226	120	29	9	391	38
	21%	20%e	21%e	26%e	25%e	*7%*	20%e	20%e	*19%*	*23%*	*25%*	*20%*	*16%*	*21%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Invitations/ greetings cards/ postcards	**1469**	70	1388	10	380	1002	87	1443	8	5	4	1457	7
	56%	*38%*	**58%a**	*24%*	*50%*	**60%d**	*51%*	*57%*	*21%*	*46%*	*98%*	*56%*	*49%*
Personal letters (e.g. to a friend or relative)	**1448**	75	1356	17	372	983	93	1419	10	5	4	1434	9
	56%	*41%*	**57%a**	*40%*	*49%*	**59%d**	*54%*	*56%*	*26%*	*40%*	*98%*	*55%*	*62%*
Formal letters to organisations or individuals	**1431**	69	1349	13	372	969	90	1401	14	7	4	1422	4
	55%	*38%*	**57%a**	*31%*	*49%*	**58%d**	*52%*	*55%*	*35%*	*61%*	*98%*	*55%*	*29%*
Payments for bills/ invoices/ statements	**1386**	68	1304	14	375	932	78	1352	12	6	4	1369	13
	53%	*37%*	**55%a**	*33%*	*49%*	**56%d**	*45%*	*53%*	*29%*	*47%*	*98%*	*53%*	*85%*
Smaller parcels - that will fit through a letterbox	**1502**	74	1415	14	383	1027	92	1470	12	7	4	1489	9
	58%	*40%*	**59%a**	*32%*	*50%*	**61%d**	*53%*	*58%*	*29%*	*56%*	*98%*	*58%*	*59%*
Larger parcels - that will not fit through a letterbox	**1558**	69	1473	15	396	1065	96	1518	14	9	4	1542	11
	60%	*38%*	**62%a**	*36%*	*52%*	**64%d**	*56%*	*60%*	*36%*	*79%*	*98%*	*60%*	*74%*
Items requiring a signature	**1608**	73	1520	15	418	1093	98	1575	14	7	4	1595	9
	62%	*40%*	**64%a**	*35%*	*55%*	**65%d**	*57%*	*62%*	*34%*	*58%*	*98%*	*62%*	*57%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1545**	71	1458	16	396	1070	78	1517	6	7	4	1530	10
	59%	*39%*	**61%a**	*37%*	*52%*	**64%df**	*45%*	*60%*	*15%*	*58%*	*98%*	*59%*	*70%*
Other types of mail	**549**	37	508	4	145	383	21	535	1	7	2	544	3
	21%	*20%*	*21%*	*10%*	*19%*	**23%f**	*12%*	*21%*	*3%*	*62%*	*52%*	*21%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Invitations/ greetings cards/ postcards	**1469**	500	263	465	240	247	-	253	-	263	-	211	-	254	-	240	-
	56%	*57%*	*57%*	*54%*	*58%*	*57%*	-	*57%*	-	*57%*	-	*49%*	-	**60%k**	-	**58%k**	-
Personal letters (e.g. to a friend or relative)	**1448**	490	258	468	233	239	-	251	-	258	-	226	-	242	-	233	-
	56%	*56%*	*56%*	*54%*	*57%*	*55%*	-	*57%*	-	*56%*	-	*52%*	-	*57%*	-	*57%*	-
Formal letters to organisations or individuals	**1431**	507	247	459	217	238	-	269	-	247	-	221	-	239	-	217	-
	55%	*58%*	*54%*	*53%*	*53%*	*55%*	-	**61%k**	-	*54%*	-	*51%*	-	*56%*	-	*53%*	-
Payments for bills/ invoices/ statements	**1386**	476	252	436	222	227	-	249	-	252	-	208	-	228	-	222	-
	53%	*54%*	*55%*	*51%*	*54%*	*52%*	-	*56%*	-	*55%*	-	*48%*	-	*53%*	-	*54%*	-
Smaller parcels - that will fit through a letterbox	**1502**	522	271	485	224	262	-	261	-	271	-	220	-	265	-	224	-
	58%	*60%*	*59%*	*56%*	*54%*	**61%k**	-	*59%*	-	*59%*	-	*51%*	-	**62%k**	-	*54%*	-
Larger parcels - that will not fit through a letterbox	**1558**	519	271	509	259	255	-	264	-	271	-	243	-	266	-	259	-
	60%	*59%*	*59%*	*59%*	*63%*	*59%*	-	*60%*	-	*59%*	-	*56%*	-	*62%*	-	*63%*	-
Items requiring a signature	**1608**	551	295	497	266	277	-	273	-	295	-	231	-	267	-	266	-
	62%	*63%*	*64%*	*58%*	*64%*	**64%k**	-	*62%*	-	**64%k**	-	*53%*	-	*62%*	-	**64%k**	-
Tracked post, e.g. items that you can track where they are in the delivery process	**1545**	521	301	496	228	250	-	270	-	301	-	223	-	273	-	228	-
	59%	*59%*	**65%d**	*58%*	*55%*	*58%*	-	*61%*	-	**65%ko**	-	*52%*	-	**64%k**	-	*55%*	-
Other types of mail	**549**	161	88	198	101	84	-	77	-	88	-	89	-	110	-	101	-
	21%	*18%*	*19%*	*23%*	*25%*	*19%*	-	*17%*	-	*19%*	-	*21%*	-	**26%g**	-	*25%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Invitations/ greetings cards/ postcards	**874**	-	874	417	456	147	87	186	123	156	94	82	234	308	331	175	771	99	910
	34%	-	*34%*	*33%*	*34%*	**41%j**	*31%*	*34%*	*33%*	*34%*	*29%*	*31%*	*36%*	*34%*	*32%*	*30%*	*33%*	*41%*	*35%*
Personal letters (e.g. to a friend or relative)	**881**	-	881	390	491	101	86	156	121	178	123	116	187	277	416	239	802	75	960
	34%	-	*34%*	*31%*	**37%c**	*28%*	*30%*	*29%*	*32%*	**39%eg**	**38%eg**	**43%efgh**	*29%*	*30%*	**40%lm**	**41%lm**	*34%*	*32%*	*37%*
Formal letters to organisations or individuals	**887**	-	887	405	482	111	68	153	109	181	147	118	178	262	446	265	795	87	935
	34%	-	*34%*	*32%*	*36%*	*31%*	*24%*	*28%*	*29%*	**40%fgh**	**46%efgh**	**44%efgh**	*28%*	*29%*	**43%lm**	**45%lm**	*34%*	*36%*	*36%*
Payments for bills/ invoices/ statements	**929**	-	929	421	508	100	69	164	123	204	140	129	169	287	473	269	848	78	979
	36%	-	*36%*	*33%*	**38%c**	*28%*	*24%*	*30%*	*33%*	**45%efgh**	**44%efgh**	**48%efgh**	*26%*	*31%*	**45%lm**	**46%lm**	*36%*	*33%*	*38%*
Smaller parcels - that will fit through a letterbox	**601**	-	601	277	324	93	59	111	77	114	81	66	152	188	261	147	545	55	598
	23%	-	*23%*	*22%*	*24%*	*26%*	*20%*	*21%*	*21%*	*25%*	*25%*	*25%*	*23%*	*21%*	*25%*	*25%*	*23%*	*23%*	*23%*
Larger parcels - that will not fit through a letterbox	**600**	-	600	270	330	74	58	106	79	123	91	68	133	185	283	160	541	56	615
	23%	-	*23%*	*21%*	*25%*	*21%*	*20%*	*20%*	*21%*	**27%g**	**28%g**	*26%*	*21%*	*20%*	**27%lm**	**27%m**	*23%*	*23%*	*24%*
Items requiring a signature	**580**	-	580	251	329	95	55	120	72	98	63	77	151	192	238	140	515	62	563
	22%	-	*22%*	*20%*	**25%c**	*27%*	*19%*	*22%*	*19%*	*21%*	*20%*	**29%h**	*23%*	*21%*	*23%*	*24%*	*22%*	*26%*	*22%*
Tracked post, e.g. items that you can track where they are in the delivery process	**503**	-	503	233	270	70	48	110	58	91	59	68	118	168	218	126	452	51	499
	19%	-	*19%*	*18%*	*20%*	*19%*	*17%*	*20%*	*15%*	*20%*	*18%*	**25%h**	*18%*	*18%*	*21%*	*22%*	*19%*	*21%*	*19%*
Other types of mail	**200**	-	200	98	102	44	28	50	23	26	12	17	72	73	55	29	179	21	203
	8%	-	*8%*	*8%*	*8%*	**12%hij**	**10%j**	**9%j**	*6%*	*6%*	*4%*	*6%*	**11%no**	*8%*	*5%*	*5%*	*8%*	*9%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Invitations/ greetings cards/ postcards	**874**	177	238	266	193	414	459	554	299	93	105	253	230	140	589	95	742
	34%	*35%*	*29%*	**41%bd**	*30%*	*32%*	*35%*	*35%*	*30%*	*28%*	*33%*	*37%*	*36%*	*31%*	*36%*	*29%*	*35%*
Personal letters (e.g. to a friend or relative)	**881**	169	272	236	204	441	440	507	351	93	118	251	226	124	595	98	736
	34%	*34%*	*34%*	*36%*	*31%*	*34%*	*34%*	*32%*	*35%*	*28%*	*37%*	**37%m**	*35%*	*28%*	**36%m**	*29%*	*35%*
Formal letters to organisations or individuals	**887**	166	277	233	211	444	443	489	382	101	120	256	218	125	594	105	735
	34%	*33%*	*34%*	*36%*	*33%*	*34%*	*34%*	*31%*	**39%g**	*31%*	**38%m**	**38%m**	*34%*	*28%*	**36%m**	*32%*	*35%*
Payments for bills/ invoices/ statements	**929**	173	282	252	222	455	474	516	395	115	128	245	226	144	598	120	763
	36%	*35%*	*35%*	*39%*	*34%*	*35%*	*37%*	*33%*	**40%g**	*35%*	*40%*	*36%*	*35%*	*32%*	*36%*	*36%*	*36%*
Smaller parcels - that will fit through a letterbox	**601**	99	175	173	153	275	326	342	241	77	84	175	131	89	390	82	487
	23%	*20%*	*22%*	*27%*	*24%*	*21%*	*25%*	*22%*	*24%*	*24%*	*27%*	*26%*	*20%*	*20%*	*24%*	*25%*	*23%*
Larger parcels - that will not fit through a letterbox	**600**	94	182	170	155	276	325	341	247	80	87	179	125	81	392	85	486
	23%	*19%*	*22%*	**26%a**	*24%*	*21%*	*25%*	*22%*	*25%*	*25%*	**28%lm**	**26%lm**	*19%*	*18%*	*24%*	*26%*	*23%*
Items requiring a signature	**580**	106	164	169	141	270	310	340	226	75	88	157	126	86	371	79	469
	22%	*21%*	*20%*	*26%*	*22%*	*21%*	*24%*	*22%*	*23%*	*23%*	**28%lm**	*23%*	*19%*	*19%*	*23%*	*24%*	*22%*
Tracked post, e.g. items that you can track where they are in the delivery process	**503**	86	152	146	120	238	265	287	208	66	79	156	98	65	332	71	406
	19%	*17%*	*19%*	*22%*	*18%*	*18%*	*20%*	*18%*	*21%*	*20%*	**25%lm**	**23%lm**	*15%*	*15%*	**20%l**	*21%*	*19%*
Other types of mail	**200**	45	57	54	44	101	98	140	56	23	23	63	46	37	132	23	171
	8%	*9%*	*7%*	*8%*	*7%*	*8%*	*8%*	**9%h**	*6%*	*7%*	*7%*	*9%*	*7%*	*8%*	*8%*	*7%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 140

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Invitations/ greetings cards/ postcards	**874**	774	100	34	718	82	43	30	45	82	60	66	69	92	125	96	83	10	72
	34%	*34%*	*29%*	*29%*	*33%*	*36%*	*35%*	**41%d**	**42%ijo**	*28%*	*28%*	*34%*	*30%*	*38%*	*37%*	*28%*	*38%*	*29%*	*37%*
Personal letters (e.g. to a friend or relative)	**881**	768	113	37	710	88	51	33	44	102	59	74	67	87	91	107	78	11	78
	34%	*34%*	*32%*	*32%*	*33%*	*39%*	**40%d**	**44%d**	**40%jn**	*35%*	*28%*	*38%*	*30%*	*36%*	*27%*	*31%*	*36%*	*31%*	**40%jn**
Formal letters to organisations or individuals	**887**	760	126	34	727	79	51	29	42	111	56	67	79	93	88	108	85	9	70
	34%	*34%*	*36%*	*29%*	*33%*	*34%*	**41%d**	*40%*	**39%jn**	**38%jn**	*26%*	*34%*	*35%*	**38%jn**	*26%*	*31%*	**39%jn**	*27%*	*36%*
Payments for bills/ invoices/ statements	**929**	790	139	39	764	87	47	31	42	119	59	80	76	102	88	109	89	8	79
	36%	*35%*	*40%*	*34%*	*35%*	*38%*	*38%*	**43%d**	**38%n**	**41%jn**	*28%*	**41%jnq**	*34%*	**42%jnq**	*26%*	*31%*	**41%jn**	*24%*	**40%jnq**
Smaller parcels - that will fit through a letterbox	**601**	517	83	33	505	49	28	17	25	73	44	43	56	72	66	73	53	7	42
	23%	*23%*	*24%*	*29%*	*23%*	*21%*	*23%*	*24%*	*23%*	*25%*	*21%*	*22%*	*25%*	*30%*	*20%*	*21%*	*24%*	*22%*	*21%*
Larger parcels - that will not fit through a letterbox	**600**	518	82	35	498	53	30	21	24	70	49	41	48	74	59	72	58	10	42
	23%	*23%*	*24%*	*30%*	*23%*	*23%*	*24%*	*28%*	*22%*	*24%*	*23%*	*21%*	*21%*	**31%n**	*18%*	*21%*	*27%*	*29%*	*22%*
Items requiring a signature	**580**	503	78	34	481	51	29	19	21	70	51	40	48	62	60	78	53	8	43
	22%	*22%*	*22%*	*29%*	*22%*	*22%*	*23%*	*26%*	*19%*	*24%*	*24%*	*20%*	*21%*	*25%*	*18%*	*22%*	*24%*	*24%*	*22%*
Tracked post, e.g. items that you can track where they are in the delivery process	**503**	436	67	28	422	42	24	15	20	60	40	37	41	56	52	70	46	6	35
	19%	*19%*	*19%*	*24%*	*19%*	*18%*	*19%*	*21%*	*19%*	*20%*	*19%*	*19%*	*18%*	*23%*	*15%*	*20%*	*21%*	*18%*	*18%*
Other types of mail	**200**	178	22	9	165	18	8	8	12	23	5	15	27	18	22	25	18	1	17
	8%	*8%*	*6%*	*7%*	*8%*	*8%*	*6%*	*12%*	**11%j**	*8%*	*2%*	**8%j**	**12%j**	*7%*	*6%*	*7%*	**8%j**	*4%*	**9%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Invitations/ greetings cards/ postcards	874	234	357	154	85	40	591	124	267	363	159	55	24	629	79
	34%	*26%*	**36%a**	**36%a**	**46%af**	**50%abf**	**31%a**	**47%abcf**	*30%*	**36%h**	*33%*	*38%*	*41%*	*33%*	*39%*
Personal letters (e.g. to a friend or relative)	881	252	342	152	84	45	594	129	273	348	154	77	22	621	98
	34%	*28%*	**35%a**	*35%*	**45%abf**	**57%abcf**	*32%*	**49%abcf**	*31%*	*35%*	*32%*	**52%hijm**	*37%*	*33%*	**48%hijm**
Formal letters to organisations or individuals	887	282	362	135	68	35	644	104	269	366	163	60	22	635	82
	34%	*32%*	*37%*	*31%*	*37%*	*45%*	*34%*	*39%*	*30%*	**37%h**	*34%*	*41%*	*38%*	*34%*	**40%h**
Payments for bills/ invoices/ statements	929	299	377	137	80	34	676	113	302	387	149	59	25	688	84
	36%	*34%*	*38%*	*32%*	**43%c**	*43%*	*36%*	**43%ac**	*34%*	**39%j**	*31%*	*41%*	*42%*	*37%*	*41%*
Smaller parcels - that will fit through a letterbox	601	168	230	105	66	27	397	93	171	228	134	39	20	398	59
	23%	*19%*	*23%*	*24%*	**36%abcf**	**35%af**	*21%*	**35%abcf**	*19%*	*23%*	**28%hm**	*27%*	**35%hm**	*21%*	**29%h**
Larger parcels - that will not fit through a letterbox	600	171	241	101	57	24	413	82	180	234	123	41	15	413	57
	23%	*19%*	*24%*	*23%*	**31%af**	*31%*	*22%*	**31%af**	*20%*	*23%*	*25%*	*28%*	*27%*	*22%*	*28%*
Items requiring a signature	580	143	257	97	56	24	400	80	142	245	124	47	15	387	63
	22%	*16%*	**26%af**	**22%a**	**30%af**	**30%a**	**21%a**	**30%af**	*16%*	**25%h**	**26%h**	**32%hm**	*26%*	**21%h**	**31%hm**
Tracked post, e.g. items that you can track where they are in the delivery process	503	128	217	85	48	21	345	70	128	204	119	29	16	332	46
	19%	*14%*	**22%a**	*20%*	**26%a**	**27%a**	*18%*	**26%af**	*14%*	**21%h**	**25%hm**	*20%*	**28%h**	*18%*	**22%h**
Other types of mail	200	41	72	42	31	13	113	45	43	84	37	23	13	127	36
	8%	*5%*	*7%*	**10%af**	**17%abf**	**17%abf**	*6%*	**17%abcf**	*5%*	**8%h**	*8%*	**16%hijm**	**22%hijm**	*7%*	**18%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Invitations/ greetings cards/ postcards	**874**	50	797	26	268	542	64	836	26	4	*	866	8
	34%	*27%*	*33%*	*62%*	*35%*	*32%*	*37%*	*33%*	*63%*	*38%*	*2%*	*33%*	*51%*
Personal letters (e.g. to a friend or relative)	**881**	52	814	16	284	541	55	845	26	5	*	875	6
	34%	*28%*	*34%*	*37%*	*37%*	*32%*	*32%*	*33%*	*64%*	*43%*	*2%*	*34%*	*38%*
Formal letters to organisations or individuals	**887**	58	806	23	273	559	55	868	11	4	*	883	3
	34%	*32%*	*34%*	*53%*	*36%*	*33%*	*32%*	*34%*	*28%*	*38%*	*2%*	*34%*	*22%*
Payments for bills/ invoices/ statements	**929**	60	849	20	272	599	57	906	18	4	*	927	2
	36%	*33%*	*36%*	*48%*	*36%*	*36%*	*33%*	*36%*	*44%*	*36%*	*2%*	*36%*	*11%*
Smaller parcels - that will fit through a letterbox	**601**	48	534	19	216	348	37	577	16	5	-	598	2
	23%	*26%*	*22%*	*45%*	***28%e***	*21%*	*21%*	*23%*	*40%*	*43%*	-	*23%*	*16%*
Larger parcels - that will not fit through a letterbox	**600**	52	532	17	214	346	41	583	16	1	-	600	*
	23%	*28%*	*22%*	*40%*	***28%e***	*21%*	*24%*	*23%*	*39%*	*12%*	-	*23%*	*1%*
Items requiring a signature	**580**	55	507	19	186	352	43	555	17	4	-	576	4
	22%	*30%*	*21%*	*44%*	*24%*	*21%*	*25%*	*22%*	*42%*	*38%*	-	*22%*	*29%*
Tracked post, e.g. items that you can track where they are in the delivery process	**503**	40	446	17	168	290	45	479	21	3	-	503	-
	19%	*22%*	*19%*	*41%*	***22%e***	*17%*	***26%e***	*19%*	*53%*	*27%*	-	*19%*	-
Other types of mail	**200**	15	179	6	78	110	11	189	9	2	-	200	-
	8%	*8%*	*8%*	*15%*	***10%e***	*7%*	*6%*	*7%*	*22%*	*16%*	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 140

QD12_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Invitations/ greetings cards/ postcards	**874**	282	137	320	135	151	-	130	-	137	-	185	-	135	-	135	-
	34%	*32%*	*30%*	**37%b**	*33%*	*35%*	-	*29%*	-	*30%*	-	**43%gimo**	-	*32%*	-	*33%*	-
Personal letters (e.g. to a friend or relative)	**881**	293	146	296	146	155	-	138	-	146	-	157	-	138	-	146	-
	34%	*33%*	*32%*	*34%*	*35%*	*36%*	-	*31%*	-	*32%*	-	*36%*	-	*32%*	-	*35%*	-
Formal letters to organisations or individuals	**887**	296	149	295	147	173	-	124	-	149	-	151	-	144	-	147	-
	34%	*34%*	*32%*	*34%*	*36%*	**40%g**	-	*28%*	-	*32%*	-	*35%*	-	*34%*	-	*36%*	-
Payments for bills/ invoices/ statements	**929**	314	157	306	151	179	-	135	-	157	-	156	-	150	-	151	-
	36%	*36%*	*34%*	*36%*	*37%*	**41%g**	-	*31%*	-	*34%*	-	*36%*	-	*35%*	-	*37%*	-
Smaller parcels - that will fit through a letterbox	**601**	203	88	206	104	110	-	93	-	88	-	124	-	82	-	104	-
	23%	*23%*	*19%*	*24%*	*25%*	*25%*	-	*21%*	-	*19%*	-	**29%lm**	-	*19%*	-	*25%*	-
Larger parcels - that will not fit through a letterbox	**600**	203	96	210	91	117	-	86	-	96	-	120	-	91	-	91	-
	23%	*23%*	*21%*	*25%*	*22%*	*27%*	-	*20%*	-	*21%*	-	**28%g**	-	*21%*	-	*22%*	-
Items requiring a signature	**580**	205	88	206	81	110	-	95	-	88	-	119	-	87	-	81	-
	22%	*23%*	*19%*	*24%*	*20%*	*25%*	-	*22%*	-	*19%*	-	**28%lo**	-	*20%*	-	*20%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**503**	166	65	179	93	100	-	66	-	65	-	108	-	71	-	93	-
	19%	*19%*	*14%*	**21%b**	**23%b**	**23%gi**	-	*15%*	-	*14%*	-	**25%gim**	-	*17%*	-	**23%gi**	-
Other types of mail	**200**	60	34	65	40	36	-	25	-	34	-	42	-	24	-	40	-
	8%	*7%*	*7%*	*8%*	*10%*	*8%*	-	*6%*	-	*7%*	-	*10%*	-	*6%*	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Invitations/ greetings cards/ postcards	**2.64**	-	2.64	**2.68d**	2.60	2.62	**2.72hi**	**2.69hi**	2.60	2.59	2.62	2.66	2.66	2.65	2.62	2.64	**2.66q**	2.46	2.58
Personal letters (e.g. to a friend or relative)	**2.61**	-	2.61	**2.69d**	2.52	**2.83fhijk**	**2.68hijk**	**2.80fhijk**	**2.56ik**	2.43	**2.46k**	2.35	**2.76no**	**2.70no**	2.42	2.41	2.59	**2.74p**	2.51
Formal letters to organisations or individuals	**2.61**	-	2.61	**2.69d**	2.53	**2.76ijk**	**2.83ijk**	**2.77ijk**	**2.67ijk**	2.43	2.32	2.41	**2.79no**	**2.73no**	2.39	2.36	2.60	2.68	2.53
Payments for bills/ invoices/ statements	**2.55**	-	2.55	**2.63d**	2.47	**2.84hijk**	**2.81hijk**	**2.76ijk**	**2.58ijk**	2.28	2.28	2.20	**2.83no**	**2.68no**	2.26	2.24	2.53	2.69	2.46
Smaller parcels - that will fit through a letterbox	**2.90**	-	2.90	2.95	2.85	**3.02ijk**	**2.97ijk**	**3.11ijk**	**2.94ijk**	2.76	2.70	2.64	**3.00no**	**3.04no**	2.71	2.67	2.88	3.05	2.85
Larger parcels - that will not fit through a letterbox	**2.85**	-	2.85	**2.91d**	2.80	**3.09hijk**	**2.99ijk**	**3.01ijk**	**2.86ijk**	2.70	2.65	2.58	**3.05no**	**2.95no**	2.65	2.62	2.84	2.95	2.83
Items requiring a signature	**2.85**	-	2.85	**2.92d**	2.79	**2.92k**	**2.95jk**	**2.96ijk**	**2.92jk**	**2.80k**	2.73	2.58	**2.93no**	**2.94no**	2.72	2.66	2.85	2.91	2.82
Tracked post, e.g. items that you can track where they are in the delivery process	**2.97**	-	2.97	**3.02d**	2.91	**3.16ijk**	**3.07ijk**	**3.05ijk**	**3.01jk**	**2.88k**	2.82	2.67	**3.12no**	**3.04no**	2.81	2.75	2.96	3.05	2.92
Other types of mail	**2.89**	-	2.89	**2.97d**	2.78	2.74	2.85	**3.12e**	2.93	2.83	2.78	2.60	2.80	**3.05lno**	2.76	2.71	2.88	3.02	2.80

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Invitations/ greetings cards/ postcards	**2.64**	**2.70c**	**2.67c**	2.52	**2.68c**	**2.68f**	2.60	2.65	2.64	**2.69jkln**	2.58	2.56	2.58	**2.86ijkln**	2.57	2.68	2.63
Personal letters (e.g. to a friend or relative)	**2.61**	**2.77bcd**	2.54	2.56	**2.61b**	2.63	2.58	**2.67h**	2.50	**2.64jkn**	2.49	2.52	2.57	**2.91ijkln**	2.53	2.62	2.61
Formal letters to organisations or individuals	**2.61**	**2.84bcd**	2.52	2.56	2.58	2.64	2.57	**2.70h**	2.46	2.64	2.48	2.52	2.57	**2.93ijkln**	2.53	2.62	2.61
Payments for bills/ invoices/ statements	**2.55**	**2.75bcd**	2.49	2.45	2.55	2.59	2.50	**2.66h**	2.37	2.57	2.38	2.51	2.51	**2.84ijkln**	2.48	2.55	2.55
Smaller parcels - that will fit through a letterbox	**2.90**	**3.15bcd**	2.85	2.83	2.82	**2.96f**	2.83	**2.99h**	2.75	2.81	2.72	2.83	**2.92j**	**3.21ijkln**	2.84	2.78	2.92
Larger parcels - that will not fit through a letterbox	**2.85**	**3.07bcd**	2.80	2.80	2.81	2.90	2.81	**2.94h**	2.71	2.75	2.69	2.81	**2.89j**	**3.12ijkln**	2.82	2.73	2.88
Items requiring a signature	**2.85**	**3.02bcd**	2.82	2.81	2.81	2.89	2.81	**2.93h**	2.73	2.76	2.67	**2.84j**	**2.87j**	**3.11ijkln**	**2.82j**	2.74	2.88
Tracked post, e.g. items that you can track where they are in the delivery process	**2.97**	**3.18bcd**	2.90	2.92	2.92	3.01	2.92	**3.05h**	2.82	2.85	2.79	2.88	**3.04ijkn**	**3.29ijkln**	2.92	2.83	**3.00o**
Other types of mail	**2.89**	**3.16bcd**	2.74	2.81	2.85	2.95	2.83	**2.95h**	2.72	2.73	2.65	2.81	2.87	**3.21ijkln**	2.81	2.73	2.92

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Invitations/ greetings cards/ postcards	**2.64**	2.63	**2.71a**	2.73	2.66	2.55	2.56	2.52	2.46	**2.74hkmpr**	**2.73hkmpr**	2.58	**2.68hm**	2.53	**2.69hmpr**	**2.76hkmpr**	2.56	2.64	2.53
Personal letters (e.g. to a friend or relative)	**2.61**	2.61	2.58	2.66	**2.64ef**	2.47	2.42	2.40	2.50	**2.61mpr**	**2.69kmpr**	2.50	**2.67kmpr**	2.48	**2.89hijklmopr**	**2.68kmpr**	2.48	2.56	2.45
Formal letters to organisations or individuals	**2.61**	2.62	2.56	2.70	**2.63f**	2.56	2.40	2.51	2.50	2.61	**2.70m**	2.57	2.55	2.47	**2.90hiklmpr**	2.66	2.50	2.56	2.56
Payments for bills/ invoices/ statements	**2.55**	2.56	2.45	2.65	**2.57eg**	2.42	2.42	2.39	2.51	2.45	**2.71impr**	2.50	2.53	2.38	**2.90hiklmopr**	**2.64mpr**	2.34	2.59	2.38
Smaller parcels - that will fit through a letterbox	**2.90**	2.91	2.81	2.79	2.90	2.85	2.85	2.87	**2.97m**	2.79	2.89	2.84	**2.93m**	2.68	**3.20ijklmopqr**	**2.94m**	2.80	2.76	2.86
Larger parcels - that will not fit through a letterbox	**2.85**	2.86	2.81	2.75	2.86	2.81	2.85	2.84	**2.91m**	2.82	2.82	2.82	**2.89m**	2.65	**3.13ijkmopqr**	**2.87m**	2.74	2.58	2.85
Items requiring a signature	**2.85**	2.86	2.81	2.75	2.87	2.79	2.77	2.81	**2.93m**	2.80	2.83	2.84	2.85	2.69	**3.09ijkmpqr**	2.90	2.77	2.64	2.82
Tracked post, e.g. items that you can track where they are in the delivery process	**2.97**	2.97	2.91	2.84	2.98	2.88	2.92	2.96	**3.03m**	2.91	2.96	3.00	2.99	2.78	**3.21ijmopqr**	2.94	2.93	2.78	2.90
Other types of mail	**2.89**	2.90	2.85	2.84	2.92	2.70	2.83	2.77	2.79	2.79	3.01	2.93	2.66	2.69	**3.35hilmor**	2.81	2.94	2.80	2.69

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Invitations/ greetings cards/ postcards	2.64	2.82bcdefg	2.60cdeg	2.52eg	2.45e	2.19	2.70bcdeg	2.37	2.72ijklmn	2.61ln	2.61ln	2.52	2.39	2.66kln	2.48
Personal letters (e.g. to a friend or relative)	2.61	2.78bcdefg	2.58deg	2.52deg	2.32e	2.03	2.68bcdeg	2.23e	2.69ijkln	2.60kn	2.58kn	2.24	2.44	2.65kln	2.30
Formal letters to organisations or individuals	2.61	2.72bceg	2.57	2.54	2.51	2.32	2.64eg	2.45	2.74ijkn	2.57	2.54	2.42	2.41	2.65kn	2.42
Payments for bills/ invoices/ statements	2.55	2.65bg	2.47	2.59g	2.42	2.33	2.55	2.39	2.63i	2.47	2.59	2.45	2.44	2.55	2.45
Smaller parcels - that will fit through a letterbox	2.90	3.02cdeg	2.90cg	2.74	2.71	2.65	2.96cdeg	2.69	3.04ijkln	2.91jln	2.72	2.72	2.59	2.97jkln	2.68
Larger parcels - that will not fit through a letterbox	2.85	2.99bcdeg	2.82	2.75	2.75	2.60	2.90ceg	2.70	2.99ijkn	2.85kn	2.72	2.58	2.67	2.92jkn	2.61
Items requiring a signature	2.85	3.01bcdefg	2.78	2.81	2.66	2.63	2.89bdg	2.65	3.04ijklmn	2.81kn	2.72	2.56	2.70	2.92ijkn	2.60
Tracked post, e.g. items that you can track where they are in the delivery process	2.97	3.11bcdeg	2.92	2.86	2.87	2.71	3.01ceg	2.82	3.15ijklmn	2.94j	2.74	2.90	2.71	3.04ijln	2.85
Other types of mail	2.89	3.13bcdg	2.89dg	2.80dg	2.45	1.91	3.00dg	2.35	3.12ijkn	2.84n	2.84n	2.57	2.21	2.96kn	2.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Invitations/ greetings cards/ postcards	**2.64**	**3.08bc**	**2.61c**	2.29	2.64	2.64	2.60	**2.65hl**	2.35	2.67	2.97	**2.64hl**	2.29
Personal letters (e.g. to a friend or relative)	**2.61**	**3.02bc**	2.57	2.70	2.58	2.61	2.66	**2.61h**	2.13	2.37	2.97	**2.60h**	**2.61h**
Formal letters to organisations or individuals	**2.61**	**2.98b**	2.59	2.26	2.66	2.58	2.69	2.60	3.03	2.37	2.97	2.61	3.15
Payments for bills/ invoices/ statements	**2.55**	**2.85b**	2.53	2.43	2.60	2.51	2.66	2.54	2.71	2.69	2.97	2.54	2.93
Smaller parcels - that will fit through a letterbox	**2.90**	**3.15b**	2.88	2.65	2.85	2.91	2.97	2.90	2.82	2.30	3.02	2.89	3.09
Larger parcels - that will not fit through a letterbox	**2.85**	**3.04b**	2.84	2.69	2.81	2.87	2.92	2.85	2.71	2.81	3.02	2.85	3.34
Items requiring a signature	**2.85**	3.00	2.84	2.67	2.89	2.84	2.79	2.86	2.69	2.49	3.02	2.85	2.86
Tracked post, e.g. items that you can track where they are in the delivery process	**2.97**	**3.22b**	2.95	2.72	2.99	2.96	2.92	2.97	2.68	2.55	3.02	2.96	3.40
Other types of mail	**2.89**	**3.26b**	2.87	2.14	2.88	2.86	3.23	2.89	3.17	2.62	3.00	2.89	3.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Invitations/ greetings cards/ postcards	**2.64**	**2.70cd**	**2.73cd**	2.54	2.62	**2.62k**	-	**2.78ekmo**	-	**2.73ekmo**	-	2.45	-	**2.63k**	-	**2.62k**	-
Personal letters (e.g. to a friend or relative)	**2.61**	2.61	**2.69acd**	2.59	2.53	2.56	-	**2.66eko**	-	**2.69eko**	-	2.56	-	**2.63o**	-	2.53	-
Formal letters to organisations or individuals	**2.61**	2.59	2.68	2.60	2.59	2.47	-	**2.71e**	-	**2.68e**	-	2.61	-	2.60	-	2.59	-
Payments for bills/ invoices/ statements	**2.55**	2.51	2.62	2.56	2.51	2.37	-	**2.64e**	-	**2.62e**	-	2.56	-	**2.57e**	-	2.51	-
Smaller parcels - that will fit through a letterbox	**2.90**	2.86	2.99	2.89	2.87	2.75	-	**2.97e**	-	**2.99e**	-	2.85	-	**2.93e**	-	2.87	-
Larger parcels - that will not fit through a letterbox	**2.85**	2.85	2.92	2.82	2.85	2.74	-	**2.96ek**	-	**2.92e**	-	2.77	-	2.87	-	2.85	-
Items requiring a signature	**2.85**	2.82	2.92	2.84	2.87	2.74	-	2.90	-	**2.92e**	-	2.79	-	2.89	-	2.87	-
Tracked post, e.g. items that you can track where they are in the delivery process	**2.97**	2.98	3.03	2.94	2.91	2.86	-	**3.10ekc**	-	**3.03e**	-	2.91	-	2.97	-	2.91	-
Other types of mail	**2.89**	2.78	2.88	**3.01a**	2.83	2.65	-	2.92	-	2.88	-	**3.02e**	-	**3.01e**	-	2.83	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2581**	-	2581	1226	1342	305	312	516	368	490	363	227	617	884	1080	590	2415	146	2581
Weighted Base	**2554**	-**	2554	1241	1297	329	322	520	369	441	313	259	651	889	1014	573	2308	224	2581
Effective Base	**1427**	-	1427	688	729	174	183	303	196	263	172	139	357	498	573	311	1311	107	2581
Email	**1435**	-	1435	698	730	187	156	281	208	265	204	133	343	489	602	337	1288	138	1462
	56%	-	*56%*	*56%*	*56%*	*57%*	*48%*	*54%*	*56%*	**60%f**	**65%fgk**	*51%*	*53%*	*55%*	**59%l**	*59%*	*56%*	*61%*	*57%*
Mobile phone calls	**851**	-	851	457	390	130	122	189	100	143	106	59	252	290	308	165	749	96	854
	33%	-	*33%*	**37%d**	*30%*	**40%hk**	**38%hk**	**36%hk**	*27%*	**32%k**	**34%k**	*23%*	**39%no**	*33%*	*30%*	*29%*	*32%*	**43%p**	*33%*
Landline calls	**335**	-	335	177	155	32	25	56	45	40	67	69	58	101	176	135	297	32	329
	13%	-	*13%*	*14%*	*12%*	*10%*	*8%*	*11%*	*12%*	*9%*	**21%efghi**	**26%efghi**	*9%*	*11%*	**17%lm**	**24%lmn**	*13%*	*14%*	*13%*
Text messaging/ SMS	**929**	-	929	464	457	146	106	205	118	152	128	73	253	323	353	201	837	86	897
	36%	-	*36%*	*37%*	*35%*	**45%fhijk**	*33%*	**40%k**	*32%*	*34%*	**41%k**	*28%*	*39%*	*36%*	*35%*	*35%*	*36%*	*38%*	*35%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**942**	-	942	443	491	159	127	242	128	140	100	48	285	370	287	148	831	107	973
	37%	-	*37%*	*36%*	*38%*	**48%hijk**	**39%k**	**47%hijk**	**35%k**	**32%k**	**32%k**	*19%*	**44%no**	**42%no**	*28%*	*26%*	*36%*	**48%p**	*38%*
Social networking websites/ apps	**593**	-	593	296	293	131	100	165	80	60	39	18	231	245	117	57	497	90	574
	23%	-	*23%*	*24%*	*23%*	**40%hijk**	**31%hijk**	**32%hijk**	**22%ijk**	*13%*	*12%*	*7%*	**35%mno**	**28%no**	*12%*	*10%*	*22%*	**40%p**	*22%*
In person/ face-to-face	**376**	-	376	197	177	63	49	93	57	42	41	30	112	151	114	72	310	61	350
	15%	-	*15%*	*16%*	*14%*	**19%l**	*15%*	**18%l**	*16%*	*9%*	*13%*	*12%*	**17%n**	**17%n**	*11%*	*13%*	*13%*	**27%p**	*14%*
Other: please specify	**9**	-	9	1	8	*	1	3	3	1	1	*	1	6	2	1	9	-	16
	*	-	*	*	*1%*	*	*	*1%*	*1%*	*	*	*	*	*1%*	*	*	*	-	*1%*
None in particular	**468**	-	468	239	228	17	36	84	71	110	58	92	54	154	260	150	448	12	492
	18%	-	*18%*	*19%*	*18%*	*5%*	**11%e**	**16%e**	**19%ef**	**25%efg**	**19%e**	**35%efghij**	*8%*	**17%l**	**26%lm**	**26%lm**	**19%q**	*5%*	*19%*
I don't know	**55**	-	55	19	35	12	7	10	12	4	8	2	19	22	13	10	47	6	58
	2%	-	*2%*	*2%*	*3%*	**4%l**	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2581	628	781	498	674	1409	1172	1329	1212	335	336	648	638	452	1622	337	2106
Weighted Base	2554	490	788	536	739	1278	1276	1494	1018	357	334	617	610	475	1561	358	2069
Effective Base	1427	283	438	287	421	720	707	764	657	204	188	366	323	251	875	205	1144
Email	1435	293	438	303	400	732	703	855	554	190	185	349	347	278	881	191	1175
	56%	*60%*	*56%*	*56%*	*54%*	*57%*	*55%*	*57%*	*54%*	*53%*	*55%*	*57%*	*57%*	*59%*	*56%*	*53%*	*57%*
Mobile phone calls	851	193	233	176	249	426	425	532	303	111	111	195	211	171	517	112	693
	33%	**39%b**	*30%*	*33%*	*34%*	*33%*	*33%*	**36%h**	*30%*	*31%*	*33%*	*32%*	*35%*	*36%*	*33%*	*31%*	*33%*
Landline calls	335	63	104	79	89	168	167	160	169	45	61	89	71	57	220	46	277
	13%	*13%*	*13%*	*15%*	*12%*	*13%*	*13%*	*11%*	**17%g**	*13%*	**18%l**	*14%*	*12%*	*12%*	*14%*	*13%*	*13%*
Text messaging/ SMS	929	193	247	217	272	440	489	567	344	115	120	216	234	178	569	116	757
	36%	**39%b**	*31%*	**40%b**	*37%*	*34%*	*38%*	*38%*	*34%*	*32%*	*36%*	*35%*	*38%*	*37%*	*36%*	*32%*	*37%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	942	197	276	199	269	474	469	610	320	104	108	223	242	200	573	105	783
	37%	*40%*	*35%*	*37%*	*36%*	*37%*	*37%*	**41%h**	*31%*	*29%*	*32%*	*36%*	**40%i**	**42%ij**	**37%i**	*29%*	**38%o**
Social networking websites/ apps	593	149	151	136	156	300	292	419	162	46	67	142	150	147	358	46	515
	23%	**30%bd**	*19%*	*25%*	*21%*	*24%*	*23%*	**28%h**	*16%*	*13%*	*20%*	**23%i**	**25%i**	**31%ijkn**	**23%i**	*13%*	**25%o**
In person/ face-to-face	376	88	112	84	92	201	176	235	127	61	43	79	95	75	217	61	295
	15%	**18%d**	*14%*	*16%*	*12%*	*16%*	*14%*	*16%*	*12%*	*17%*	*13%*	*13%*	*16%*	*16%*	*14%*	*17%*	*14%*
Other: please specify	9	3	5	1	*	7	2	8	1	*	1	1	3	4	5	*	9
	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*	*	*	*1%*	*1%*	*	*	*
None in particular	468	60	165	104	138	225	242	213	248	92	60	119	107	56	287	92	353
	18%	*12%*	**21%a**	**19%a**	**19%a**	*18%*	*19%*	*14%*	**24%g**	**26%lmn**	*18%*	**19%m**	*18%*	*12%*	**18%m**	**26%p**	*17%*
I don't know	55	4	22	10	19	26	29	29	22	15	5	7	16	5	28	15	34
	2%	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	**4%kmn**	*2%*	*1%*	*3%*	*1%*	*2%*	**4%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1718	863	362	1278	529	446	328	132	142	138	131	148	140	151	149	147	84	445
Weighted Base	2554	2179	375	120*	2158	204	122	69	101	272	213	181	228	237	341	361	225	28*	176
Effective Base	1427	1192	238	78	1075	278	225	221	119	129	121	119	132	129	137	134	134	36	242
Email	1435	1225	210	70	1204	114	75	42	56	152	103	108	125	139	222	187	113	17	98
	56%	*56%*	*56%*	*58%*	*56%*	*56%*	*62%*	*60%*	*55%*	*56%*	*48%*	*60%*	*55%*	*58%*	**65%jop**	*52%*	*50%*	*58%*	*56%*
Mobile phone calls	851	735	115	38	722	63	37	29	40	104	55	60	62	67	145	105	84	10	52
	33%	*34%*	*31%*	*32%*	*33%*	*31%*	*30%*	**42%def**	**40%jlmr**	**38%j**	*26%*	*33%*	*27%*	*28%*	**43%jlmor**	*29%*	*37%*	*37%*	*30%*
Landline calls	335	278	57	13	290	25	10	10	12	29	28	37	27	41	38	47	30	4	21
	13%	*13%*	*15%*	*10%*	**13%f**	*12%*	*8%*	**14%f**	*12%*	*11%*	*13%*	**20%lnr**	*12%*	*17%*	*11%*	*13%*	*13%*	*14%*	*12%*
Text messaging/ SMS	929	804	125	40	796	60	45	27	48	100	82	65	79	84	147	114	77	9	51
	36%	*37%*	*33%*	*33%*	**37%e**	*29%*	*37%*	**39%e**	**47%lopr**	*37%*	*39%*	*36%*	*35%*	*36%*	**43%r**	*32%*	*34%*	*31%*	*29%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	942	816	127	47	780	79	53	30	33	90	71	69	86	85	165	111	70	7	72
	37%	*37%*	*34%*	*39%*	*36%*	*39%*	**43%d**	**44%d**	*33%*	*33%*	*33%*	*38%*	*38%*	*36%*	**48%hijmopq**	*31%*	*31%*	*25%*	**41%o**
Social networking websites/ apps	593	520	72	33	491	52	33	17	25	56	46	41	42	48	124	70	40	6	46
	23%	*24%*	*19%*	*28%*	*23%*	*26%*	*27%*	*24%*	*24%*	*20%*	*22%*	*23%*	*18%*	*20%*	**36%hijklmopr**	*20%*	*18%*	*22%*	*26%*
In person/ face-to-face	376	325	51	13	327	23	13	12	19	45	35	37	21	39	58	43	30	3	20
	15%	*15%*	*14%*	*11%*	*15%*	*11%*	*11%*	**18%ef**	**18%l**	*17%*	*17%*	**20%lr**	*9%*	*16%*	*17%*	*12%*	*13%*	*11%*	*12%*
Other: please specify	9	6	3	*	5	3	1	-	-	2	1	2	-	-	-	-	-	*	2
	*	*	*1%*	*	*	**1%d**	*1%*	-	-	*1%*	*1%*	*1%*	-	-	-	-	-	*1%*	*1%*
None in particular	468	387	81	28	398	39	18	12	20	53	54	33	38	46	25	72	56	4	36
	18%	*18%*	*22%*	*23%*	*18%*	*19%*	*15%*	*18%*	**20%n**	**19%n**	**25%n**	**18%n**	**17%n**	**19%n**	*7%*	**20%n**	**25%n**	*13%*	**20%n**
I don't know	55	47	8	3	46	5	2	1	2	8	3	6	4	3	4	12	4	1	4
	2%	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*1%*	*1%*	*3%*	*2%*	*5%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2581	969	1017	335	150	84	1986	234	1014	998	374	106	51	2012	157
Weighted Base	2554	953	967	352	171*	84*	1920	255	955	962	428	120*	44*	1917	164*
Effective Base	1427	530	544	195	91	50	1074	140	539	541	224	67	33	1080	98
Email	1435	506	590	190	95	47	1095	142	546	566	224	61	24	1111	86
	56%	*53%*	**61%a**	*54%*	*55%*	*56%*	*57%*	*56%*	*57%*	*59%*	*52%*	*51%*	*55%*	*58%*	*52%*
Mobile phone calls	851	339	316	107	48	34	656	82	355	329	119	32	5	683	38
	33%	*36%*	*33%*	*30%*	*28%*	*40%*	*34%*	*32%*	**37%jln**	**34%ln**	*28%*	*27%*	*12%*	**36%jln**	*23%*
Landline calls	335	154	132	28	15	5	286	21	157	100	47	19	6	257	25
	13%	**16%cg**	**14%c**	*8%*	*9%*	*6%*	**15%cg**	*8%*	**16%i**	*10%*	*11%*	*16%*	*13%*	*13%*	*15%*
Text messaging/ SMS	929	338	371	128	58	26	710	84	375	376	124	31	11	751	42
	36%	*35%*	*38%*	*36%*	*34%*	*31%*	*37%*	*33%*	**39%jkn**	**39%jkn**	*29%*	*26%*	*24%*	**39%jkn**	*25%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	942	343	375	115	64	39	718	103	368	395	115	47	10	764	57
	37%	*36%*	*39%*	*33%*	*38%*	*46%*	*37%*	*40%*	**39%j**	**41%jl**	*27%*	*39%*	*23%*	**40%j**	*35%*
Social networking websites/ apps	593	209	236	74	42	29	445	71	243	241	82	14	9	485	23
	23%	*22%*	*24%*	*21%*	*24%*	**34%ac**	*23%*	*28%*	**25%kn**	**25%kn**	*19%*	*12%*	*20%*	**25%jkn**	*14%*
In person/ face-to-face	376	149	153	39	21	12	302	33	170	128	57	13	3	298	16
	15%	*16%*	*16%*	*11%*	*12%*	*14%*	*16%*	*13%*	**18%i**	*13%*	*13%*	*11%*	*7%*	*16%*	*10%*
Other: please specify	9	6	2	*	1	-	8	1	3	3	1	1	-	6	1
	*	*1%*	*	*	*1%*	-	*	*	*	*	*	*1%*	-	*	*1%*
None in particular	468	210	135	59	36	17	345	53	175	152	84	23	17	327	40
	18%	**22%b**	*14%*	*17%*	*21%*	*20%*	**18%b**	**21%b**	*18%*	*16%*	*20%*	*19%*	**38%hijkm**	*17%*	**24%i**
I don't know	55	14	15	19	*	-	29	*	13	12	17	3	1	26	4
	2%	*2%*	*2%*	**5%abdfg**	*	-	*2%*	*	*1%*	*1%*	**4%him**	*3%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	221	2314	46	849	1578	154	2512	42	16	3	2570	8
Weighted Base	2554	219	2292	42**	796	1604	154*	2482	49**	9**	5**	2540	8**
Effective Base	1427	129	1273	25	468	866	97	1383	28	9	3	1418	6
Email	1435	115	1304	16	449	905	81	1406	18	4	4	1428	2
	56%	*53%*	*57%*	*37%*	*56%*	*56%*	*52%*	*57%*	*37%*	*43%*	*82%*	*56%*	*28%*
Mobile phone calls	851	81	757	12	297	490	63	821	24	1	3	847	1
	33%	*37%*	*33%*	*28%*	**37%e**	*31%*	**41%e**	*33%*	*50%*	*14%*	*47%*	*33%*	*15%*
Landline calls	335	42	287	5	125	186	23	324	10	1	-	335	-
	13%	**19%b**	*13%*	*12%*	**16%e**	*12%*	*15%*	*13%*	*20%*	*11%*	-	*13%*	-
Text messaging/ SMS	929	85	831	13	322	544	63	907	15	1	4	923	1
	36%	*39%*	*36%*	*30%*	**41%e**	*34%*	*41%*	*37%*	*30%*	*10%*	*82%*	*36%*	*15%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	942	77	852	13	305	576	61	919	20	1	3	940	-
	37%	*35%*	*37%*	*31%*	*38%*	*36%*	*40%*	*37%*	*41%*	*9%*	*47%*	*37%*	-
Social networking websites/ apps	593	53	530	9	227	334	32	575	16	1	-	592	*
	23%	*24%*	*23%*	*22%*	**28%e**	*21%*	*21%*	*23%*	*34%*	*13%*	-	*23%*	*3%*
In person/ face-to-face	376	31	340	6	144	198	35	360	14	3	-	376	-
	15%	*14%*	*15%*	*13%*	**18%e**	*12%*	**22%e**	*15%*	*28%*	*28%*	-	*15%*	-
Other: please specify	9	*	9	-	*	9	-	9	-	-	-	9	-
	*	*	*	-	*	*1%*	-	*	-	-	-	*	-
None in particular	468	33	417	17	137	318	13	461	*	5	1	467	*
	18%	*15%*	*18%*	*41%*	**17%f**	**20%f**	*8%*	*19%*	*	*52%*	*18%*	*18%*	*1%*
I don't know	55	8	45	2	17	31	7	49	*	-	-	49	5
	2%	*4%*	*2%*	*4%*	*2%*	*2%*	*5%*	*2%*	*	-	-	*2%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2581**	430	860	430	861	-	430	-	430	-	430	-	430	-	430	-	431
Weighted Base	**2554**	414	829	431	879	-**	414	-**	430	-**	399	-**	431	-**	464	-**	416
Effective Base	**1427**	216	503	220	492	-	216	-	248	-	257	-	220	-	251	-	242
Email	**1435**	240	460	243	491	-	240	-	226	-	234	-	243	-	238	-	254
	56%	*58%*	*56%*	*56%*	*56%*	-	*58%*	-	*53%*	-	*59%*	-	*56%*	-	*51%*	-	**61%n**
Mobile phone calls	**851**	148	261	136	305	-	148	-	130	-	132	-	136	-	164	-	142
	33%	*36%*	*32%*	*31%*	*35%*	-	*36%*	-	*30%*	-	*33%*	-	*31%*	-	*35%*	-	*34%*
Landline calls	**335**	68	118	39	110	-	68	-	56	-	62	-	39	-	58	-	52
	13%	**16%c**	*14%*	*9%*	*13%*	-	**16%l**	-	*13%*	-	**15%l**	-	*9%*	-	*13%*	-	*12%*
Text messaging/ SMS	**929**	165	290	148	326	-	165	-	132	-	158	-	148	-	180	-	146
	36%	*40%*	*35%*	*34%*	*37%*	-	**40%h**	-	*31%*	-	**40%h**	-	*34%*	-	*39%*	-	*35%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**942**	154	278	159	350	-	154	-	126	-	152	-	159	-	182	-	168
	37%	*37%*	*34%*	*37%*	**40%b**	-	*37%*	-	*29%*	-	**38%h**	-	*37%*	-	**39%h**	-	**41%h**
Social networking websites/ apps	**593**	119	185	107	182	-	119	-	90	-	95	-	107	-	92	-	90
	23%	**29%d**	*22%*	*25%*	*21%*	-	**29%h**	-	*21%*	-	*24%*	-	*25%*	-	*20%*	-	*22%*
In person/ face-to-face	**376**	72	114	61	130	-	72	-	45	-	69	-	61	-	62	-	68
	15%	*17%*	*14%*	*14%*	*15%*	-	**17%h**	-	*11%*	-	**17%h**	-	*14%*	-	*13%*	-	*16%*
Other: please specify	**9**	*	5	2	2	-	*	-	3	-	1	-	2	-	2	-	*
	*	*	*1%*	*	*	-	*	-	*1%*	-	*	-	*	-	*1%*	-	*
None in particular	**468**	81	157	81	149	-	81	-	88	-	68	-	81	-	96	-	53
	18%	*19%*	*19%*	*19%*	*17%*	-	*19%*	-	**21%p**	-	*17%*	-	*19%*	-	**21%p**	-	*13%*
I don't know	**55**	8	14	15	17	-	8	-	6	-	8	-	15	-	9	-	8
	2%	*2%*	*2%*	*3%*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*3%*	-	*2%*	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3617**	-	3617	1676	1924	429	401	666	553	699	486	384	830	1218	1569	871	3296	289	3727
	70%	-	*70%*	*67%*	**73%c**	*62%*	*66%*	*63%*	**74%efg**	**78%efg**	**77%efg**	**73%eg**	*64%*	*67%*	**76%lm**	**75%lm**	**71%q**	*62%*	*72%*
1-2	**1050**	-	1050	593	454	189	147	275	142	129	88	79	337	417	297	167	931	109	980
	20%	-	*20%*	**24%d**	*17%*	**27%hijk**	**24%ijk**	**26%hijk**	*19%*	*14%*	*14%*	*15%*	**26%no**	**23%no**	*14%*	*14%*	*20%*	*24%*	*19%*
3-4	**252**	-	252	122	130	43	37	62	27	28	29	26	81	89	83	55	207	45	219
	5%	-	*5%*	*5%*	*5%*	**6%l**	**6%l**	**6%l**	*4%*	*3%*	*5%*	*5%*	**6%n**	*5%*	*4%*	*5%*	*4%*	**10%p**	*4%*
5-10	**200**	-	200	105	95	26	18	48	19	37	27	25	45	67	88	52	181	18	183
	4%	-	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
11-20	**21**	-	21	11	10	1	-	8	*	3	3	6	1	8	12	8	20	1	32
	*	-	*	*	*	*	-	*1%*	*	*	*	*1%*	*	*	*1%*	*1%*	*	*	*1%*
21+	**20**	-	20	8	12	-	5	2	5	2	1	6	5	7	9	7	19	2	20
	*	-	*	*	*	-	*1%*	*	*1%*	*	*	**1%e**	*	*	*	*1%*	*	*	*
Any Received (non-zero entry)	**1544**	-	1544	840	701	260	207	394	193	199	148	142	467	588	488	290	1358	174	1434
	30%	-	*30%*	**33%d**	*27%*	**38%hijk**	**34%hij**	**37%hijk**	*26%*	*22%*	*23%*	*27%*	**36%no**	**33%no**	*24%*	*25%*	*29%*	**38%p**	*28%*
Total Mean (including those not Receiving any)																			
Mean	**0.89**	-	0.89	0.92	0.87	0.83	1.03	**0.98i**	0.88	0.66	0.77	**1.19i**	0.93	0.94	0.83	0.96	0.88	1.05	0.87
Std Dev.	**3.02**	-	3.02	2.67	3.34	1.58	3.82	2.27	4.65	2.08	2.54	3.61	2.86	3.46	2.69	3.08	3.08	2.47	3.05
Std Error	**0.04**	-	0.04	0.05	0.06	0.06	0.16	0.07	0.17	0.07	0.09	0.17	0.08	0.08	0.06	0.09	0.04	0.15	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.99**	-	2.99	2.77	3.26	2.20	3.03	2.64	3.41	**3.00e**	**3.31e**	**4.42egi**	2.57	2.89	**3.51l**	**3.86l**	3.02	2.80	3.15
Std Dev.	**4.93**	-	4.93	4.02	5.82	1.90	6.07	3.08	8.66	3.54	4.41	5.86	4.30	5.58	4.60	5.19	5.11	3.38	5.12
Std Error	**0.13**	-	0.13	0.15	0.22	0.14	0.44	0.17	0.68	0.23	0.32	0.50	0.22	0.25	0.19	0.29	0.14	0.35	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 143

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	3617	492	1187	832	1106	1679	1938	2015	1544	555	482	949	895	469	2326	560	2849
	70%	*50%*	**74%a**	**70%a**	**80%abc**	*65%*	**75%e**	*66%*	**77%g**	**81%jklmn**	**74%m**	**73%m**	**71%m**	*51%*	**73%m**	**81%p**	*68%*
1-2	1050	346	279	244	180	626	424	738	298	94	116	243	232	314	590	94	911
	20%	**35%bcd**	**17%d**	**21%d**	*13%*	**24%f**	*17%*	**24%h**	*15%*	*14%*	*18%*	**19%l**	*18%*	**34%ijkln**	**18%l**	*14%*	**22%o**
3-4	252	78	62	50	62	140	113	176	71	15	39	48	66	70	153	16	226
	5%	**8%bcd**	*4%*	*4%*	*4%*	*5%*	*4%*	**6%h**	*4%*	*2%*	**6%l**	*4%*	**5%l**	**8%ikn**	**5%l**	*2%*	**5%o**
5-10	200	64	59	46	31	123	77	121	76	18	14	48	52	55	114	18	169
	4%	**6%bd**	*4%*	*4%*	*2%*	**5%f**	*3%*	*4%*	*4%*	*3%*	*2%*	*4%*	*4%*	**6%ijn**	*4%*	*3%*	*4%*
11-20	21	8	6	6	*	14	7	10	10	*	*	4	5	8	10	*	17
	*	**1%d**	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*1%*	*	*	*
21+	20	3	6	4	7	9	12	10	10	1	-	7	6	3	13	1	17
	*	*	*	*	*1%*	*	*	*	*	*	-	*1%*	*1%*	*	*	*	*
Any Received (non-zero entry)	1544	499	412	351	281	911	633	1056	464	129	169	350	361	451	880	130	1339
	30%	**50%bcd**	**26%d**	**30%d**	*20%*	**35%f**	*25%*	**34%h**	*23%*	*19%*	**26%l**	**27%l**	**29%l**	**49%ijkln**	**27%l**	*19%*	**32%o**
Total Mean (including those not Receiving any)																	
Mean	0.89	**1.38bcd**	0.78	0.88	0.69	**1.01f**	0.78	0.96	0.79	0.51	0.56	0.80	**1.03ij**	**1.32ijkn**	**0.84l**	0.51	**0.94o**
Std Dev.	3.02	2.81	2.62	2.87	3.63	2.71	3.30	3.21	2.72	2.07	1.26	2.64	4.13	2.63	3.14	2.07	3.02
Std Error	0.04	0.08	0.07	0.09	0.10	0.05	0.07	0.06	0.06	0.08	0.05	0.07	0.11	0.09	0.05	0.08	0.05
Receiving Mean (excluding those not Receiving any)																	
Mean	2.99	2.75	3.02	2.96	3.41	2.87	3.16	2.80	3.41	2.68	2.18	2.97	3.57	2.70	3.07	2.68	2.94
Std Dev.	4.93	3.45	4.46	4.66	7.46	3.94	6.07	4.99	4.81	4.13	1.63	4.40	7.10	3.22	5.39	4.12	4.76
Std Error	0.13	0.15	0.23	0.27	0.47	0.13	0.26	0.17	0.20	0.37	0.13	0.24	0.37	0.17	0.18	0.36	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	3617	3104	513	159	3029	307	178	104	155	398	315	255	331	346	369	532	328	42	265
	70%	*70%*	*71%*	*67%*	*70%*	*71%*	*72%*	*73%*	**74%n**	**70%n**	**74%n**	**68%n**	**73%n**	**72%n**	*54%*	**75%n**	**74%n**	*66%*	**72%n**
1-2	1050	903	148	56	887	91	46	26	40	109	68	87	73	96	215	121	77	15	76
	20%	*20%*	*20%*	*24%*	*20%*	*21%*	*19%*	*18%*	*19%*	*19%*	*16%*	**23%jl**	*16%*	*20%*	**32%hijklmopr**	*17%*	*17%*	*24%*	*21%*
3-4	252	219	34	6	219	15	13	5	5	25	22	13	28	16	53	31	24	2	13
	5%	*5%*	*5%*	*3%*	*5%*	*3%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*	*6%*	*3%*	**8%hkmr**	*4%*	*6%*	*3%*	*4%*
5-10	200	183	16	4	173	14	6	7	8	26	19	19	13	20	37	20	11	3	11
	4%	*4%*	*2%*	*2%*	*4%*	*3%*	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	*3%*	*4%*	*5%*	*3%*	*3%*	*4%*	*3%*
11-20	21	17	4	4	12	6	1	1	1	3	-	-	4	1	4	-	-	2	5
	*	*	*1%*	**2%a**	*	**1%d**	*1%*	*1%*	*	*	-	-	*1%*	*	*1%*	-	-	**3%hijkmop**	**1%jkop**
21+	20	12	9	7	18	*	2	*	-	5	-	1	6	-	-	4	2	-	*
	*	*	**1%a**	**3%a**	*	*	*1%*	*	-	*1%*	-	*	**1%n**	-	-	*1%*	*	-	*
Any Received (non-zero entry)	1544	1333	210	78	1309	127	69	39	54	168	110	120	124	133	309	176	115	21	106
	30%	*30%*	*29%*	*33%*	*30%*	*29%*	*28%*	*27%*	*26%*	*30%*	*26%*	*32%*	*27%*	*28%*	**46%hijklmopr**	*25%*	*26%*	*34%*	*28%*
Total Mean (including those not Receiving any)																			
Mean	0.89	0.85	**1.18a**	**2.15a**	0.88	0.93	1.04	0.84	0.62	1.02	0.64	0.88	1.11	0.66	**1.13hjmp**	0.89	0.68	**1.18hjm**	0.88
Std Dev.	3.02	2.48	5.23	8.59	2.97	2.81	4.31	2.37	1.54	3.56	1.46	2.59	3.76	1.57	1.96	4.61	2.04	3.43	2.69
Std Error	0.04	0.04	0.13	0.32	0.06	0.09	0.14	0.09	0.09	0.21	0.09	0.16	0.22	0.09	0.12	0.27	0.12	0.26	0.09
Receiving Mean (excluding those not Receiving any)																			
Mean	2.99	2.82	**4.07a**	**6.56a**	2.93	3.16	3.71	3.08	2.41	3.44	2.49	2.76	**4.06mn**	2.38	2.48	3.59	2.64	3.48	3.10
Std Dev.	4.93	3.86	9.09	14.06	4.83	4.47	7.55	3.73	2.21	5.88	1.92	3.98	6.34	2.19	2.25	8.73	3.31	5.25	4.32
Std Error	0.13	0.12	0.42	0.99	0.18	0.26	0.50	0.29	0.27	0.63	0.23	0.44	0.74	0.24	0.20	0.99	0.38	0.71	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	3617	1181	1364	615	271	135	2544	406	1225	1341	702	202	82	2565	284
	70%	*64%*	**70%a**	**79%abf**	**76%af**	**83%abf**	*67%*	**78%abf**	*66%*	*68%*	**77%him**	**76%hm**	**80%him**	*67%*	**77%him**
1-2	1050	442	403	117	64	17	844	81	412	428	153	34	14	840	47
	20%	**24%ceg**	**21%ce**	*15%*	*18%*	*10%*	**22%ceg**	*16%*	**22%jkn**	**22%jkn**	*17%*	*13%*	*13%*	**22%jkn**	*13%*
3-4	252	101	101	27	15	9	202	23	110	88	31	20	2	199	22
	5%	*5%*	*5%*	*3%*	*4%*	*5%*	*5%*	*5%*	**6%j**	*5%*	*3%*	**8%j**	*2%*	*5%*	*6%*
5-10	200	96	73	22	6	2	169	9	81	84	18	9	5	165	15
	4%	**5%dg**	*4%*	*3%*	*2%*	*1%*	**4%g**	*2%*	**4%j**	**4%j**	*2%*	*4%*	*5%*	**4%j**	*4%*
11-20	21	9	12	*	-	-	21	-	9	10	2	-	-	19	-
	*	*	*1%*	*	-	-	*1%*	-	*	*1%*	*	-	-	*1%*	-
21+	20	16	3	1	-	*	19	*	7	8	4	1	*	16	1
	*	**1%b**	*	*	-	*	*1%*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	1544	664	592	167	85	28	1255	113	620	618	208	64	21	1238	85
	30%	**36%bcdeg**	**30%ceg**	*21%*	*24%*	*17%*	**33%cdeg**	*22%*	**34%jkln**	**32%jln**	*23%*	*24%*	*20%*	**33%jkln**	*23%*
Total Mean (including those not Receiving any)															
Mean	0.89	**1.26bcdg**	**0.83cg**	0.52	0.51	0.45	**1.04cdg**	0.49	**1.07j**	**0.93j**	0.58	0.76	0.62	**1.00j**	0.72
Std Dev.	3.02	4.19	2.34	1.86	1.18	1.54	3.37	1.31	3.59	2.91	2.13	2.72	2.00	3.26	2.54
Std Error	0.04	0.10	0.05	0.07	0.06	0.12	0.05	0.06	0.08	0.07	0.07	0.17	0.19	0.05	0.13
Receiving Mean (excluding those not Receiving any)															
Mean	2.99	3.51	2.73	2.44	2.11	2.60	3.14	2.23	3.19	2.93	2.54	3.15	3.07	3.06	3.13
Std Dev.	4.93	6.40	3.59	3.39	1.57	2.91	5.27	1.98	5.62	4.58	3.85	4.82	3.56	5.13	4.53
Std Error	0.13	0.26	0.15	0.27	0.18	0.57	0.15	0.20	0.24	0.19	0.28	0.61	0.84	0.15	0.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**3617**	195	3369	53	1010	2402	205	3561	20	12	10	3593	15
	70%	*49%*	**72%a**	*63%*	*65%*	**73%df**	*63%*	**71%h**	*22%*	*56%*	*100%*	**70%h**	*63%*
1-2	**1050**	159	866	25	388	581	82	979	56	6	-	1042	8
	20%	**40%b**	*19%*	**30%b**	**25%e**	*18%*	**25%e**	*20%*	**63%gk**	*29%*	-	*20%*	*37%*
3-4	**252**	27	223	3	74	150	28	245	5	3	-	252	-
	5%	*7%*	*5%*	*4%*	*5%*	*5%*	**9%de**	*5%*	*6%*	*13%*	-	*5%*	-
5-10	**200**	17	180	3	70	121	8	193	6	*	-	200	*
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*	*7%*	*2%*	-	*4%*	*
11-20	**21**	1	20	-	8	13	-	21	*	-	-	21	-
	*	*	*	-	*1%*	*	-	*	*	-	-	*	-
21+	**20**	4	17	-	5	12	3	19	2	-	-	20	-
	*	*1%*	*	-	*	*	*1%*	*	*2%*	-	-	*	-
Any Received (non-zero entry)	**1544**	207	1305	31	546	876	122	1456	69	9	-	1535	8
	30%	**51%b**	*28%*	*37%*	**35%e**	*27%*	**37%e**	*29%*	**78%gk**	*44%*	-	*30%*	*37%*
Total Mean (including those not Receiving any)													
Mean	**0.89**	**1.30b**	0.86	0.75	0.98	0.82	1.20	0.88	**2.12gk**	0.86	0.00	0.90	0.43
Std Dev.	**3.02**	2.81	3.06	1.51	2.55	3.03	4.62	3.00	4.30	1.22	0.00	3.03	0.65
Std Error	**0.04**	0.14	0.04	0.16	0.06	0.05	0.26	0.04	0.51	0.23	0.00	0.04	0.15
Receiving Mean (excluding those not Receiving any)													
Mean	**2.99**	2.52	3.09	2.03	2.78	3.09	3.22	3.02	2.71	1.95	-	3.00	1.16
Std Dev.	**4.93**	3.50	5.16	1.89	3.67	5.22	7.14	4.96	4.70	1.12	-	4.94	0.52
Std Error	**0.13**	0.27	0.15	0.34	0.16	0.18	0.66	0.13	0.65	0.35	-	0.13	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3617**	956	814	907	940	330	302	324	303	348	163	268	314	325	331	311	298
	70%	**74%b**	*63%*	**70%b**	**73%b**	**76%jk**	**73%jk**	**73%jk**	**70%j**	**76%jk**	*41%*	**62%j**	**73%jk**	**76%jk**	**71%jk**	**75%jk**	**72%jk**
1-2	**1050**	250	307	243	251	78	73	99	97	76	133	97	68	77	86	86	79
	20%	*19%*	**24%acd**	*19%*	*19%*	*18%*	*18%*	*22%*	*23%*	*17%*	**33%efghiklmnop**	*23%*	*16%*	*18%*	*18%*	*21%*	*19%*
3-4	**252**	53	82	67	51	15	27	12	13	25	43	33	29	5	17	10	24
	5%	*4%*	**6%d**	*5%*	*4%*	*3%*	**6%mo**	*3%*	*3%*	**5%m**	**11%eghimnop**	**8%ghmo**	**7%gmo**	*1%*	*4%*	*2%*	**6%m**
5-10	**200**	29	77	61	33	9	12	8	14	11	52	28	14	18	22	5	7
	4%	*2%*	**6%ad**	**5%ad**	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**13%efghiklmnop**	**3%egiop**	*3%*	**4%o**	**5%o**	*1%*	*2%*
11-20	**21**	2	6	8	6	2	-	-	-	-	6	6	2	-	2	1	3
	*	*	*	*1%*	*	*	-	-	-	-	*1%*	*1%*	*	-	*1%*	*	*1%*
21+	**20**	1	5	5	10	-	1	-	3	-	2	*	4	1	5	-	5
	*	*	*	*	**1%a**	-	*	-	*1%*	-	*	*	*1%*	*	*1%*	-	*1%*
Any Received (non-zero entry)	**1544**	334	476	383	351	103	112	119	128	112	236	164	117	102	132	101	117
	30%	*26%*	**37%acd**	*30%*	*27%*	*24%*	*27%*	*27%*	*30%*	*24%*	**59%efghiklmnop**	**3%efgilmnop**	*27%*	*24%*	*29%*	*25%*	*28%*
Total Mean (including those not Receiving any)																	
Mean	**0.89**	0.57	**1.11a**	**1.05a**	**0.85a**	0.54	0.69	0.48	**0.89go**	0.57	**1.98efghikmnop**	**.25efgimo**	**1.26o**	0.63	**1.11egio**	0.45	**0.96go**
Std Dev.	**3.02**	1.77	2.71	4.02	3.12	1.51	2.45	1.12	2.91	1.33	3.39	2.82	5.89	2.35	4.02	1.21	3.24
Std Error	**0.04**	0.05	0.08	0.11	0.09	0.07	0.12	0.05	0.14	0.06	0.16	0.14	0.28	0.11	0.19	0.06	0.16
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.99**	2.19	**3.02a**	**3.53a**	**3.13a**	2.26	2.56	1.79	3.00	2.33	**3.35go**	**3.28go**	**4.64g**	2.64	**3.89go**	1.83	**3.38go**
Std Dev.	**4.93**	2.92	3.77	6.77	5.36	2.39	4.18	1.53	4.72	1.76	3.86	3.77	10.63	4.24	6.79	1.85	5.39
Std Error	**0.13**	0.17	0.18	0.36	0.29	0.25	0.42	0.15	0.45	0.19	0.24	0.31	1.02	0.44	0.63	0.19	0.51

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3982**	-	3982	1769	2198	451	437	735	619	753	539	447	888	1354	1739	986	3657	291	4116
	77%	-	*77%*	*70%*	**84%c**	*65%*	*72%*	*69%*	**83%efg**	**84%efg**	**85%efg**	**85%efg**	*68%*	**75%l**	**85%lm**	**85%lm**	**79%q**	*63%*	*80%*
1-2	**937**	-	937	583	351	168	142	246	112	113	87	70	310	358	270	157	808	124	843
	18%	-	*18%*	**23%d**	*13%*	**24%hijk**	**23%hijk**	**23%hijk**	*15%*	*13%*	*14%*	*13%*	**24%mno**	**20%no**	*13%*	*14%*	*17%*	**27%p**	*16%*
3-4	**159**	-	159	108	49	55	15	42	9	27	3	8	70	51	38	11	124	31	130
	3%	-	*3%*	**4%d**	*2%*	**8%fghijk**	**2%j**	**4%hj**	*1%*	**3%j**	*1%*	*2%*	**5%mno**	**3%o**	*2%*	*1%*	*3%*	**7%p**	*3%*
5-10	**65**	-	65	42	23	11	11	30	5	5	2	1	23	35	8	3	52	12	62
	1%	-	*1%*	*2%*	*1%*	*2%*	**2%k**	**3%hijk**	*1%*	*1%*	*	*	**2%no**	**2%no**	*	*	*1%*	*3%*	*1%*
11-20	**11**	-	11	7	4	-	3	5	1	-	2	-	3	6	2	2	10	1	6
	*	-	*	*	*	-	*	*	*	-	*	-	*	*	*	*	*	*	*
21+	**7**	-	7	6	1	5	-	2	1	-	-	*	5	3	*	*	3	5	4
	*	-	*	*	*	*1%*	-	*	*	-	-	*	*	*	*	*	*	**1%p**	*
Any Received (non-zero entry)	**1179**	-	1179	746	428	238	171	325	127	144	95	79	409	452	318	174	997	173	1045
	23%	-	*23%*	**30%d**	*16%*	**35%hijk**	**28%hijk**	**31%hijk**	*17%*	*16%*	*15%*	*15%*	**32%mno**	**25%no**	*15%*	*15%*	*21%*	**37%p**	*20%*
Total Mean (including those not Receiving any)																			
Mean	**0.48**	-	0.48	**0.65d**	0.32	**0.81hijk**	**0.57hijk**	**0.73hijk**	0.33	0.30	0.25	0.25	**0.70no**	**0.56no**	0.27	0.25	0.43	**1.00p**	0.40
Std Dev.	**1.49**	-	1.49	1.71	1.24	2.02	1.32	1.92	1.53	0.89	1.09	0.76	1.73	1.78	0.93	0.95	1.34	2.52	1.33
Std Error	**0.02**	-	0.02	0.03	0.02	0.08	0.05	0.06	0.06	0.03	0.04	0.03	0.05	0.04	0.02	0.03	0.02	0.15	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.11**	-	2.11	2.18	1.99	2.35	2.04	2.39	1.91	1.90	1.65	1.66	**2.22no**	2.26	1.77	1.66	2.01	**2.69p**	2.00
Std Dev.	**2.52**	-	2.52	2.55	2.48	2.86	1.81	2.84	3.28	1.39	2.37	1.23	2.48	2.97	1.71	1.93	2.29	3.54	2.36
Std Error	**0.08**	-	0.08	0.10	0.12	0.22	0.15	0.19	0.31	0.11	0.20	0.13	0.14	0.16	0.09	0.13	0.07	0.37	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	3982	574	1313	886	1209	1887	2095	2198	1724	574	519	1059	1012	533	2591	580	3177
	77%	58%	82%ac	75%a	87%abc	73%	81%e	72%	86%g	84%m	80%m	82%m	81%m	58%	81%m	84%p	76%
1-2	937	325	239	224	150	564	373	675	247	92	98	206	204	286	508	92	802
	18%	33%bcd	15%d	19%bd	11%	22%f	15%	22%h	12%	13%	15%	16%	16%	31%ijkln	16%	13%	19%o
3-4	159	48	39	52	20	87	72	123	30	15	26	21	23	60	70	15	131
	3%	5%bd	2%	4%bd	1%	3%	3%	4%h	1%	2%	4%kln	2%	2%	6%ikln	2%	2%	3%
5-10	65	37	9	13	7	45	20	59	5	1	4	14	17	29	35	1	64
	1%	4%bcd	1%	1%	*	2%f	1%	2%h	*	*	1%	1%	1%	3%ijkln	1%	*	2%o
11-20	11	8	-	2	1	8	3	10	1	1	3	-	-	5	3	1	8
	*	1%bd	-	*	*	*	*	*	*	*	*	-	-	1%	*	*	*
21+	7	*	-	6	1	*	7	6	1	1	-	-	*	6	*	1	6
	*	*	-	1%b	*	*	*e	*	*	*	-	-	*	1%kln	*	*	*
Any Received (non-zero entry)	1179	417	286	297	179	703	476	873	284	110	132	240	244	386	615	110	1012
	23%	42%bcd	18%d	25%bd	13%	27%f	19%	28%h	14%	16%	20%	18%	19%	42%ijkln	19%	16%	24%o
Total Mean (including those not Receiving any)																	
Mean	0.48	0.93bcd	0.31	0.62bd	0.25	0.55f	0.42	0.64h	0.24	0.34	0.43	0.32	0.37	1.05ijkln	0.36	0.33	0.51o
Std Dev.	1.49	1.93	0.81	1.94	1.21	1.38	1.60	1.70	1.06	1.57	1.35	0.89	1.00	2.44	1.04	1.57	1.49
Std Error	0.02	0.05	0.02	0.06	0.03	0.03	0.03	0.03	0.02	0.06	0.05	0.02	0.03	0.08	0.02	0.06	0.02
Receiving Mean (excluding those not Receiving any)																	
Mean	2.11	2.21b	1.72	2.46b	1.93	2.01	2.26	2.24h	1.69	2.08	2.14	1.73	1.88	2.50kln	1.88	2.08	2.12
Std Dev.	2.52	2.45	1.11	3.23	2.85	2.03	3.10	2.56	2.34	3.44	2.33	1.37	1.51	3.25	1.68	3.44	2.42
Std Error	0.08	0.13	0.07	0.21	0.22	0.08	0.16	0.10	0.12	0.33	0.22	0.09	0.10	0.20	0.07	0.33	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**3982**	3405	576	185	3330	344	198	110	166	447	357	296	346	389	423	556	350	45	299
	77%	*77%*	*80%*	*78%*	*77%*	*79%*	*80%*	*77%*	**79%n**	**79%n**	**84%lnq**	**79%n**	**76%n**	**81%n**	*62%*	**79%n**	**79%n**	*71%*	**81%n**
1-2	**937**	821	116	39	802	67	39	29	40	98	61	64	89	81	181	115	72	15	53
	18%	*19%*	*16%*	*17%*	*18%*	*16%*	*16%*	*20%*	*19%*	*17%*	*14%*	*17%*	*20%*	*17%*	**27%ijkmopr**	*16%*	*16%*	**23%r**	*14%*
3-4	**159**	136	23	11	135	14	6	3	1	15	6	10	15	7	40	24	17	1	13
	3%	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	*3%*	*3%*	*2%*	**6%hjm**	*3%*	**4%h**	*2%*	**4%h**
5-10	**65**	60	5	1	53	7	4	1	1	3	1	3	3	3	30	6	4	2	5
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**4%hijklmopr**	*1%*	*1%*	**3%jlm**	*1%*
11-20	**11**	9	2	-	10	1	-	-	1	2	-	1	-	-	4	2	-	-	1
	*	*	*	-	*	*	-	-	*	*	-	*	-	-	*1%*	*	-	-	*
21+	**7**	6	1	1	7	-	*	-	-	-	-	1	2	-	-	5	-	-	-
	*	*	*	*	*	-	*	-	-	-	-	*	*	-	-	*1%*	-	-	-
Any Received (non-zero entry)	**1179**	1032	148	52	1008	90	49	33	44	118	68	79	109	91	255	152	93	18	72
	23%	*23%*	*20%*	*22%*	*23%*	*21%*	*20%*	*23%*	*21%*	*21%*	*16%*	*21%*	**24%j**	*19%*	**38%hijklmopr**	*21%*	*21%*	**29%j**	*19%*
Total Mean (including those not Receiving any)																			
Mean	**0.48**	0.49	0.47	0.57	0.49	0.47	0.38	0.39	0.36	0.40	0.26	0.49	**0.51j**	0.29	**0.90hijklmopr**	0.55	0.40	**0.68hjmp**	**0.44j**
Std Dev.	**1.49**	1.44	1.80	2.47	1.53	1.47	1.15	1.06	0.98	1.14	0.69	2.09	1.66	0.72	1.81	2.07	0.99	1.77	1.41
Std Error	**0.02**	0.02	0.04	0.09	0.03	0.04	0.04	0.04	0.06	0.07	0.04	0.13	0.10	0.04	0.11	0.12	0.06	0.14	0.05
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.11**	2.09	2.29	2.62	2.12	2.28	1.91	1.70	1.71	1.89	1.62	2.31	2.13	1.54	**2.38m**	2.58	1.88	2.37	**2.26m**
Std Dev.	**2.52**	2.36	3.42	4.77	2.57	2.51	1.95	1.65	1.52	1.83	0.89	4.10	2.84	0.90	2.27	3.86	1.38	2.67	2.48
Std Error	**0.08**	0.09	0.19	0.41	0.11	0.18	0.15	0.15	0.20	0.23	0.14	0.56	0.36	0.12	0.22	0.48	0.17	0.40	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	3982	1321	1528	639	299	139	2850	438	1367	1494	732	225	90	2860	315
	77%	*72%*	**78%a**	**82%af**	**84%af**	**86%af**	**75%a**	**84%abf**	*74%*	*76%*	**80%hm**	**84%him**	**88%him**	*75%*	**85%him**
1-2	937	411	350	111	49	12	761	61	388	355	151	30	9	744	38
	18%	**22%bcdeg**	**18%eg**	*14%*	*14%*	*7%*	**20%cdeg**	*12%*	**21%jkln**	**18%kln**	**17%n**	*11%*	*8%*	**20%kln**	*10%*
3-4	159	70	55	15	6	11	125	16	62	68	18	9	1	129	10
	3%	*4%*	*3%*	*2%*	*2%*	**7%bcd**	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*
5-10	65	30	16	16	2	1	46	3	19	33	8	3	2	53	5
	1%	*2%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*
11-20	11	10	-	-	1	-	10	1	8	2	-	-	1	10	1
	*	**1%b**	-	-	*	-	*	*	*	*	-	-	*1%*	*	*
21+	7	2	5	1	*	-	6	*	-	6	1	*	-	6	*
	*	*	*	*	*	-	*	*	-	*	*	*	-	*	*
Any Received (non-zero entry)	1179	523	427	143	57	23	950	80	478	465	178	42	12	943	54
	23%	**28%bcdefg**	**22%g**	*18%*	*16%*	*14%*	**25%cdeg**	*16%*	**26%jkln**	**24%kln**	*20%*	*16%*	*12%*	**25%jkln**	*15%*
Total Mean (including those not Receiving any)															
Mean	0.48	**0.63bcdg**	0.43	0.40	0.28	0.35	**0.53dg**	0.30	**0.54jn**	**0.54j**	0.36	0.32	0.27	**0.54jn**	0.31
Std Dev.	1.49	1.68	1.40	1.56	0.94	0.99	1.55	0.95	1.45	1.65	1.42	1.01	1.16	1.56	1.05
Std Error	0.02	0.04	0.03	0.06	0.05	0.08	0.02	0.04	0.03	0.04	0.05	0.06	0.11	0.02	0.06
Receiving Mean (excluding those not Receiving any)															
Mean	2.11	2.22	1.99	2.16	1.77	2.43	2.12	1.96	2.07	2.26	1.84	2.05	2.32	2.16	2.11
Std Dev.	2.52	2.53	2.43	3.10	1.71	1.33	2.49	1.63	2.22	2.76	2.76	1.73	2.67	2.50	1.95
Std Error	0.08	0.12	0.12	0.27	0.26	0.29	0.09	0.20	0.11	0.14	0.22	0.28	0.74	0.09	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**3982**	218	3703	60	1112	2653	217	3911	25	20	10	3956	16
	77%	*54%*	**79%a**	**70%a**	*72%*	**81%df**	*66%*	**78%h**	*28%*	*93%*	*100%*	**77%h**	*69%*
1-2	**937**	147	769	22	354	505	78	883	46	2	-	930	7
	18%	**36%b**	*16%*	*26%*	**23%e**	*15%*	**24%e**	*18%*	**52%gk**	*7%*	-	*18%*	*31%*
3-4	**159**	25	131	3	56	81	22	144	14	-	-	159	-
	3%	**6%b**	*3%*	*3%*	*4%*	*2%*	**7%de**	*3%*	**16%gk**	-	-	*3%*	-
5-10	**65**	11	54	*	28	29	8	62	4	-	-	65	-
	1%	*3%*	*1%*	*	**2%e**	*1%*	**2%e**	*1%*	*4%*	-	-	*1%*	-
11-20	**11**	-	11	-	4	4	2	10	1	-	-	11	-
	*	-	*	-	*	*	*1%*	*	*1%*	-	-	*	-
21+	**7**	2	6	-	2	6	-	7	-	-	-	7	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	**1179**	184	970	25	443	626	110	1106	64	2	-	1172	7
	23%	**46%bc**	*21%*	*30%*	**28%e**	*19%*	**34%e**	*22%*	**72%gk**	*7%*	-	*23%*	*31%*
Total Mean (including those not Receiving any)													
Mean	**0.48**	**1.00bc**	0.44	0.43	**0.59e**	0.40	**0.76e**	0.47	**1.58gk**	0.07	0.00	0.48	0.41
Std Dev.	**1.49**	1.94	1.45	0.78	1.52	1.46	1.63	1.49	1.70	0.27	0.00	1.50	0.68
Std Error	**0.02**	0.10	0.02	0.08	0.04	0.03	0.09	0.02	0.20	0.05	0.00	0.02	0.16
Receiving Mean (excluding those not Receiving any)													
Mean	**2.11**	2.19	2.11	1.46	2.09	2.10	2.25	2.11	2.18	1.00	-	2.12	1.33
Std Dev.	**2.52**	2.38	2.57	0.76	2.24	2.76	2.12	2.57	1.63	-	-	2.52	0.51
Std Error	**0.08**	0.20	0.09	0.15	0.11	0.12	0.22	0.08	0.24	-	-	0.08	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3982**	1041	970	974	996	357	323	361	304	376	291	297	350	327	338	335	323
	77%	**81%bc**	*75%*	*76%*	*77%*	**83%hjkn**	**78%k**	**81%hjkn**	*71%*	**82%hjkn**	*73%*	*69%*	**81%hjkn**	*77%*	*73%*	**81%hjkn**	**78%k**
1-2	**937**	202	259	265	212	60	74	68	99	72	87	110	72	83	85	66	61
	18%	*16%*	**20%a**	**21%ad**	*16%*	*14%*	*18%*	*15%*	**23%egiop**	*16%*	**22%ep**	**25%egilop**	*17%*	*19%*	*18%*	*16%*	*15%*
3-4	**159**	39	40	28	52	15	12	13	18	7	16	13	5	10	22	7	23
	3%	*3%*	*3%*	*2%*	**4%c**	*3%*	*3%*	*3%*	*4%*	*1%*	*4%*	*3%*	*1%*	*2%*	**5%ll**	*2%*	**5%llo**
5-10	**65**	7	16	15	27	*	6	1	5	6	5	9	4	3	17	4	7
	1%	*1%*	*1%*	*1%*	**2%a**	*	*1%*	*	*1%*	*1%*	*1%*	**2%e**	*1%*	*1%*	**4%eglm**	*1%*	*2%*
11-20	**11**	1	3	4	2	1	-	1	3	-	-	4	-	-	2	-	-
	*	*	*	*	*	*	-	*	*1%*	-	-	*1%*	-	-	*	-	-
21+	**7**	*	1	5	2	-	*	-	1	-	-	-	-	5	-	-	2
	*	*	*	*	*	-	*	-	*	-	-	-	-	*1%*	-	-	*
Any Received (non-zero entry)	**1179**	249	320	316	295	75	91	82	126	85	108	135	81	100	126	77	93
	23%	*19%*	**25%a**	**24%a**	*23%*	*17%*	*22%*	*19%*	**29%egilo**	*18%*	**27%egilo**	**31%efgilop**	*19%*	*23%*	**27%egilo**	*19%*	*22%*
Total Mean (including those not Receiving any)																	
Mean	**0.48**	0.36	**0.52a**	**0.53a**	**0.52a**	0.34	0.41	0.33	**0.74egilo**	0.36	0.47	**0.68egilo**	0.33	0.58	**0.67efgilo**	0.31	0.55
Std Dev.	**1.49**	1.05	1.58	1.76	1.50	1.18	1.07	0.89	2.32	1.02	0.98	1.74	1.03	2.27	1.59	0.95	1.79
Std Error	**0.02**	0.03	0.04	0.05	0.04	0.06	0.05	0.04	0.11	0.05	0.05	0.08	0.05	0.11	0.08	0.05	0.09
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.11**	1.86	2.11	2.18	2.26	1.97	1.87	1.75	2.53	1.92	1.75	2.18	1.78	2.49	**2.47j**	1.69	2.45
Std Dev.	**2.52**	1.71	2.59	3.01	2.43	2.19	1.59	1.32	3.73	1.62	1.15	2.53	1.76	4.16	2.22	1.59	3.13
Std Error	**0.08**	0.11	0.15	0.18	0.15	0.28	0.17	0.15	0.37	0.19	0.11	0.25	0.19	0.44	0.22	0.19	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**2507**	-	2507	1150	1341	389	301	502	368	428	286	233	690	870	946	519	2281	202	2450
	49%	-	*49%*	*46%*	**51%c**	**56%gijk**	*50%*	*47%*	*49%*	*48%*	*45%*	*44%*	**53%mno**	*48%*	*46%*	*45%*	*49%*	*44%*	*47%*
1-2	**1728**	-	1728	873	854	211	216	344	272	285	216	184	427	617	685	400	1547	171	1738
	33%	-	*33%*	*35%*	*33%*	*31%*	*36%*	*33%*	*36%*	*32%*	*34%*	*35%*	*33%*	*34%*	*33%*	*34%*	*33%*	*37%*	*34%*
3-4	**535**	-	535	273	260	54	56	115	59	101	79	71	110	174	251	150	483	48	577
	10%	-	*10%*	*11%*	*10%*	*8%*	*9%*	*11%*	*8%*	*11%*	**13%eh**	**13%eh**	*8%*	*10%*	**12%l**	**13%lm**	*10%*	*10%*	*11%*
5-10	**363**	-	363	196	167	28	32	89	44	83	48	39	59	133	171	87	326	31	372
	7%	-	*7%*	*8%*	*6%*	*4%*	*5%*	**8%e**	*6%*	**9%ef**	**8%e**	*7%*	*5%*	**7%l**	**8%l**	**8%l**	*7%*	*7%*	*7%*
11-20	**25**	-	25	21	4	8	2	8	3	*	4	*	11	10	4	4	14	11	20
	*	-	*	**1%d**	*	**1%l**	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*	*	**2%p**	*
21+	**3**	-	3	2	*	*	-	2	*	1	-	-	*	2	1	-	3	*	4
	*	-	*	*	*	*	-	*	*	*	-	-	*	*	*	-	*	*	*
Any Received (non-zero entry)	**2654**	-	2654	1366	1285	300	307	557	378	470	348	293	607	936	1111	642	2373	262	2711
	51%	-	*51%*	**54%d**	*49%*	*44%*	*50%*	**53%e**	*51%*	**52%e**	**55%e**	**56%e**	*47%*	**52%l**	**54%l**	**55%l**	*51%*	*56%*	*53%*
Total Mean (including those not Receiving any)																			
Mean	**1.35**	-	1.35	**1.48d**	1.22	1.11	1.15	**1.52efh**	1.21	**1.43ef**	**1.44ef**	**1.48ef**	1.13	**1.39l**	**1.44l**	**1.46l**	1.31	**1.70p**	1.39
Std Dev.	**2.14**	-	2.14	2.34	1.93	2.24	1.76	2.58	1.97	2.11	1.97	1.82	2.03	2.35	2.00	1.90	2.02	3.07	2.20
Std Error	**0.03**	-	0.03	0.05	0.04	0.09	0.07	0.08	0.07	0.07	0.07	0.08	0.06	0.06	0.04	0.05	0.03	0.18	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.62**	-	2.62	2.73	2.50	2.55	2.28	**2.89fh**	2.39	**2.73f**	2.62	2.65	2.42	2.69	2.67	2.63	2.57	3.01	2.64
Std Dev.	**2.36**	-	2.36	2.58	2.09	2.80	1.89	2.95	2.20	2.23	2.00	1.68	2.38	2.68	2.02	1.86	2.19	3.57	2.43
Std Error	**0.05**	-	0.05	0.07	0.06	0.18	0.11	0.13	0.12	0.09	0.10	0.10	0.10	0.09	0.06	0.07	0.04	0.28	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	**2507**	342	803	576	786	1145	1362	1478	987	397	331	620	615	353	1566	398	1952
	49%	*34%*	**50%a**	**49%a**	**57%abc**	*44%*	**53%e**	*48%*	*49%*	**58%klmn**	**51%m**	**48%m**	**49%m**	*38%*	**49%m**	**58%p**	*47%*
1-2	**1728**	417	529	390	393	946	782	1049	652	178	209	433	428	376	1070	181	1465
	33%	**42%bcd**	**33%d**	*33%*	*28%*	**37%f**	*30%*	*34%*	*32%*	*26%*	*32%*	**33%l**	**34%l**	**41%ijkln**	**33%l**	*26%*	**35%o**
3-4	**535**	127	170	106	131	297	238	297	231	70	74	135	127	103	336	71	446
	10%	**13%c**	*11%*	*9%*	*9%*	*11%*	*9%*	*10%*	*11%*	*10%*	*11%*	*10%*	*10%*	*11%*	*10%*	*10%*	*11%*
5-10	**363**	95	95	96	76	190	172	222	135	39	33	111	79	74	223	39	300
	7%	**10%bd**	*6%*	**8%d**	*5%*	*7%*	*7%*	*7%*	*7%*	*6%*	*5%*	**9%j**	*6%*	*8%*	*7%*	*6%*	*7%*
11-20	**25**	10	2	13	1	12	13	22	3	-	3	1	7	12	11	-	23
	*	**1%bd**	*	**1%bd**	*	*	*1%*	**1%h**	*	-	*	*	*1%*	**1%ikn**	*	-	*1%*
21+	**3**	-	-	2	1	-	3	3	*	*	1	-	*	2	1	*	3
	*	-	-	*	*	-	*	*	*	*	*	-	*	*	*	*	*
Any Received (non-zero entry)	**2654**	649	796	607	602	1445	1209	1593	1020	287	320	679	641	567	1640	292	2236
	51%	**66%bcd**	**50%d**	**51%d**	*43%*	**56%f**	*47%*	*52%*	*51%*	*42%*	*49%*	**52%l**	**51%l**	**62%ijkln**	**51%l**	*42%*	**53%o**
Total Mean (including those not Receiving any)																	
Mean	**1.35**	**1.79bcd**	1.20	**1.48bd**	1.09	1.42	1.27	1.38	1.30	1.06	1.33	**1.36l**	1.30	**1.67ijkln**	**1.33l**	1.06	**1.40o**
Std Dev.	**2.14**	2.48	1.69	2.56	1.87	2.05	2.23	2.32	1.86	1.74	2.36	1.97	2.12	2.51	2.11	1.74	2.21
Std Error	**0.03**	0.07	0.04	0.08	0.05	0.04	0.05	0.04	0.04	0.07	0.09	0.05	0.06	0.08	0.04	0.07	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.62**	**2.73b**	2.41	**2.89b**	2.51	2.55	2.70	2.67	2.56	2.53	2.70	2.60	2.54	2.71	2.60	2.51	2.63
Std Dev.	**2.36**	2.61	1.67	2.96	2.13	2.15	2.58	2.63	1.89	1.88	2.76	2.05	2.38	2.72	2.33	1.88	2.43
Std Error	**0.05**	0.09	0.06	0.13	0.09	0.05	0.08	0.07	0.05	0.11	0.15	0.08	0.09	0.12	0.06	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	2507	2171	336	107	2134	199	108	66	118	282	196	184	225	254	280	364	232	30	169
	49%	*49%*	*46%*	*45%*	**49%f**	*46%*	*44%*	*46%*	**56%jnr**	**50%n**	*46%*	*49%*	*49%*	**53%n**	*41%*	**51%n**	**52%n**	*48%*	*46%*
1-2	1728	1495	233	70	1446	146	81	55	58	176	154	123	162	159	265	233	115	18	129
	33%	*34%*	*32%*	*30%*	*33%*	*34%*	*33%*	**39%d**	*28%*	*31%*	**36%p**	*33%*	**36%p**	*33%*	**39%hp**	*33%*	*26%*	*28%*	**35%p**
3-4	535	445	90	35	430	57	37	11	25	59	43	44	41	34	60	73	52	9	48
	10%	*10%*	*12%*	**15%a**	*10%*	**13%dg**	**15%dg**	*8%*	*12%*	*10%*	*10%*	*12%*	*9%*	*7%*	*9%*	*10%*	*12%*	**14%m**	**13%m**
5-10	363	301	62	24	305	29	19	10	8	46	32	24	22	31	69	29	44	6	23
	7%	*7%*	*9%*	*10%*	*7%*	*7%*	*8%*	*7%*	*4%*	**8%o**	*7%*	*6%*	*5%*	*6%*	**10%hlo**	*4%*	**10%hlo**	**10%ho**	*6%*
11-20	25	22	3	*	21	2	2	1	-	2	-	-	3	3	4	9	-	-	2
	*	*	*	*	*	*	*1%*	*1%*	-	*	-	-	*1%*	*1%*	*1%*	*1%*	-	-	*
21+	3	3	*	*	2	-	1	*	-	-	-	-	2	-	-	-	-	-	-
	*	*	*	*	*	-	*d	*	-	-	-	-	*	-	-	-	-	-	-
Any Received (non-zero entry)	2654	2266	388	130	2204	234	139	77	92	283	229	191	230	226	398	344	211	33	201
	51%	*51%*	*54%*	*55%*	*51%*	*54%*	**56%d**	*54%*	*44%*	*50%*	**54%h**	*51%*	*51%*	*47%*	**59%hlmop**	*49%*	*48%*	*52%*	**54%h**
Total Mean (including those not Receiving any)																			
Mean	1.35	1.32	1.50	1.63	1.32	1.43	1.59d	1.39	1.07	1.36	1.39	1.23	1.35	1.18	1.54h	1.19	1.41	1.56h	1.41h
Std Dev.	2.14	2.12	2.23	2.48	2.11	2.07	2.47	2.61	1.70	1.97	2.01	1.68	2.61	1.99	2.22	2.13	2.20	2.13	2.06
Std Error	0.03	0.04	0.05	0.09	0.04	0.06	0.08	0.10	0.10	0.12	0.12	0.10	0.15	0.12	0.13	0.12	0.13	0.16	0.07
Receiving Mean (excluding those not Receiving any)																			
Mean	2.62	2.59	2.81	2.98	2.60	2.66	2.84	2.57	2.44	2.72	2.57	2.42	2.67	2.51	2.62	2.46	2.97k	2.98	2.60
Std Dev.	2.36	2.35	2.38	2.69	2.33	2.16	2.72	3.09	1.81	2.02	2.11	1.62	3.15	2.26	2.35	2.50	2.35	2.10	2.17
Std Error	0.05	0.06	0.08	0.13	0.07	0.09	0.12	0.17	0.17	0.17	0.17	0.14	0.26	0.19	0.18	0.21	0.20	0.21	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	2507	754	937	449	215	109	1691	324	809	965	480	126	75	1773	201
	49%	*41%*	**48%a**	**57%abf**	**60%abf**	**67%abf**	*45%*	**62%abf**	*44%*	**49%h**	**53%hm**	*47%*	**73%hijkmn**	*47%*	**54%hm**
1-2	1728	686	679	216	94	40	1365	134	631	661	309	90	19	1291	109
	33%	**37%cdeg**	**35%cdeg**	*28%*	*26%*	*25%*	**36%cdeg**	*26%*	**34%l**	**34%l**	**34%l**	**34%l**	*19%*	**34%l**	*30%*
3-4	535	222	203	65	35	10	426	44	235	196	70	29	4	430	33
	10%	**12%c**	*10%*	*8%*	*10%*	*6%*	*11%*	*9%*	**13%jl**	*10%*	*8%*	*11%*	*4%*	**11%j**	*9%*
5-10	363	168	131	45	11	4	299	15	162	122	47	21	4	284	25
	7%	**9%bcdeg**	**7%g**	*6%*	*3%*	*3%*	**8%dg**	*3%*	**9%jl**	*6%*	*5%*	*8%*	*4%*	*7%*	*7%*
11-20	25	11	5	7	2	-	16	2	8	13	4	-	-	21	-
	*	*1%*	*	*1%*	*1%*	-	*	*	*	*1%*	*	-	-	*1%*	-
21+	3	3	*	-	-	-	3	-	*	2	-	-	-	3	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Any Received (non-zero entry)	2654	1090	1018	333	141	54	2108	195	1036	994	430	141	27	2030	168
	51%	**59%bcdeg**	**52%cdeg**	*43%*	*40%*	*33%*	**55%cdeg**	*38%*	**56%ijln**	**51%l**	**47%l**	**53%l**	*27%*	**53%jln**	**45%l**
Total Mean (including those not Receiving any)															
Mean	1.35	**1.65bcdefg**	**1.29deg**	**1.18eg**	0.93	0.64	**1.46bcdeg**	0.84	**1.56ijln**	**1.32l**	1.11	**1.27l**	0.65	**1.44jln**	**1.10l**
Std Dev.	2.14	2.44	1.85	2.34	1.63	1.19	2.17	1.51	2.23	2.23	1.88	1.73	1.48	2.23	1.69
Std Error	0.03	0.06	0.04	0.09	0.09	0.09	0.03	0.07	0.05	0.05	0.07	0.11	0.14	0.04	0.09
Receiving Mean (excluding those not Receiving any)															
Mean	2.62	**2.79bg**	2.47	2.78	2.33	1.93	2.64	2.22	**2.78j**	2.61	2.36	2.40	2.46	2.69	2.41
Std Dev.	2.36	2.63	1.91	2.91	1.84	1.34	2.31	1.72	2.34	2.55	2.13	1.72	1.95	2.44	1.76
Std Error	0.05	0.08	0.06	0.16	0.15	0.17	0.05	0.12	0.07	0.08	0.11	0.15	0.32	0.05	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**2507**	145	2317	44	679	1666	162	2447	27	10	10	2484	13
	49%	*36%*	**50%a**	**52%a**	*44%*	**51%d**	*50%*	**49%h**	*30%*	*49%*	*99%*	**48%h**	*56%*
1-2	**1728**	171	1533	24	554	1072	102	1673	42	4	*	1720	8
	33%	**43%b**	*33%*	*28%*	*36%*	*33%*	*31%*	*33%*	**48%gk**	*20%*	*1%*	*34%*	*36%*
3-4	**535**	56	476	3	188	325	22	516	13	4	-	533	2
	10%	*14%*	*10%*	*4%*	**12%f**	*10%*	*7%*	*10%*	*14%*	*21%*	-	*10%*	*7%*
5-10	**363**	28	322	13	126	199	38	354	7	2	-	363	-
	7%	*7%*	*7%*	**15%b**	**8%e**	*6%*	**12%e**	*7%*	*8%*	*9%*	-	*7%*	-
11-20	**25**	-	25	-	6	16	2	25	-	-	-	25	-
	*	-	*1%*	-	*	*	*1%*	*1%*	-	-	-	*	-
21+	**3**	2	1	-	2	*	1	3	-	-	-	3	-
	*	**1%b**	*	-	*	*	*	*	-	-	-	*	-
Any Received (non-zero entry)	**2654**	257	2356	40	877	1612	165	2571	62	11	*	2644	10
	51%	**64%bc**	*50%*	*48%*	**56%e**	*49%*	*50%*	*51%*	**70%gk**	*51%*	*1%*	*52%*	*44%*
Total Mean (including those not Receiving any)													
Mean	**1.35**	**1.66b**	1.32	1.60	**1.52e**	1.25	1.55	1.35	1.61	1.34	0.02	1.35	0.66
Std Dev.	**2.14**	2.41	2.10	2.67	2.24	2.03	2.59	2.15	1.75	1.71	0.18	2.14	1.07
Std Error	**0.03**	0.12	0.03	0.28	0.06	0.04	0.14	0.03	0.21	0.32	0.07	0.03	0.25
Receiving Mean (excluding those not Receiving any)													
Mean	**2.62**	2.60	2.61	3.35	2.69	2.54	**3.07e**	2.63	2.30	2.66	2.00	2.62	1.50
Std Dev.	**2.36**	2.58	2.32	3.02	2.40	2.26	2.94	2.38	1.67	1.49	-	2.36	1.18
Std Error	**0.05**	0.17	0.05	0.48	0.08	0.06	0.23	0.05	0.24	0.40	-	0.05	0.39

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**2507**	629	591	677	609	214	203	212	166	229	196	234	239	204	203	199	207
	49%	*49%*	*46%*	**53%bd**	*47%*	**49%h**	**49%h**	**48%h**	*39%*	**50%h**	**49%h**	**54%hn**	**55%hn**	**48%h**	*44%*	**48%h**	**50%h**
1-2	**1728**	455	446	398	429	145	154	156	169	142	135	131	129	137	160	146	123
	33%	*35%*	*35%*	*31%*	*33%*	*34%*	*37%*	*35%*	**39%iklp**	*31%*	*34%*	*30%*	*30%*	*32%*	*34%*	*35%*	*30%*
3-4	**535**	121	150	106	158	46	28	46	50	60	40	33	35	38	62	40	56
	10%	*9%*	**12%c**	*8%*	**12%c**	*11%*	*7%*	*10%*	*12%*	**13%f**	*10%*	*8%*	*8%*	*9%*	**13%f**	*10%*	**13%fk**
5-10	**363**	80	101	96	86	26	26	28	45	27	28	26	28	43	32	26	27
	7%	*6%*	*8%*	*7%*	*7%*	*6%*	*6%*	*6%*	*10%*	*6%*	*7%*	*6%*	*6%*	*10%*	*7%*	*6%*	*7%*
11-20	**25**	3	2	12	8	1	3	-	-	2	*	7	*	5	7	*	1
	*	*	*	**1%b**	*1%*	*	*1%*	-	-	*	*	**2%h**	*	*1%*	*1%*	*	*
21+	**3**	1	-	-	2	-	1	-	-	-	-	-	-	-	*	*	2
	*	*	-	-	*	-	*	-	-	-	-	-	-	-	*	*	*
Any Received (non-zero entry)	**2654**	661	699	613	682	219	211	231	264	231	203	198	192	222	260	213	209
	51%	*51%*	**54%c**	*47%*	**53%c**	*51%*	*51%*	*52%*	**61%efgijklmop**	*50%*	*51%*	*46%*	*45%*	*52%*	**56%kl**	*52%*	*50%*
Total Mean (including those not Receiving any)																	
Mean	**1.35**	1.25	1.40	1.31	1.43	1.23	1.30	1.24	**1.61egjl**	1.36	1.21	1.38	1.10	1.44	**1.58l**	1.31	1.40
Std Dev.	**2.14**	1.96	1.93	2.27	2.35	1.88	2.36	1.61	2.00	2.01	1.74	2.85	1.78	2.04	2.61	1.96	2.40
Std Error	**0.03**	0.05	0.05	0.06	0.07	0.09	0.11	0.08	0.10	0.10	0.08	0.14	0.09	0.10	0.13	0.09	0.12
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.62**	2.45	2.58	2.75	2.71	2.43	2.55	2.37	2.62	2.71	2.39	3.00	2.47	2.76	2.81	2.54	2.78
Std Dev.	**2.36**	2.15	1.96	2.63	2.65	2.02	2.78	1.51	1.97	2.11	1.78	3.58	1.93	2.07	2.95	2.08	2.76
Std Error	**0.05**	0.08	0.08	0.10	0.10	0.13	0.19	0.10	0.12	0.15	0.12	0.24	0.13	0.14	0.20	0.14	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	2342	-	2342	1078	1252	329	248	395	346	429	333	262	577	741	1024	595	2120	193	2272
	45%	-	*45%*	*43%*	**48%c**	**48%g**	*41%*	*37%*	**46%g**	**48%fg**	**53%fg**	**50%fg**	*44%*	*41%*	**50%lm**	**51%lm**	*46%*	*42%*	*44%*
1-2	2104	-	2104	1049	1051	246	238	466	320	386	234	214	485	786	834	448	1924	170	2168
	41%	-	*41%*	*42%*	*40%*	*36%*	*39%*	**44%ej**	**43%e**	**43%e**	*37%*	*41%*	*37%*	**44%l**	*41%*	*39%*	*41%*	*37%*	*42%*
3-4	485	-	485	265	217	85	76	119	61	57	49	38	160	180	145	88	415	67	487
	9%	-	*9%*	**11%d**	*8%*	**12%ik**	**12%ijk**	**11%i**	*8%*	*6%*	*8%*	*7%*	**12%no**	**10%n**	*7%*	*8%*	*9%*	**15%p**	*9%*
5-10	216	-	216	113	102	29	43	70	19	25	17	12	72	89	54	30	185	29	218
	4%	-	*4%*	*5%*	*4%*	*4%*	**7%hijk**	**7%hijk**	*3%*	*3%*	*3%*	*2%*	**6%no**	**5%no**	*3%*	*3%*	*4%*	*6%*	*4%*
11-20	12	-	12	10	2	*	1	10	*	*	*	*	1	10	*	*	10	2	15
	*	-	*	*	*	*	*	**1%i**	*	*	*	*	*	**1%n**	*	*	*	*	*
21+	2	-	2	-	2	-	2	-	-	-	-	-	2	-	-	-	-	2	1
	*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-	-	*p	*
Any Received (non-zero entry)	2819	-	2819	1438	1374	360	360	665	400	468	301	264	720	1065	1033	565	2534	270	2889
	55%	-	*55%*	**57%d**	*52%*	*52%*	**59%ijk**	**63%ehijk**	*54%*	*52%*	*47%*	*50%*	**56%no**	**59%no**	*50%*	*49%*	*54%*	*58%*	*56%*
Total Mean (including those not Receiving any)																			
Mean	1.18	-	1.18	**1.26d**	1.10	1.13	**1.53ehijk**	**1.51ehijk**	1.01	1.01	0.96	0.95	**1.32no**	**1.30no**	0.98	0.95	1.14	**1.60p**	1.21
Std Dev.	1.82	-	1.82	1.79	1.84	1.57	2.78	2.23	1.29	1.38	1.40	1.31	2.23	1.91	1.37	1.36	1.63	3.08	1.79
Std Error	0.03	-	0.03	0.04	0.04	0.06	0.11	0.07	0.05	0.04	0.05	0.06	0.06	0.05	0.03	0.04	0.02	0.18	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	2.16	-	2.16	2.20	2.11	**2.17h**	**2.58hijk**	**2.41hijk**	1.88	1.94	2.02	1.89	**2.38no**	**2.21n**	1.95	1.96	2.10	**2.74p**	2.16
Std Dev.	1.98	-	1.98	1.87	2.09	1.57	3.22	2.39	1.20	1.35	1.41	1.29	2.54	2.05	1.35	1.35	1.70	3.63	1.92
Std Error	0.04	-	0.04	0.05	0.05	0.09	0.17	0.10	0.06	0.06	0.07	0.08	0.10	0.06	0.04	0.05	0.03	0.28	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 146

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	**2342**	362	759	546	675	1121	1221	1286	1018	367	328	555	573	341	1456	373	1832
	45%	*37%*	**47%a**	**46%a**	**49%a**	*43%*	**48%e**	*42%*	**51%g**	**54%klmn**	**50%km**	*43%*	**46%m**	*37%*	**45%m**	**54%p**	*44%*
1-2	**2104**	439	653	477	535	1092	1012	1283	787	243	230	571	495	431	1296	243	1752
	41%	**44%d**	*41%*	*40%*	*39%*	*42%*	*39%*	*42%*	*39%*	*36%*	*35%*	**44%ij**	*39%*	**47%ijln**	*40%*	*35%*	**42%o**
3-4	**485**	124	135	103	123	259	226	331	145	57	57	136	128	85	321	57	408
	9%	**12%bcd**	*8%*	*9%*	*9%*	*10%*	*9%*	**11%h**	*7%*	*8%*	*9%*	*10%*	*10%*	*9%*	*10%*	*8%*	*10%*
5-10	**216**	61	50	52	53	111	104	159	56	17	35	36	59	52	130	17	183
	4%	**6%bd**	*3%*	*4%*	*4%*	*4%*	*4%*	**5%h**	*3%*	*3%*	**5%ik**	*3%*	*5%*	**6%ik**	*4%*	*2%*	*4%*
11-20	**12**	5	*	5	1	6	7	10	2	1	*	*	1	10	1	1	12
	*	**1%b**	*	*	*	*	*	*	*	*	*	*	*	**1%kln**	*	*	*
21+	**2**	-	2	-	-	2	-	2	-	-	-	2	-	-	2	-	2
	*	-	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*
Any Received (non-zero entry)	**2819**	629	840	637	712	1469	1350	1785	990	317	323	744	683	578	1750	318	2356
	55%	**63%bcd**	*53%*	*54%*	*51%*	**57%f**	*52%*	**58%h**	*49%*	*46%*	*50%*	**57%ij**	**54%l**	**63%ijln**	**55%l**	*46%*	**56%o**
Total Mean (including those not Receiving any)																	
Mean	**1.18**	**1.48bcd**	1.09	1.20	1.05	1.24	1.12	**1.32h**	0.96	0.94	1.09	**1.19l**	**1.18l**	**1.44ijkln**	**1.17l**	0.94	**1.22o**
Std Dev.	**1.82**	2.09	1.88	1.79	1.51	1.97	1.64	2.04	1.41	1.42	1.58	1.98	1.62	2.23	1.77	1.42	1.88
Std Error	**0.03**	0.06	0.05	0.06	0.04	0.04	0.03	0.04	0.03	0.06	0.06	0.06	0.04	0.07	0.03	0.06	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.16**	**2.33d**	2.07	2.23	2.05	2.18	2.13	**2.27h**	1.96	2.03	2.20	2.08	2.16	2.30	2.14	2.03	2.17
Std Dev.	**1.98**	2.21	2.16	1.91	1.54	2.19	1.73	2.23	1.44	1.47	1.61	2.24	1.65	2.44	1.92	1.47	2.05
Std Error	**0.04**	0.08	0.07	0.08	0.06	0.05	0.05	0.06	0.04	0.08	0.09	0.08	0.06	0.10	0.04	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 146

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**2342**	2029	313	106	1984	195	107	56	92	256	206	175	219	208	298	330	200	27	168
	45%	*46%*	*43%*	*45%*	**46%g**	*45%*	*43%*	*39%*	*44%*	*45%*	*48%*	*47%*	*48%*	*43%*	*44%*	*47%*	*45%*	*43%*	*45%*
1-2	**2104**	1792	312	98	1766	170	101	66	92	221	169	158	174	228	264	274	185	21	149
	41%	*40%*	*43%*	*41%*	*41%*	*39%*	*41%*	**46%de**	*44%*	*39%*	*40%*	*42%*	*38%*	**48%lnoq**	*39%*	*39%*	*42%*	*34%*	*40%*
3-4	**485**	418	67	18	404	43	24	14	20	65	39	32	36	30	71	71	41	8	35
	9%	*9%*	*9%*	*7%*	*9%*	*10%*	*10%*	*10%*	*10%*	**12%m**	*9%*	*8%*	*8%*	*6%*	*10%*	*10%*	*9%*	*12%*	*10%*
5-10	**216**	188	27	12	172	24	14	5	4	23	11	9	23	11	42	33	17	7	17
	4%	*4%*	*4%*	*5%*	*4%*	*6%*	*6%*	*4%*	*2%*	*4%*	*3%*	*2%*	*5%*	*2%*	**6%hkm**	*5%*	*4%*	**11%hijklmopr**	*5%*
11-20	**12**	7	5	4	10	1	*	*	*	-	-	1	2	3	4	-	-	*	1
	*	*	**1%a**	**1%a**	*	*	*	*	*	-	-	*	*	*1%*	*1%*	-	-	*	*
21+	**2**	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
Any Received (non-zero entry)	**2819**	2408	411	131	2354	239	140	86	117	309	219	200	236	272	380	378	243	36	203
	55%	*54%*	*57%*	*55%*	*54%*	*55%*	*57%*	**61%d**	*56%*	*55%*	*52%*	*53%*	*52%*	*57%*	*56%*	*53%*	*55%*	*57%*	*55%*
Total Mean (including those not Receiving any)																			
Mean	**1.18**	1.17	1.23	1.39	1.16	1.28	1.30	1.22	1.11	1.18	0.99	1.06	1.28	1.15	1.31	1.13	1.12	**1.68hijkmopr**	1.22
Std Dev.	**1.82**	1.81	1.85	2.37	1.81	1.92	1.80	1.55	1.51	1.61	1.33	1.48	2.93	1.67	2.08	1.52	1.44	2.29	1.84
Std Error	**0.03**	0.03	0.04	0.09	0.04	0.06	0.06	0.06	0.09	0.10	0.08	0.09	0.17	0.10	0.12	0.09	0.09	0.18	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.16**	2.16	2.17	2.51	2.14	2.33	2.30	2.02	1.99	2.16	1.92	1.99	2.47	2.02	2.33	2.12	2.04	**2.94hijkmopr**	2.22
Std Dev.	**1.98**	1.98	1.99	2.71	1.99	2.06	1.86	1.53	1.53	1.62	1.28	1.50	3.70	1.78	2.31	1.50	1.37	2.34	1.99
Std Error	**0.04**	0.05	0.06	0.13	0.05	0.08	0.08	0.08	0.12	0.13	0.11	0.13	0.30	0.14	0.18	0.12	0.11	0.24	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	2342	712	939	393	170	93	1651	263	766	876	472	115	64	1642	179
	45%	*39%*	**48%af**	**50%af**	**48%a**	**57%af**	**43%a**	**51%af**	*42%*	*45%*	**52%him**	*43%*	**63%hikmn**	*43%*	*48%*
1-2	2104	880	752	263	133	57	1632	190	824	793	329	101	33	1617	134
	41%	**48%bcdefg**	*38%*	*34%*	*37%*	*35%*	**43%bcg**	*37%*	**45%jln**	*40%*	*36%*	*38%*	*33%*	**43%j**	*36%*
3-4	485	167	179	84	44	10	346	55	169	192	83	36	4	361	40
	9%	*9%*	*9%*	*11%*	*12%*	*6%*	*9%*	*11%*	*9%*	*10%*	*9%*	**14%l**	*3%*	*9%*	*11%*
5-10	216	78	80	42	8	3	158	11	78	93	24	15	1	171	16
	4%	*4%*	*4%*	**5%g**	*2%*	*2%*	*4%*	*2%*	*4%*	*5%*	*3%*	*6%*	*1%*	*4%*	*4%*
11-20	12	7	4	1	*	-	11	*	8	2	2	-	*	10	*
	*	*	*	*	*	-	*	*	*	*	*	-	*	*	*
21+	2	-	2	-	-	-	2	-	-	2	-	-	-	2	-
	*	-	*	-	-	-	*	-	-	*	-	-	-	*	-
Any Received (non-zero entry)	2819	1132	1016	390	186	70	2148	256	1079	1082	438	152	38	2161	190
	55%	**61%bcdefg**	*52%*	*50%*	*52%*	*43%*	**57%bceg**	*49%*	**58%jl**	**55%jl**	*48%*	**57%l**	*37%*	**57%jl**	**52%l**
Total Mean (including those not Receiving any)															
Mean	1.18	**1.28eg**	1.15	1.15	1.07	0.86	1.21	1.01	**1.27jl**	**1.21jl**	0.98	**1.30jl**	0.74	**1.24jl**	1.15
Std Dev.	1.82	1.80	1.96	1.71	1.40	1.38	1.89	1.40	1.88	1.92	1.51	1.63	1.48	1.90	1.60
Std Error	0.03	0.04	0.04	0.06	0.08	0.11	0.03	0.06	0.04	0.04	0.05	0.10	0.14	0.03	0.08
Receiving Mean (excluding those not Receiving any)															
Mean	2.16	2.08	2.21	2.31	2.05	2.00	2.14	2.04	2.17	2.18	2.04	2.29	1.98	2.18	2.23
Std Dev.	1.98	1.90	2.25	1.78	1.32	1.46	2.08	1.36	2.02	2.14	1.61	1.54	1.85	2.08	1.61
Std Error	0.04	0.06	0.07	0.09	0.10	0.16	0.04	0.09	0.06	0.06	0.08	0.14	0.28	0.04	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	2342	138	2171	33	669	1519	154	2284	29	7	6	2320	16
	45%	*34%*	**46%a**	*38%*	*43%*	*46%*	*47%*	*46%*	*33%*	*35%*	*64%*	*45%*	*68%*
1-2	2104	187	1875	42	624	1363	116	2049	37	7	4	2093	7
	41%	*46%*	*40%*	*50%*	*40%*	*42%*	*36%*	*41%*	*42%*	*32%*	*36%*	*41%*	*32%*
3-4	485	49	434	3	167	281	36	471	9	5	-	485	-
	9%	*12%*	*9%*	*3%*	*11%*	*9%*	*11%*	*9%*	*10%*	*24%*	-	*9%*	-
5-10	216	26	182	7	86	110	20	203	11	2	-	216	-
	4%	*7%*	*4%*	*8%*	**6%e**	*3%*	*6%*	*4%*	**12%gk**	*9%*	-	*4%*	-
11-20	12	2	10	*	7	5	-	11	1	-	-	12	-
	*	*	*	*	*	*	-	*	*1%*	-	-	*	-
21+	2	-	2	-	2	-	-	-	2	-	-	2	-
	*	-	*	-	*	-	-	-	**2%gk**	-	-	*	-
Any Received (non-zero entry)	2819	264	2503	52	887	1759	173	2734	60	14	4	2808	7
	55%	**66%b**	*54%*	*62%*	*57%*	*54%*	*53%*	*54%*	*67%*	*65%*	*36%*	*55%*	*32%*
Total Mean (including those not Receiving any)													
Mean	1.18	**1.49b**	1.15	1.22	**1.38e**	1.08	1.18	1.16	**2.58gk**	1.82	0.36	1.18	0.32
Std Dev.	1.82	1.83	1.82	1.59	2.31	1.54	1.62	1.66	5.70	1.97	0.51	1.82	0.48
Std Error	0.03	0.09	0.03	0.17	0.06	0.03	0.09	0.02	0.68	0.37	0.19	0.03	0.11
Receiving Mean (excluding those not Receiving any)													
Mean	2.16	2.27	2.15	1.98	**2.42e**	2.02	2.24	2.12	**3.83gk**	2.81	1.00	2.16	1.00
Std Dev.	1.98	1.83	2.00	1.61	2.61	1.59	1.61	1.74	6.61	1.78	0.00	1.98	0.00
Std Error	0.04	0.12	0.04	0.22	0.09	0.04	0.12	0.03	0.95	0.39	0.00	0.04	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**2342**	625	565	583	569	219	209	197	179	201	185	210	203	169	212	187	170
	45%	*48%*	*44%*	*45%*	*44%*	**51%mp**	**50%mp**	*45%*	*42%*	*44%*	*46%*	*49%*	*47%*	*40%*	*46%*	*45%*	*41%*
1-2	**2104**	505	560	495	544	168	144	194	192	204	163	155	163	178	180	172	191
	41%	*39%*	*43%*	*38%*	*42%*	*39%*	*35%*	*44%*	**45%f**	**44%f**	*41%*	*36%*	*38%*	*42%*	*39%*	*42%*	**46%fk**
3-4	**485**	110	107	151	118	33	42	35	40	32	35	38	53	60	42	33	43
	9%	*9%*	*8%*	**12%b**	*9%*	*8%*	*10%*	*8%*	*9%*	*7%*	*9%*	*9%*	*12%*	**14%eglo**	*9%*	*8%*	*10%*
5-10	**216**	47	56	57	55	12	18	17	18	24	14	25	12	19	29	19	7
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	**5%p**	*4%*	**6%p**	*3%*	*5%*	**6%p**	*5%*	*2%*
11-20	**12**	3	2	5	3	1	2	-	-	*	1	4	*	*	-	*	3
	*	*	*	*	*	*	*	-	-	*	*	*1%*	*	*	-	*	*1%*
21+	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
Any Received (non-zero entry)	**2819**	665	725	707	722	214	205	246	251	260	214	222	228	258	251	225	246
	55%	*52%*	*56%*	*55%*	*56%*	*49%*	*50%*	*55%*	*58%*	*56%*	*54%*	*51%*	*53%*	**60%ef**	*54%*	*55%*	**59%ef**
Total Mean (including those not Receiving any)																	
Mean	**1.18**	1.05	1.18	**1.25a**	1.24	0.99	1.12	1.04	1.16	1.22	1.14	**1.38e**	1.10	1.27	1.19	1.21	1.34
Std Dev.	**1.82**	1.56	1.61	1.88	2.15	1.58	1.75	1.33	1.38	1.76	1.65	2.45	1.54	1.47	1.60	1.69	2.96
Std Error	**0.03**	0.04	0.04	0.05	0.06	0.08	0.08	0.06	0.07	0.08	0.08	0.12	0.07	0.07	0.08	0.08	0.14
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.16**	2.03	2.09	2.27	2.22	1.99	2.26	1.88	1.99	2.17	2.12	**2.68eghlm**	2.07	2.10	2.20	2.21	2.26
Std Dev.	**1.98**	1.64	1.63	2.02	2.47	1.74	1.89	1.27	1.27	1.85	1.74	2.86	1.58	1.35	1.58	1.73	3.57
Std Error	**0.04**	0.06	0.06	0.07	0.09	0.11	0.13	0.08	0.08	0.12	0.11	0.19	0.10	0.08	0.10	0.11	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**2431**	-	2431	1168	1255	304	277	455	344	426	334	290	582	799	1050	624	2223	182	2370
	47%	-	*47%*	*46%*	*48%*	*44%*	*46%*	*43%*	*46%*	*48%*	**53%eg**	**55%efghi**	*45%*	*44%*	**51%lm**	**54%lm**	**48%q**	*39%*	*46%*
1-2	**2061**	-	2061	1029	1023	274	238	441	309	362	237	200	512	750	799	437	1846	199	2106
	40%	-	*40%*	*41%*	*39%*	*40%*	*39%*	*42%*	*41%*	*40%*	*37%*	*38%*	*39%*	*42%*	*39%*	*38%*	*40%*	*43%*	*41%*
3-4	**446**	-	446	200	243	65	66	99	69	79	41	28	131	168	147	68	397	47	452
	9%	-	*9%*	*8%*	*9%*	*9%*	**11%jk**	**9%k**	*9%*	*9%*	*6%*	*5%*	**10%no**	**9%o**	*7%*	*6%*	*9%*	*10%*	*9%*
5-10	**210**	-	210	111	99	46	26	56	23	30	21	8	72	79	59	29	176	34	215
	4%	-	*4%*	*4%*	*4%*	**7%hijk**	*4%*	**5%k**	*3%*	*3%*	*3%*	*2%*	**6%no**	*4%*	*3%*	*2%*	*4%*	**7%p**	*4%*
11-20	**8**	-	8	4	5	-	1	5	*	*	2	1	1	5	2	2	7	1	15
	*	-	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	**5**	-	5	4	1	*	-	4	1	-	-	-	*	5	-	-	5	*	3
	*	-	*	*	*	*	-	*	*	-	-	-	*	*	-	-	*	*	*
Any Received (non-zero entry)	**2730**	-	2730	1347	1371	385	331	605	402	471	300	236	716	1007	1007	536	2431	282	2791
	53%	-	*53%*	*54%*	*52%*	**56%jk**	**54%k**	**57%jk**	**54%k**	**52%k**	*47%*	*45%*	**55%no**	**56%no**	*49%*	*46%*	*52%*	**61%p**	*54%*
Total Mean (including those not Receiving any)																			
Mean	**1.13**	-	1.13	1.15	1.11	**1.28jk**	**1.17jk**	**1.38hijk**	**1.08k**	**1.07k**	0.92	0.80	**1.23no**	**1.26no**	0.95	0.86	1.10	**1.45p**	1.17
Std Dev.	**1.80**	-	1.80	1.93	1.67	1.79	1.68	2.55	1.52	1.47	1.46	1.17	1.74	2.19	1.40	1.34	1.77	2.09	1.79
Std Error	**0.03**	-	0.03	0.04	0.03	0.07	0.07	0.08	0.06	0.05	0.05	0.05	0.05	0.05	0.03	0.04	0.03	0.12	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.13**	-	2.13	2.14	2.13	**2.29k**	**2.16k**	**2.42ijk**	2.00	2.04	1.94	1.78	**2.23no**	**2.26no**	1.95	1.87	2.11	2.38	2.16
Std Dev.	**1.99**	-	1.99	2.19	1.77	1.86	1.75	2.97	1.56	1.46	1.59	1.13	1.81	2.51	1.43	1.41	1.96	2.23	1.95
Std Error	**0.04**	-	0.04	0.06	0.05	0.10	0.10	0.12	0.08	0.06	0.08	0.08	0.07	0.08	0.04	0.06	0.04	0.17	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	2431	386	757	564	724	1143	1288	1361	1035	374	306	652	577	342	1536	376	1906
	47%	*39%*	**47%a**	**48%a**	**52%a**	*44%*	**50%e**	*44%*	**52%g**	**55%jlmn**	**47%m**	**50%m**	**46%m**	*37%*	**48%m**	**54%p**	*46%*
1-2	2061	428	656	480	496	1084	976	1265	755	230	242	528	500	424	1270	234	1723
	40%	**43%d**	**41%d**	*41%*	*36%*	**42%f**	*38%*	*41%*	*38%*	*34%*	*37%*	**41%l**	**40%l**	**46%jln**	**40%l**	*34%*	**41%o**
3-4	446	99	134	94	119	233	213	280	161	60	73	77	131	73	282	60	360
	9%	*10%*	*8%*	*8%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	**11%k**	*6%*	**10%k**	*8%*	**9%k**	*9%*	*9%*
5-10	210	72	50	42	45	122	88	155	53	19	29	38	46	73	113	19	186
	4%	**7%bcd**	*3%*	*4%*	*3%*	*5%*	*3%*	**5%h**	*3%*	*3%*	*4%*	*3%*	*4%*	**8%ijkln**	*4%*	*3%*	*4%*
11-20	8	2	1	2	3	3	5	6	3	*	1	3	2	3	5	*	8
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	5	4	-	1	*	4	1	4	1	*	-	1	-	4	1	*	5
	*	*	-	*	*	*	*	*	*	*	-	*	-	*n	*	*	*
Any Received (non-zero entry)	2730	605	842	619	664	1447	1283	1710	973	310	344	647	679	577	1670	314	2282
	53%	**61%bcd**	*53%*	*52%*	*48%*	**56%f**	*50%*	**56%h**	*48%*	*45%*	**53%l**	*50%*	**54%l**	**63%ijkln**	**52%l**	*46%*	**54%o**
Total Mean (including those not Receiving any)																	
Mean	1.13	**1.51bcd**	1.03	1.08	1.02	**1.21f**	1.05	**1.24h**	0.97	0.97	1.17	0.98	1.14	**1.52ijkln**	1.08	0.96	**1.17o**
Std Dev.	1.80	2.56	1.49	1.59	1.58	1.98	1.59	1.97	1.52	1.55	1.65	1.59	1.61	2.57	1.61	1.55	1.87
Std Error	0.03	0.07	0.04	0.05	0.04	0.04	0.03	0.04	0.03	0.06	0.06	0.04	0.04	0.09	0.03	0.06	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	2.13	**2.47bcd**	1.95	2.06	2.12	2.17	2.09	**2.22h**	2.01	2.13	2.21	1.96	2.12	**2.41kn**	2.08	2.12	2.15
Std Dev.	1.99	2.89	1.54	1.67	1.70	2.22	1.69	2.18	1.63	1.68	1.68	1.77	1.66	2.89	1.71	1.68	2.07
Std Error	0.04	0.10	0.05	0.07	0.07	0.06	0.05	0.06	0.05	0.10	0.09	0.07	0.06	0.12	0.04	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	2431	2107	324	91	2073	189	112	56	111	320	211	179	226	237	245	365	180	26	163
	47%	**47%c**	*45%*	*39%*	**48%g**	*44%*	*45%*	*39%*	**53%npr**	**57%knpqr**	**50%np**	**48%n**	**50%np**	**49%np**	*36%*	**52%np**	*41%*	*42%*	**44%n**
1-2	2061	1765	296	108	1717	181	99	64	74	159	158	153	183	197	316	275	202	28	153
	40%	*40%*	*41%*	*46%*	*40%*	*42%*	*40%*	*45%*	*36%*	*28%*	**37%l**	**41%l**	**40%l**	**41%l**	**47%hij**	**39%l**	**46%hi**	**45%l**	**41%l**
3-4	446	381	65	21	372	36	25	14	15	74	36	26	24	35	72	45	45	4	32
	9%	*9%*	*9%*	*9%*	*9%*	*8%*	*10%*	*10%*	*7%*	**13%hklmo**	*8%*	*7%*	*5%*	*7%*	**11%l**	*6%*	**10%l**	*7%*	*9%*
5-10	210	171	39	16	168	25	10	8	8	13	21	16	20	11	42	22	15	4	21
	4%	*4%*	*5%*	*7%*	*4%*	**6%d**	*4%*	*5%*	*4%*	*2%*	*5%*	*4%*	*4%*	*2%*	**6%lm**	*3%*	*3%*	**7%lm**	**6%lm**
11-20	8	8	1	*	4	1	2	1	1	-	-	2	2	-	-	-	-	-	1
	*	*	*	*	*	*	**1%d**	**1%d**	*	-	-	*	*	-	-	-	-	-	*
21+	5	5	-	-	4	1	*	-	-	-	-	-	-	-	4	-	-	-	1
	*	*	-	-	*	*	*	-	-	-	-	-	-	-	*1%*	-	-	-	*
Any Received (non-zero entry)	2730	2330	400	145	2264	244	135	86	98	245	215	196	228	243	433	343	263	37	207
	53%	*53%*	*55%*	**61%a**	*52%*	*56%*	*55%*	**61%d**	*47%*	*43%*	*50%*	**52%l**	*50%*	*51%*	**64%hijklmor**	*48%*	**59%hijlmo**	**58%l**	**56%hi**
Total Mean (including those not Receiving any)																			
Mean	1.13	1.12	1.19	1.33	1.10	**1.30d**	1.24	**1.35d**	1.02	0.95	1.09	1.09	1.02	0.92	**1.49hilmo**	0.97	**1.22lm**	**1.31lm**	**1.30lmo**
Std Dev.	1.80	1.83	1.59	1.65	1.75	2.08	2.07	1.85	1.74	1.35	1.61	1.72	1.57	1.24	2.65	1.45	1.59	1.80	2.13
Std Error	0.03	0.03	0.04	0.06	0.03	0.06	0.07	0.07	0.11	0.08	0.10	0.11	0.09	0.07	0.16	0.08	0.09	0.14	0.07
Receiving Mean (excluding those not Receiving any)																			
Mean	2.13	2.13	2.14	2.16	2.10	2.32	2.27	2.22	2.16	**2.18m**	2.16	2.08	2.04	1.81	2.33	2.00	2.05	2.24	**2.33m**
Std Dev.	1.99	2.05	1.59	1.62	1.93	2.31	2.34	1.93	1.99	1.23	1.68	1.89	1.69	1.18	3.00	1.50	1.60	1.86	2.39
Std Error	0.04	0.05	0.05	0.08	0.05	0.10	0.10	0.10	0.18	0.11	0.14	0.16	0.14	0.10	0.22	0.12	0.12	0.19	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	2431	776	940	431	166	79	1716	245	754	869	555	131	71	1623	202
	47%	*42%*	**48%a**	**55%abdfg**	*47%*	*49%*	*45%*	*47%*	*41%*	*44%*	**61%hikm**	*49%*	**69%hikmn**	*43%*	**55%him**
1-2	2061	812	805	240	126	60	1617	186	804	836	284	97	17	1640	114
	40%	**44%cdg**	**41%c**	*31%*	*36%*	*37%*	**43%cg**	*36%*	**44%jln**	**43%jln**	**31%l**	**36%l**	*17%*	**43%jln**	**31%l**
3-4	446	174	133	78	43	16	306	59	183	176	47	27	9	359	36
	9%	**9%b**	*7%*	**10%b**	**12%b**	*10%*	*8%*	**11%b**	**10%j**	**9%j**	*5%*	**10%j**	*9%*	**9%j**	**10%j**
5-10	210	74	74	33	21	7	148	28	94	75	25	10	6	169	16
	4%	*4%*	*4%*	*4%*	*6%*	*4%*	*4%*	*5%*	**5%j**	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*
11-20	8	5	4	*	*	-	8	*	4	3	-	1	-	7	1
	*	*	*	*	*	-	*	*	*	*	-	*	-	*	*
21+	5	5	*	-	-	-	5	-	5	-	-	-	-	5	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-
Any Received (non-zero entry)	2730	1069	1015	351	190	84	2084	274	1090	1090	355	135	32	2180	167
	53%	**58%bc**	**52%c**	*45%*	**53%c**	*51%*	**55%c**	**53%c**	**59%jln**	**56%jln**	*39%*	**51%jl**	*31%*	**57%jln**	**45%l**
Total Mean (including those not Receiving any)															
Mean	1.13	1.26bc	1.06	1.00	1.25	1.09	1.15	1.20	1.34ij	1.14j	0.75	1.13j	0.98	1.24j	1.09j
Std Dev.	1.80	2.11	1.60	1.54	1.67	1.61	1.87	1.65	2.18	1.55	1.34	1.79	2.01	1.88	1.85
Std Error	0.03	0.05	0.04	0.06	0.09	0.12	0.03	0.07	0.05	0.03	0.05	0.11	0.19	0.03	0.10
Receiving Mean (excluding those not Receiving any)															
Mean	2.13	2.17	2.04	2.23	2.34	2.13	2.10	2.27	2.26	2.05	1.93	2.23	3.17	2.16	2.41j
Std Dev.	1.99	2.40	1.71	1.59	1.64	1.69	2.09	1.65	2.44	1.56	1.54	1.97	2.48	2.05	2.10
Std Error	0.04	0.07	0.05	0.09	0.12	0.19	0.05	0.10	0.07	0.05	0.08	0.19	0.41	0.04	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**2431**	131	2256	44	627	1644	159	2356	40	15	9	2410	11
	47%	*33%*	**48%a**	**52%a**	*40%*	**50%d**	**49%d**	*47%*	*45%*	*70%*	*90%*	*47%*	*50%*
1-2	**2061**	199	1830	31	677	1263	120	2012	31	6	1	2049	10
	40%	**50%b**	*39%*	*37%*	**44%e**	*39%*	*37%*	*40%*	*35%*	*30%*	*10%*	*40%*	*45%*
3-4	**446**	49	392	5	135	278	34	432	13	*	-	445	1
	9%	*12%*	*8%*	*6%*	*9%*	*8%*	*10%*	*9%*	*15%*	*1%*	-	*9%*	*5%*
5-10	**210**	20	186	4	108	90	11	206	4	-	-	210	-
	4%	*5%*	*4%*	*4%*	**7%e**	*3%*	*3%*	*4%*	*5%*	-	-	*4%*	-
11-20	**8**	2	7	-	3	3	2	8	1	-	-	8	-
	*	*	*	-	*	*	**1%e**	*	*1%*	-	-	*	-
21+	**5**	1	4	-	5	-	-	5	-	-	-	5	-
	*	*	*	-	*e	-	-	*	-	-	-	*	-
Any Received (non-zero entry)	**2730**	271	2418	41	928	1634	168	2662	49	6	1	2717	12
	53%	**67%bc**	*52%*	*48%*	**60%ef**	*50%*	*51%*	*53%*	*55%*	*30%*	*10%*	*53%*	*50%*
Total Mean (including those not Receiving any)													
Mean	**1.13**	**1.56bc**	1.10	0.94	**1.45e**	0.97	**1.20e**	1.13	1.45	0.42	0.10	1.13	0.81
Std Dev.	**1.80**	2.00	1.78	1.34	2.33	1.43	2.00	1.80	2.01	0.72	0.31	1.80	1.00
Std Error	**0.03**	0.10	0.03	0.14	0.06	0.03	0.11	0.03	0.24	0.13	0.12	0.03	0.23
Receiving Mean (excluding those not Receiving any)													
Mean	**2.13**	2.32	2.12	1.97	**2.43e**	1.95	**2.33e**	2.13	2.62	1.38	1.00	2.14	1.61
Std Dev.	**1.99**	2.05	1.99	1.31	2.59	1.49	2.27	1.99	2.06	0.60	-	1.99	0.82
Std Error	**0.04**	0.13	0.04	0.19	0.08	0.04	0.17	0.04	0.31	0.19	-	0.04	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**2431**	599	570	640	623	194	199	206	192	203	175	200	219	221	211	204	208
	47%	*46%*	*44%*	**50%b**	*48%*	*45%*	*48%*	*46%*	*45%*	*44%*	*44%*	*46%*	*51%*	*52%*	*45%*	*50%*	*50%*
1-2	**2061**	527	534	484	515	195	153	179	173	199	162	174	148	162	193	171	151
	40%	*41%*	*41%*	*38%*	*40%*	**45%l**	*37%*	*40%*	*40%*	**43%l**	*41%*	*40%*	*34%*	*38%*	*42%*	*42%*	*36%*
3-4	**446**	100	123	124	99	29	42	30	36	41	47	39	47	38	32	25	42
	9%	*8%*	*10%*	*10%*	*8%*	*7%*	*10%*	*7%*	*8%*	*9%*	**12%o**	*9%*	*11%*	*9%*	*7%*	*6%*	*10%*
5-10	**210**	60	63	36	52	12	19	28	29	18	16	15	16	5	27	11	14
	4%	*5%*	**5%c**	*3%*	*4%*	*3%*	**5%m**	**6%m**	**7%emo**	*4%*	**4%m**	*3%*	*4%*	*1%*	**6%m**	*3%*	*3%*
11-20	**8**	4	-	2	2	3	1	1	-	-	-	*	1	1	1	-	2
	*	*	-	*	*	*1%*	*	*	-	-	-	*	*	*	*	-	*
21+	**5**	-	-	5	*	-	-	-	-	-	-	4	1	-	-	*	-
	*	-	-	*	*	-	-	-	-	-	-	*1%*	*	-	-	*	-
Any Received (non-zero entry)	**2730**	691	720	650	668	239	215	237	238	258	225	232	212	206	253	207	208
	53%	*54%*	**56%c**	*50%*	*52%*	*55%*	*52%*	*54%*	*55%*	*56%*	*56%*	*54%*	*49%*	*48%*	*55%*	*50%*	*50%*
Total Mean (including those not Receiving any)																	
Mean	**1.13**	1.13	1.21	1.11	1.07	1.09	1.14	1.15	**1.27mo**	**1.17m**	**1.19mo**	1.33	1.10	0.89	**1.20m**	0.93	1.07
Std Dev.	**1.80**	1.71	1.61	2.20	1.60	1.78	1.71	1.64	1.83	1.48	1.51	3.09	1.79	1.31	1.71	1.41	1.63
Std Error	**0.03**	0.05	0.04	0.06	0.04	0.09	0.08	0.08	0.09	0.07	0.07	0.15	0.09	0.06	0.08	0.07	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.13**	2.10	2.17	2.20	2.07	1.98	2.19	2.15	**2.30mo**	2.08	2.12	2.48	2.23	1.85	2.20	1.85	2.14
Std Dev.	**1.99**	1.84	1.61	2.69	1.69	1.99	1.81	1.70	1.92	1.42	1.44	3.87	1.99	1.33	1.78	1.51	1.74
Std Error	**0.04**	0.07	0.06	0.10	0.06	0.13	0.12	0.11	0.12	0.09	0.09	0.26	0.14	0.09	0.12	0.10	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**2732**	-	2732	1356	1366	366	297	524	378	490	368	310	663	903	1167	678	2484	226	2652
	53%	-	*53%*	*54%*	*52%*	*53%*	*49%*	*49%*	*51%*	*55%*	**58%fgh**	**59%fgh**	*51%*	*50%*	**57%lm**	**58%lm**	*53%*	*49%*	*51%*
1-2	**1769**	-	1769	848	914	230	229	366	262	308	202	172	459	628	683	375	1586	171	1796
	34%	-	*34%*	*34%*	*35%*	*33%*	*38%*	*35%*	*35%*	*34%*	*32%*	*33%*	*35%*	*35%*	*33%*	*32%*	*34%*	*37%*	*35%*
3-4	**436**	-	436	205	229	56	51	111	79	59	43	37	107	191	138	80	380	49	459
	8%	-	*8%*	*8%*	*9%*	*8%*	*8%*	**11%l**	**11%l**	*7%*	*7%*	*7%*	*8%*	**11%no**	*7%*	*7%*	*8%*	*11%*	*9%*
5-10	**210**	-	210	98	112	37	29	51	26	38	21	7	67	77	66	28	192	16	236
	4%	-	*4%*	*4%*	*4%*	**5%k**	**5%k**	**5%k**	*3%*	**4%k**	*3%*	*1%*	**5%no**	*4%*	*3%*	*2%*	*4%*	*3%*	*5%*
11-20	**8**	-	8	5	2	-	3	2	*	3	*	-	3	2	3	*	6	1	14
	*	-	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	*	*
21+	**6**	-	6	4	2	-	-	6	*	-	-	-	-	6	-	-	6	-	4
	*	-	*	*	*	-	-	*1%*	*	-	-	-	-	*	-	-	*	-	*
Any Received (non-zero entry)	**2428**	-	2428	1160	1259	323	312	536	368	408	267	216	635	903	890	483	2170	237	2509
	47%	-	*47%*	*46%*	*48%*	*47%*	**51%jk**	**51%jk**	**49%jk**	*45%*	*42%*	*41%*	**49%no**	**50%no**	*43%*	*42%*	*47%*	*51%*	*49%*
Total Mean (including those not Receiving any)																			
Mean	**1.04**	-	1.04	1.04	1.05	**1.06k**	**1.17jk**	**1.28ijk**	**1.06k**	0.96	0.85	0.74	**1.11no**	**1.19no**	0.87	0.80	1.03	1.16	1.11
Std Dev.	**1.87**	-	1.87	2.00	1.73	1.69	1.85	2.66	1.62	1.64	1.42	1.14	1.77	2.29	1.46	1.30	1.87	1.90	1.94
Std Error	**0.03**	-	0.03	0.04	0.03	0.07	0.08	0.08	0.06	0.05	0.05	0.05	0.05	0.06	0.03	0.04	0.03	0.11	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.22**	-	2.22	2.25	2.19	**2.27k**	**2.28k**	**2.53k**	2.15	2.11	2.01	1.81	**2.28no**	**2.38no**	2.01	1.92	2.21	2.27	2.28
Std Dev.	**2.19**	-	2.19	2.45	1.94	1.83	2.04	3.28	1.74	1.86	1.56	1.12	1.94	2.77	1.62	1.38	2.21	2.13	2.25
Std Error	**0.04**	-	0.04	0.07	0.05	0.11	0.11	0.14	0.09	0.08	0.08	0.08	0.08	0.09	0.05	0.06	0.05	0.18	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	2732	430	893	620	790	1323	1410	1560	1133	396	364	715	667	377	1745	402	2160
	53%	*43%*	**56%a**	**52%a**	**57%a**	*51%*	**55%e**	*51%*	**56%g**	**58%m**	**56%m**	**55%m**	**53%m**	*41%*	**54%m**	**58%p**	*52%*
1-2	1769	390	542	395	443	931	838	1078	659	228	206	436	419	386	1062	229	1463
	34%	**39%bcd**	*34%*	*33%*	*32%*	*36%*	*33%*	*35%*	*33%*	*33%*	*32%*	*34%*	*33%*	**42%ijkln**	*33%*	*33%*	*35%*
3-4	436	98	118	118	102	216	219	273	157	46	55	97	112	86	264	46	359
	8%	*10%*	*7%*	*10%*	*7%*	*8%*	*9%*	*9%*	*8%*	*7%*	*8%*	*7%*	*9%*	*9%*	*8%*	*7%*	*9%*
5-10	210	69	42	50	49	111	99	149	55	12	24	49	55	65	128	12	194
	4%	**7%bcd**	*3%*	*4%*	*4%*	*4%*	*4%*	**5%h**	*3%*	*2%*	*4%*	*4%*	**4%i**	**7%ijkln**	**4%i**	*2%*	**5%o**
11-20	8	1	2	1	3	3	4	4	4	2	2	2	1	1	5	2	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	6	4	2	*	-	6	*	6	-	-	-	-	2	4	2	-	6
	*	*	*	*	-	*	*	*	-	-	-	-	*	*	*	-	*
Any Received (non-zero entry)	2428	562	706	563	597	1268	1161	1511	874	288	287	584	589	543	1461	288	2028
	47%	**57%bcd**	*44%*	*48%*	*43%*	**49%f**	*45%*	**49%h**	*44%*	*42%*	*44%*	*45%*	*47%*	**59%ijkln**	*46%*	*42%*	**48%o**
Total Mean (including those not Receiving any)																	
Mean	1.04	**1.43bcd**	0.89	1.06	0.93	1.10	0.99	**1.14h**	0.89	0.79	**1.03l**	0.93	**1.07l**	**1.45ijkln**	**1.00l**	0.79	**1.10o**
Std Dev.	1.87	2.61	1.64	1.66	1.59	2.08	1.62	2.09	1.47	1.37	1.72	1.48	1.97	2.61	1.73	1.36	1.97
Std Error	0.03	0.07	0.04	0.05	0.04	0.04	0.03	0.04	0.03	0.05	0.07	0.04	0.05	0.09	0.03	0.05	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	2.22	**2.53b**	2.02	2.22	2.15	2.24	2.19	**2.32h**	2.04	1.88	**2.33l**	2.07	2.28	**2.46ik**	2.21	1.88	**2.27o**
Std Dev.	2.19	3.05	1.95	1.78	1.81	2.51	1.79	2.48	1.62	1.55	1.92	1.59	2.34	3.02	1.99	1.55	2.31
Std Error	0.04	0.11	0.07	0.08	0.08	0.07	0.06	0.07	0.05	0.09	0.11	0.06	0.09	0.13	0.05	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	2732	2370	363	107	2342	206	115	69	111	322	240	198	260	276	302	400	232	28	178
	53%	**53%c**	*50%*	*45%*	**54%efg**	*47%*	*47%*	*48%*	*53%*	**57%nqr**	**56%nr**	*53%*	**57%nqr**	**58%nqr**	*45%*	**57%nr**	*52%*	*44%*	*48%*
1-2	1769	1526	244	84	1473	160	86	51	78	181	154	122	148	148	265	228	150	23	136
	34%	*34%*	*34%*	*35%*	*34%*	*37%*	*35%*	*36%*	*37%*	*32%*	*36%*	*33%*	*32%*	*31%*	*39%*	*32%*	*34%*	*37%*	*37%*
3-4	436	362	73	23	341	51	29	14	15	41	21	41	38	36	70	47	33	7	44
	8%	*8%*	*10%*	*10%*	*8%*	**12%d**	**12%d**	*10%*	*7%*	*7%*	*5%*	**11%j**	*8%*	*7%*	**10%j**	*7%*	*7%*	**11%j**	**12%djo**
5-10	210	167	43	22	171	16	16	8	4	18	10	14	9	17	37	33	28	5	11
	4%	*4%*	**6%a**	**9%a**	*4%*	*4%*	**6%de**	*6%*	*2%*	*3%*	*2%*	*4%*	*2%*	*4%*	**5%l**	*5%*	**6%hjlr**	**7%hjlr**	*3%*
11-20	8	7	1	*	5	1	1	*	1	2	-	-	-	3	-	-	-	*	1
	*	*	*	*	*	*	*	*	*	*	-	-	-	*1%*	-	-	-	*	*
21+	6	5	*	*	5	*	-	*	-	2	-	-	-	-	4	-	-	-	*
	*	*	*	*	*	*	-	*	-	*	-	-	-	-	*1%*	-	-	-	*
Any Received (non-zero entry)	2428	2067	361	129	1996	228	132	74	98	243	185	177	194	204	376	307	211	35	193
	47%	*47%*	*50%*	**55%a**	*46%*	**53%d**	**53%d**	**52%d**	*47%*	*43%*	*44%*	*47%*	*43%*	*42%*	**55%ijlmo**	*43%*	*48%*	**56%ilm**	**52%ijlmo**
Total Mean (including those not Receiving any)																			
Mean	1.04	1.02	1.20	1.42a	1.01	1.22d	1.29d	1.24d	0.96	1.00	0.76	1.04j	0.81	0.92	1.37jlmo	0.93	1.09jl	1.48hjklmo	1.17jl
Std Dev.	1.87	1.86	1.91	2.17	1.83	1.99	1.97	2.28	1.67	2.03	1.20	1.64	1.33	1.62	2.68	1.53	1.70	2.22	1.95
Std Error	0.03	0.03	0.05	0.08	0.04	0.06	0.07	0.09	0.10	0.12	0.07	0.10	0.08	0.10	0.16	0.09	0.10	0.17	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	2.22	2.18	2.40	2.60	2.18	2.31	2.42	2.40	2.05	2.33j	1.75	2.21j	1.89	2.16	2.46j	2.15j	2.29j	2.66jl	2.25j
Std Dev.	2.19	2.21	2.11	2.36	2.17	2.24	2.13	2.71	1.92	2.56	1.27	1.78	1.44	1.88	3.20	1.67	1.83	2.40	2.21
Std Error	0.04	0.05	0.07	0.12	0.06	0.09	0.10	0.15	0.17	0.23	0.11	0.16	0.13	0.17	0.26	0.15	0.15	0.24	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	2732	865	1079	465	173	104	1944	278	842	1039	568	146	75	1880	222
	53%	*47%*	**55%af**	**59%adf**	*49%*	**64%adf**	**51%a**	**53%a**	*46%*	**53%h**	**62%him**	**55%h**	**74%hikmn**	**49%h**	**60%hm**
1-2	1769	709	657	211	137	42	1366	179	699	685	264	91	16	1385	106
	34%	**38%bce**	**34%c**	*27%*	**38%ce**	*26%*	**36%ce**	**34%c**	**38%jln**	**35%jl**	**29%l**	**34%l**	*15%*	**36%jln**	**29%l**
3-4	436	175	155	64	31	10	330	41	189	166	50	19	9	356	28
	8%	*9%*	*8%*	*8%*	*9%*	*6%*	*9%*	*8%*	**10%j**	**8%j**	*6%*	*7%*	*9%*	**9%l**	*8%*
5-10	210	86	62	41	15	6	148	21	102	67	28	10	3	169	13
	4%	*5%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	**6%jl**	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*
11-20	8	3	2	2	1	-	6	1	6	2	*	-	-	8	-
	*	*	*	*	*	-	*	*	*	*	*	-	-	*	-
21+	6	6	-	-	*	-	6	*	6	*	-	-	-	6	-
	*	*	-	-	*	-	*	*	*	*	-	-	-	*	-
Any Received (non-zero entry)	2428	979	876	317	183	59	1855	241	1003	920	342	120	27	1923	147
	47%	**53%bcefg**	*45%*	*41%*	**51%ce**	*36%*	**49%bce**	*47%*	**54%ijklmn**	**47%jl**	*38%*	**45%l**	*26%*	**51%jln**	**40%l**
Total Mean (including those not Receiving any)															
Mean	1.04	**1.22bc**	0.93	0.98	1.07	0.79	**1.07b**	0.98	**1.33ijklmn**	**0.97j**	0.74	0.93	0.69	**1.15ijn**	0.86
Std Dev.	1.87	2.26	1.52	1.73	1.79	1.53	1.92	1.72	2.40	1.51	1.34	1.55	1.70	2.00	1.60
Std Error	0.03	0.05	0.03	0.06	0.10	0.12	0.03	0.08	0.05	0.03	0.05	0.10	0.16	0.03	0.08
Receiving Mean (excluding those not Receiving any)															
Mean	2.22	2.30	2.08	**2.40b**	2.09	2.19	2.20	2.12	**2.45ij**	2.07	1.98	2.07	2.61	2.27	2.17
Std Dev.	2.19	2.67	1.67	2.00	2.04	1.85	2.25	1.99	2.80	1.61	1.53	1.73	2.47	2.32	1.89
Std Error	0.04	0.08	0.05	0.11	0.16	0.22	0.05	0.13	0.09	0.05	0.08	0.17	0.44	0.05	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**2732**	144	2533	55	689	1862	181	2658	40	16	8	2715	10
	53%	*36%*	*54%a*	*65%a*	*44%*	*57%d*	*55%d*	*53%*	*45%*	*77%*	*78%*	*53%*	*42%*
1-2	**1769**	175	1569	25	616	1055	98	1716	39	2	2	1756	11
	34%	*44%b*	*34%*	*29%*	*40%ef*	*32%*	*30%*	*34%*	*44%*	*7%*	*22%*	*34%*	*48%*
3-4	**436**	56	377	2	163	243	30	426	5	3	-	434	2
	8%	*14%bc*	*8%*	*3%*	*10%e*	*7%*	*9%*	*8%*	*6%*	*15%*	-	*8%*	*7%*
5-10	**210**	26	182	1	79	115	15	205	5	*	-	209	1
	4%	*7%*	*4%*	*2%*	*5%*	*4%*	*5%*	*4%*	*5%*	*	-	*4%*	*3%*
11-20	**8**	-	6	1	4	3	1	8	-	-	-	8	-
	*	-	*	*2%b*	*	*	*	*	-	-	-	*	-
21+	**6**	-	6	-	4	*	2	6	-	-	-	6	-
	*	-	*	-	*	*	*e	*	-	-	-	*	-
Any Received (non-zero entry)	**2428**	258	2141	30	866	1416	146	2360	49	5	2	2413	13
	47%	*64%bc*	*46%*	*35%*	*56%ef*	*43%*	*45%*	*47%*	*55%*	*23%*	*22%*	*47%*	*58%*
Total Mean (including those not Receiving any)													
Mean	**1.04**	**1.47bc**	1.01	0.78	**1.31e**	0.91	1.12	1.05	1.11	0.54	0.44	1.04	1.04
Std Dev.	**1.87**	1.75	1.87	2.08	2.24	1.58	2.39	1.88	1.57	1.12	0.87	1.87	1.18
Std Error	**0.03**	0.09	0.03	0.22	0.06	0.03	0.13	0.03	0.19	0.21	0.33	0.03	0.27
Receiving Mean (excluding those not Receiving any)													
Mean	**2.22**	2.29	2.21	2.22	2.35	2.11	2.50	2.22	2.02	2.36	2.00	2.22	1.81
Std Dev.	**2.19**	1.71	2.23	3.03	2.57	1.80	3.06	2.21	1.63	1.10	0.00	2.20	1.01
Std Error	**0.04**	0.11	0.05	0.49	0.09	0.05	0.25	0.04	0.26	0.45	0.00	0.04	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**2732**	689	622	712	710	230	219	240	222	224	176	220	255	236	274	232	204
	53%	*53%*	*48%*	**55%b**	**55%b**	**53%j**	*53%*	**54%j**	*52%*	*49%*	*44%*	*51%*	**59%ijp**	**55%j**	**59%ijp**	**56%j**	*49%*
1-2	**1769**	451	442	437	440	163	144	144	144	149	149	167	133	138	131	152	158
	34%	*35%*	*34%*	*34%*	*34%*	**38%n**	*35%*	*33%*	*33%*	*32%*	**37%n**	**39%n**	*31%*	*32%*	*28%*	**37%n**	**38%n**
3-4	**436**	109	154	84	88	34	27	48	49	58	47	27	24	32	29	21	38
	8%	*8%*	**12%acd**	*6%*	*7%*	*8%*	*7%*	**11%lo**	**11%lo**	**13%fklno**	**12%fklno**	*6%*	*6%*	*8%*	*6%*	*5%*	*9%*
5-10	**210**	37	71	51	51	5	21	11	15	31	25	14	18	19	28	7	16
	4%	*3%*	**6%a**	*4%*	*4%*	*1%*	**5%eo**	*2%*	*4%*	**7%ego**	**6%ego**	*3%*	*4%*	**4%e**	**6%eo**	*2%*	*4%*
11-20	**8**	3	1	1	2	1	2	-	-	-	1	1	*	*	1	-	*
	*	*	*	*	*	*	*1%*	-	-	-	*	*	*	*	*	-	*
21+	**6**	-	-	5	*	-	-	-	-	-	-	4	-	2	*	-	-
	*	-	-	*	*	-	-	-	-	-	-	*1%*	-	*	*	-	-
Any Received (non-zero entry)	**2428**	601	668	578	581	203	195	203	208	237	223	212	176	191	189	180	212
	47%	*47%*	**52%cd**	*45%*	*45%*	*47%*	*47%*	*46%*	*48%*	**51%ln**	**56%eglmno**	*49%*	*41%*	*45%*	*41%*	*44%*	**51%ln**
Total Mean (including those not Receiving any)																	
Mean	**1.04**	0.94	**1.23ad**	1.03	0.97	0.88	1.01	0.95	**1.04o**	**1.31eglo**	**1.35efghlo**	**1.18o**	0.89	1.01	**1.07o**	0.74	**1.08o**
Std Dev.	**1.87**	1.55	1.73	2.35	1.73	1.50	1.74	1.41	1.39	1.89	1.86	3.10	1.60	2.07	2.15	1.13	1.68
Std Error	**0.03**	0.04	0.05	0.07	0.05	0.07	0.08	0.07	0.07	0.09	0.09	0.15	0.08	0.10	0.10	0.05	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.22**	2.03	**2.38a**	2.29	2.15	1.87	2.15	**2.07o**	**2.15o**	**2.55ego**	**2.42eo**	2.40	**2.18o**	2.26	**2.61eo**	1.70	2.11
Std Dev.	**2.19**	1.72	1.75	3.07	2.03	1.71	2.00	1.41	1.27	1.94	1.90	4.09	1.87	2.61	2.69	1.14	1.83
Std Error	**0.04**	0.07	0.07	0.13	0.08	0.12	0.14	0.10	0.08	0.13	0.12	0.28	0.14	0.19	0.19	0.08	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**4102**	-	4102	1858	2229	474	444	757	592	774	571	490	918	1349	1835	1061	3774	294	4216
	79%	-	*79%*	*74%*	**85%c**	*69%*	*73%*	*71%*	**79%efg**	**86%efgh**	**90%efgh**	**93%efghi**	*71%*	*75%*	**89%lm**	**91%lm**	**81%q**	*64%*	*82%*
1-2	**831**	-	831	501	325	170	135	215	130	99	50	32	305	345	181	82	700	122	751
	16%	-	*16%*	**20%d**	*12%*	**25%hijk**	**22%ijk**	**20%ijk**	**17%ijk**	**11%k**	*8%*	*6%*	**23%mno**	**19%no**	*9%*	*7%*	*15%*	**26%p**	*15%*
3-4	**136**	-	136	85	50	34	21	40	17	16	5	3	55	57	23	8	100	35	109
	3%	-	*3%*	**3%d**	*2%*	**5%ijk**	**4%jk**	**4%ijk**	*2%*	*2%*	*1%*	*	**4%no**	**3%no**	*1%*	*1%*	*2%*	**8%p**	*2%*
5-10	**82**	-	82	64	19	11	8	39	8	8	7	1	19	47	16	8	71	10	78
	2%	-	*2%*	**3%d**	*1%*	*2%*	*1%*	**4%fhijk**	*1%*	*1%*	*1%*	*	*1%*	**3%no**	*1%*	*1%*	*2%*	*2%*	*2%*
11-20	**4**	-	4	3	1	-	*	3	-	-	1	-	*	3	1	1	3	1	4
	*	-	*	*	*	-	*	*	-	-	*	-	*	*	*	*	*	*	*
21+	**6**	-	6	4	2	-	-	6	-	-	-	-	-	6	-	-	6	-	3
	*	-	*	*	*	-	-	*1%*	-	-	-	-	-	*	-	-	*	-	*
Any Received (non-zero entry)	**1059**	-	1059	657	396	215	165	303	154	123	63	36	380	457	222	99	880	169	945
	21%	-	*21%*	**26%d**	*15%*	**31%hijk**	**27%hijk**	**29%hijk**	**21%ijk**	**14%k**	*10%*	*7%*	**29%no**	**25%no**	*11%*	*9%*	*19%*	**36%p**	*18%*
Total Mean (including those not Receiving any)																			
Mean	**0.44**	-	0.44	**0.59d**	0.29	**0.55hijk**	**0.50ijk**	**0.81fhijk**	**0.37jk**	**0.26k**	0.22	0.11	**0.53no**	**0.63no**	0.21	0.17	0.40	**0.79p**	0.38
Std Dev.	**1.48**	-	1.48	1.76	1.13	1.05	1.18	2.57	1.01	0.93	1.04	0.57	1.11	2.08	0.89	0.86	1.46	1.63	1.30
Std Error	**0.02**	-	0.02	0.04	0.02	0.04	0.05	0.08	0.04	0.03	0.04	0.03	0.03	0.05	0.02	0.02	0.02	0.10	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.12**	-	2.12	2.25	1.91	1.77	1.85	**2.83efh**	1.77	1.90	2.19	1.64	1.81	**2.47l**	1.94	1.99	2.12	2.16	2.10
Std Dev.	**2.66**	-	2.66	2.84	2.32	1.17	1.63	4.17	1.57	1.79	2.57	1.49	1.39	3.55	2.00	2.24	2.76	2.08	2.38
Std Error	**0.09**	-	0.09	0.12	0.12	0.10	0.14	0.26	0.14	0.15	0.28	0.23	0.08	0.18	0.12	0.20	0.10	0.21	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	**4102**	629	1372	922	1179	2001	2101	2256	1781	591	533	1058	1025	590	2616	596	3263
	79%	*63%*	**86%ac**	**78%a**	**85%ac**	*77%*	**82%e**	*73%*	**89%g**	**86%kmn**	**82%m**	**81%m**	**82%m**	*64%*	**82%m**	**86%p**	*78%*
1-2	**831**	270	182	208	171	452	379	634	185	81	90	203	174	248	468	81	720
	16%	**27%bcd**	*11%*	**18%bd**	*12%*	*17%*	*15%*	**21%h**	*9%*	*12%*	*14%*	*16%*	*14%*	**27%ijkln**	*15%*	*12%*	**17%o**
3-4	**136**	53	29	38	16	82	53	109	24	8	14	30	36	38	81	8	120
	3%	**5%bd**	*2%*	**3%d**	*1%*	*3%*	*2%*	**4%h**	*1%*	*1%*	*2%*	*2%*	*3%*	**4%l**	*3%*	*1%*	*3%*
5-10	**82**	33	13	16	21	46	37	64	16	5	13	8	20	36	40	5	76
	2%	**3%bcd**	*1%*	*1%*	*2%*	*2%*	*1%*	**2%h**	*1%*	*1%*	**2%k**	*1%*	*2%*	**4%ikln**	*1%*	*1%*	*2%*
11-20	**4**	3	1	-	*	4	*	3	2	*	-	-	-	4	-	*	4
	*	*	*	-	*	*	*	*	*	*	-	-	-	*n	-	*	*
21+	**6**	4	2	-	*	5	*	6	-	-	-	-	2	4	2	-	6
	*	*	*	-	*	*	*	*	-	-	-	-	*	*n	*	-	*
Any Received (non-zero entry)	**1059**	362	227	261	208	590	470	815	227	94	118	241	231	330	590	94	925
	21%	**37%bcd**	*14%*	**22%bd**	*15%*	**23%f**	*18%*	**27%h**	*11%*	*14%*	*18%*	**19%l**	*18%*	**36%ijkln**	**18%l**	*14%*	**22%o**
Total Mean (including those not Receiving any)																	
Mean	**0.44**	**0.88bcd**	0.29	**0.42bd**	0.30	**0.52f**	0.35	**0.58h**	0.22	0.25	0.37	0.30	**0.42i**	**0.91ijkln**	0.36	0.25	**0.48o**
Std Dev.	**1.48**	2.37	1.24	1.09	1.07	1.78	1.08	1.74	0.92	0.94	1.09	0.84	1.45	2.53	1.16	0.94	1.58
Std Error	**0.02**	0.07	0.03	0.03	0.03	0.03	0.02	0.03	0.02	0.04	0.04	0.02	0.04	0.08	0.02	0.04	0.02
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.12**	2.40	2.06	1.90	1.98	2.27	1.93	2.17	1.93	1.83	2.06	1.64	**2.29k**	**2.53kn**	1.98	1.83	2.17
Std Dev.	**2.66**	3.42	2.67	1.62	2.08	3.15	1.84	2.82	2.04	1.89	1.77	1.28	2.68	3.71	2.04	1.89	2.76
Std Error	**0.09**	0.19	0.18	0.11	0.15	0.13	0.09	0.11	0.12	0.20	0.17	0.08	0.18	0.23	0.09	0.20	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**4102**	3509	593	175	3438	353	195	116	170	451	356	291	352	405	453	594	364	56	296
	79%	*79%*	**82%c**	*74%*	*79%*	*81%*	*79%*	*81%*	**81%n**	**80%n**	**84%n**	**78%n**	**77%n**	**84%ln**	*67%*	**84%n**	**82%n**	**89%klnr**	**80%n**
1-2	**831**	730	101	48	704	63	42	22	32	90	63	62	88	62	158	90	59	4	59
	16%	*16%*	*14%*	*20%*	*16%*	*14%*	*17%*	*15%*	**15%q**	**16%q**	**15%q**	**17%q**	**19%moq**	*13%*	**23%hijmopqr**	*13%*	*13%*	*6%*	**16%q**
3-4	**136**	122	14	4	119	10	4	2	5	14	5	7	8	8	47	14	12	-	10
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	**7%hijklmopqr**	*2%*	*3%*	-	*3%*
5-10	**82**	67	15	10	68	7	5	2	2	10	1	15	6	5	15	10	5	3	4
	2%	*2%*	*2%*	**4%a**	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*	**4%jlmr**	*1%*	*1%*	*2%*	*1%*	*1%*	**5%hijlmopr**	*1%*
11-20	**4**	3	1	-	4	1	-	-	*	-	-	-	1	-	-	-	2	-	1
	*	*	*	-	*	*	-	-	*	-	-	-	*	-	-	-	*	-	*
21+	**6**	6	-	-	5	-	-	*	-	2	-	-	-	-	4	-	-	-	-
	*	*	-	-	*	-	-	*	-	*	-	-	-	-	*1%*	-	-	-	-
Any Received (non-zero entry)	**1059**	928	131	61	900	81	52	26	39	114	70	84	102	74	225	113	78	7	74
	21%	*21%*	*18%*	**26%b**	*21%*	*19%*	*21%*	*19%*	*19%*	*20%*	*16%*	**22%q**	**23%mq**	*16%*	**33%hijklmopqr**	*16%*	*18%*	*11%*	**20%q**
Total Mean (including those not Receiving any)																			
Mean	**0.44**	0.44	0.42	0.63	0.44	0.42	0.43	0.37	0.34	0.45	0.24	**0.56jmo**	0.41	0.30	**0.82hijlmopr**	0.29	0.39	**0.48j**	**0.41j**
Std Dev.	**1.48**	1.49	1.40	1.66	1.50	1.43	1.20	1.30	1.18	1.65	0.66	1.61	1.27	0.86	2.51	0.96	1.18	1.82	1.36
Std Error	**0.02**	0.03	0.03	0.06	0.03	0.04	0.04	0.05	0.07	0.10	0.04	0.10	0.07	0.05	0.15	0.06	0.07	0.14	0.05
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.12**	2.09	2.31	2.45	2.12	2.26	2.04	2.01	1.83	2.24	1.49	**2.49j**	1.84	1.91	2.47	1.83	**2.21j**	4.50	2.06
Std Dev.	**2.66**	2.67	2.55	2.51	2.70	2.62	1.91	2.45	2.20	3.09	0.92	2.62	2.15	1.30	3.88	1.71	1.98	3.78	2.43
Std Error	**0.09**	0.10	0.16	0.23	0.12	0.20	0.15	0.22	0.32	0.40	0.13	0.36	0.27	0.20	0.41	0.24	0.28	0.79	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	4102	1388	1599	637	291	130	2988	421	1378	1591	748	220	92	2969	312
	79%	*75%*	**82%af**	**81%a**	**82%a**	*80%*	**79%a**	**81%a**	*75%*	**81%hm**	**82%hm**	**82%h**	**90%hm**	**78%h**	**85%hm**
1-2	831	351	277	123	55	21	629	76	347	286	143	43	7	633	50
	16%	**19%b**	*14%*	*16%*	*16%*	*13%*	*17%*	*15%*	**19%il**	*15%*	*16%*	*16%*	*7%*	**17%l**	*14%*
3-4	136	50	57	13	5	10	107	15	68	51	13	2	1	119	2
	3%	*3%*	*3%*	*2%*	*1%*	**6%acdf**	*3%*	*3%*	**4%jn**	*3%*	*1%*	*1%*	*1%*	**3%jn**	*1%*
5-10	82	47	20	9	5	2	66	6	42	30	5	2	2	72	5
	2%	**3%b**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**2%j**	*2%*	*1%*	*1%*	*2%*	**2%j**	*1%*
11-20	4	3	2	-	-	-	4	-	4	-	-	-	-	4	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-
21+	6	5	*	-	-	-	6	-	6	-	-	-	-	6	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-
Any Received (non-zero entry)	1059	456	356	145	65	33	812	98	466	368	161	47	10	834	57
	21%	**25%bcdfg**	*18%*	*19%*	*18%*	*20%*	**21%b**	*19%*	**25%ijklmn**	*19%*	*18%*	*18%*	*10%*	**22%ijln**	*15%*
Total Mean (including those not Receiving any)															
Mean	0.44	**0.60bc**	0.35	0.33	0.31	0.45	**0.47b**	0.35	**0.63ijkmn**	0.36	0.29	0.26	0.33	**0.49ij**	0.28
Std Dev.	1.48	2.06	1.05	0.93	0.86	1.27	1.62	1.00	2.12	0.99	0.79	0.71	1.43	1.64	0.96
Std Error	0.02	0.05	0.02	0.03	0.05	0.10	0.03	0.04	0.05	0.02	0.03	0.05	0.13	0.03	0.05
Receiving Mean (excluding those not Receiving any)															
Mean	2.12	2.41	1.95	1.79	1.70	2.23	2.21	1.88	**2.49j**	1.93	1.62	1.50	3.36	2.24	1.83
Std Dev.	2.66	3.57	1.70	1.43	1.30	2.00	2.91	1.58	3.63	1.48	1.17	1.02	3.34	2.90	1.79
Std Error	0.09	0.18	0.09	0.13	0.17	0.36	0.11	0.16	0.18	0.08	0.10	0.16	0.86	0.11	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**4102**	241	3790	71	1128	2738	235	4013	45	19	10	4076	16
	79%	*60%*	***81%a***	***84%a***	*73%*	***84%df***	*72%*	***80%h***	*50%*	*88%*	*100%*	***79%h***	*69%*
1-2	**831**	122	696	13	320	437	74	793	30	3	-	826	6
	16%	***30%bc***	*15%*	*15%*	***21%e***	*13%*	***23%e***	*16%*	***34%gk***	*12%*	-	*16%*	*24%*
3-4	**136**	23	113	-	56	67	12	125	10	-	-	136	-
	3%	***6%b***	*2%*	-	***4%e***	*2%*	*4%*	*2%*	***11%gk***	-	-	*3%*	-
5-10	**82**	15	66	1	45	33	4	76	4	*	-	81	2
	2%	***4%b***	*1%*	*2%*	***3%e***	*1%*	*1%*	*2%*	*5%*	*	-	*2%*	*7%*
11-20	**4**	1	3	-	2	3	-	4	-	-	-	4	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
21+	**6**	-	6	-	4	*	2	6	-	-	-	6	-
	*	-	*	-	*e	*	*e	*	-	-	-	*	-
Any Received (non-zero entry)	**1059**	161	884	14	427	540	91	1005	44	3	-	1052	7
	21%	***40%bc***	*19%*	*16%*	***27%e***	*16%*	***28%e***	*20%*	***50%gk***	*12%*	-	*21%*	*31%*
Total Mean (including those not Receiving any)													
Mean	**0.44**	***0.87bc***	0.40	0.25	***0.66e***	0.31	***0.59e***	0.42	***1.13gk***	0.13	0.00	0.43	0.69
Std Dev.	**1.48**	1.69	1.46	0.80	2.00	1.05	1.98	1.47	1.82	0.42	0.00	1.48	1.57
Std Error	**0.02**	0.09	0.02	0.08	0.05	0.02	0.11	0.02	0.22	0.08	0.00	0.02	0.36
Receiving Mean (excluding those not Receiving any)													
Mean	**2.12**	2.18	2.12	1.55	***2.40e***	1.90	2.12	2.12	2.28	1.08	-	2.12	2.19
Std Dev.	**2.66**	2.07	2.76	1.42	3.23	1.92	3.29	2.69	2.02	0.73	-	2.66	2.21
Std Error	**0.09**	0.18	0.10	0.28	0.17	0.09	0.36	0.09	0.35	0.36	-	0.09	0.90

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**4102**	1052	991	1043	1016	361	331	360	332	364	295	329	363	352	353	339	323
	79%	**82%b**	*77%*	*81%*	*79%*	**83%j**	*80%*	*81%*	*77%*	*79%*	*74%*	*76%*	**84%jkn**	**82%j**	*76%*	**82%j**	*78%*
1-2	**831**	199	222	201	210	50	72	77	77	68	78	83	57	61	78	60	71
	16%	*15%*	*17%*	*16%*	*16%*	*12%*	*17%*	*17%*	*18%*	*15%*	**19%e**	**19%e**	*13%*	*14%*	*17%*	*15%*	*17%*
3-4	**136**	28	51	22	35	17	9	3	11	24	16	9	3	10	14	5	15
	3%	*2%*	**4%c**	*2%*	*3%*	**4%gl**	*2%*	*1%*	*3%*	**5%glo**	**4%gl**	*2%*	*1%*	*2%*	**3%g**	*1%*	**4%gl**
5-10	**82**	10	24	19	29	3	3	4	9	6	10	7	8	3	17	7	6
	2%	*1%*	*2%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	**4%efgm**	*2%*	*1%*
11-20	**4**	1	1	*	2	1	-	-	1	-	-	-	*	-	2	-	-
	*	*	*	*	*	*	-	-	*	-	-	-	*	-	*	-	-
21+	**6**	-	-	6	-	-	-	-	-	-	-	4	*	2	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	*1%*	*	*	-	-	-
Any Received (non-zero entry)	**1059**	238	299	247	275	72	84	83	98	97	104	103	69	75	110	73	92
	21%	*18%*	**23%a**	*19%*	*21%*	*17%*	*20%*	*19%*	*23%*	*21%*	**26%elmo**	**24%l**	*16%*	*18%*	**24%l**	*18%*	*22%*
Total Mean (including those not Receiving any)																	
Mean	**0.44**	0.33	**0.48a**	0.49	0.44	0.37	0.36	0.27	**0.49g**	0.42	**0.53go**	**0.69g**	0.36	0.41	**0.55go**	0.31	0.46
Std Dev.	**1.48**	1.03	1.19	2.17	1.23	1.32	0.98	0.71	1.36	1.03	1.15	2.97	1.46	1.78	1.43	0.88	1.27
Std Error	**0.02**	0.03	0.03	0.06	0.03	0.06	0.05	0.03	0.07	0.05	0.06	0.14	0.07	0.09	0.07	0.04	0.06
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.12**	1.80	2.06	2.54	2.08	2.24	1.76	1.46	2.16	1.98	**2.04g**	2.88	2.27	2.34	**2.32g**	1.74	2.07
Std Dev.	**2.66**	1.77	1.68	4.42	1.91	2.53	1.51	1.00	2.14	1.40	1.42	5.56	3.03	3.69	2.13	1.37	1.98
Std Error	**0.09**	0.12	0.10	0.30	0.12	0.33	0.16	0.12	0.22	0.16	0.14	0.65	0.35	0.44	0.23	0.16	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**559**	-	559	279	279	81	61	99	87	101	74	56	142	186	231	130	497	48	503
	11%	-	*11%*	*11%*	*11%*	*12%*	*10%*	*9%*	*12%*	*11%*	*12%*	*11%*	*11%*	*10%*	*11%*	*11%*	*11%*	*10%*	*10%*
1-2	**1063**	-	1063	494	560	132	114	229	160	204	126	99	246	388	429	225	965	95	1034
	21%	-	*21%*	*20%*	*21%*	*19%*	*19%*	*22%*	*21%*	*23%*	*20%*	*19%*	*19%*	*21%*	*21%*	*19%*	*21%*	*20%*	*20%*
3-4	**1076**	-	1076	506	566	152	112	194	145	186	139	146	265	340	472	286	1001	69	1081
	21%	-	*21%*	*20%*	*22%*	*22%*	*18%*	*18%*	*19%*	*21%*	*22%*	**28%fghi**	*20%*	*19%*	**23%m**	**25%m**	**22%q**	*15%*	*21%*
5-10	**1602**	-	1602	758	842	182	216	307	246	277	220	154	397	553	651	374	1457	133	1677
	31%	-	*31%*	*30%*	*32%*	*26%*	**35%eg**	*29%*	*33%*	*31%*	**35%e**	*29%*	*31%*	*31%*	*32%*	*32%*	*31%*	*29%*	*32%*
11-20	**607**	-	607	320	284	97	70	140	85	104	57	54	167	225	215	111	533	68	626
	12%	-	*12%*	*13%*	*11%*	**14%j**	*12%*	*13%*	*11%*	*12%*	*9%*	*10%*	*13%*	*12%*	*10%*	*10%*	*11%*	*15%*	*12%*
21+	**254**	-	254	159	95	45	35	90	23	26	17	16	80	113	60	34	202	50	240
	5%	-	*5%*	**6%d**	*4%*	**6%hij**	**6%ij**	**9%hijk**	*3%*	*3%*	*3%*	*3%*	**6%no**	**6%no**	*3%*	*3%*	*4%*	**11%p**	*5%*
Any Received (non-zero entry)	**4602**	-	4602	2237	2347	608	548	961	659	797	560	470	1156	1620	1827	1030	4157	415	4658
	89%	-	*89%*	*89%*	*89%*	*88%*	*90%*	*91%*	*88%*	*89%*	*88%*	*89%*	*89%*	*90%*	*89%*	*89%*	*89%*	*90%*	*90%*
Total Mean (including those not Receiving any)																			
Mean	**6.51**	-	6.51	**7.08d**	5.98	**6.78ijk**	**7.13ijk**	**8.22hijk**	5.93	5.70	5.40	5.53	**6.95no**	**7.28no**	5.56	5.46	6.30	**8.74p**	6.53
Std Dev.	**9.15**	-	9.15	10.43	7.71	7.72	9.73	14.02	8.10	6.02	5.73	5.74	8.72	11.99	5.86	5.73	8.78	12.18	8.42
Std Error	**0.13**	-	0.13	0.21	0.15	0.31	0.40	0.44	0.30	0.19	0.21	0.26	0.25	0.29	0.12	0.16	0.13	0.72	0.12
Receiving Mean (excluding those not Receiving any)																			
Mean	**7.30**	-	7.30	**7.96d**	6.69	**7.69ijk**	**7.93ijk**	**9.07hijk**	6.72	6.42	6.11	6.19	**7.80no**	**8.11no**	6.27	6.15	7.05	**9.75p**	7.24
Std Dev.	**9.38**	-	9.38	10.74	7.86	7.78	9.94	14.47	8.31	6.02	5.73	5.73	8.87	12.39	5.85	5.72	9.00	12.48	8.57
Std Error	**0.14**	-	0.14	0.23	0.16	0.34	0.43	0.48	0.33	0.20	0.22	0.28	0.27	0.31	0.13	0.17	0.14	0.78	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	559	55	183	125	196	238	321	314	233	114	75	139	138	40	351	114	399
	11%	*6%*	**11%a**	**11%a**	**14%ac**	*9%*	**13%e**	*10%*	*12%*	**17%jklmn**	**11%m**	**11%m**	**11%m**	*4%*	**11%m**	**17%p**	*10%*
1-2	1063	146	344	235	338	490	573	605	443	174	154	273	232	152	659	177	825
	21%	*15%*	**22%a**	**20%a**	**24%ac**	*19%*	**22%e**	*20%*	*22%*	**25%lmn**	**24%lm**	*21%*	*18%*	*16%*	*21%*	**26%p**	*20%*
3-4	1076	174	367	255	281	541	536	598	466	149	132	261	289	176	682	150	874
	21%	*18%*	**23%a**	*22%*	*20%*	*21%*	*21%*	*19%*	**23%g**	*22%*	*20%*	*20%*	*23%*	*19%*	*21%*	*22%*	*21%*
5-10	1602	351	478	359	414	829	772	953	628	171	181	448	391	311	1019	171	1350
	31%	**35%bd**	*30%*	*30%*	*30%*	*32%*	*30%*	*31%*	*31%*	*25%*	*28%*	**34%ij**	**31%i**	**34%i**	**32%i**	*25%*	**32%o**
11-20	607	164	186	143	114	350	258	396	191	63	77	142	139	152	358	63	513
	12%	**17%bcd**	**12%d**	**12%d**	*8%*	**13%f**	*10%*	**13%h**	*10%*	*9%*	*12%*	*11%*	*11%*	**17%iklm**	*11%*	*9%*	*12%*
21+	254	102	41	66	44	143	110	205	47	14	32	36	68	90	136	14	227
	5%	**10%bcd**	*3%*	**6%bd**	*3%*	*6%*	*4%*	**7%h**	*2%*	*2%*	**5%l**	*3%*	**5%ik**	**10%ijkln**	**4%i**	*2%*	**5%o**
Any Received (non-zero entry)	4602	936	1416	1058	1191	2353	2249	2757	1775	570	576	1160	1118	880	2854	576	3789
	89%	**94%bcd**	*89%*	**89%d**	*86%*	**91%f**	*87%*	*90%*	*88%*	*83%*	**89%l**	**89%l**	**89%l**	**96%ijkln**	**89%l**	*83%*	**90%o**
Total Mean (including those not Receiving any)																	
Mean	6.51	**9.40bcd**	5.58	**6.74bd**	5.32	**7.04f**	5.97	**7.26h**	5.37	4.86	**5.98l**	**5.88l**	**6.50l**	**9.36ijkln**	**6.15l**	4.83	**6.83o**
Std Dev.	9.15	13.58	6.54	8.90	7.37	10.02	8.14	10.68	6.09	6.46	6.72	6.66	8.71	14.35	7.54	6.43	9.53
Std Error	0.13	0.38	0.17	0.28	0.21	0.19	0.17	0.21	0.12	0.26	0.26	0.18	0.24	0.48	0.13	0.25	0.15
Receiving Mean (excluding those not Receiving any)																	
Mean	7.30	**9.95bcd**	6.30	**7.54bd**	6.19	**7.76f**	6.83	**8.08h**	6.07	5.83	6.75	6.59	**7.30i**	**9.78ijkln**	**6.90i**	5.79	**7.55o**
Std Dev.	9.38	13.78	6.61	9.09	7.61	10.25	8.36	10.97	6.13	6.66	6.77	6.71	8.91	14.53	7.66	6.64	9.75
Std Error	0.14	0.39	0.18	0.30	0.23	0.20	0.19	0.22	0.13	0.29	0.28	0.20	0.26	0.50	0.14	0.28	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 150

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	559	495	65	25	486	38	25	10	25	77	58	43	47	51	55	88	43	6	32
	11%	11%	9%	10%	11%g	9%	10%	7%	12%	14%n	14%n	12%	10%	11%	8%	12%	10%	9%	9%
1-2	1063	909	154	43	921	75	40	27	46	135	70	73	104	129	116	149	101	12	63
	21%	20%	21%	18%	21%ef	17%	16%	19%	22%	24%jr	17%	19%	23%	27%jnr	17%	21%	23%	19%	17%
3-4	1076	938	139	38	915	88	44	29	46	92	112	63	95	97	135	186	87	14	74
	21%	21%	19%	16%	21%	20%	18%	21%	22%	16%	26%ik	17%	21%	20%	20%	26%ik	20%	22%	20%
5-10	1602	1375	227	75	1306	156	89	51	70	164	125	134	148	141	205	188	131	16	139
	31%	31%	31%	32%	30%	36%d	36%d	35%d	34%	29%	29%	36%o	33%	29%	30%	27%	30%	26%	38%ijmnopq
11-20	607	512	95	33	499	55	34	18	19	65	51	43	41	48	105	63	63	11	45
	12%	12%	13%	14%	12%	13%	14%	13%	9%	11%	12%	12%	9%	10%	16%hlo	9%	14%	17%hlo	12%
21+	254	209	45	23	211	21	14	7	4	33	9	18	20	13	62	33	18	4	17
	5%	5%	6%	10%a	5%	5%	6%	5%	2%	6%hl	2%	5%	4%	3%	9%hijmpr	5%	4%	7%hl	5%
Any Received (non-zero entry)	4602	3942	659	212	3852	395	222	133	185	489	368	332	407	429	623	620	400	57	338
	89%	89%	91%	90%	89%	91%	90%	93%d	88%	86%	86%	88%	90%	89%	92%ij	88%	90%	91%	91%
Total Mean (including those not Receiving any)																			
Mean	6.51	6.40	7.19	9.13ab	6.40	7.06	7.27	6.81	5.48	6.36	5.37	6.35	6.49	5.41	8.55hijkmop	5.97	6.31	8.36hjmop	6.83hjm
Std Dev.	9.15	9.08	9.53	13.48	9.07	9.68	9.96	8.28	7.03	8.21	5.12	7.44	10.58	5.84	13.72	8.89	7.02	12.27	9.17
Std Error	0.13	0.15	0.23	0.50	0.18	0.30	0.33	0.33	0.43	0.49	0.31	0.46	0.61	0.35	0.81	0.52	0.42	0.95	0.31
Receiving Mean (excluding those not Receiving any)																			
Mean	7.30	7.20	7.89	10.19ab	7.21	7.74	8.09	7.32	6.21	7.36	6.22	7.18	7.24	6.05	9.30hjmop	6.82	6.99	9.22hjmp	7.49jm
Std Dev.	9.38	9.33	9.71	13.86	9.32	9.87	10.19	8.37	7.18	8.41	5.01	7.52	10.93	5.85	14.07	9.19	7.06	12.58	9.34
Std Error	0.14	0.17	0.24	0.54	0.20	0.32	0.35	0.34	0.47	0.53	0.32	0.49	0.67	0.37	0.86	0.57	0.44	1.02	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	559	133	185	136	44	40	318	84	143	166	157	39	29	310	67
	11%	*7%*	*9%*	**17%abf**	**12%a**	**25%abdf**	*8%*	**16%abf**	*8%*	*8%*	**17%him**	**14%him**	**28%hijkm**	*8%*	**18%him**
1-2	1063	304	417	200	85	45	721	130	312	421	239	42	28	733	69
	21%	*17%*	**21%a**	**26%af**	**24%a**	**28%af**	*19%*	**25%af**	*17%*	**21%h**	**26%hikmn**	*16%*	**27%hk**	*19%*	*19%*
3-4	1076	401	429	141	74	23	830	97	375	416	188	63	22	792	86
	21%	*22%*	*22%*	*18%*	*21%*	*14%*	*22%*	*19%*	*20%*	*21%*	*21%*	*24%*	*22%*	*21%*	*23%*
5-10	1602	623	653	172	102	34	1276	136	641	641	213	75	13	1282	89
	31%	**34%ceg**	**33%ceg**	*22%*	*29%*	*21%*	**34%ceg**	*26%*	**35%jln**	**33%jln**	**23%l**	**28%l**	*13%*	**34%jln**	*24%*
11-20	607	255	203	99	33	16	458	49	250	221	92	38	5	471	43
	12%	**14%b**	*10%*	*13%*	*9%*	*10%*	*12%*	*10%*	**14%l**	*11%*	*10%*	**14%l**	*5%*	**12%l**	*12%*
21+	254	128	69	34	17	5	197	23	123	93	21	10	6	215	15
	5%	**7%b**	*4%*	*4%*	*5%*	*3%*	**5%b**	*4%*	**7%j**	**5%j**	*2%*	*4%*	*6%*	**6%j**	*4%*
Any Received (non-zero entry)	4602	1711	1771	646	312	123	3482	435	1701	1792	753	228	74	3493	302
	89%	**93%cdeg**	**91%ceg**	*83%*	**88%e**	*75%*	**92%ceg**	*84%*	**92%jkln**	**92%jkln**	**83%l**	**86%l**	*72%*	**92%jkln**	*82%*
Total Mean (including those not Receiving any)															
Mean	6.51	**7.90bcdefg**	6.04	5.57	5.42	4.63	**6.94bcdeg**	5.17	**7.74ijln**	**6.47jl**	4.82	**5.98j**	4.30	**7.08jln**	5.51
Std Dev.	9.15	11.97	7.16	7.25	6.13	5.91	9.84	6.07	11.24	8.51	5.94	6.65	7.23	9.94	6.85
Std Error	0.13	0.28	0.16	0.27	0.34	0.45	0.16	0.27	0.26	0.19	0.21	0.43	0.67	0.16	0.36
Receiving Mean (excluding those not Receiving any)															
Mean	7.30	**8.51bcdfg**	6.67	6.74	6.19	6.14	**7.58bg**	6.17	**8.39ij**	**7.07j**	5.82	6.99	5.97	**7.71j**	6.74
Std Dev.	9.38	12.22	7.24	7.47	6.18	6.09	10.04	6.14	11.47	8.65	6.06	6.68	7.92	10.14	7.00
Std Error	0.14	0.29	0.17	0.30	0.36	0.53	0.17	0.30	0.27	0.20	0.23	0.46	0.87	0.17	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**559**	19	532	8	131	385	43	539	8	4	5	551	3
	11%	*5%*	**11%a**	*9%*	*8%*	**12%d**	**13%d**	*11%*	*9%*	*18%*	*52%*	*11%*	*11%*
1-2	**1063**	37	1003	23	279	725	60	1042	7	3	4	1052	7
	21%	*9%*	**21%a**	**27%a**	*18%*	**22%d**	*18%*	**21%h**	*8%*	*16%*	*38%*	**21%h**	*30%*
3-4	**1076**	79	979	18	287	727	62	1048	16	4	1	1068	7
	21%	*20%*	*21%*	*22%*	*18%*	**22%d**	*19%*	*21%*	*18%*	*19%*	*11%*	*21%*	*32%*
5-10	**1602**	140	1439	22	504	1011	87	1566	24	7	-	1597	5
	31%	*35%*	*31%*	*26%*	*32%*	*31%*	*27%*	*31%*	*27%*	*32%*	-	*31%*	*20%*
11-20	**607**	94	502	11	246	306	56	583	19	3	-	606	2
	12%	**23%b**	*11%*	*12%*	**16%e**	*9%*	**17%e**	*12%*	**22%gk**	*15%*	-	*12%*	*7%*
21+	**254**	33	217	3	109	125	19	239	14	*	-	254	-
	5%	**8%b**	*5%*	*4%*	**7%e**	*4%*	*6%*	*5%*	**16%gk**	*	-	*5%*	-
Any Received (non-zero entry)	**4602**	383	4142	77	1425	2893	284	4479	80	17	5	4577	20
	89%	**95%b**	*89%*	*91%*	**92%ef**	*88%*	*87%*	*89%*	*91%*	*82%*	*48%*	*89%*	*89%*
Total Mean (including those not Receiving any)													
Mean	**6.51**	**9.35bc**	6.28	5.98	**7.88e**	5.75	**7.60e**	6.45	**11.57gk**	5.18	0.92	6.53	4.35
Std Dev.	**9.15**	10.46	9.02	6.93	11.44	7.51	10.84	9.08	12.88	4.69	1.31	9.17	3.87
Std Error	**0.13**	0.53	0.13	0.73	0.28	0.13	0.60	0.13	1.54	0.87	0.50	0.13	0.89
Receiving Mean (excluding those not Receiving any)													
Mean	**7.30**	**9.82b**	7.08	6.58	**8.60e**	6.52	**8.75e**	7.22	**12.78gk**	6.32	1.89	7.32	4.89
Std Dev.	**9.38**	10.50	9.28	6.99	11.69	7.68	11.19	9.31	12.95	4.41	1.30	9.40	3.77
Std Error	**0.14**	0.55	0.14	0.77	0.30	0.14	0.67	0.14	1.62	0.85	0.65	0.14	0.94

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**559**	146	132	154	127	49	45	52	48	52	32	42	62	50	41	42	44
	11%	*11%*	*10%*	*12%*	*10%*	*11%*	*11%*	*12%*	*11%*	*11%*	*8%*	*10%*	**14%j**	*12%*	*9%*	*10%*	*11%*
1-2	**1063**	275	201	290	296	95	102	79	68	79	54	108	85	97	115	94	87
	21%	**21%b**	*16%*	**23%b**	**23%b**	**22%j**	**25%hij**	*18%*	*16%*	*17%*	*13%*	**25%hij**	*20%*	**23%j**	**25%hij**	**23%j**	**21%j**
3-4	**1076**	329	247	241	260	111	92	126	80	92	75	71	100	69	96	89	75
	21%	**25%bcd**	*19%*	*19%*	*20%*	**26%km**	*22%*	**28%hijkmp**	*19%*	*20%*	*19%*	*16%*	*23%*	*16%*	*21%*	*22%*	*18%*
5-10	**1602**	370	425	395	412	128	121	122	143	149	134	128	124	143	121	145	146
	31%	*29%*	*33%*	*31%*	*32%*	*30%*	*29%*	*27%*	*33%*	*32%*	*34%*	*30%*	*29%*	*33%*	*26%*	**35%n**	**35%n**
11-20	**607**	126	207	148	125	39	32	55	66	64	77	52	45	52	54	28	43
	12%	*10%*	**16%acd**	*11%*	*10%*	*9%*	*8%*	**12%o**	**15%efo**	**14%fo**	**19%efgklmnop**	*12%*	*10%*	*12%*	*12%*	*7%*	*10%*
21+	**254**	43	77	62	71	11	23	10	25	25	27	31	15	16	37	13	21
	5%	*3%*	**6%a**	*5%*	*5%*	*3%*	*5%*	*2%*	**6%g**	*5%*	**7%eg**	**7%ego**	*4%*	*4%*	**8%eglmo**	*3%*	*5%*
Any Received (non-zero entry)	**4602**	1144	1158	1136	1164	383	370	391	383	409	367	390	369	377	422	370	372
	89%	*89%*	*90%*	*88%*	*90%*	*89%*	*89%*	*88%*	*89%*	*89%*	**92%l**	*90%*	*86%*	*88%*	*91%*	*90%*	*89%*
Total Mean (including those not Receiving any)																	
Mean	**6.51**	5.63	**7.13a**	**6.75a**	**6.53a**	5.44	6.03	5.46	**7.20ego**	**6.40o**	**7.89efgilmo**	**7.88ego**	6.13	6.23	**7.37ego**	5.26	**6.84o**
Std Dev.	**9.15**	7.33	7.28	11.76	9.41	8.02	8.24	5.47	8.06	6.36	7.34	16.12	9.95	7.31	10.71	5.56	10.70
Std Error	**0.13**	0.20	0.20	0.33	0.26	0.39	0.40	0.26	0.39	0.31	0.35	0.78	0.48	0.35	0.52	0.27	0.52
Receiving Mean (excluding those not Receiving any)																	
Mean	**7.30**	6.35	**7.94a**	**7.66a**	7.24	6.14	6.76	6.19	**8.10ego**	**7.22o**	**8.57efgilmo**	**8.72go**	7.17	7.06	**8.09ego**	5.86	**7.65o**
Std Dev.	**9.38**	7.48	7.26	12.25	9.65	8.27	8.44	5.43	8.11	6.30	7.26	16.75	10.41	7.40	10.96	5.56	11.04
Std Error	**0.14**	0.22	0.21	0.36	0.28	0.42	0.43	0.28	0.41	0.32	0.36	0.84	0.53	0.38	0.56	0.28	0.56

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 151

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**1046**	-	1046	494	545	152	124	187	161	187	133	103	276	347	423	236	934	92	1015
	20%	-	*20%*	*20%*	*21%*	*22%*	*20%*	*18%*	*22%*	*21%*	*21%*	*20%*	*21%*	*19%*	*21%*	*20%*	*20%*	*20%*	*20%*
1-2	**1584**	-	1584	686	893	195	173	312	262	301	194	148	368	573	643	342	1459	121	1612
	31%	-	*31%*	*27%*	**34%c**	*28%*	*28%*	*29%*	*35%*	*34%*	*31%*	*28%*	*28%*	*32%*	*31%*	*29%*	*31%*	*26%*	*31%*
3-4	**1072**	-	1072	558	508	142	129	225	148	169	139	119	271	373	428	258	977	89	1062
	21%	-	*21%*	*22%*	*19%*	*21%*	*21%*	*21%*	*20%*	*19%*	*22%*	*23%*	*21%*	*21%*	*21%*	*22%*	*21%*	*19%*	*21%*
5-10	**1132**	-	1132	594	537	153	137	232	146	200	135	130	290	378	464	264	1023	100	1149
	22%	-	*22%*	**24%d**	*20%*	*22%*	*23%*	*22%*	*20%*	*22%*	*21%*	*25%*	*22%*	*21%*	*23%*	*23%*	*22%*	*22%*	*22%*
11-20	**248**	-	248	130	117	33	34	80	22	31	30	18	66	102	79	48	202	43	251
	5%	-	*5%*	*5%*	*4%*	*5%*	*6%*	**8%hik**	*3%*	*4%*	*5%*	*3%*	*5%*	*6%*	*4%*	*4%*	*4%*	**9%p**	*5%*
21+	**78**	-	78	53	25	13	12	25	8	8	3	8	25	33	20	12	59	19	72
	2%	-	*2%*	**2%d**	*1%*	*2%*	*2%*	**2%j**	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	**4%p**	*1%*
Any Received (non-zero entry)	**4115**	-	4115	2021	2080	537	485	873	585	710	501	423	1022	1459	1635	925	3720	371	4146
	80%	-	*80%*	*80%*	*79%*	*78%*	*80%*	*82%*	*78%*	*79%*	*79%*	*80%*	*79%*	*81%*	*79%*	*80%*	*80%*	*80%*	*80%*
Total Mean (including those not Receiving any)																			
Mean	**3.90**	-	3.90	**4.31d**	3.53	3.89	**4.29i**	**4.75hij**	3.43	3.41	3.42	3.87	**4.08n**	**4.20n**	3.53	3.62	3.77	**5.35p**	3.88
Std Dev.	**5.92**	-	5.92	6.38	5.42	5.11	7.37	7.79	6.00	4.04	3.97	4.90	6.27	7.13	4.26	4.42	5.60	8.41	5.64
Std Error	**0.08**	-	0.08	0.13	0.10	0.21	0.30	0.25	0.22	0.13	0.14	0.22	0.18	0.17	0.09	0.13	0.08	0.50	0.08
Receiving Mean (excluding those not Receiving any)																			
Mean	**4.89**	-	4.89	**5.37d**	4.45	4.99	**5.38ij**	**5.76hij**	4.37	4.31	4.32	4.81	**5.18n**	**5.20n**	4.44	4.55	4.71	**6.68p**	4.83
Std Dev.	**6.25**	-	6.25	6.71	5.74	5.30	7.89	8.23	6.47	4.10	4.00	5.03	6.66	7.60	4.33	4.50	5.90	8.91	5.92
Std Error	**0.10**	-	0.10	0.15	0.12	0.25	0.36	0.29	0.27	0.14	0.16	0.25	0.22	0.20	0.10	0.14	0.09	0.59	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	1046	121	348	220	357	468	578	584	443	195	145	249	259	112	653	195	785
	20%	*12%*	**22%a**	**19%a**	**26%ac**	*18%*	**22%e**	*19%*	**22%g**	**28%klmn**	**22%m**	**19%m**	**21%m**	*12%*	**20%m**	**28%p**	*19%*
1-2	1584	209	523	374	479	732	852	896	672	238	212	427	379	222	1018	242	1254
	31%	*21%*	**33%a**	**32%a**	**34%a**	*28%*	**33%e**	*29%*	**33%g**	**35%m**	**33%m**	**33%m**	**30%m**	*24%*	**32%m**	*35%*	*30%*
3-4	1072	244	320	255	254	563	508	666	385	108	117	254	296	233	668	109	914
	21%	**25%bd**	*20%*	*22%*	*18%*	*22%*	*20%*	*22%*	*19%*	*16%*	*18%*	*20%*	**24%ij**	**25%ijkn**	**21%i**	*16%*	**22%o**
5-10	1132	300	341	255	236	641	492	687	423	123	141	294	245	259	680	123	952
	22%	**30%bcd**	**21%d**	**22%d**	*17%*	**25%f**	*19%*	*22%*	*21%*	*18%*	*22%*	*23%*	*20%*	**28%ijkln**	*21%*	*18%*	**23%o**
11-20	248	94	57	48	49	151	97	176	69	20	30	61	53	64	144	20	208
	5%	**9%bcd**	*4%*	*4%*	*4%*	**6%f**	*4%*	**6%h**	*3%*	*3%*	*5%*	*5%*	*4%*	**7%iln**	*4%*	*3%*	*5%*
21+	78	24	11	32	12	35	44	62	16	2	6	13	24	29	44	2	74
	2%	**2%bd**	*1%*	**3%bd**	*1%*	*1%*	*2%*	**2%h**	*1%*	*	*1%*	*1%*	**2%i**	**3%ijkn**	*1%*	*	**2%o**
Any Received (non-zero entry)	4115	871	1251	963	1030	2122	1993	2487	1565	490	506	1050	997	808	2553	495	3403
	80%	**88%bcd**	*78%*	**81%d**	*74%*	**82%f**	*78%*	**81%h**	*78%*	*72%*	*78%*	**81%i**	**79%i**	**88%ijkln**	**80%i**	*72%*	**81%o**
Total Mean (including those not Receiving any)																	
Mean	3.90	**5.58bcd**	3.37	**4.18bd**	3.08	**4.22f**	3.59	**4.30h**	3.29	2.85	3.41	**3.67i**	**3.87i**	**5.49ijkln**	**3.70i**	2.84	**4.07o**
Std Dev.	5.92	7.27	4.63	6.71	5.14	5.88	5.94	6.74	4.38	4.49	4.26	4.93	5.99	8.03	5.26	4.47	6.00
Std Error	0.08	0.20	0.12	0.21	0.14	0.11	0.12	0.13	0.09	0.18	0.17	0.14	0.17	0.27	0.09	0.18	0.09
Receiving Mean (excluding those not Receiving any)																	
Mean	4.89	**6.35bcd**	4.31	**5.14bd**	4.15	5.15	4.63	**5.31h**	4.22	3.98	4.39	4.54	**4.87i**	**6.25ijkln**	4.64	3.95	**5.01o**
Std Dev.	6.25	7.43	4.83	7.10	5.58	6.12	6.38	7.12	4.55	4.86	4.36	5.12	6.35	8.29	5.51	4.84	6.29
Std Error	0.10	0.22	0.14	0.24	0.18	0.13	0.15	0.15	0.10	0.22	0.19	0.16	0.19	0.30	0.11	0.22	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 151

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**1046**	908	139	48	896	71	52	28	41	125	88	88	94	100	118	141	100	10	61
	20%	*20%*	*19%*	*20%*	**21%e**	*16%*	*21%*	*19%*	*20%*	*22%*	*21%*	**24%r**	*21%*	*21%*	*17%*	*20%*	*23%*	*16%*	*16%*
1-2	**1584**	1379	205	56	1342	134	65	44	74	173	122	94	151	170	173	252	132	17	117
	31%	*31%*	*28%*	*24%*	*31%*	*31%*	*26%*	*31%*	**35%kn**	*31%*	*29%*	*25%*	**33%k**	**35%kn**	*26%*	**36%kn**	*30%*	*28%*	*31%*
3-4	**1072**	916	156	49	894	99	50	29	47	102	105	92	85	97	142	148	76	14	85
	21%	*21%*	*22%*	*21%*	*21%*	*23%*	*20%*	*20%*	*22%*	*18%*	**25%p**	**25%p**	*19%*	*20%*	*21%*	*21%*	*17%*	*22%*	*23%*
5-10	**1132**	962	170	61	934	102	62	35	39	118	95	80	100	91	169	129	112	16	86
	22%	*22%*	*23%*	*26%*	*22%*	*23%*	*25%*	*24%*	*19%*	*21%*	*22%*	*21%*	*22%*	*19%*	*25%*	*18%*	*25%*	*25%*	*23%*
11-20	**248**	210	38	9	209	22	11	6	6	41	13	20	13	16	60	22	18	4	17
	5%	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*3%*	**7%hjlo**	*3%*	*5%*	*3%*	*3%*	**9%hjlmopr**	*3%*	*4%*	*7%*	*5%*
21+	**78**	63	16	12	64	6	7	1	1	6	1	1	12	6	16	15	6	2	4
	2%	*1%*	*2%*	**5%ab**	*1%*	*1%*	**3%d**	*1%*	*1%*	*1%*	*	*	**3%jk**	*1%*	*2%*	*2%*	*1%*	**3%jk**	*1%*
Any Received (non-zero entry)	**4115**	3530	585	188	3442	363	195	115	168	440	337	287	360	380	560	567	343	53	309
	80%	*80%*	*81%*	*80%*	*79%*	**84%d**	*79%*	*81%*	*80%*	*78%*	*79%*	*76%*	*79%*	*79%*	*83%*	*80%*	*77%*	*84%*	**84%k**
Total Mean (including those not Receiving any)																			
Mean	**3.90**	3.82	4.39	**5.75a**	3.86	4.11	4.31	3.85	3.16	3.96	3.28	3.66	4.25	3.28	**4.88hjkmp**	3.77	3.61	**5.09hjkmp**	3.95
Std Dev.	**5.92**	5.71	7.03	10.54	5.88	6.08	6.59	5.26	3.94	6.11	3.33	5.13	8.29	4.08	6.84	6.56	4.44	8.05	5.68
Std Error	**0.08**	0.10	0.17	0.39	0.12	0.19	0.22	0.21	0.24	0.36	0.20	0.31	0.48	0.24	0.40	0.38	0.26	0.62	0.19
Receiving Mean (excluding those not Receiving any)																			
Mean	**4.89**	4.81	5.43	**7.22ab**	4.86	4.92	5.47	4.77	3.94	5.08	4.13	4.79	5.35	4.14	**5.91hjmpr**	4.71	4.66	**6.03hjm**	4.73
Std Dev.	**6.25**	6.02	7.45	11.37	6.22	6.35	6.98	5.47	4.04	6.50	3.23	5.39	8.98	4.17	7.11	7.02	4.53	8.44	5.91
Std Error	**0.10**	0.12	0.20	0.46	0.14	0.21	0.26	0.24	0.28	0.44	0.22	0.37	0.59	0.28	0.46	0.46	0.30	0.72	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 151

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	1046	276	367	208	99	72	643	171	335	352	231	57	41	687	97
	20%	*15%*	**19%a**	**27%abf**	**28%abf**	**44%abcdfg**	*17%*	**33%abf**	*18%*	*18%*	**25%him**	*21%*	**40%hijkmn**	*18%*	**26%him**
1-2	1584	509	632	264	112	48	1141	160	488	650	296	83	38	1138	121
	31%	*28%*	**32%a**	**34%a**	*31%*	*29%*	*30%*	*31%*	*26%*	**33%h**	**33%h**	*31%*	*37%*	**30%h**	*33%*
3-4	1072	442	405	134	74	11	847	85	424	403	186	46	5	827	52
	21%	**24%ceg**	**21%e**	**17%e**	**21%e**	*7%*	**22%ceg**	**16%e**	**23%ln**	**21%ln**	**20%ln**	**17%l**	*5%*	**22%ln**	**14%l**
5-10	1132	455	448	135	59	25	904	84	452	424	165	65	17	876	82
	22%	**25%cdeg**	**23%cdg**	*17%*	*17%*	*15%*	**24%cdeg**	*16%*	**25%j**	*22%*	*18%*	*24%*	*17%*	**23%j**	*22%*
11-20	248	126	74	28	12	7	200	19	113	96	21	14	1	209	15
	5%	**7%bc**	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	**6%j**	**5%j**	*2%*	*5%*	*1%*	**5%j**	*4%*
21+	78	36	29	13	1	*	65	1	33	34	10	1	1	67	2
	2%	**2%g**	*1%*	*2%*	*	*	**2%g**	*	*2%*	*2%*	*1%*	*	*1%*	*2%*	*
Any Received (non-zero entry)	4115	1568	1588	574	257	91	3156	348	1509	1607	678	210	62	3116	272
	80%	**85%bcdeg**	**81%cdeg**	**73%e**	**72%e**	*56%*	**83%cdeg**	**67%e**	**82%jln**	**82%jln**	**75%l**	**79%l**	*60%*	**82%jln**	**74%l**
Total Mean (including those not Receiving any)															
Mean	3.90	**4.82bcdefg**	**3.70deg**	3.26	2.79	2.30	**4.24bcdeg**	2.64	**4.44jln**	**3.99jl**	3.04	**3.66l**	2.29	**4.21jln**	3.28
Std Dev.	5.92	7.45	5.03	5.00	3.40	3.41	6.35	3.41	6.44	6.29	4.39	4.38	3.96	6.37	4.30
Std Error	0.08	0.17	0.11	0.18	0.19	0.26	0.10	0.15	0.15	0.14	0.15	0.28	0.37	0.10	0.23
Receiving Mean (excluding those not Receiving any)															
Mean	4.89	**5.67bcdg**	4.55	4.44	3.86	4.12	**5.11bdg**	3.93	**5.43j**	**4.86j**	4.07	4.64	3.79	**5.14j**	4.45
Std Dev.	6.25	7.78	5.22	5.37	3.44	3.66	6.64	3.50	6.73	6.63	4.65	4.44	4.51	6.69	4.46
Std Error	0.10	0.20	0.13	0.23	0.22	0.36	0.12	0.19	0.17	0.16	0.19	0.32	0.55	0.12	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**1046**	42	987	17	285	697	64	1015	10	4	6	1030	10
	20%	*10%*	**21%a**	*20%*	*18%*	*21%*	*19%*	*20%*	*11%*	*20%*	*64%*	*20%*	*45%*
1-2	**1584**	76	1488	20	441	1055	89	1565	10	3	4	1578	3
	31%	*19%*	**32%a**	*24%*	*28%*	**32%d**	*27%*	**31%h**	*11%*	*14%*	*35%*	**31%h**	*12%*
3-4	**1072**	123	930	18	315	695	61	1037	19	6	*	1062	10
	21%	**31%b**	*20%*	*22%*	*20%*	*21%*	*19%*	*21%*	*22%*	*27%*	*1%*	*21%*	*43%*
5-10	**1132**	122	989	21	389	660	83	1091	33	8	-	1132	*
	22%	**30%b**	*21%*	*25%*	**25%e**	*20%*	*25%*	*22%*	**38%gk**	*37%*	-	*22%*	*
11-20	**248**	35	205	8	100	123	25	237	11	*	-	248	-
	5%	**9%b**	*4%*	*10%*	**6%e**	*4%*	**8%e**	*5%*	**12%gk**	*2%*	-	*5%*	-
21+	**78**	4	74	*	25	48	5	73	5	-	-	78	-
	2%	*1%*	*2%*	*	*2%*	*1%*	*2%*	*1%*	**6%gk**	-	-	*2%*	-
Any Received (non-zero entry)	**4115**	360	3686	68	1270	2581	263	4003	79	17	4	4098	13
	80%	**90%b**	*79%*	*80%*	*82%*	*79%*	*81%*	*80%*	*89%*	*80%*	*36%*	*80%*	*55%*
Total Mean (including those not Receiving any)													
Mean	**3.90**	**5.45b**	3.77	4.00	**4.46e**	3.56	**4.69e**	3.85	**7.88gk**	4.10	0.38	3.92	1.82
Std Dev.	**5.92**	7.13	5.81	4.48	6.68	5.24	7.87	5.80	10.76	3.31	0.56	5.93	1.79
Std Error	**0.08**	0.36	0.08	0.47	0.17	0.09	0.44	0.08	1.29	0.61	0.21	0.08	0.41
Receiving Mean (excluding those not Receiving any)													
Mean	**4.89**	**6.08b**	4.78	5.00	**5.47e**	4.52	**5.83e**	4.82	**8.90gk**	5.15	1.04	4.90	3.29
Std Dev.	**6.25**	7.27	6.16	4.48	7.02	5.52	8.39	6.12	11.04	2.86	0.34	6.26	0.88
Std Error	**0.10**	0.39	0.10	0.54	0.19	0.11	0.53	0.10	1.39	0.57	0.20	0.10	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**1046**	285	236	275	250	95	93	97	86	102	48	91	101	84	81	79	90
	20%	*22%*	*18%*	*21%*	*19%*	**22%j**	**22%j**	**22%j**	**20%j**	**22%j**	*12%*	**21%j**	**23%j**	**20%j**	*17%*	**19%j**	**22%j**
1-2	**1584**	410	346	397	431	142	133	135	101	134	111	147	133	117	146	153	132
	31%	**32%b**	*27%*	*31%*	**33%b**	**33%h**	**32%h**	*31%*	*23%*	*29%*	*28%*	**34%h**	*31%*	*27%*	**32%h**	**37%hjm**	**32%h**
3-4	**1072**	291	284	225	272	97	90	104	94	107	83	53	87	84	108	85	79
	21%	**23%c**	**22%c**	*17%*	*21%*	**22%k**	**22%k**	**23%k**	**22%k**	**23%k**	**21%k**	*12%*	**20%k**	**20%k**	**23%k**	**21%k**	*19%*
5-10	**1132**	253	329	303	247	86	72	95	117	92	120	97	86	119	92	72	83
	22%	*20%*	**26%ad**	*23%*	*19%*	*20%*	*17%*	*21%*	**27%fo**	*20%*	**30%efgilnop**	*23%*	*20%*	**28%efinop**	*20%*	*18%*	*20%*
11-20	**248**	41	76	65	67	12	17	12	27	19	31	29	18	18	25	18	24
	5%	*3%*	**6%a**	*5%*	*5%*	*3%*	*4%*	*3%*	*6%*	*4%*	**8%eg**	**7%g**	*4%*	*4%*	*5%*	*4%*	*6%*
21+	**78**	11	18	26	23	1	9	1	6	6	6	14	7	5	13	3	8
	2%	*1%*	*1%*	*2%*	*2%*	*	*2%*	*	*1%*	*1%*	*2%*	**3%eg**	*2%*	*1%*	**3%eg**	*1%*	*2%*
Any Received (non-zero entry)	**4115**	1005	1054	1015	1041	338	321	346	344	358	351	341	330	343	383	333	325
	80%	*78%*	*82%*	*79%*	*81%*	*78%*	*78%*	*78%*	*80%*	*78%*	**88%efghiklmop**	*79%*	*77%*	*80%*	*83%*	*81%*	*78%*
Total Mean (including those not Receiving any)																	
Mean	**3.90**	3.23	**4.21a**	**4.13a**	**4.04a**	3.09	3.52	3.08	**4.40egio**	3.51	**4.81efgio**	**4.68egio**	3.79	**3.92g**	**4.55ego**	3.28	**4.23g**
Std Dev.	**5.92**	4.40	5.10	6.85	6.87	4.63	5.19	3.20	5.76	4.16	5.23	8.10	7.06	4.97	7.53	4.00	8.19
Std Error	**0.08**	0.12	0.14	0.19	0.19	0.22	0.25	0.15	0.28	0.20	0.25	0.39	0.34	0.24	0.36	0.19	0.39
Receiving Mean (excluding those not Receiving any)																	
Mean	**4.89**	4.14	**5.15a**	**5.25a**	**5.02a**	3.96	4.54	3.95	**5.49ego**	4.51	**5.47egio**	**5.92egio**	4.95	**4.87g**	**5.51ego**	4.07	**5.41g**
Std Dev.	**6.25**	4.59	5.19	7.33	7.33	4.90	5.49	3.11	5.96	4.21	5.25	8.70	7.70	5.10	7.96	4.08	8.90
Std Error	**0.10**	0.14	0.16	0.23	0.23	0.27	0.30	0.17	0.32	0.23	0.27	0.47	0.42	0.27	0.43	0.22	0.48

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**1787**	-	1787	894	886	229	199	350	248	316	238	208	427	598	762	446	1625	145	1668
	35%	-	*35%*	*36%*	*34%*	*33%*	*33%*	*33%*	*33%*	*35%*	*38%*	*40%*	*33%*	*33%*	*37%*	**38%lm**	*35%*	*31%*	*32%*
1-2	**1805**	-	1805	888	911	234	208	352	262	319	234	195	442	614	748	429	1639	153	1849
	35%	-	*35%*	*35%*	*35%*	*34%*	*34%*	*33%*	*35%*	*36%*	*37%*	*37%*	*34%*	*34%*	*36%*	*37%*	*35%*	*33%*	*36%*
3-4	**853**	-	853	390	460	117	110	176	115	147	100	88	227	291	335	188	770	73	884
	17%	-	*17%*	*15%*	*18%*	*17%*	*18%*	*17%*	*15%*	*16%*	*16%*	*17%*	*17%*	*16%*	*16%*	*16%*	*17%*	*16%*	*17%*
5-10	**628**	-	628	293	332	91	80	152	113	104	54	34	171	265	192	88	539	85	652
	12%	-	*12%*	*12%*	*13%*	**13%k**	**13%jk**	**14%jk**	**15%jk**	**12%k**	*9%*	*6%*	**13%no**	**15%no**	*9%*	*8%*	*12%*	**18%p**	*13%*
11-20	**77**	-	77	44	33	18	11	21	7	11	8	1	29	28	20	9	72	6	94
	1%	-	*1%*	*2%*	*1%*	**3%k**	**2%k**	**2%k**	*1%*	*1%*	*1%*	*	**2%no**	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
21+	**11**	-	11	7	4	*	1	9	1	*	-	-	1	10	*	-	10	1	14
	*	-	*	*	*	*	*	*1%*	*	*	-	-	*	**1%n**	*	-	*	*	*
Any Received (non-zero entry)	**3374**	-	3374	1621	1740	461	410	710	498	582	396	318	870	1208	1296	714	3029	318	3493
	65%	-	*65%*	*64%*	*66%*	*67%*	*67%*	*67%*	*67%*	*65%*	*62%*	*60%*	**67%o**	**67%o**	*63%*	*62%*	*65%*	*69%*	*68%*
Total Mean (including those not Receiving any)																			
Mean	**2.17**	-	2.17	2.18	2.16	**2.34jk**	**2.34jk**	**2.66ijk**	**2.14jk**	**2.03k**	1.76	1.54	**2.34no**	**2.45no**	1.82	1.66	2.13	**2.61p**	2.27
Std Dev.	**3.29**	-	3.29	3.67	2.89	3.03	3.17	4.89	2.66	2.73	2.41	1.90	3.09	4.13	2.45	2.20	3.26	3.65	3.27
Std Error	**0.05**	-	0.05	0.07	0.06	0.12	0.13	0.15	0.10	0.09	0.09	0.09	0.09	0.10	0.05	0.06	0.05	0.22	0.05
Receiving Mean (excluding those not Receiving any)																			
Mean	**3.32**	-	3.32	3.39	3.27	**3.50jk**	**3.48jk**	**3.98hijk**	**3.20k**	**3.13k**	2.82	2.56	**3.49no**	**3.66no**	2.89	2.70	3.28	3.80	3.36
Std Dev.	**3.57**	-	3.57	4.11	3.00	3.10	3.31	5.52	2.68	2.84	2.52	1.84	3.20	4.58	2.54	2.24	3.55	3.86	3.49
Std Error	**0.06**	-	0.06	0.10	0.07	0.15	0.16	0.21	0.12	0.11	0.11	0.11	0.11	0.13	0.07	0.08	0.06	0.27	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 152

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	1787	256	564	409	557	821	966	998	764	284	229	482	422	231	1133	285	1381
	35%	*26%*	**35%a**	**35%a**	**40%abc**	*32%*	**38%e**	*32%*	**38%g**	**41%lmn**	**35%m**	**37%m**	**34%m**	*25%*	**35%m**	**41%p**	*33%*
1-2	1805	363	591	419	432	954	851	1086	685	224	210	474	443	327	1127	228	1484
	35%	**37%d**	**37%d**	*35%*	*31%*	**37%f**	*33%*	*35%*	*34%*	*33%*	*32%*	*37%*	*35%*	*36%*	*35%*	*33%*	*35%*
3-4	853	184	260	186	223	444	409	503	340	103	120	194	208	183	522	103	718
	17%	*19%*	*16%*	*16%*	*16%*	*17%*	*16%*	*16%*	*17%*	*15%*	*18%*	*15%*	*17%*	**20%k**	*16%*	*15%*	*17%*
5-10	628	155	172	147	155	326	302	419	195	69	82	126	161	150	370	69	524
	12%	**16%bd**	*11%*	*12%*	*11%*	*13%*	*12%*	**14%h**	*10%*	*10%*	*13%*	*10%*	*13%*	**16%ikn**	*12%*	*10%*	*13%*
11-20	77	28	10	20	20	38	40	55	22	5	10	22	19	21	51	5	72
	1%	**3%b**	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
21+	11	5	2	3	1	7	4	9	2	1	-	1	3	7	4	1	11
	*	*	*	*	*	*	*	*	*	*	-	*	*	**1%n**	*	*	*
Any Received (non-zero entry)	3374	735	1035	774	830	1770	1605	2073	1243	401	422	817	834	688	2073	405	2807
	65%	**74%bcd**	**65%d**	**65%d**	*60%*	**68%f**	*62%*	**68%h**	*62%*	*59%*	*65%*	*63%*	**66%l**	**75%ijkln**	**65%l**	*59%*	**67%o**
Total Mean (including those not Receiving any)																	
Mean	2.17	**2.94bcd**	1.92	2.14	1.94	**2.31f**	2.03	**2.38h**	1.86	1.76	**2.20l**	1.91	**2.22ik**	**2.97ijkln**	**2.09l**	1.75	**2.27o**
Std Dev.	3.29	4.93	2.61	2.87	2.74	3.71	2.80	3.71	2.55	2.55	2.89	2.60	3.09	4.99	2.86	2.55	3.45
Std Error	0.05	0.14	0.07	0.09	0.08	0.07	0.06	0.07	0.05	0.10	0.11	0.07	0.09	0.17	0.05	0.10	0.05
Receiving Mean (excluding those not Receiving any)																	
Mean	3.32	**3.97bcd**	2.97	3.27	3.24	3.38	3.26	**3.52h**	3.00	3.01	3.39	3.03	3.33	**3.97ikln**	3.23	2.98	3.39
Std Dev.	3.57	5.36	2.72	2.98	2.89	4.06	2.93	4.04	2.65	2.72	2.97	2.71	3.26	5.41	3.00	2.71	3.74
Std Error	0.06	0.17	0.08	0.11	0.10	0.09	0.08	0.09	0.07	0.14	0.14	0.09	0.11	0.21	0.06	0.14	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 152

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	**1787**	1552	234	68	1555	125	71	35	82	247	163	129	176	179	187	268	124	17	108
	35%	*35%*	*32%*	*29%*	**36%efg**	*29%*	*29%*	*25%*	**39%npqr**	**44%knpqr**	**38%npr**	*35%*	**39%npr**	**37%npr**	*28%*	**38%npr**	*28%*	*27%*	*29%*
1-2	**1805**	1566	238	74	1504	161	84	56	70	165	145	140	170	173	223	241	176	24	136
	35%	*35%*	*33%*	*31%*	*35%*	*37%*	*34%*	*39%*	*33%*	*29%*	*34%*	*37%*	**37%l**	*36%*	*33%*	*34%*	**40%l**	*39%*	**37%l**
3-4	**853**	725	128	46	705	74	47	28	35	80	67	54	59	73	148	120	70	10	64
	17%	*16%*	*18%*	*20%*	*16%*	*17%*	*19%*	*19%*	*17%*	*14%*	*16%*	*14%*	*13%*	*15%*	**22%ikl**	*17%*	*16%*	*15%*	*17%*
5-10	**628**	520	108	42	509	61	38	20	19	59	43	44	47	52	111	70	64	8	52
	12%	*12%*	*15%*	**18%a**	*12%*	*14%*	**16%d**	*14%*	*9%*	*10%*	*10%*	*12%*	*10%*	*11%*	**16%hijlo**	*10%*	*15%*	*13%*	*14%*
11-20	**77**	63	14	6	57	12	5	3	3	13	7	8	1	3	5	9	8	3	8
	1%	*1%*	*2%*	*2%*	*1%*	**3%d**	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*	*1%*	*1%*	*1%*	*2%*	**5%jlmnop**	**2%l**
21+	**11**	11	1	*	8	2	1	1	*	2	-	-	2	-	4	-	-	*	2
	*	*	*	*	*	*	*	*	*	*	-	-	*	-	*1%*	-	-	*	*1%*
Any Received (non-zero entry)	**3374**	2885	490	169	2783	309	176	107	127	319	262	246	279	301	491	440	318	46	263
	65%	*65%*	*68%*	*71%*	*64%*	**71%d**	**71%d**	**75%d**	*61%*	*56%*	*62%*	**65%l**	*61%*	*63%*	**72%hijlmo**	*62%*	**72%hijlmo**	**73%hi**	**71%hijlmo**
Total Mean (including those not Receiving any)																			
Mean	**2.17**	2.14	2.38	**2.75a**	2.10	**2.52d**	**2.53d**	**2.58d**	1.98	1.95	1.85	2.13	1.83	1.83	**2.86hijlmo**	1.91	**2.31lm**	**2.79hijlmo**	**2.47ijlmo**
Std Dev.	**3.29**	3.32	3.09	3.34	3.23	3.57	3.61	3.61	3.12	2.90	2.46	2.98	2.60	2.41	5.14	2.59	2.82	3.53	3.58
Std Error	**0.05**	0.06	0.07	0.12	0.06	0.11	0.12	0.14	0.19	0.17	0.15	0.18	0.15	0.14	0.30	0.15	0.17	0.27	0.12
Receiving Mean (excluding those not Receiving any)																			
Mean	**3.32**	3.29	3.52	3.85	3.28	3.54	3.56	3.44	3.25	3.46	3.01	3.26	2.99	2.92	**3.94m**	3.07	3.21	**3.81jm**	3.49
Std Dev.	**3.57**	3.63	3.17	3.37	3.52	3.78	3.83	3.79	3.45	3.11	2.51	3.15	2.75	2.47	5.68	2.69	2.85	3.62	3.82
Std Error	**0.06**	0.08	0.09	0.15	0.09	0.14	0.15	0.17	0.27	0.24	0.19	0.24	0.20	0.19	0.40	0.20	0.20	0.32	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	1787	537	698	341	107	68	1235	175	495	640	435	103	64	1135	167
	35%	*29%*	**36%a**	**44%abdfg**	*30%*	**42%a**	*33%*	*34%*	*27%*	**33%h**	**48%him**	**39%hm**	**63%hijkmn**	*30%*	**45%him**
1-2	1805	671	699	228	139	51	1370	189	671	721	279	93	16	1392	109
	35%	**36%c**	**36%c**	*29%*	**39%c**	*31%*	**36%c**	**36%c**	**36%jl**	**37%jln**	**31%l**	**35%l**	*16%*	**37%jln**	**30%l**
3-4	853	349	321	94	59	25	670	84	344	351	110	32	12	696	44
	17%	**19%c**	**16%c**	*12%*	*17%*	*16%*	**18%c**	*16%*	**19%jn**	**18%jn**	*12%*	*12%*	*11%*	**18%jn**	*12%*
5-10	628	257	211	99	41	18	468	59	285	225	77	30	8	510	38
	12%	**14%b**	*11%*	*13%*	*12%*	*11%*	*12%*	*11%*	**15%jl**	*11%*	*8%*	*11%*	*8%*	**13%l**	*10%*
11-20	77	20	25	20	10	2	46	11	40	19	8	8	2	59	10
	1%	*1%*	*1%*	**3%af**	*3%*	*1%*	*1%*	*2%*	**2%l**	*1%*	*1%*	**3%l**	*2%*	*2%*	**3%l**
21+	11	10	1	*	*	-	11	*	8	3	*	-	-	11	-
	*	*1%*	*	*	*	-	*	*	*	*	*	-	-	*	-
Any Received (non-zero entry)	3374	1308	1257	441	249	95	2564	344	1349	1319	475	163	38	2668	202
	65%	**71%bce**	**64%c**	*56%*	**70%c**	*58%*	**67%c**	**66%c**	**73%ijkln**	**67%jln**	**52%l**	**61%l**	*37%*	**70%jkln**	**55%l**
Total Mean (including those not Receiving any)															
Mean	2.17	**2.48bc**	1.99	1.98	2.32	1.88	2.23	2.18	**2.67ijmn**	**2.11j**	1.50	**2.06j**	1.67	**2.38ij**	**1.95j**
Std Dev.	3.29	4.03	2.69	2.87	3.10	2.85	3.41	3.03	4.17	2.70	2.26	2.97	3.54	3.51	3.14
Std Error	0.05	0.09	0.06	0.11	0.17	0.22	0.06	0.13	0.10	0.06	0.08	0.19	0.33	0.06	0.17
Receiving Mean (excluding those not Receiving any)															
Mean	3.32	**3.50b**	3.10	3.51	3.33	3.21	3.30	3.29	**3.65ij**	3.14	2.87	3.37	4.48	**3.40j**	**3.58j**
Std Dev.	3.57	4.39	2.81	3.04	3.23	3.10	3.71	3.19	4.50	2.76	2.41	3.17	4.62	3.75	3.50
Std Error	0.06	0.12	0.08	0.14	0.21	0.30	0.07	0.17	0.12	0.07	0.11	0.26	0.68	0.07	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	**1787**	100	1647	39	450	1210	126	1728	30	14	8	1772	7
	35%	*25%*	**35%a**	**46%a**	*29%*	**37%d**	**39%d**	*34%*	*34%*	*65%*	*78%*	*35%*	*31%*
1-2	**1805**	118	1663	23	510	1197	98	1764	23	4	1	1791	13
	35%	*29%*	*36%*	*28%*	*33%*	*36%*	*30%*	*35%*	*26%*	*19%*	*12%*	*35%*	*56%*
3-4	**853**	94	743	16	304	500	49	827	22	3	1	852	*
	17%	**23%b**	*16%*	*19%*	**20%e**	*15%*	*15%*	*16%*	*25%*	*16%*	*10%*	*17%*	*1%*
5-10	**628**	73	550	6	252	329	47	614	11	*	-	625	3
	12%	**18%bc**	*12%*	*7%*	**16%e**	*10%*	*14%*	*12%*	*12%*	*	-	*12%*	*12%*
11-20	**77**	14	62	1	32	42	4	74	3	-	-	77	-
	1%	**3%b**	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	-	-	*2%*	-
21+	**11**	3	8	-	7	1	2	11	-	-	-	11	-
	*	*1%*	*	-	*e	*	**1%e**	*	-	-	-	*	-
Any Received (non-zero entry)	**3374**	302	3026	46	1105	2069	200	3290	59	7	2	3356	16
	65%	**75%bc**	*65%*	*54%*	**71%ef**	*63%*	*61%*	*66%*	*66%*	*35%*	*22%*	*65%*	*69%*
Total Mean (including those not Receiving any)													
Mean	**2.17**	**3.03bc**	2.11	1.73	**2.76e**	1.88	**2.31e**	2.18	2.56	0.95	0.54	2.18	1.85
Std Dev.	**3.29**	3.39	3.28	3.06	4.24	2.64	3.63	3.30	3.24	1.49	1.10	3.30	1.83
Std Error	**0.05**	0.17	0.05	0.32	0.11	0.05	0.20	0.05	0.39	0.28	0.41	0.05	0.42
Receiving Mean (excluding those not Receiving any)													
Mean	**3.32**	**4.04b**	3.25	3.17	**3.88e**	2.98	**3.77e**	3.32	3.87	2.74	2.45	3.33	2.69
Std Dev.	**3.57**	3.35	3.58	3.57	4.57	2.79	4.00	3.59	3.29	1.19	0.67	3.58	1.60
Std Error	**0.06**	0.20	0.06	0.48	0.13	0.06	0.28	0.06	0.47	0.36	0.48	0.06	0.48

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**1787**	440	413	476	457	141	146	153	138	157	119	135	176	164	169	144	144
	35%	*34%*	*32%*	*37%*	*35%*	*33%*	*35%*	*35%*	*32%*	*34%*	*30%*	*31%*	**41%hjk**	**38%j**	*37%*	*35%*	*35%*
1-2	**1805**	478	417	452	458	173	144	161	139	136	141	178	129	145	152	163	143
	35%	*37%*	*32%*	*35%*	*35%*	**40%il**	*35%*	*36%*	*32%*	*30%*	*35%*	**41%il**	*30%*	*34%*	*33%*	**40%il**	*34%*
3-4	**853**	210	210	204	229	74	66	70	82	69	59	66	66	71	81	79	68
	17%	*16%*	*16%*	*16%*	*18%*	*17%*	*16%*	*16%*	*19%*	*15%*	*15%*	*15%*	*15%*	*17%*	*18%*	*19%*	*16%*
5-10	**628**	142	223	143	121	38	53	50	61	89	73	45	55	43	48	22	50
	12%	*11%*	**17%acd**	*11%*	*9%*	*9%*	**13%o**	**11%o**	**14%o**	**19%egkmnop**	**18%egkmno**	**10%o**	**13%o**	*10%*	**10%o**	*5%*	**12%o**
11-20	**77**	19	26	9	24	5	5	9	10	9	7	4	3	2	12	3	8
	1%	*1%*	**2%c**	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*	*3%*	*1%*	*2%*
21+	**11**	2	-	7	2	1	1	-	-	-	-	4	1	2	*	*	2
	*	*	-	*1%*	*	*	*	-	-	-	-	*1%*	*	*	*	*	*
Any Received (non-zero entry)	**3374**	850	877	814	834	291	268	290	292	304	281	297	255	263	294	268	272
	65%	*66%*	*68%*	*63%*	*65%*	*67%*	*65%*	*65%*	**68%l**	*66%*	**70%lm**	**69%l**	*59%*	*62%*	*63%*	*65%*	*65%*
Total Mean (including those not Receiving any)																	
Mean	**2.17**	2.07	**2.44ad**	2.13	2.04	1.97	2.15	2.10	**2.31o**	**2.48mo**	**2.55elmo**	2.51	1.98	1.90	**2.27o**	1.67	**2.15o**
Std Dev.	**3.29**	2.93	2.86	4.19	2.99	2.94	3.16	2.69	2.74	2.89	2.95	6.04	2.87	2.79	3.54	2.13	3.02
Std Error	**0.05**	0.08	0.08	0.12	0.08	0.14	0.15	0.13	0.13	0.14	0.14	0.29	0.14	0.13	0.17	0.10	0.15
Receiving Mean (excluding those not Receiving any)																	
Mean	**3.32**	3.15	**3.60ad**	3.38	3.16	2.93	**3.32o**	**3.20o**	**3.40o**	**3.76emo**	**3.62eo**	3.65	**3.36o**	3.09	**3.57o**	2.57	**3.29o**
Std Dev.	**3.57**	3.11	2.81	4.86	3.21	3.17	3.39	2.74	2.71	2.81	2.91	6.99	3.05	2.99	3.89	2.16	3.19
Std Error	**0.06**	0.10	0.09	0.17	0.11	0.18	0.20	0.16	0.15	0.16	0.16	0.40	0.19	0.18	0.23	0.13	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Invitations/ greetings cards/ postcards	**1544**	-	1544	840	701	260	207	394	193	199	148	142	467	588	488	290	1358	174	1434
	30%	-	*30%*	**33%d**	*27%*	**38%hijk**	**34%hij**	**37%hijk**	*26%*	*22%*	*23%*	*27%*	**36%no**	**33%no**	*24%*	*25%*	*29%*	**38%p**	*28%*
Personal letters (e.g. to a friend or relative)	**1179**	-	1179	746	428	238	171	325	127	144	95	79	409	452	318	174	997	173	1045
	23%	-	*23%*	**30%d**	*16%*	**35%hijk**	**28%hijk**	**31%hijk**	*17%*	*16%*	*15%*	*15%*	**32%mno**	**25%no**	*15%*	*15%*	*21%*	**37%p**	*20%*
Formal letters to organisations or individuals	**2654**	-	2654	1366	1285	300	307	557	378	470	348	293	607	936	1111	642	2373	262	2711
	51%	-	*51%*	**54%d**	*49%*	*44%*	*50%*	**53%e**	*51%*	**52%e**	**55%e**	**56%e**	*47%*	**52%l**	**54%l**	**55%l**	*51%*	*56%*	*53%*
Bills/ invoices/ statements	**2819**	-	2819	1438	1374	360	360	665	400	468	301	264	720	1065	1033	565	2534	270	2889
	55%	-	*55%*	**57%d**	*52%*	*52%*	**59%ijk**	**63%ehijk**	*54%*	*52%*	*47%*	*50%*	**56%no**	**59%no**	*50%*	*49%*	*54%*	*58%*	*56%*
Smaller parcels - that will fit through a letterbox	**2730**	-	2730	1347	1371	385	331	605	402	471	300	236	716	1007	1007	536	2431	282	2791
	53%	-	*53%*	*54%*	*52%*	**56%jk**	**54%k**	**57%jk**	**54%k**	**52%k**	*47%*	*45%*	**55%no**	**56%no**	*49%*	*46%*	*52%*	**61%p**	*54%*
Larger parcels - that will not fit through a letterbox	**2428**	-	2428	1160	1259	323	312	536	368	408	267	216	635	903	890	483	2170	237	2509
	47%	-	*47%*	*46%*	*48%*	*47%*	**51%jk**	**51%jk**	**49%jk**	*45%*	*42%*	*41%*	**49%no**	**50%no**	*43%*	*42%*	*47%*	*51%*	*49%*
Items requiring a signature	**1059**	-	1059	657	396	215	165	303	154	123	63	36	380	457	222	99	880	169	945
	21%	-	*21%*	**26%d**	*15%*	**31%hijk**	**27%hijk**	**29%hijk**	**21%ijk**	**14%k**	*10%*	*7%*	**29%no**	**25%no**	*11%*	*9%*	*19%*	**36%p**	*18%*
All Post	**4602**	-	4602	2237	2347	608	548	961	659	797	560	470	1156	1620	1827	1030	4157	415	4658
	89%	-	*89%*	*89%*	*89%*	*88%*	*90%*	*91%*	*88%*	*89%*	*88%*	*89%*	*89%*	*90%*	*89%*	*89%*	*89%*	*90%*	*90%*
All Services	**4115**	-	4115	2021	2080	537	485	873	585	710	501	423	1022	1459	1635	925	3720	371	4146
	80%	-	*80%*	*80%*	*79%*	*78%*	*80%*	*82%*	*78%*	*79%*	*79%*	*80%*	*79%*	*81%*	*79%*	*80%*	*80%*	*80%*	*80%*
All Parcels	**3374**	-	3374	1621	1740	461	410	710	498	582	396	318	870	1208	1296	714	3029	318	3493
	65%	-	*65%*	*64%*	*66%*	*67%*	*67%*	*67%*	*67%*	*65%*	*62%*	*60%*	**67%o**	**67%o**	*63%*	*62%*	*65%*	*69%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Invitations/ greetings cards/ postcards	**1544**	499	412	351	281	911	633	1056	464	129	169	350	361	451	880	130	1339
	30%	**50%bcd**	**26%d**	**30%d**	*20%*	**35%f**	*25%*	**34%h**	*23%*	*19%*	**26%i**	**27%i**	**29%i**	**49%ijkln**	**27%i**	*19%*	**32%o**
Personal letters (e.g. to a friend or relative)	**1179**	417	286	297	179	703	476	873	284	110	132	240	244	386	615	110	1012
	23%	**42%bcd**	**18%d**	**25%bd**	*13%*	**27%f**	*19%*	**28%h**	*14%*	*16%*	*20%*	*18%*	*19%*	**42%ijkln**	*19%*	*16%*	**24%o**
Formal letters to organisations or individuals	**2654**	649	796	607	602	1445	1209	1593	1020	287	320	679	641	567	1640	292	2236
	51%	**66%bcd**	**50%d**	**51%d**	*43%*	**56%f**	*47%*	*52%*	*51%*	*42%*	*49%*	**52%i**	**51%i**	**62%ijkln**	**51%i**	*42%*	**53%o**
Bills/ invoices/ statements	**2819**	629	840	637	712	1469	1350	1785	990	317	323	744	683	578	1750	318	2356
	55%	**63%bcd**	*53%*	*54%*	*51%*	**57%f**	*52%*	**58%h**	*49%*	*46%*	*50%*	**57%ij**	**54%i**	**63%ijln**	**55%i**	*46%*	**56%o**
Smaller parcels - that will fit through a letterbox	**2730**	605	842	619	664	1447	1283	1710	973	310	344	647	679	577	1670	314	2282
	53%	**61%bcd**	*53%*	*52%*	*48%*	**56%f**	*50%*	**56%h**	*48%*	*45%*	**53%i**	*50%*	**54%i**	**63%ijkln**	**52%i**	*46%*	**54%o**
Larger parcels - that will not fit through a letterbox	**2428**	562	706	563	597	1268	1161	1511	874	288	287	584	589	543	1461	288	2028
	47%	**57%bcd**	*44%*	*48%*	*43%*	**49%f**	*45%*	**49%h**	*44%*	*42%*	*44%*	*45%*	*47%*	**59%ijkln**	*46%*	*42%*	**48%o**
Items requiring a signature	**1059**	362	227	261	208	590	470	815	227	94	118	241	231	330	590	94	925
	21%	**37%bcd**	*14%*	**22%bd**	*15%*	**23%f**	*18%*	**27%h**	*11%*	*14%*	*18%*	**19%i**	*18%*	**36%ijkln**	**18%i**	*14%*	**22%o**
All Post	**4602**	936	1416	1058	1191	2353	2249	2757	1775	570	576	1160	1118	880	2854	576	3789
	89%	**94%bcd**	*89%*	**89%d**	*86%*	**91%f**	*87%*	*90%*	*88%*	*83%*	**89%i**	**89%i**	**89%i**	**96%ijkln**	**89%i**	*83%*	**90%o**
All Services	**4115**	871	1251	963	1030	2122	1993	2487	1565	490	506	1050	997	808	2553	495	3403
	80%	**88%bcd**	*78%*	**81%d**	*74%*	**82%f**	*78%*	**81%h**	*78%*	*72%*	*78%*	**81%i**	**79%i**	**88%ijkln**	**80%i**	*72%*	**81%o**
All Parcels	**3374**	735	1035	774	830	1770	1605	2073	1243	401	422	817	834	688	2073	405	2807
	65%	**74%bcd**	**65%d**	**65%d**	*60%*	**68%f**	*62%*	**68%h**	*62%*	*59%*	*65%*	*63%*	**66%i**	**75%ijkln**	**65%i**	*59%*	**67%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Invitations/ greetings cards/ postcards	1544 30%	1333 30%	210 29%	78 33%	1309 30%	127 29%	69 28%	39 27%	54 26%	168 30%	110 26%	120 32%	124 27%	133 28%	309 46%hijklmopr	176 25%	115 26%	21 34%	106 28%
Personal letters (e.g. to a friend or relative)	1179 23%	1032 23%	148 20%	52 22%	1008 23%	90 21%	49 20%	33 23%	44 21%	118 21%	68 16%	79 21%	109 24%j	91 19%	255 38%hijklmopr	152 21%	93 21%	18 29%j	72 19%
Formal letters to organisations or individuals	2654 51%	2266 51%	388 54%	130 55%	2204 51%	234 54%	139 56%d	77 54%	92 44%	283 50%	229 54%h	191 51%	230 51%	226 47%	398 59%himop	344 49%	211 48%	33 52%	201 54%h
Bills/ invoices/ statements	2819 55%	2408 54%	411 57%	131 55%	2354 54%	239 55%	140 57%	86 61%d	117 56%	309 55%	219 52%	200 53%	236 52%	272 57%	380 56%	378 53%	243 55%	36 57%	203 55%
Smaller parcels - that will fit through a letterbox	2730 53%	2330 53%	400 55%	145 61%a	2264 52%	244 56%	135 55%	86 61%d	98 47%	245 43%	215 50%	196 52%i	228 50%	243 51%	433 64%hijklmor	343 48%	263 59%hijlmo	37 58%i	207 56%hi
Larger parcels - that will not fit through a letterbox	2428 47%	2067 47%	361 50%	129 55%a	1996 46%	228 53%d	132 53%d	74 52%d	98 47%	243 43%	185 44%	177 47%	194 43%	204 42%	376 55%ijlmo	307 43%	211 48%	35 56%ilm	193 52%ijlmo
Items requiring a signature	1059 21%	928 21%	131 18%	61 26%b	900 21%	81 19%	52 21%	26 19%	39 19%	114 20%	70 16%	84 22%q	102 23%mq	74 16%	225 33%hijklmopqr	113 16%	78 18%	7 11%	74 20%q
All Post	4602 89%	3942 89%	659 91%	212 90%	3852 89%	395 91%	222 90%	133 93%d	185 88%	489 86%	368 86%	332 88%	407 90%	429 89%	623 92%ij	620 88%	400 90%	57 91%	338 91%
All Services	4115 80%	3530 80%	585 81%	188 80%	3442 79%	363 84%d	195 79%	115 81%	168 80%	440 78%	337 79%	287 76%	360 79%	380 79%	560 83%	567 80%	343 77%	53 84%	309 84%k
All Parcels	3374 65%	2885 65%	490 68%	169 71%	2783 64%	309 71%d	176 71%d	107 75%d	127 61%	319 56%	262 62%	246 65%i	279 61%	301 63%	491 72%hijlmo	440 62%	318 72%hijlmo	46 73%hi	263 71%hijlmo

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Invitations/ greetings cards/ postcards	**1544**	664	592	167	85	28	1255	113	620	618	208	64	21	1238	85
	30%	**36%bcdeg**	**30%ceg**	*21%*	*24%*	*17%*	**33%cdeg**	*22%*	**34%jkln**	**32%jln**	*23%*	*24%*	*20%*	**33%jkln**	*23%*
Personal letters (e.g. to a friend or relative)	**1179**	523	427	143	57	23	950	80	478	465	178	42	12	943	54
	23%	**28%bcdefg**	**22%g**	*18%*	*16%*	*14%*	**25%cdeg**	*16%*	**26%jkln**	**24%kln**	*20%*	*16%*	*12%*	**25%jkln**	*15%*
Formal letters to organisations or individuals	**2654**	1090	1018	333	141	54	2108	195	1036	994	430	141	27	2030	168
	51%	**59%bcdeg**	**52%cdeg**	*43%*	*40%*	*33%*	**55%cdeg**	*38%*	**56%ijln**	**51%l**	**47%l**	**53%l**	*27%*	**53%ln**	**46%l**
Bills/ invoices/ statements	**2819**	1132	1016	390	186	70	2148	256	1079	1082	438	152	38	2161	190
	55%	**61%bcdefg**	*52%*	*50%*	*52%*	*43%*	**57%bceg**	*49%*	**58%jl**	**55%jl**	*48%*	**57%l**	*37%*	**57%jl**	**52%l**
Smaller parcels - that will fit through a letterbox	**2730**	1069	1015	351	190	84	2084	274	1090	1090	355	135	32	2180	167
	53%	**58%bc**	**52%c**	*45%*	**53%c**	*51%*	**55%c**	**53%c**	**59%jln**	**56%jln**	*39%*	**51%jl**	*31%*	**57%jln**	**45%l**
Larger parcels - that will not fit through a letterbox	**2428**	979	876	317	183	59	1855	241	1003	920	342	120	27	1923	147
	47%	**53%bcefg**	*45%*	*41%*	**51%ce**	*36%*	**49%bce**	*47%*	**54%ijklmn**	**47%jl**	*38%*	**45%l**	*26%*	**51%jln**	**40%l**
Items requiring a signature	**1059**	456	356	145	65	33	812	98	466	368	161	47	10	834	57
	21%	**25%bcdfg**	*18%*	*19%*	*18%*	*20%*	**21%b**	*19%*	**25%ijklmn**	*19%*	*18%*	*18%*	*10%*	**22%jln**	*15%*
All Post	**4602**	1711	1771	646	312	123	3482	435	1701	1792	753	228	74	3493	302
	89%	**93%cdeg**	**91%ceg**	*83%*	**88%e**	*75%*	**92%ceg**	*84%*	**92%jkln**	**92%jkln**	**83%l**	**86%l**	*72%*	**92%jkln**	*82%*
All Services	**4115**	1568	1588	574	257	91	3156	348	1509	1607	678	210	62	3116	272
	80%	**85%bcdeg**	**81%cdeg**	**73%e**	**72%e**	*56%*	**83%cdeg**	**67%e**	**82%jln**	**82%jln**	**75%l**	**79%l**	*60%*	**82%jln**	**74%l**
All Parcels	**3374**	1308	1257	441	249	95	2564	344	1349	1319	475	163	38	2668	202
	65%	**71%bce**	**64%c**	*56%*	**70%c**	*58%*	**67%c**	**66%c**	**73%ijkln**	**67%jln**	**52%l**	**61%l**	*37%*	**70%jkln**	**55%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Invitations/ greetings cards/ postcards	1544	207	1305	31	546	876	122	1456	69	9	-	1535	8
	30%	51%b	28%	37%	35%e	27%	37%e	29%	78%gk	44%	-	30%	37%
Personal letters (e.g. to a friend or relative)	1179	184	970	25	443	626	110	1106	64	2	-	1172	7
	23%	46%bc	21%	30%	28%e	19%	34%e	22%	72%gk	7%	-	23%	31%
Formal letters to organisations or individuals	2654	257	2356	40	877	1612	165	2571	62	11	*	2644	10
	51%	64%bc	50%	48%	56%e	49%	50%	51%	70%gk	51%	1%	52%	44%
Bills/ invoices/ statements	2819	264	2503	52	887	1759	173	2734	60	14	4	2808	7
	55%	66%b	54%	62%	57%	54%	53%	54%	67%	65%	36%	55%	32%
Smaller parcels - that will fit through a letterbox	2730	271	2418	41	928	1634	168	2662	49	6	1	2717	12
	53%	67%bc	52%	48%	60%ef	50%	51%	53%	55%	30%	10%	53%	50%
Larger parcels - that will not fit through a letterbox	2428	258	2141	30	866	1416	146	2360	49	5	2	2413	13
	47%	64%bc	46%	35%	56%ef	43%	45%	47%	55%	23%	22%	47%	58%
Items requiring a signature	1059	161	884	14	427	540	91	1005	44	3	-	1052	7
	21%	40%bc	19%	16%	27%e	16%	28%e	20%	50%gk	12%	-	21%	31%
All Post	4602	383	4142	77	1425	2893	284	4479	80	17	5	4577	20
	89%	95%b	89%	91%	92%ef	88%	87%	89%	91%	82%	48%	89%	89%
All Services	4115	360	3686	68	1270	2581	263	4003	79	17	4	4098	13
	80%	90%b	79%	80%	82%	79%	81%	80%	89%	80%	36%	80%	55%
All Parcels	3374	302	3026	46	1105	2069	200	3290	59	7	2	3356	16
	65%	75%bc	65%	54%	71%ef	63%	61%	66%	66%	35%	22%	65%	69%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Invitations/ greetings cards/ postcards	**1544**	334	476	383	351	103	112	119	128	112	236	164	117	102	132	101	117
	30%	*26%*	**37%acd**	*30%*	*27%*	*24%*	*27%*	*27%*	*30%*	*24%*	**59%efghiklmnopi**	**%efgilmnop**	*27%*	*24%*	*29%*	*25%*	*28%*
Personal letters (e.g. to a friend or relative)	**1179**	249	320	316	295	75	91	82	126	85	108	135	81	100	126	77	93
	23%	*19%*	**25%a**	**24%a**	*23%*	*17%*	*22%*	*19%*	**29%egilo**	*18%*	**27%egilo**	**31%efgilop**	*19%*	*23%*	**27%egilo**	*19%*	*22%*
Formal letters to organisations or individuals	**2654**	661	699	613	682	219	211	231	264	231	203	198	192	222	260	213	209
	51%	*51%*	**54%c**	*47%*	**53%c**	*51%*	*51%*	*52%*	**61%efgijklmop**	*50%*	*51%*	*46%*	*45%*	*52%*	**56%kl**	*52%*	*50%*
Bills/ invoices/ statements	**2819**	665	725	707	722	214	205	246	251	260	214	222	228	258	251	225	246
	55%	*52%*	*56%*	*55%*	*56%*	*49%*	*50%*	*55%*	*58%*	*56%*	*54%*	*51%*	*53%*	**60%ef**	*54%*	*55%*	**59%ef**
Smaller parcels - that will fit through a letterbox	**2730**	691	720	650	668	239	215	237	238	258	225	232	212	206	253	207	208
	53%	*54%*	**56%c**	*50%*	*52%*	*55%*	*52%*	*54%*	*55%*	*56%*	*56%*	*54%*	*49%*	*48%*	*55%*	*50%*	*50%*
Larger parcels - that will not fit through a letterbox	**2428**	601	668	578	581	203	195	203	208	237	223	212	176	191	189	180	212
	47%	*47%*	**52%cd**	*45%*	*45%*	*47%*	*47%*	*46%*	*48%*	**51%ln**	**56%eglmno**	*49%*	*41%*	*45%*	*41%*	*44%*	**51%ln**
Items requiring a signature	**1059**	238	299	247	275	72	84	83	98	97	104	103	69	75	110	73	92
	21%	*18%*	**23%a**	*19%*	*21%*	*17%*	*20%*	*19%*	*23%*	*21%*	**26%elmo**	**24%l**	*16%*	*18%*	**24%l**	*18%*	*22%*
All Post	**4602**	1144	1158	1136	1164	383	370	391	383	409	367	390	369	377	422	370	372
	89%	*89%*	*90%*	*88%*	*90%*	*89%*	*89%*	*88%*	*89%*	*89%*	**92%l**	*90%*	*86%*	*88%*	*91%*	*90%*	*89%*
All Services	**4115**	1005	1054	1015	1041	338	321	346	344	358	351	341	330	343	383	333	325
	80%	*78%*	*82%*	*79%*	*81%*	*78%*	*78%*	*78%*	*80%*	*78%*	**88%efghiklmop**	*79%*	*77%*	*80%*	*83%*	*81%*	*78%*
All Parcels	**3374**	850	877	814	834	291	268	290	292	304	281	297	255	263	294	268	272
	65%	*66%*	*68%*	*63%*	*65%*	*67%*	*65%*	*65%*	**68%l**	*66%*	**70%lm**	**69%l**	*59%*	*62%*	*63%*	*65%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Invitations/ greetings cards/ postcards	**0.89**	-	0.89	0.92	0.87	**0.83i**	**1.03i**	**0.98eij**	0.88	0.66	0.77	**1.19eij**	0.93	0.94	0.83	0.96	0.88	1.05	0.87
Personal letters (e.g. to a friend or relative)	**0.48**	-	0.48	**0.65d**	0.32	**0.81fhijk**	**0.57hijk**	**0.73fhijk**	0.33	0.30	0.25	0.25	**0.70mno**	**0.56no**	0.27	0.25	0.43	**1.00p**	0.40
Formal letters to organisations or individuals	**1.35**	-	1.35	**1.48d**	1.22	1.11	1.15	**1.52efh**	1.21	**1.43ef**	**1.44ef**	**1.48ef**	1.13	**1.39l**	**1.44l**	**1.46l**	1.31	**1.70p**	1.39
Bills/ invoices/ statements	**1.18**	-	1.18	**1.26d**	1.10	1.13	**1.53ehijk**	**1.51ehijk**	1.01	1.01	0.96	0.95	**1.32no**	**1.30no**	0.98	0.95	1.14	**1.60p**	1.21
Smaller parcels - that will fit through a letterbox	**1.13**	-	1.13	1.15	1.11	**1.28jk**	**1.17jk**	**1.38hijk**	**1.08k**	**1.07k**	0.92	0.80	**1.23no**	**1.26no**	0.95	0.86	1.10	**1.45p**	1.17
Larger parcels - that will not fit through a letterbox	**1.04**	-	1.04	1.04	1.05	**1.06k**	**1.17jk**	**1.28ijk**	**1.06k**	0.96	0.85	0.74	**1.11no**	**1.19no**	0.87	0.80	1.03	1.16	1.11
Items requiring a signature	**0.44**	-	0.44	**0.59d**	0.29	**0.55hijk**	**0.50ijk**	**0.81fhijk**	**0.37jk**	**0.26k**	0.22	0.11	**0.53no**	**0.63no**	0.21	0.17	0.40	**0.79p**	0.38
All Post	**6.51**	-	6.51	**7.08d**	5.98	**6.78ijk**	**7.13ijk**	**8.22hijk**	5.93	5.70	5.40	5.53	**6.95no**	**7.28no**	5.56	5.46	6.30	**8.74p**	6.53
All Services	**3.90**	-	3.90	**4.31d**	3.53	3.89	**4.29i**	**4.75hij**	3.43	3.41	3.42	3.87	**4.08n**	**4.20n**	3.53	3.62	3.77	**5.35p**	3.88
All Parcels	**2.17**	-	2.17	2.18	2.16	**2.34jk**	**2.34jk**	**2.66ijk**	**2.14jk**	**2.03k**	1.76	1.54	**2.34no**	**2.45no**	1.82	1.66	2.13	**2.61p**	2.27

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Invitations/ greetings cards/ postcards	**0.89**	**1.38bcd**	0.78	0.88	0.69	**1.01f**	0.78	**0.96h**	0.79	0.51	0.56	**0.80ij**	**1.03ijkn**	**1.32ijkln**	**0.84ij**	0.51	**0.94o**
Personal letters (e.g. to a friend or relative)	**0.48**	**0.93bcd**	**0.31d**	**0.62bd**	0.25	**0.55f**	0.42	**0.64h**	0.24	0.34	**0.43kn**	0.32	0.37	**1.05ijkln**	0.36	0.33	**0.51o**
Formal letters to organisations or individuals	**1.35**	**1.79bcd**	1.20	**1.48bd**	1.09	1.42	1.27	1.38	1.30	1.06	1.33	**1.36i**	1.30	**1.67ijkln**	**1.33i**	1.06	**1.40o**
Bills/ invoices/ statements	**1.18**	**1.48bcd**	1.09	1.20	1.05	1.24	1.12	**1.32h**	0.96	0.94	1.09	**1.19i**	**1.18i**	**1.44ijkln**	**1.17i**	0.94	**1.22o**
Smaller parcels - that will fit through a letterbox	**1.13**	**1.51bcd**	1.03	1.08	1.02	**1.21f**	1.05	**1.24h**	0.97	0.97	1.17	0.98	1.14	**1.52ijkln**	1.08	0.96	**1.17o**
Larger parcels - that will not fit through a letterbox	**1.04**	**1.43bcd**	0.89	1.06	0.93	1.10	0.99	**1.14h**	0.89	0.79	**1.03i**	0.93	**1.07i**	**1.45ijkln**	**1.00i**	0.79	**1.10o**
Items requiring a signature	**0.44**	**0.88bcd**	0.29	**0.42bd**	0.30	**0.52f**	0.35	**0.58h**	0.22	0.25	0.37	0.30	**0.42i**	**0.91ijkln**	0.36	0.25	**0.48o**
All Post	**6.51**	**9.40bcd**	5.58	**6.74bd**	5.32	**7.04f**	5.97	**7.26h**	5.37	4.86	**5.98i**	**5.88i**	**6.50i**	**9.36ijkln**	**6.15i**	4.83	**6.83o**
All Services	**3.90**	**5.58bcd**	3.37	**4.18bd**	3.08	**4.22f**	3.59	**4.30h**	3.29	2.85	3.41	**3.67i**	**3.87i**	**5.49ijkln**	**3.70i**	2.84	**4.07o**
All Parcels	**2.17**	**2.94bcd**	1.92	2.14	1.94	**2.31f**	2.03	**2.38h**	1.86	1.76	**2.20i**	1.91	**2.22ik**	**2.97ijkln**	**2.09i**	1.75	**2.27o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Invitations/ greetings cards/ postcards	**0.89**	0.85	**1.18a**	**2.15ab**	0.88	0.93	1.04	0.84	0.62	**1.02jmp**	0.64	**0.88jm**	**1.11jmp**	0.66	**1.13hjkmop**	0.89	0.68	1.18	0.88
Personal letters (e.g. to a friend or relative)	**0.48**	0.49	0.47	0.57	0.49	0.47	0.38	0.39	0.36	**0.40jm**	0.26	**0.49jm**	**0.51jm**	0.29	**0.90hijklmopr**	**0.55ijmp**	**0.40jm**	**0.68jm**	**0.44jm**
Formal letters to organisations or individuals	**1.35**	1.32	1.50	1.63	1.32	1.43	**1.59d**	1.39	1.07	1.36	1.39	1.23	1.35	1.18	**1.54h**	1.19	1.41	**1.56h**	**1.41h**
Bills/ invoices/ statements	**1.18**	1.17	1.23	1.39	1.16	1.28	1.30	1.22	1.11	1.18	0.99	1.06	1.28	1.15	1.31	1.13	1.12	**1.68hijkmopr**	1.22
Smaller parcels - that will fit through a letterbox	**1.13**	1.12	1.19	1.33	1.10	**1.30d**	1.24	**1.35d**	1.02	0.95	1.09	1.09	1.02	0.92	**1.49hilmo**	0.97	**1.22im**	**1.31im**	**1.30imo**
Larger parcels - that will not fit through a letterbox	**1.04**	1.02	1.20	**1.42a**	1.01	**1.22d**	**1.29d**	**1.24d**	0.96	1.00	0.76	**1.04j**	0.81	0.92	**1.37jlmo**	0.93	**1.09jl**	**1.48hjklmo**	**1.17jl**
Items requiring a signature	**0.44**	0.44	0.42	0.63	0.44	0.42	0.43	0.37	0.34	0.45	0.24	**0.56jmo**	0.41	0.30	**0.82hjlmopr**	0.29	0.39	**0.48j**	**0.41j**
All Post	**6.51**	6.40	7.19	**9.13ab**	6.40	7.06	7.27	6.81	5.48	6.36	5.37	6.35	6.49	5.41	**8.55hijkmop**	5.97	6.31	**8.36hjmop**	**6.83hjm**
All Services	**3.90**	3.82	4.39	**5.75a**	3.86	4.11	4.31	3.85	3.16	3.96	3.28	3.66	4.25	3.28	**4.88hjkmp**	3.77	3.61	**5.09hjkmp**	3.95
All Parcels	**2.17**	2.14	2.38	**2.75a**	2.10	**2.52d**	**2.53d**	**2.58d**	1.98	1.95	1.85	2.13	1.83	1.83	**2.86hijlmo**	1.91	**2.31lm**	**2.79hijlmo**	**2.47ijlmo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Invitations/ greetings cards/ postcards	**0.89**	**1.26bcdefg**	**0.83cdeg**	0.52	0.51	0.45	**1.04bcdeg**	0.49	**1.07jn**	**0.93j**	0.58	0.76	0.62	**1.00jn**	0.72
Personal letters (e.g. to a friend or relative)	**0.48**	**0.63bcdefg**	**0.43dg**	0.40	0.28	0.35	**0.53bcdg**	0.30	**0.54jkln**	**0.54jkn**	0.36	0.32	0.27	**0.54jkln**	0.31
Formal letters to organisations or individuals	**1.35**	**1.65bcdefg**	**1.29deg**	**1.18eg**	0.93	0.64	**1.46bcdeg**	0.84	**1.56ijln**	**1.32l**	1.11	**1.27l**	0.65	**1.44jln**	**1.10l**
Bills/ invoices/ statements	**1.18**	**1.28eg**	1.15	1.15	1.07	0.86	1.21	1.01	**1.27jl**	**1.21jl**	0.98	**1.30jl**	0.74	**1.24jl**	1.15
Smaller parcels - that will fit through a letterbox	**1.13**	**1.26bc**	1.06	1.00	1.25	1.09	1.15	1.20	**1.34ij**	**1.14j**	0.75	**1.13j**	0.98	**1.24j**	**1.09j**
Larger parcels - that will not fit through a letterbox	**1.04**	**1.22bc**	0.93	0.98	1.07	0.79	**1.07b**	0.98	**1.33ijklmn**	**0.97j**	0.74	0.93	0.69	**1.15ijn**	0.86
Items requiring a signature	**0.44**	**0.60bc**	0.35	0.33	0.31	0.45	**0.47b**	0.35	**0.63ijkmn**	0.36	0.29	0.26	0.33	**0.49ij**	0.28
All Post	**6.51**	**7.90bcdefg**	6.04	5.57	5.42	4.63	**6.94bcdeg**	5.17	**7.74ijln**	**6.47jl**	4.82	**5.98j**	4.30	**7.08jln**	5.51
All Services	**3.90**	**4.82bcdefg**	**3.70deg**	3.26	2.79	2.30	**4.24bcdeg**	2.64	**4.44jln**	**3.99jl**	3.04	**3.66l**	2.29	**4.21jln**	3.28
All Parcels	**2.17**	**2.48bc**	1.99	1.98	2.32	1.88	2.23	2.18	**2.67ijmn**	**2.11j**	1.50	**2.06j**	1.67	**2.38ij**	**1.95j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Invitations/ greetings cards/ postcards	**0.89**	**1.30bc**	0.86	0.75	**0.98e**	0.82	**1.20e**	0.88	**2.12gkl**	0.86	0.00	0.90	0.43
Personal letters (e.g. to a friend or relative)	**0.48**	**1.00bc**	0.44	0.43	**0.59e**	0.40	**0.76de**	0.47	**1.58gkl**	0.07	0.00	0.48	0.41
Formal letters to organisations or individuals	**1.35**	**1.66b**	1.32	1.60	**1.52e**	1.25	1.55	1.35	1.61	1.34	0.02	1.35	0.66
Bills/ invoices/ statements	**1.18**	**1.49b**	1.15	1.22	**1.38e**	1.08	1.18	1.16	**2.58gk**	1.82	0.36	1.18	0.32
Smaller parcels - that will fit through a letterbox	**1.13**	**1.56bc**	1.10	0.94	**1.45e**	0.97	**1.20e**	1.13	1.45	0.42	0.10	1.13	0.81
Larger parcels - that will not fit through a letterbox	**1.04**	**1.47bc**	1.01	0.78	**1.31e**	0.91	1.12	1.05	1.11	0.54	0.44	1.04	1.04
Items requiring a signature	**0.44**	**0.87bc**	0.40	0.25	**0.66e**	0.31	**0.59e**	0.42	**1.13gk**	0.13	0.00	0.43	0.69
All Post	**6.51**	**9.35bc**	6.28	5.98	**7.88e**	5.75	**7.60e**	6.45	**11.57gk**	5.18	0.92	6.53	4.35
All Services	**3.90**	**5.45b**	3.77	4.00	**4.46e**	3.56	**4.69e**	3.85	**7.88gk**	4.10	0.38	3.92	1.82
All Parcels	**2.17**	**3.03bc**	2.11	1.73	**2.76e**	1.88	**2.31e**	2.18	2.56	0.95	0.54	2.18	1.85

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Invitations/ greetings cards/ postcards	**0.89**	0.57	**1.11ad**	**1.05a**	**0.85a**	0.54	**0.69go**	0.48	**0.89egio**	0.57	**1.98efghiklmnop**	**1.25efghimo**	**1.26efgimo**	0.63	**1.11efgimo**	0.45	**0.96egimo**
Personal letters (e.g. to a friend or relative)	**0.48**	0.36	**0.52a**	**0.53a**	**0.52a**	0.34	0.41	0.33	**0.74efgijlo**	0.36	**0.47egilo**	**0.68efgijlo**	0.33	**0.58egilo**	**0.67efgijlo**	0.31	**0.55egilo**
Formal letters to organisations or individuals	**1.35**	1.25	1.40	1.31	1.43	1.23	1.30	1.24	**1.61egj**	1.36	1.21	1.38	1.10	1.44	**1.58l**	1.31	1.40
Bills/ invoices/ statements	**1.18**	1.05	1.18	**1.25a**	1.24	0.99	1.12	1.04	1.16	1.22	1.14	**1.38e**	1.10	1.27	1.19	1.21	1.34
Smaller parcels - that will fit through a letterbox	**1.13**	1.13	1.21	1.11	1.07	1.09	1.14	1.15	**1.27mo**	**1.17m**	**1.19mo**	1.33	1.10	0.89	**1.20m**	0.93	1.07
Larger parcels - that will not fit through a letterbox	**1.04**	0.94	**1.23ad**	1.03	0.97	0.88	1.01	0.95	**1.04o**	**1.31eglo**	**1.35efghlo**	**1.18o**	0.89	1.01	**1.07o**	0.74	**1.08o**
Items requiring a signature	**0.44**	0.33	**0.48a**	0.49	0.44	0.37	0.36	0.27	**0.49g**	0.42	**0.53go**	**0.69g**	0.36	0.41	**0.55go**	0.31	0.46
All Post	**6.51**	5.63	**7.13a**	**6.75a**	**6.53a**	5.44	6.03	5.46	**7.20ego**	**6.40o**	**7.89efgilmo**	**7.88ego**	6.13	6.23	**7.37ego**	5.26	**6.84o**
All Services	**3.90**	3.23	**4.21a**	**4.13a**	**4.04a**	3.09	3.52	3.08	**4.40egio**	3.51	**4.81efgio**	**4.68egio**	3.79	**3.92g**	**4.55ego**	3.28	**4.23g**
All Parcels	**2.17**	2.07	**2.44ad**	2.13	2.04	1.97	2.15	2.10	**2.31o**	**2.48mo**	**2.55elmo**	2.51	1.98	1.90	**2.27o**	1.67	**2.15o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Invitations/ greetings cards/ postcards	**2.99**	-	2.99	2.77	3.26	2.20	3.03	2.64	3.41	**3.00e**	**3.31e**	**4.42eg**	2.57	2.89	**3.51l**	**3.86l**	3.02	2.80	3.15
Personal letters (e.g. to a friend or relative)	**2.11**	-	2.11	2.18	1.99	2.35	2.04	2.39	1.91	1.90	1.65	1.66	2.22	2.26	1.77	1.66	2.01	**2.69p**	2.00
Formal letters to organisations or individuals	**2.62**	-	2.62	2.73	2.50	2.55	2.28	**2.89fh**	2.39	**2.73f**	2.62	2.65	2.42	2.69	2.67	2.63	2.57	3.01	2.64
Bills/ invoices/ statements	**2.16**	-	2.16	2.20	2.11	**2.17h**	**2.58hijk**	**2.41hijk**	1.88	1.94	2.02	1.89	**2.38no**	**2.21n**	1.95	1.96	2.10	**2.74p**	2.16
Smaller parcels - that will fit through a letterbox	**2.13**	-	2.13	2.14	2.13	**2.29k**	**2.16k**	**2.42ijk**	2.00	2.04	1.94	1.78	**2.23no**	**2.26no**	1.95	1.87	2.11	2.38	2.16
Larger parcels - that will not fit through a letterbox	**2.22**	-	2.22	2.25	2.19	**2.27k**	**2.28k**	**2.53k**	2.15	2.11	2.01	1.81	**2.28no**	**2.38no**	2.01	1.92	2.21	2.27	2.28
Items requiring a signature	**2.12**	-	2.12	2.25	1.91	1.77	1.85	**2.83efh**	1.77	1.90	2.19	1.64	1.81	**2.47l**	1.94	1.99	2.12	2.16	2.10
All Post	**7.30**	-	7.30	**7.96d**	6.69	**7.69ijk**	**7.93ijk**	**9.07hijk**	6.72	6.42	6.11	6.19	**7.80no**	**8.11no**	6.27	6.15	7.05	**9.75p**	7.24
All Services	**4.89**	-	4.89	**5.37d**	4.45	4.99	**5.38ij**	**5.76hij**	4.37	4.31	4.32	4.81	**5.18n**	**5.20n**	4.44	4.55	4.71	**6.68p**	4.83
All Parcels	**3.32**	-	3.32	3.39	3.27	**3.50jk**	**3.48jk**	**3.98hijk**	**3.20k**	**3.13k**	2.82	2.56	**3.49no**	**3.66no**	2.89	2.70	3.28	3.80	3.36

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Invitations/ greetings cards/ postcards	**2.99**	2.75	3.02	2.96	3.41	2.87	3.16	2.80	3.41	2.68	2.18	2.97	3.57	2.70	3.07	2.68	2.94
Personal letters (e.g. to a friend or relative)	**2.11**	**2.21b**	1.72	**2.46b**	1.93	2.01	2.26	2.24	1.69	2.08	2.14	1.73	1.88	**2.50kn**	1.88	2.08	2.12
Formal letters to organisations or individuals	**2.62**	**2.73b**	2.41	**2.89b**	2.51	2.55	2.70	2.67	2.56	2.53	2.70	2.60	2.54	2.71	2.60	2.51	2.63
Bills/ invoices/ statements	**2.16**	**2.33d**	2.07	2.23	2.05	2.18	2.13	**2.27h**	1.96	2.03	2.20	2.08	2.16	2.30	2.14	2.03	2.17
Smaller parcels - that will fit through a letterbox	**2.13**	**2.47bcd**	1.95	2.06	2.12	2.17	2.09	**2.22h**	2.01	2.13	2.21	1.96	2.12	**2.41kn**	2.08	2.12	2.15
Larger parcels - that will not fit through a letterbox	**2.22**	**2.53b**	2.02	2.22	2.15	2.24	2.19	**2.32h**	2.04	1.88	**2.33i**	2.07	2.28	**2.46ik**	2.21	1.88	**2.27o**
Items requiring a signature	**2.12**	2.40	2.06	1.90	1.98	2.27	1.93	2.17	1.93	1.83	2.06	1.64	**2.29k**	**2.53kn**	1.98	1.83	2.17
All Post	**7.30**	**9.95bcd**	6.30	**7.54bd**	6.19	**7.76f**	6.83	**8.08h**	6.07	5.83	6.75	6.59	**7.30i**	**9.78ijkln**	**6.90i**	5.79	**7.55o**
All Services	**4.89**	**6.35bcd**	4.31	**5.14bd**	4.15	5.15	4.63	**5.31h**	4.22	3.98	4.39	4.54	**4.87i**	**6.25ijkln**	4.64	3.95	**5.01o**
All Parcels	**3.32**	**3.97bcd**	2.97	3.27	3.24	3.38	3.26	**3.52h**	3.00	3.01	3.39	3.03	3.33	**3.97ikln**	3.23	2.98	3.39

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Invitations/ greetings cards/ postcards	**2.99**	2.82	**4.07a**	**6.56a**	2.93	3.16	3.71	3.08	2.41	**3.44n**	2.49	2.76	**4.06mn**	2.38	2.48	3.59	2.64	3.48	3.10
Personal letters (e.g. to a friend or relative)	**2.11**	2.09	2.29	2.62	2.12	2.28	1.91	1.70	1.71	1.89	1.62	2.31	2.13	1.54	**2.38m**	2.58	1.88	2.37	2.26
Formal letters to organisations or individuals	**2.62**	2.59	2.81	2.98	2.60	2.66	2.84	2.57	2.44	2.72	2.57	2.42	2.67	2.51	2.62	2.46	**2.97k**	2.98	2.60
Bills/ invoices/ statements	**2.16**	2.16	2.17	2.51	2.14	2.33	2.30	2.02	1.99	2.16	1.92	1.99	2.47	2.02	2.33	2.12	2.04	**2.94hijkmopr**	2.22
Smaller parcels - that will fit through a letterbox	**2.13**	2.13	2.14	2.16	2.10	2.32	2.27	2.22	2.16	**2.18m**	2.16	2.08	2.04	1.81	2.33	2.00	2.05	2.24	**2.33m**
Larger parcels - that will not fit through a letterbox	**2.22**	2.18	2.40	2.60	2.18	2.31	2.42	2.40	2.05	**2.33j**	1.75	**2.21j**	1.89	2.16	**2.46j**	**2.15j**	**2.29j**	**2.66jl**	**2.25j**
Items requiring a signature	**2.12**	2.09	2.31	2.45	2.12	2.26	2.04	2.01	1.83	2.24	1.49	**2.49j**	1.84	1.91	2.47	1.83	**2.21j**	4.50	2.06
All Post	**7.30**	7.20	7.89	**10.19ab**	7.21	7.74	8.09	7.32	6.21	7.36	6.22	7.18	7.24	6.05	**9.30hjmop**	6.82	6.99	**9.22hjmp**	**7.49jm**
All Services	**4.89**	4.81	5.43	**7.22ab**	4.86	4.92	5.47	4.77	3.94	5.08	4.13	4.79	5.35	4.14	**5.91hjmpr**	4.71	4.66	**6.03hjm**	4.73
All Parcels	**3.32**	3.29	3.52	3.85	3.28	3.54	3.56	3.44	3.25	3.46	3.01	3.26	2.99	2.92	**3.94m**	3.07	3.21	**3.81jm**	3.49

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Invitations/ greetings cards/ postcards	**2.99**	**3.51b**	2.73	2.44	2.11	2.60	3.14	2.23	3.19	2.93	2.54	3.15	3.07	3.06	3.13
Personal letters (e.g. to a friend or relative)	**2.11**	2.22	1.99	2.16	1.77	2.43	2.12	1.96	2.07	2.26	1.84	2.05	2.32	2.16	2.11
Formal letters to organisations or individuals	**2.62**	**2.79bg**	2.47	2.78	2.33	1.93	2.64	2.22	**2.78j**	2.61	2.36	2.40	2.46	2.69	2.41
Bills/ invoices/ statements	**2.16**	2.08	2.21	2.31	2.05	2.00	2.14	2.04	2.17	2.18	2.04	2.29	1.98	2.18	2.23
Smaller parcels - that will fit through a letterbox	**2.13**	2.17	2.04	2.23	2.34	2.13	2.10	2.27	2.26	2.05	1.93	2.23	3.17	2.16	**2.41j**
Larger parcels - that will not fit through a letterbox	**2.22**	2.30	2.08	**2.40b**	2.09	2.19	2.20	2.12	**2.45ij**	2.07	1.98	2.07	2.61	2.27	2.17
Items requiring a signature	**2.12**	2.41	1.95	1.79	1.70	2.23	2.21	1.88	**2.49j**	1.93	1.62	1.50	3.36	2.24	1.83
All Post	**7.30**	**8.51bcdfg**	6.67	6.74	6.19	6.14	**7.58bg**	6.17	**8.39ij**	**7.07j**	5.82	6.99	5.97	**7.71j**	6.74
All Services	**4.89**	**5.67bcdg**	4.55	4.44	3.86	4.12	**5.11bdg**	3.93	**5.43j**	**4.86j**	4.07	4.64	3.79	**5.14j**	4.45
All Parcels	**3.32**	**3.50b**	3.10	3.51	3.33	3.21	3.30	3.29	**3.65ij**	3.14	2.87	3.37	4.48	**3.40j**	**3.58j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Invitations/ greetings cards/ postcards	**2.99**	2.52	3.09	2.03	2.78	3.09	3.22	3.02	2.71	1.95	-	3.00	1.16
Personal letters (e.g. to a friend or relative)	**2.11**	2.19	2.11	1.46	2.09	2.10	2.25	2.11	2.18	1.00	-	2.12	1.33
Formal letters to organisations or individuals	**2.62**	2.60	2.61	3.35	2.69	2.54	**3.07e**	2.63	2.30	2.66	2.00	2.62	1.50
Bills/ invoices/ statements	**2.16**	2.27	2.15	1.98	**2.42e**	2.02	2.24	2.12	**3.83gk**	2.81	1.00	2.16	1.00
Smaller parcels - that will fit through a letterbox	**2.13**	2.32	2.12	1.97	**2.43e**	1.95	**2.33e**	2.13	2.62	1.38	1.00	2.14	1.61
Larger parcels - that will not fit through a letterbox	**2.22**	2.29	2.21	2.22	2.35	2.11	2.50	2.22	2.02	2.36	2.00	2.22	1.81
Items requiring a signature	**2.12**	2.18	2.12	1.55	**2.40e**	1.90	2.12	2.12	2.28	1.08	-	2.12	2.19
All Post	**7.30**	**9.82b**	7.08	6.58	**8.60e**	6.52	**8.75e**	7.22	**12.78gk**	6.32	1.89	7.32	4.89
All Services	**4.89**	**6.08b**	4.78	5.00	**5.47e**	4.52	**5.83e**	4.82	**8.90gk**	5.15	1.04	4.90	3.29
All Parcels	**3.32**	**4.04b**	3.25	3.17	**3.88e**	2.98	**3.77e**	3.32	3.87	2.74	2.45	3.33	2.69

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Invitations/ greetings cards/ postcards	**2.99**	2.19	**3.02a**	**3.53a**	**3.13a**	2.26	2.56	1.79	3.00	2.33	**3.35go**	**3.28go**	**4.64g**	2.64	**3.89go**	1.83	**3.38g**
Personal letters (e.g. to a friend or relative)	**2.11**	1.86	2.11	2.18	2.26	1.97	1.87	1.75	2.53	1.92	1.75	2.18	1.78	2.49	**2.47j**	1.69	2.45
Formal letters to organisations or individuals	**2.62**	2.45	2.58	2.75	2.71	2.43	2.55	2.37	2.62	2.71	2.39	3.00	2.47	2.76	2.81	2.54	2.78
Bills/ invoices/ statements	**2.16**	2.03	2.09	2.27	2.22	1.99	2.26	1.88	1.99	2.17	2.12	**2.68eghlm**	2.07	2.10	2.20	2.21	2.26
Smaller parcels - that will fit through a letterbox	**2.13**	2.10	2.17	2.20	2.07	1.98	2.19	2.15	**2.30mo**	2.08	2.12	2.48	2.23	1.85	2.20	1.85	2.14
Larger parcels - that will not fit through a letterbox	**2.22**	2.03	**2.38a**	2.29	2.15	1.87	2.15	**2.07o**	**2.15o**	**2.55ego**	**2.42eo**	2.40	**2.18o**	2.26	**2.61eo**	1.70	2.11
Items requiring a signature	**2.12**	1.80	2.06	2.54	2.08	2.24	1.76	1.46	2.16	1.98	**2.04g**	2.88	2.27	2.34	**2.32g**	1.74	2.07
All Post	**7.30**	6.35	**7.94a**	**7.66a**	7.24	6.14	6.76	6.19	**8.10ego**	**7.22o**	**8.57efgimo**	**8.72go**	7.17	7.06	**8.09ego**	5.86	**7.65o**
All Services	**4.89**	4.14	**5.15a**	**5.25a**	**5.02a**	3.96	4.54	3.95	**5.49ego**	4.51	**5.47egio**	**5.92egio**	4.95	**4.87g**	**5.51ego**	4.07	**5.41g**
All Parcels	**3.32**	3.15	**3.60ad**	3.38	3.16	2.93	**3.32o**	**3.20o**	**3.40o**	**3.76emo**	**3.62eo**	3.65	**3.36o**	3.09	**3.57o**	2.57	**3.29o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Yes	**2356**	-	2356	1146	1206	337	249	477	353	416	292	232	587	830	940	523	2120	216	2366
	90%	-	*90%*	*90%*	*91%*	**94%fk**	*87%*	*88%*	**94%fgk**	*91%*	*91%*	*87%*	*91%*	*91%*	*90%*	*89%*	*90%*	*90%*	*92%*
No	**251**	-	251	129	122	23	37	63	24	40	29	35	60	87	104	64	226	23	214
	10%	-	*10%*	*10%*	*9%*	*6%*	**13%eh**	**12%h**	*6%*	*9%*	*9%*	**13%eh**	*9%*	*9%*	*10%*	*11%*	*10%*	*10%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Yes	**2356**	468	724	588	577	1192	1165	1426	896	281	288	614	583	420	1485	285	1931
	90%	*93%*	*89%*	*91%*	*89%*	*91%*	*90%*	*90%*	*91%*	*86%*	*91%*	*90%*	*90%*	**95%ln**	*90%*	*86%*	**91%o**
No	**251**	33	88	59	71	121	130	151	94	46	29	68	63	24	160	47	188
	10%	*7%*	*11%*	*9%*	*11%*	*9%*	*10%*	*10%*	*9%*	**14%m**	*9%*	*10%*	*10%*	*5%*	**10%m**	**14%p**	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Yes	**2356**	2029	327	107	1961	211	115	69	99	251	194	184	211	219	297	313	193	34	177
	90%	*90%*	*94%*	*92%*	*90%*	*92%*	*92%*	**95%d**	*91%*	*86%*	*92%*	**95%i**	*93%*	*90%*	*88%*	*90%*	*89%*	**99%ln**	*91%*
No	**251**	229	22	9	219	18	10	4	10	42	18	10	15	24	41	34	24	*	17
	10%	*10%*	*6%*	*8%*	**10%g**	*8%*	*8%*	*5%*	*9%*	**14%kq**	*8%*	*5%*	*7%*	*10%*	**12%q**	*10%*	*11%*	*1%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2580**	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	**2607**	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	**1369**	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Yes	**2356**	833	879	373	169	76	1712	246	829	907	415	127	49	1736	176
	90%	**93%bc**	*89%*	*87%*	*92%*	**97%c**	**91%c**	**93%c**	**93%jkn**	**91%j**	*86%*	*87%*	*85%*	**92%jn**	*86%*
No	**251**	58	109	58	15	2	167	18	61	89	66	19	9	150	28
	10%	*7%*	**11%a**	**13%aefg**	*8%*	*3%*	*9%*	*7%*	*7%*	*9%*	**14%him**	**13%h**	*15%*	*8%*	**14%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Yes	**2356**	175	2148	34	705	1500	151	2299	35	9	2	2342	12
	90%	*95%*	*90%*	*79%*	*93%*	*90%*	*88%*	*91%*	*86%*	*78%*	*48%*	*91%*	*79%*
No	**251**	8	234	9	55	175	21	237	6	3	2	245	3
	10%	*5%*	*10%*	*21%*	*7%*	*10%*	*12%*	*9%*	*14%*	*22%*	*52%*	*9%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Yes	**2356**	789	420	760	387	389	-	400	-	420	-	392	-	368	-	387	-
	90%	*90%*	*91%*	*89%*	**94%c**	*90%*	-	*90%*	-	*91%*	-	*91%*	-	*86%*	-	**94%m**	-
No	**251**	86	41	99	25	44	-	43	-	41	-	40	-	58	-	25	-
	10%	*10%*	*9%*	**11%d**	*6%*	*10%*	-	*10%*	-	*9%*	-	*9%*	-	**14%o**	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2366**	-	2366	1121	1243	277	253	450	325	487	360	214	530	775	1061	574	2217	130	2366
Weighted Base	**2356**	-**	2356	1146	1206	337	249	477	353	416	292	232	587	830	940	523	2120	216*	2366
Effective Base	**1252**	-	1252	586	666	158	140	245	191	249	169	110	295	436	523	276	1155	94	2366
Home address	**2271**	-	2271	1102	1165	318	231	449	348	409	287	230	548	797	926	517	2049	203	2300
	96%	-	*96%*	*96%*	*97%*	*94%*	*92%*	*94%*	**98%efg**	**98%efg**	**98%fg**	**99%efg**	*93%*	*96%*	**99%lm**	**99%lm**	*97%*	*94%*	*97%*
Work address	**178**	-	178	114	64	25	44	68	23	14	*	5	69	91	18	5	160	17	129
	8%	-	*8%*	**10%d**	*5%*	**7%j**	**18%ehijk**	**14%ehijk**	**7%j**	**3%j**	*	*2%*	**12%no**	**11%no**	*2%*	*1%*	*8%*	*8%*	*5%*
Friend/relative's address	**158**	-	158	81	77	40	28	46	13	12	5	14	68	59	31	19	144	13	134
	7%	-	*7%*	*7%*	*6%*	**12%hij**	**11%hij**	**10%hij**	*4%*	*3%*	*2%*	*6%*	**12%mno**	**7%n**	*3%*	*4%*	*7%*	*6%*	*6%*
In store, using a 'collect from store' option'	**189**	-	189	91	98	26	26	44	29	29	17	17	52	73	64	34	158	27	166
	8%	-	*8%*	*8%*	*8%*	*8%*	*11%*	*9%*	*8%*	*7%*	*6%*	*7%*	*9%*	*9%*	*7%*	*7%*	*7%*	*12%*	*7%*
Post Office	**152**	-	152	105	47	49	26	42	18	8	5	5	75	60	18	10	123	28	120
	6%	-	*6%*	**9%d**	*4%*	**14%hijk**	**10%ijk**	**9%ijk**	*5%*	*2%*	*2%*	*2%*	**13%mno**	**7%no**	*2%*	*2%*	*6%*	**13%p**	*5%*
Delivery locker	**122**	-	122	82	40	27	10	44	15	12	9	5	37	59	26	14	100	21	80
	5%	-	*5%*	**7%d**	*3%*	**8%ijk**	*4%*	**9%ijk**	*4%*	*3%*	*3%*	*2%*	**6%no**	**7%no**	*3%*	*3%*	*5%*	**10%p**	*3%*
Another pick-up point (e.g. Collect+ or Doddle)	**84**	-	84	54	30	19	14	16	13	14	4	4	33	28	22	8	66	17	61
	4%	-	*4%*	**5%d**	*2%*	**6%j**	**6%j**	*3%*	*4%*	*3%*	*1%*	*2%*	**6%no**	*3%*	*2%*	*2%*	*3%*	**8%p**	*3%*
Somewhere else (please specify)	**8**	-	8	8	1	5	1	*	*	*	*	2	5	*	3	3	4	5	10
	*	-	*	*1%*	*	*1%*	*	*	*	*	*	*1%*	*1%*	*	*	*1%*	*	**2%p**	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2366**	636	709	496	525	1345	1021	1222	1111	271	281	592	622	419	1495	273	1953
Weighted Base	**2356**	468	724	588	577	1192	1165	1426	896	281	288	614	583	420	1485	285	1931
Effective Base	**1252**	244	400	297	314	643	609	680	585	157	165	322	322	197	808	158	1019
Home address	**2271**	437	702	575	557	1140	1132	1358	880	271	282	594	563	390	1440	275	1856
	96%	*93%*	**97%a**	**98%a**	*96%*	*96%*	*97%*	*95%*	**98%g**	*96%*	**98%m**	*97%*	*97%*	*93%*	**97%m**	*96%*	*96%*
Work address	**178**	70	42	46	20	112	66	159	18	8	11	30	40	82	81	8	163
	8%	**15%bcd**	*6%*	**8%d**	*3%*	**9%f**	*6%*	**11%h**	*2%*	*3%*	*4%*	*5%*	*7%*	**20%ijkln**	*5%*	*3%*	**8%o**
Friend/relative's address	**158**	56	34	37	30	91	67	115	42	16	23	28	32	51	83	16	134
	7%	**12%bcd**	*5%*	*6%*	*5%*	*8%*	*6%*	**8%h**	*5%*	*6%*	*8%*	*5%*	*5%*	**12%ikln**	*6%*	*6%*	*7%*
In store, using a 'collect from store' option'	**189**	55	63	38	33	118	71	120	65	17	21	39	42	49	101	17	153
	8%	**12%cd**	*9%*	*6%*	*6%*	**10%f**	*6%*	*8%*	*7%*	*6%*	*7%*	*6%*	*7%*	**12%kn**	*7%*	*6%*	*8%*
Post Office	**152**	64	22	33	33	86	66	121	31	18	16	17	30	66	63	18	130
	6%	**14%bcd**	*3%*	*6%*	*6%*	*7%*	*6%*	**8%h**	*3%*	*6%*	*6%*	*3%*	*5%*	**16%ijkln**	*4%*	*6%*	*7%*
Delivery locker	**122**	52	27	23	20	79	43	95	26	13	11	22	18	56	51	13	107
	5%	**11%bcd**	*4%*	*4%*	*3%*	**7%f**	*4%*	**7%h**	*3%*	*5%*	*4%*	*4%*	*3%*	**13%ijkln**	*3%*	*5%*	*6%*
Another pick-up point (e.g. Collect+ or Doddle)	**84**	25	15	22	21	40	43	62	21	9	11	13	13	31	37	9	71
	4%	**5%b**	*2%*	*4%*	*4%*	*3%*	*4%*	*4%*	*2%*	*3%*	*4%*	*2%*	*2%*	**7%kln**	*3%*	*3%*	*4%*
Somewhere else (please specify)	**8**	2	*	5	1	2	6	6	2	*	2	1	*	5	2	*	8
	*	*	*	*1%*	*	*	*	*	*	*	*1%*	*	*	**1%n**	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2366**	1570	796	342	1138	501	425	302	120	124	131	125	140	124	120	131	123	83	418
Weighted Base	**2356**	2029	327	107*	1961	211	115	69	99	251	194	184	211	219	297	313	193	34*	177
Effective Base	**1252**	1051	208	78	930	218	199	177	106	109	116	108	122	109	108	113	109	46	175
Home address	**2271**	1950	321	104	1889	204	111	67	95	241	189	178	207	214	279	297	188	33	171
	96%	*96%*	*98%*	*97%*	*96%*	*97%*	*97%*	*97%*	*96%*	*96%*	*97%*	*97%*	*98%*	*98%*	*94%*	*95%*	*97%*	*97%*	*97%*
Work address	**178**	164	14	7	157	13	4	4	9	21	14	12	11	9	50	28	3	2	11
	8%	*8%*	*4%*	*7%*	**8%f**	*6%*	*4%*	*5%*	**9%p**	**8%p**	**7%p**	*7%*	*5%*	*4%*	**17%jklmpr**	**9%p**	*2%*	*5%*	**6%p**
Friend/relative's address	**158**	144	14	9	141	8	3	6	9	12	13	15	13	7	28	29	15	1	7
	7%	*7%*	*4%*	*8%*	**7%f**	*4%*	*3%*	**8%ef**	**9%m**	*5%*	*7%*	*8%*	*6%*	*3%*	*10%*	*9%*	*8%*	*4%*	*4%*
In store, using a 'collect from store' option'	**189**	169	20	9	166	15	5	3	10	18	16	19	16	12	40	19	18	3	12
	8%	*8%*	*6%*	*8%*	**8%fg**	*7%*	*4%*	*4%*	*10%*	*7%*	*8%*	*10%*	*8%*	*5%*	**13%m**	*6%*	*9%*	*9%*	*7%*
Post Office	**152**	140	12	3	134	10	5	4	6	10	8	9	15	4	49	25	8	1	9
	6%	*7%*	*4%*	*3%*	*7%*	*5%*	*5%*	*5%*	*6%*	*4%*	*4%*	*5%*	*7%*	*2%*	**17%hijklmpqr**	**8%m**	*4%*	*2%*	*5%*
Delivery locker	**122**	118	4	1	109	10	2	1	3	17	13	5	9	-	37	23	4	1	9
	5%	**6%b**	*1%*	*1%*	**6%fg**	*5%*	*2%*	*1%*	**3%m**	**7%m**	**7%m**	*3%*	**4%m**	-	**12%hklmpr**	**7%m**	*2%*	**2%m**	**5%m**
Another pick-up point (e.g. Collect+ or Doddle)	**84**	79	5	1	72	7	4	1	2	7	5	6	9	1	22	12	8	3	4
	4%	*4%*	*1%*	*1%*	*4%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*3%*	*4%*	*1%*	**7%m**	*4%*	*4%*	**10%hijmr**	*2%*
Somewhere else (please specify)	**8**	7	2	1	8	*	-	1	2	-	-	-	1	-	-	5	-	-	*
	*	*	*	*1%*	*	*	-	*1%*	**2%n**	-	-	-	*1%*	-	-	*1%*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2366**	838	893	355	169	82	1731	251	856	927	378	121	55	1783	176
Weighted Base	**2356**	833	879	373	169*	76*	1712	246	829	907	415	127*	49*	1736	176
Effective Base	**1252**	432	468	195	96	48	900	144	444	478	212	71	32	921	102
Home address	**2271**	815	847	360	152	71	1662	223	814	872	392	120	45	1685	165
	96%	***98%deg***	***96%dg***	***97%dg***	*90%*	*93%*	***97%dg***	*91%*	***98%jkln***	*96%*	*94%*	*94%*	*91%*	*97%*	*94%*
Work address	**178**	76	62	16	8	15	138	23	71	63	28	7	7	134	14
	8%	***9%c***	*7%*	*4%*	*5%*	***19%abcdf***	*8%*	*9%*	*9%*	*7%*	*7%*	*6%*	*15%*	*8%*	*8%*
Friend/relative's address	**158**	62	55	23	15	*	118	16	62	65	17	6	5	127	12
	7%	*7%*	*6%*	*6%*	*9%*	*1%*	*7%*	*6%*	*7%*	*7%*	*4%*	*5%*	*11%*	*7%*	*7%*
In store, using a 'collect from store' option'	**189**	70	73	35	8	1	143	9	59	80	32	13	3	140	16
	8%	*8%*	*8%*	*9%*	*5%*	*1%*	*8%*	*4%*	*7%*	*9%*	*8%*	*10%*	*6%*	*8%*	*9%*
Post Office	**152**	62	57	24	6	2	119	8	55	64	19	10	3	119	13
	6%	*7%*	*6%*	*6%*	*4%*	*3%*	*7%*	*3%*	*7%*	*7%*	*5%*	*8%*	*6%*	*7%*	*7%*
Delivery locker	**122**	61	47	7	3	1	108	4	46	57	15	*	2	103	2
	5%	***7%cg***	***5%c***	*2%*	*2%*	*1%*	***6%cg***	*2%*	***6%k***	***6%kn***	*3%*	*	*4%*	***6%kn***	*1%*
Another pick-up point (e.g. Collect+ or Doddle)	**84**	31	37	11	1	3	68	3	28	37	12	4	1	65	5
	4%	*4%*	*4%*	*3%*	*	*3%*	*4%*	*1%*	*3%*	*4%*	*3%*	*3%*	*2%*	*4%*	*3%*
Somewhere else (please specify)	**8**	2	5	1	-	-	7	-	1	6	1	-	-	7	-
	*	*	*1%*	*	-	-	*	-	*	*1%*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2366**	161	2166	39	718	1497	151	2318	25	11	3	2354	9
Weighted Base	**2356**	175*	2148	34**	705	1500	151*	2299	35**	9**	2**	2342	12**
Effective Base	**1252**	92	1140	20	379	785	89	1224	17	6	2	1247	4
Home address	**2271**	169	2072	30	689	1443	138	2224	27	7	2	2259	10
	96%	*97%*	*96%*	*89%*	**98%f**	**96%f**	*92%*	*97%*	*80%*	*79%*	*100%*	*96%*	*86%*
Work address	**178**	32	140	7	81	77	21	156	17	4	1	176	*
	8%	**18%b**	*7%*	*20%*	**11%e**	*5%*	**14%e**	*7%*	*48%*	*40%*	*56%*	*8%*	*3%*
Friend/relative's address	**158**	27	125	6	72	67	19	153	3	2	-	158	*
	7%	**15%b**	*6%*	*18%*	**10%e**	*4%*	**13%e**	*7%*	*9%*	*20%*	-	*7%*	*4%*
In store, using a 'collect from store' option'	**189**	17	163	8	63	106	19	175	9	2	-	187	2
	8%	*10%*	*8%*	*24%*	*9%*	*7%*	*13%*	*8%*	*26%*	*22%*	-	*8%*	*18%*
Post Office	**152**	32	117	4	71	65	16	140	11	-	1	151	*
	6%	**18%b**	*5%*	*11%*	**10%e**	*4%*	**10%e**	*6%*	*32%*	-	*41%*	*6%*	*4%*
Delivery locker	**122**	25	93	4	52	55	15	114	7	-	1	121	*
	5%	**14%b**	*4%*	*12%*	**7%e**	*4%*	**10%e**	*5%*	*19%*	-	*41%*	*5%*	*3%*
Another pick-up point (e.g. Collect+ or Doddle)	**84**	10	70	3	40	33	11	76	7	-	-	83	*
	4%	*6%*	*3%*	*9%*	**6%e**	*2%*	**7%e**	*3%*	*20%*	-	-	*4%*	*4%*
Somewhere else (please specify)	**8**	1	7	-	2	6	1	8	1	*	-	8	-
	*	*	*	-	*	*	*	*	*2%*	*1%*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2366**	799	393	773	401	399	-	400	-	393	-	393	-	380	-	401	-
Weighted Base	**2356**	789	420	760	387	389	-**	400	-**	420	-**	392	-**	368	-**	387	-**
Effective Base	**1252**	403	227	400	224	200	-	204	-	227	-	202	-	199	-	224	-
Home address	**2271**	757	408	737	369	367	-	390	-	408	-	383	-	354	-	369	-
	96%	*96%*	*97%*	*97%*	*95%*	*94%*	-	*98%*	-	*97%*	-	*98%*	-	*96%*	-	*95%*	-
Work address	**178**	56	33	67	22	20	-	36	-	33	-	28	-	39	-	22	-
	8%	*7%*	*8%*	*9%*	*6%*	*5%*	-	*9%*	-	*8%*	-	*7%*	-	**11%e**	-	*6%*	-
Friend/relative's address	**158**	60	21	57	21	27	-	33	-	21	-	32	-	25	-	21	-
	7%	*8%*	*5%*	*7%*	*5%*	*7%*	-	*8%*	-	*5%*	-	*8%*	-	*7%*	-	*5%*	-
In store, using a 'collect from store' option'	**189**	70	25	61	32	40	-	31	-	25	-	34	-	27	-	32	-
	8%	*9%*	*6%*	*8%*	*8%*	*10%*	-	*8%*	-	*6%*	-	*9%*	-	*7%*	-	*8%*	-
Post Office	**152**	43	19	56	34	10	-	33	-	19	-	31	-	25	-	34	-
	6%	*5%*	*5%*	*7%*	*9%*	*3%*	-	**8%e**	-	*5%*	-	**8%e**	-	*7%*	-	**9%e**	-
Delivery locker	**122**	31	21	48	22	15	-	16	-	21	-	19	-	29	-	22	-
	5%	*4%*	*5%*	*6%*	*6%*	*4%*	-	*4%*	-	*5%*	-	*5%*	-	*8%*	-	*6%*	-
Another pick-up point (e.g. Collect+ or Doddle)	**84**	29	5	30	21	11	-	17	-	5	-	12	-	17	-	21	-
	4%	*4%*	*1%*	**4%b**	**5%b**	*3%*	-	**4%l**	-	*1%*	-	*3%*	-	**5%l**	-	**5%l**	-
Somewhere else (please specify)	**8**	2	*	6	1	1	-	1	-	*	-	*	-	6	-	1	-
	***	*	*	*1%*	*	*	-	*	-	*	-	*	-	*2%*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2366**	-	2366	1121	1243	277	253	450	325	487	360	214	530	775	1061	574	2217	130	2366
Weighted Base	**2356**	-**	2356	1146	1206	337	249	477	353	416	292	232	587	830	940	523	2120	216*	2366
Effective Base	**1252**	-	1252	586	666	158	140	245	191	249	169	110	295	436	523	276	1155	94	2366
Home address	**2014**	-	2014	958	1054	273	199	386	310	369	268	208	472	697	845	476	1819	179	2065
	85%	-	*85%*	*84%*	*87%*	*81%*	*80%*	*81%*	**88%f**	**89%efg**	**92%efg**	**90%efg**	*81%*	*84%*	**90%lm**	**91%lm**	*86%*	*83%*	*87%*
Work address	**176**	-	176	125	50	43	31	62	16	18	2	3	75	78	24	5	151	24	144
	7%	-	*7%*	**11%d**	*4%*	**13%hijk**	**13%hijk**	**13%hijk**	**4%j**	**4%j**	*1%*	*1%*	**13%no**	**9%no**	*3%*	*1%*	*7%*	*11%*	*6%*
Friend/relative's address	**239**	-	239	133	106	41	42	65	25	28	20	17	83	91	65	37	216	22	217
	10%	-	*10%*	*12%*	*9%*	*12%*	**17%hijk**	**14%hij**	*7%*	*7%*	*7%*	*7%*	**14%no**	**11%n**	*7%*	*7%*	*10%*	*10%*	*9%*
In store, using a 'collect from store' option'	**277**	-	277	124	151	44	33	66	40	50	18	27	77	106	94	44	256	20	278
	12%	-	*12%*	*11%*	*13%*	**13%j**	**13%j**	**14%j**	*11%*	**12%j**	*6%*	*12%*	*13%*	*13%*	*10%*	*8%*	*12%*	*9%*	*12%*
Post Office	**176**	-	176	87	89	36	30	32	27	25	11	15	66	59	50	25	150	24	170
	7%	-	*7%*	*8%*	*7%*	**11%j**	**12%ij**	*7%*	*8%*	*6%*	*4%*	*6%*	**11%no**	*7%*	*5%*	*5%*	*7%*	*11%*	*7%*
Delivery locker	**171**	-	171	99	70	34	21	51	24	24	8	8	55	75	40	16	145	24	130
	7%	-	*7%*	**9%d**	*6%*	**10%jk**	**8%j**	**11%ijk**	*7%*	*6%*	*3%*	*3%*	**9%no**	**9%no**	*4%*	*3%*	*7%*	*11%*	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	**125**	-	125	56	69	17	17	35	21	21	10	5	34	56	36	15	105	17	118
	5%	-	*5%*	*5%*	*6%*	*5%*	*7%*	*7%*	*6%*	*5%*	*3%*	*2%*	*6%*	**7%no**	*4%*	*3%*	*5%*	*8%*	*5%*
Somewhere else (please specify)	**25**	-	25	15	10	5	1	*	6	3	3	7	6	6	14	10	25	-	28
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	**3%g**	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2366**	636	709	496	525	1345	1021	1222	1111	271	281	592	622	419	1495	273	1953
Weighted Base	**2356**	468	724	588	577	1192	1165	1426	896	281	288	614	583	420	1485	285	1931
Effective Base	**1252**	244	400	297	314	643	609	680	585	157	165	322	322	197	808	158	1019
Home address	**2014**	369	623	509	512	992	1021	1186	799	254	258	546	494	315	1299	258	1636
	85%	*79%*	**86%a**	**87%a**	**89%a**	*83%*	**88%o**	*83%*	**89%g**	**90%m**	**90%m**	**89%m**	**85%m**	*75%*	**87%m**	*90%*	*85%*
Work address	**176**	68	47	41	20	114	62	158	16	5	22	36	39	67	97	5	164
	7%	**14%bcd**	*6%*	*7%*	*4%*	**10%f**	*5%*	**11%h**	*2%*	*2%*	**8%l**	**6%l**	**7%l**	**16%ijkln**	**7%l**	*2%*	**8%o**
Friend/relative's address	**239**	71	52	61	55	123	116	170	65	21	39	40	57	67	136	21	205
	10%	**15%bd**	*7%*	*10%*	*10%*	*10%*	*10%*	**12%h**	*7%*	*8%*	**14%k**	*7%*	*10%*	**16%ikln**	*9%*	*7%*	*11%*
In store, using a 'collect from store' option'	**277**	73	92	76	37	165	113	185	88	17	30	68	70	75	168	17	246
	12%	**16%d**	**13%d**	**13%d**	*6%*	**14%f**	*10%*	*13%*	*10%*	*6%*	*10%*	*11%*	**12%i**	**18%ijkn**	*11%*	*6%*	**13%o**
Post Office	**176**	46	54	40	36	100	76	117	54	15	28	45	35	46	108	15	154
	7%	*10%*	*7%*	*7%*	*6%*	*8%*	*7%*	*8%*	*6%*	*5%*	*10%*	*7%*	*6%*	**11%l**	*7%*	*5%*	*8%*
Delivery locker	**171**	67	58	23	22	125	46	124	45	14	20	44	22	61	86	14	149
	7%	**14%bcd**	**8%cd**	*4%*	*4%*	**10%f**	*4%*	**9%h**	*5%*	*5%*	*7%*	*7%*	*4%*	**14%ijkln**	*6%*	*5%*	*8%*
Another pick-up point (e.g. Collect+ or Doddle)	**125**	37	40	29	20	76	49	88	31	13	19	29	21	37	69	13	107
	5%	**8%d**	*5%*	*5%*	*3%*	*6%*	*4%*	**6%h**	*3%*	*5%*	*7%*	*5%*	*4%*	**9%ln**	*5%*	*5%*	*6%*
Somewhere else (please specify)	**25**	7	5	4	10	12	13	7	17	5	7	3	2	6	12	5	18
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	**2%g**	*2%*	**3%l**	*1%*	*	*1%*	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2366**	1570	796	342	1138	501	425	302	120	124	131	125	140	124	120	131	123	83	418
Weighted Base	**2356**	2029	327	107*	1961	211	115	69	99	251	194	184	211	219	297	313	193	34*	177
Effective Base	**1252**	1051	208	78	930	218	199	177	106	109	116	108	122	109	108	113	109	46	175
Home address	**2014**	1717	297	92	1668	182	101	63	89	221	163	170	191	197	224	263	149	30	152
	85%	*85%*	**91%a**	*86%*	*85%*	*86%*	*88%*	**91%d**	**91%np**	**88%np**	*84%*	**92%np**	**91%np**	**90%np**	*76%*	*84%*	*77%*	*89%*	**86%n**
Work address	**176**	158	17	7	153	12	8	3	9	21	18	14	6	11	41	19	14	1	11
	7%	*8%*	*5%*	*7%*	*8%*	*5%*	*7%*	*5%*	**9%l**	*8%*	**9%l**	*8%*	*3%*	*5%*	**14%lmr**	*6%*	*7%*	*3%*	*6%*
Friend/relative's address	**239**	217	22	11	203	22	7	6	14	17	23	16	25	12	48	35	14	2	20
	10%	*11%*	*7%*	*10%*	*10%*	*10%*	*6%*	*9%*	**14%m**	*7%*	*12%*	*9%*	*12%*	*5%*	**16%lm**	*11%*	*7%*	*6%*	*11%*
In store, using a 'collect from store' option'	**277**	251	27	12	232	28	10	8	11	24	40	21	19	12	42	36	28	3	25
	12%	*12%*	*8%*	*11%*	*12%*	*13%*	*9%*	*11%*	*11%*	*9%*	**20%ilm**	*11%*	*9%*	*6%*	**14%m**	*11%*	**14%m**	*9%*	**14%m**
Post Office	**176**	155	20	10	147	17	6	5	4	14	15	11	16	6	35	26	21	1	16
	7%	*8%*	*6%*	*9%*	*8%*	*8%*	*5%*	*7%*	*4%*	*6%*	*8%*	*6%*	*8%*	*3%*	**12%m**	*8%*	**11%m**	*3%*	**9%m**
Delivery locker	**171**	163	8	4	152	11	6	2	8	36	14	8	16	4	43	13	11	1	10
	7%	**8%b**	*2%*	*4%*	**8%g**	*5%*	*5%*	*3%*	**8%m**	**14%kmopr**	**7%m**	*4%*	**8%m**	*2%*	**14%kmopr**	*4%*	*6%*	*3%*	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	**125**	112	13	8	100	16	5	4	8	18	8	10	7	6	20	15	8	5	12
	5%	*6%*	*4%*	*8%*	*5%*	*8%*	*5%*	*6%*	*8%*	*7%*	*4%*	*5%*	*3%*	*3%*	*7%*	*5%*	*4%*	**14%klmop**	*7%*
Somewhere else (please specify)	**25**	23	3	2	22	1	2	1	2	1	1	-	2	1	8	2	4	1	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2366**	838	893	355	169	82	1731	251	856	927	378	121	55	1783	176
Weighted Base	**2356**	833	879	373	169*	76*	1712	246	829	907	415	127*	49*	1736	176
Effective Base	**1252**	432	468	195	96	48	900	144	444	478	212	71	32	921	102
Home address	**2014**	711	746	330	140	60	1458	201	720	748	363	112	42	1468	154
	85%	*85%*	*85%*	*89%*	*83%*	*79%*	*85%*	*82%*	*87%*	*82%*	*87%*	*88%*	*86%*	*85%*	*87%*
Work address	**176**	77	61	22	9	6	138	15	70	66	24	11	4	136	14
	7%	*9%*	*7%*	*6%*	*5%*	*8%*	*8%*	*6%*	*8%*	*7%*	*6%*	*8%*	*8%*	*8%*	*8%*
Friend/relative's address	**239**	81	102	32	16	6	182	22	77	100	48	10	3	177	12
	10%	*10%*	*12%*	*9%*	*9%*	*8%*	*11%*	*9%*	*9%*	*11%*	*11%*	*8%*	*6%*	*10%*	*7%*
In store, using a 'collect from store' option'	**277**	120	95	33	19	7	215	26	112	120	28	7	8	232	15
	12%	*14%*	*11%*	*9%*	*11%*	*9%*	*13%*	*10%*	**14%j**	**13%j**	*7%*	*6%*	*16%*	**13%j**	*8%*
Post Office	**176**	60	79	25	6	2	139	9	55	84	24	8	3	139	11
	7%	*7%*	**9%g**	*7%*	*4%*	*3%*	*8%*	*4%*	*7%*	*9%*	*6%*	*6%*	*6%*	*8%*	*6%*
Delivery locker	**171**	65	65	25	9	5	130	14	52	68	40	6	3	120	9
	7%	*8%*	*7%*	*7%*	*6%*	*6%*	*8%*	*6%*	*6%*	*8%*	*10%*	*5%*	*6%*	*7%*	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	**125**	47	59	12	3	3	106	6	44	63	10	6	2	107	8
	5%	*6%*	*7%*	*3%*	*2%*	*4%*	*6%*	*3%*	*5%*	**7%j**	*2%*	*5%*	*4%*	**6%j**	*5%*
Somewhere else (please specify)	**25**	12	6	3	2	2	18	3	12	7	3	2	1	19	3
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2366**	161	2166	39	718	1497	151	2318	25	11	3	2354	9
Weighted Base	**2356**	175*	2148	34**	705	1500	151*	2299	35**	9**	2**	2342	12**
Effective Base	**1252**	92	1140	20	379	785	89	1224	17	6	2	1247	4
Home address	**2014**	135	1853	25	584	1305	125	1983	10	9	2	2002	10
	85%	*77%*	**86%a**	*76%*	*83%*	*87%*	*82%*	*86%*	*28%*	*100%*	*100%*	*85%*	*85%*
Work address	**176**	28	146	2	67	92	16	165	7	2	1	174	*
	7%	**16%b**	*7%*	*6%*	**10%e**	*6%*	*11%*	*7%*	*21%*	*20%*	*56%*	*7%*	*4%*
Friend/relative's address	**239**	22	213	5	82	129	29	220	18	-	-	238	2
	10%	*12%*	*10%*	*14%*	*12%*	*9%*	**19%e**	*10%*	*51%*	-	-	*10%*	*14%*
In store, using a 'collect from store' option'	**277**	28	241	9	103	158	16	266	11	*	*	277	-
	12%	*16%*	*11%*	*26%*	**15%e**	*11%*	*11%*	*12%*	*31%*	*2%*	*4%*	*12%*	-
Post Office	**176**	18	155	2	73	85	17	165	8	2	1	175	-
	7%	*11%*	*7%*	*6%*	**10%e**	*6%*	**11%e**	*7%*	*22%*	*20%*	*41%*	*7%*	-
Delivery locker	**171**	21	145	4	66	90	15	156	14	-	-	170	*
	7%	**12%b**	*7%*	*13%*	**9%e**	*6%*	*10%*	*7%*	*40%*	-	-	*7%*	*4%*
Another pick-up point (e.g. Collect+ or Doddle)	**125**	12	108	5	44	70	12	119	6	-	-	125	*
	5%	*7%*	*5%*	*16%*	*6%*	*5%*	*8%*	*5%*	*17%*	-	-	*5%*	*1%*
Somewhere else (please specify)	**25**	6	18	2	16	8	1	25	1	*	-	25	-
	1%	**3%b**	*1%*	*5%*	**2%e**	*1%*	*	*1%*	*2%*	*1%*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2366**	799	393	773	401	399	-	400	-	393	-	393	-	380	-	401	-
Weighted Base	**2356**	789	420	760	387	389	-**	400	-**	420	-**	392	-**	368	-**	387	-**
Effective Base	**1252**	403	227	400	224	200	-	204	-	227	-	202	-	199	-	224	-
Home address	**2014**	663	363	666	322	327	-	336	-	363	-	349	-	317	-	322	-
	85%	*84%*	*87%*	*88%*	*83%*	*84%*	-	*84%*	-	*87%*	-	*89%*	-	*86%*	-	*83%*	-
Work address	**176**	59	24	68	25	18	-	40	-	24	-	39	-	29	-	25	-
	7%	*7%*	*6%*	*9%*	*6%*	*5%*	-	***10%e***	-	*6%*	-	***10%e***	-	*8%*	-	*6%*	-
Friend/relative's address	**239**	81	41	79	38	33	-	48	-	41	-	35	-	44	-	38	-
	10%	*10%*	*10%*	*10%*	*10%*	*8%*	-	*12%*	-	*10%*	-	*9%*	-	*12%*	-	*10%*	-
In store, using a 'collect from store' option'	**277**	96	44	92	46	57	-	39	-	44	-	40	-	51	-	46	-
	12%	*12%*	*10%*	*12%*	*12%*	*15%*	-	*10%*	-	*10%*	-	*10%*	-	*14%*	-	*12%*	-
Post Office	**176**	56	32	59	28	32	-	24	-	32	-	29	-	30	-	28	-
	7%	*7%*	*8%*	*8%*	*7%*	*8%*	-	*6%*	-	*8%*	-	*7%*	-	*8%*	-	*7%*	-
Delivery locker	**171**	52	24	59	35	19	-	33	-	24	-	26	-	33	-	35	-
	7%	*7%*	*6%*	*8%*	*9%*	*5%*	-	*8%*	-	*6%*	-	*7%*	-	*9%*	-	*9%*	-
Another pick-up point (e.g. Collect+ or Doddle)	**125**	44	20	45	16	17	-	28	-	20	-	25	-	20	-	16	-
	5%	*6%*	*5%*	*6%*	*4%*	*4%*	-	*7%*	-	*5%*	-	*6%*	-	*6%*	-	*4%*	-
Somewhere else (please specify)	**25**	15	2	6	3	5	-	10	-	2	-	4	-	2	-	3	-
	1%	*2%*	*	*1%*	*1%*	*1%*	-	*2%*	-	*	-	*1%*	-	*1%*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2366**	-	2366	1121	1243	277	253	450	325	487	360	214	530	775	1061	574	2217	130	2366
Weighted Base	**2356**	-**	2356	1146	1206	337	249	477	353	416	292	232	587	830	940	523	2120	216*	2366
Effective Base	**1252**	-	1252	586	666	158	140	245	191	249	169	110	295	436	523	276	1155	94	2366
Yes	**1275**	-	1275	569	702	203	147	269	197	206	129	122	351	466	458	252	1137	126	1351
	54%	-	*54%*	*50%*	**58%c**	**60%ij**	**59%j**	**56%j**	**56%j**	*50%*	*44%*	*53%*	**60%no**	**56%no**	*49%*	*48%*	*54%*	*58%*	*57%*
No	**1033**	-	1033	554	480	127	94	200	153	199	159	101	221	353	459	260	944	81	961
	44%	-	*44%*	**48%d**	*40%*	*38%*	*38%*	*42%*	*43%*	**48%e**	**55%efgh**	*44%*	*38%*	*43%*	**49%l**	**50%l**	*45%*	*37%*	*41%*
Don't know	**48**	-	48	23	25	7	8	7	3	12	3	8	14	11	23	12	39	9	54
	2%	-	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*1%*	*4%*	*2%*	*1%*	*2%*	*2%*	*2%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2366**	636	709	496	525	1345	1021	1222	1111	271	281	592	622	419	1495	273	1953
Weighted Base	**2356**	468	724	588	577	1192	1165	1426	896	281	288	614	583	420	1485	285	1931
Effective Base	**1252**	244	400	297	314	643	609	680	585	157	165	322	322	197	808	158	1019
Yes	**1275**	281	389	305	299	670	604	806	446	130	166	300	317	265	783	130	1066
	54%	*60%*	*54%*	*52%*	*52%*	*56%*	*52%*	**56%h**	*50%*	*46%*	**58%i**	*49%*	*54%*	**63%ikn**	*53%*	*46%*	**55%o**
No	**1033**	178	321	270	264	499	535	596	427	145	116	305	251	150	672	149	828
	44%	*38%*	*44%*	*46%*	*46%*	*42%*	*46%*	*42%*	**48%g**	**52%jm**	*40%*	**50%jm**	*43%*	*36%*	**45%m**	**52%p**	*43%*
Don't know	**48**	9	14	12	13	22	26	25	23	6	6	9	16	5	31	6	36
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2366**	1570	796	342	1138	501	425	302	120	124	131	125	140	124	120	131	123	83	418
Weighted Base	**2356**	2029	327	107*	1961	211	115	69	99	251	194	184	211	219	297	313	193	34*	177
Effective Base	**1252**	1051	208	78	930	218	199	177	106	109	116	108	122	109	108	113	109	46	175
Yes	**1275**	1092	183	55	1049	103	80	44	51	139	98	104	104	116	170	173	93	19	84
	54%	*54%*	*56%*	*51%*	*53%*	*49%*	**69%de**	**63%de**	*52%*	*55%*	*50%*	*57%*	*49%*	*53%*	*57%*	*55%*	*48%*	*57%*	*47%*
No	**1033**	895	139	50	879	99	31	25	44	112	89	78	103	100	120	137	95	14	85
	44%	*44%*	*42%*	*47%*	**45%fg**	**47%fg**	*27%*	*36%*	*44%*	*45%*	*46%*	*42%*	*49%*	*46%*	*40%*	*44%*	*49%*	*41%*	*48%*
Don't know	**48**	42	6	2	34	10	4	*	3	-	7	2	3	3	7	3	6	1	9
	2%	*2%*	*2%*	*2%*	*2%*	**5%dg**	*4%*	*1%*	**4%l**	-	**4%l**	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	**2%l**	**5%lo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 159

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2366**	838	893	355	169	82	1731	251	856	927	378	121	55	1783	176
Weighted Base	**2356**	833	879	373	169*	76*	1712	246	829	907	415	127*	49*	1736	176
Effective Base	**1252**	432	468	195	96	48	900	144	444	478	212	71	32	921	102
Yes	**1275**	449	485	171	104	50	934	154	477	499	197	61	29	976	90
	54%	*54%*	**55%c**	*46%*	**62%c**	**65%c**	**55%c**	**63%c**	**58%j**	*55%*	*47%*	*48%*	*59%*	**56%j**	*51%*
No	**1033**	372	374	192	64	25	746	88	342	389	209	62	19	731	80
	44%	*45%*	*43%*	**52%bdefg**	*38%*	*33%*	*44%*	*36%*	*41%*	*43%*	**50%hm**	*49%*	*38%*	*42%*	*46%*
Don't know	**48**	12	20	10	1	1	32	3	9	19	10	4	2	28	6
	2%	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 159

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2366**	161	2166	39	718	1497	151	2318	25	11	3	2354	9
Weighted Base	**2356**	175*	2148	34**	705	1500	151*	2299	35**	9**	2**	2342	12**
Effective Base	**1252**	92	1140	20	379	785	89	1224	17	6	2	1247	4
Yes	**1275**	124	1134	16	418	779	78	1243	19	2	2	1264	9
	54%	**71%b**	*53%*	*49%*	**59%e**	*52%*	*52%*	*54%*	*54%*	*25%*	*96%*	*54%*	*75%*
No	**1033**	45	973	15	272	697	64	1012	15	6	*	1033	*
	44%	*26%*	**45%a**	*46%*	*39%*	**47%d**	*43%*	*44%*	*43%*	*71%*	*4%*	*44%*	*3%*
Don't know	**48**	5	41	2	15	24	9	44	1	*	-	45	3
	2%	*3%*	*2%*	*5%*	*2%*	*2%*	**6%e**	*2%*	*3%*	*5%*	-	*2%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2366**	799	393	773	401	399	-	400	-	393	-	393	-	380	-	401	-
Weighted Base	**2356**	789	420	760	387	389	-**	400	-**	420	-**	392	-**	368	-**	387	-**
Effective Base	**1252**	403	227	400	224	200	-	204	-	227	-	202	-	199	-	224	-
Yes	**1275**	422	216	423	214	200	-	221	-	216	-	208	-	215	-	214	-
	54%	*53%*	*51%*	*56%*	*55%*	*52%*	-	*55%*	-	*51%*	-	*53%*	-	*58%*	-	*55%*	-
No	**1033**	355	196	315	167	184	-	171	-	196	-	176	-	139	-	167	-
	44%	*45%*	*47%*	*41%*	*43%*	*47%*	-	*43%*	-	*47%*	-	*45%*	-	*38%*	-	*43%*	-
Don't know	**48**	12	8	22	6	4	-	8	-	8	-	7	-	15	-	6	-
	2%	*2%*	*2%*	*3%*	*1%*	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*4%*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3493**	-	3493	1641	1840	419	415	697	493	679	499	291	834	1190	1469	790	3267	200	3493
Weighted Base	**3374**	-**	3374	1621	1740	461	410	710	498	582	396	318	870	1208	1296	714	3029	318	3493
Effective Base	**1847**	-	1847	867	972	234	234	388	261	347	229	160	466	649	733	387	1696	142	3493
Royal Mail	**2682**	-	2682	1234	1438	376	338	553	383	472	310	250	714	936	1032	560	2411	253	2868
	79%	-	*79%*	*76%*	***83%c***	*82%*	*82%*	*78%*	*77%*	*81%*	*78%*	*79%*	*82%*	*77%*	*80%*	*78%*	*80%*	*80%*	*82%*
Citipost	**104**	-	104	86	17	25	21	51	5	2	*	-	46	55	2	*	97	6	66
	3%	-	*3%*	***5%d***	*1%*	***5%hijk***	***5%hijk***	***7%hijk***	*1%*	*	*	-	***5%no***	***5%no***	*	*	*3%*	*2%*	*2%*
Collect+ (Collect Plus)	**111**	-	111	85	26	35	17	48	6	3	2	-	53	54	5	2	85	26	84
	3%	-	*3%*	***5%d***	*1%*	***8%hijk***	***4%hijk***	***7%hijk***	*1%*	*1%*	*	-	***6%no***	***4%no***	*	*	*3%*	***8%p***	*2%*
DHL	**449**	-	449	274	175	78	67	135	58	55	28	27	145	193	110	55	381	67	421
	13%	-	*13%*	***17%d***	*10%*	***17%ijk***	***16%ijk***	***19%hijk***	*12%*	*10%*	*7%*	*8%*	***17%no***	***16%no***	*9%*	*8%*	*13%*	***21%p***	*12%*
FedEx	**227**	-	227	161	66	65	36	76	26	9	9	7	101	102	24	15	175	50	177
	7%	-	*7%*	***10%d***	*4%*	***14%hijk***	***9%ijk***	***11%hijk***	***5%i***	*2%*	*2%*	*2%*	***12%no***	***8%no***	*2%*	*2%*	*6%*	***16%p***	*5%*
Hermes / Evri	**1102**	-	1102	430	667	141	131	209	158	203	131	130	272	367	463	260	1008	88	1225
	33%	-	*33%*	*27%*	***38%c***	*31%*	*32%*	*29%*	*32%*	*35%*	*33%*	***41%eg***	*31%*	*30%*	***36%m***	***36%m***	*33%*	*28%*	*35%*
Interlink	**69**	-	69	46	22	18	13	27	11	1	-	-	31	37	1	-	56	12	51
	2%	-	*2%*	***3%d***	*1%*	***4%ijk***	***3%ijk***	***4%ijk***	***2%ij***	*	-	-	***4%no***	***3%no***	*	-	*2%*	*4%*	*1%*
DPD	**534**	-	534	266	264	62	86	125	83	85	69	25	148	208	178	93	477	52	643
	16%	-	*16%*	*16%*	*15%*	*13%*	***21%eik***	***18%k***	***17%k***	***15%k***	***17%k***	*8%*	*17%*	*17%*	*14%*	*13%*	*16%*	*16%*	*18%*
Parcelforce	**189**	-	189	112	76	35	23	48	30	29	11	14	58	78	53	24	158	29	202
	6%	-	*6%*	***7%d***	*4%*	***8%***	*6%*	***7%j***	*6%*	*5%*	*3%*	*4%*	***7%o***	***6%o***	*4%*	*3%*	*5%*	*9%*	*6%*
TNT Express	**77**	-	77	60	17	10	8	43	6	5	*	3	18	50	8	3	59	17	53
	2%	-	*2%*	***4%d***	*1%*	***2%j***	***2%j***	***6%efhijk***	*1%*	*1%*	*	*1%*	***2%no***	***4%no***	*1%*	*	*2%*	***5%p***	*2%*
UPS	**133**	-	133	87	46	24	13	57	19	10	7	1	37	77	18	8	107	25	109
	4%	-	*4%*	***5%d***	*3%*	***5%ijk***	***3%k***	***8%fhijk***	***4%k***	*2%*	*2%*	*	***4%no***	***6%no***	*1%*	*1%*	*4%*	***8%p***	*3%*
Yodel	**271**	-	271	127	144	28	48	62	40	43	28	21	76	102	92	49	241	29	280
	8%	-	*8%*	*8%*	*8%*	*6%*	***12%e***	*9%*	*8%*	*7%*	*7%*	*7%*	*9%*	*8%*	*7%*	*7%*	*8%*	*9%*	*8%*
UK Mail (not to be confused with Royal Mail)	**71**	-	71	50	21	17	12	29	6	4	2	1	28	36	7	3	62	9	52
	2%	-	*2%*	***3%d***	*1%*	***4%ijk***	***3%j***	***4%hijk***	*1%*	*1%*	*	*	***3%no***	***3%no***	*1%*	*	*2%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3374**	-**	3374	1621	1740	461	410	710	498	582	396	318	870	1208	1296	714	3029	318	3493
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**609**	-	609	304	300	48	67	102	91	142	94	65	115	193	301	159	572	37	591
	18%	-	*18%*	*19%*	*17%*	*10%*	*16%*	*14%*	**18%e**	**24%efg**	**24%efg**	**20%e**	*13%*	*16%*	**23%lm**	**22%lm**	**19%q**	*11%*	*17%*
Other: please specify	**28**	-	28	18	10	5	1	3	8	6	2	2	6	11	10	4	28	-	48
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
I don't know	**92**	-	92	38	54	9	3	19	18	25	7	11	12	37	43	18	87	4	91
	3%	-	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	**4%f**	**4%f**	*2%*	**3%f**	*1%*	*3%*	**3%l**	*3%*	*3%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3493**	966	1053	706	768	2019	1474	1856	1586	374	420	875	909	687	2204	377	2944
Weighted Base	**3374**	735	1035	774	830	1770	1605	2073	1243	401	422	817	834	688	2073	405	2807
Effective Base	**1847**	404	573	409	461	977	870	1029	825	215	240	466	459	346	1164	217	1534
Royal Mail	**2682**	537	832	626	688	1368	1314	1619	1010	316	342	667	678	508	1688	319	2236
	79%	*73%*	**80%a**	**81%a**	**83%a**	*77%*	**82%e**	*78%*	*81%*	*79%*	**81%m**	**82%m**	**81%m**	*74%*	**81%m**	*79%*	*80%*
Citipost	**104**	63	19	16	7	81	22	97	4	5	14	14	11	60	39	5	99
	3%	**9%bcd**	*2%*	*2%*	*1%*	**5%f**	*1%*	**5%h**	*	*1%*	*3%*	*2%*	*1%*	**9%ijkln**	*2%*	*1%*	*4%*
Collect+ (Collect Plus)	**111**	67	19	15	10	87	25	101	8	6	8	11	21	62	40	6	102
	3%	**9%bcd**	*2%*	*2%*	*1%*	**5%f**	*2%*	**5%h**	*1%*	*1%*	*2%*	*1%*	*3%*	**9%ijkln**	*2%*	*1%*	*4%*
DHL	**449**	179	113	106	51	292	157	333	107	53	33	99	97	156	228	53	385
	13%	**24%bcd**	**11%d**	**14%d**	*6%*	**17%f**	*10%*	**16%h**	*9%*	*13%*	*8%*	*12%*	*12%*	**23%ijkln**	*11%*	*13%*	*14%*
FedEx	**227**	123	41	40	23	163	64	188	35	21	14	39	42	103	96	22	200
	7%	**17%bcd**	*4%*	*5%*	*3%*	**9%f**	*4%*	**9%h**	*3%*	*5%*	*3%*	*5%*	*5%*	**15%ijkln**	*5%*	*5%*	*7%*
Hermes / Evri	**1102**	221	338	263	279	560	542	636	441	139	147	300	263	188	711	139	909
	33%	*30%*	*33%*	*34%*	*34%*	*32%*	*34%*	*31%*	**35%g**	*35%*	**35%m**	**37%m**	*32%*	*27%*	**34%m**	*34%*	*32%*
Interlink	**69**	38	6	19	6	44	25	63	6	5	2	17	19	25	37	5	62
	2%	**5%bcd**	*1%*	**2%b**	*1%*	*2%*	*2%*	**3%h**	*	*1%*	*1%*	*2%*	*2%*	**4%j**	*2%*	*1%*	*2%*
DPD	**534**	126	170	125	112	296	238	354	174	56	49	142	129	133	320	56	459
	16%	*17%*	*16%*	*16%*	*14%*	*17%*	*15%*	*17%*	*14%*	*14%*	*12%*	*17%*	*15%*	**19%j**	*15%*	*14%*	*16%*
Parcelforce	**189**	50	57	51	31	107	82	139	44	16	14	47	53	55	114	16	169
	6%	**7%d**	*6%*	**7%d**	*4%*	*6%*	*5%*	**7%h**	*4%*	*4%*	*3%*	*6%*	*6%*	**8%j**	*5%*	*4%*	*6%*
TNT Express	**77**	41	12	17	6	54	23	72	5	4	3	11	17	41	32	4	72
	2%	**6%bcd**	*1%*	*2%*	*1%*	**3%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*2%*	**6%ijkln**	*2%*	*1%*	*3%*
UPS	**133**	61	32	21	18	93	40	102	30	16	7	28	27	49	62	16	113
	4%	**8%bcd**	*3%*	*3%*	*2%*	**5%f**	*2%*	**5%h**	*2%*	*4%*	*2%*	*3%*	*3%*	**7%jkln**	*3%*	*4%*	*4%*
Yodel	**271**	56	59	72	83	115	155	175	92	43	27	53	76	59	155	43	217
	8%	*8%*	*6%*	**9%b**	**10%b**	*7%*	**10%e**	*8%*	*7%*	*11%*	*6%*	*6%*	*9%*	*9%*	*7%*	*11%*	*8%*
UK Mail (not to be confused with Royal Mail)	**71**	36	13	14	9	49	23	58	13	3	6	15	6	38	27	3	66
	2%	**5%bcd**	*1%*	*2%*	*1%*	**3%f**	*1%*	**3%h**	*1%*	*1%*	*1%*	*2%*	*1%*	**6%ijkln**	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3374**	735	1035	774	830	1770	1605	2073	1243	401	422	817	834	688	2073	405	2807
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**609**	105	217	127	160	322	287	348	255	63	89	143	173	111	404	63	524
	18%	*14%*	***21%a***	*16%*	*19%*	*18%*	*18%*	*17%*	***21%g***	*16%*	*21%*	*17%*	*21%*	*16%*	*19%*	*16%*	*19%*
Other: please specify	**28**	6	7	9	6	13	15	14	13	1	2	11	7	7	20	1	27
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
I don't know	**92**	19	33	11	28	52	40	55	37	20	7	15	23	19	45	20	69
	3%	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*3%*	*3%*	***5%jkn***	*2%*	*2%*	*3%*	*3%*	*2%*	***5%p***	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3493	2273	1220	526	1621	759	641	472	160	166	176	171	182	170	205	185	206	126	633
Weighted Base	3374	2885	490	169	2783	309	176	107	127	319	262	246	279	301	491	440	318	46*	263
Effective Base	1847	1538	318	111	1348	346	291	279	142	149	156	151	160	154	185	163	185	63	286
Royal Mail	2682	2277	406	148	2191	256	143	93	106	243	208	195	231	239	363	343	262	41	216
	79%	79%	83%	88%a	79%	83%	81%	87%d	83%n	76%	80%	79%	83%n	79%	74%	78%	82%	88%n	82%n
Citipost	104	100	4	-	92	7	1	3	6	18	-	10	8	2	45	-	4	3	4
	3%	3%bc	1%	-	3%f	2%	1%	2%	5%jmop	6%jmopr	-	4%jmo	3%jo	1%	9%jlmopr	-	1%	7%jmopr	2%o
Collect+ (Collect Plus)	111	101	10	5	98	9	3	2	3	14	2	8	12	5	39	8	8	2	8
	3%	4%	2%	3%	4%	3%	1%	2%	2%	4%j	1%	3%	4%j	2%	8%jmopr	2%	3%	4%j	3%
DHL	449	385	64	26	378	32	23	16	18	48	29	25	31	37	93	63	35	7	25
	13%	13%	13%	16%	14%	10%	13%	15%	14%	15%	11%	10%	11%	12%	19%klpr	14%	11%	15%	10%
FedEx	227	201	26	9	196	16	10	5	9	35	16	22	10	6	66	19	13	2	15
	7%	7%	5%	5%	7%	5%	6%	4%	7%m	11%lmop	6%	9%m	4%	2%	13%jlmopqr	4%	4%	3%	6%
Hermes / Evri	1102	905	197	75	887	118	61	36	41	118	92	65	100	105	126	139	102	15	103
	33%	31%	40%a	44%a	32%	38%d	35%	34%	32%	37%kn	35%	26%	36%n	35%	26%	32%	32%	33%	39%kn
Interlink	69	65	4	2	61	4	2	2	3	10	2	7	9	1	19	4	6	2	2
	2%	2%	1%	1%	2%	1%	1%	1%	3%	3%	1%	3%	3%	*	4%mr	1%	2%	5%jmor	1%
DPD	534	452	82	29	404	68	42	19	21	56	34	30	38	51	66	63	46	7	61
	16%	16%	17%	17%	15%	22%d	24%d	18%	17%	17%	13%	12%	13%	17%	13%	14%	14%	14%	23%klnop
Parcelforce	189	161	28	12	151	20	11	7	9	27	20	10	18	15	27	7	17	4	16
	6%	6%	6%	7%	5%	6%	6%	7%	7%o	8%o	8%o	4%	7%o	5%	6%o	2%	5%o	9%o	6%o
TNT Express	77	73	4	2	73	2	1	1	5	7	4	6	12	3	34	-	3	-	2
	2%	3%	1%	1%	3%e	1%	1%	1%	4%mopr	2%o	1%	2%o	4%or	1%	7%jmopr	-	1%	-	1%
UPS	133	127	6	2	118	7	5	3	5	19	7	4	18	7	40	6	11	1	5
	4%	4%b	1%	1%	4%	2%	3%	3%	4%	6%o	3%	2%	7%kor	2%	8%jkmor	1%	4%	3%	2%
Yodel	271	225	46	15	223	23	17	8	11	24	21	21	28	25	30	32	33	1	22
	8%	8%	9%	9%	8%	7%	10%	7%	9%	7%	8%	8%	10%	8%	6%	7%	10%q	2%	8%
UK Mail (not to be confused with Royal Mail)	71	61	10	7	65	3	1	2	1	7	8	7	4	4	19	12	4	-	3
	2%	2%	2%	4%	2%	1%	1%	1%	*	2%	3%	3%	1%	1%	4%	3%	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3374**	2885	490	169	2783	309	176	107	127	319	262	246	279	301	491	440	318	46*	263
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**609**	515	94	28	508	45	35	21	22	70	49	36	57	75	54	95	50	4	41
	18%	*18%*	*19%*	*17%*	*18%*	*15%*	*20%*	*19%*	*18%*	**22%nq**	**19%n**	*15%*	**20%nq**	**25%knpqr**	*11%*	**22%nq**	*16%*	*9%*	*16%*
Other: please specify	**28**	21	6	3	19	5	1	2	2	3	3	3	2	1	-	2	3	2	3
	1%	*1%*	*1%*	*2%*	*1%*	**2%d**	*1%*	**2%d**	**1%n**	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	**5%lmnop**	**1%n**
I don't know	**92**	74	18	2	80	5	4	3	5	8	6	10	6	9	15	12	9	*	5
	3%	*3%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3493**	1344	1341	441	230	105	2685	335	1434	1374	461	147	46	2808	193
Weighted Base	**3374**	1308	1257	441	249	95*	2564	344	1349	1319	475	163*	38**	2668	202
Effective Base	**1847**	708	691	241	133	58	1399	191	746	716	253	89	27	1461	115
Royal Mail	**2682**	1078	1002	321	203	63	2080	266	1126	1057	336	121	23	2183	143
	79%	**82%ce**	**80%ce**	*73%*	**82%e**	*66%*	**81%ce**	*77%*	**83%jkn**	**80%jn**	*71%*	*74%*	*59%*	**82%jn**	*71%*
Citipost	**104**	70	25	5	3	1	95	4	47	39	12	5	1	86	5
	3%	**5%bcdg**	*2%*	*1%*	*1%*	*1%*	**4%bc**	*1%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*
Collect+ (Collect Plus)	**111**	69	28	4	*	7	98	7	48	45	15	*	*	93	1
	3%	**5%bcd**	*2%*	*1%*	*	**7%bcd**	**4%cd**	*2%*	*4%*	*3%*	*3%*	*	*1%*	*3%*	*
DHL	**449**	194	161	69	16	9	354	25	187	173	67	13	9	360	22
	13%	**15%dg**	**13%dg**	**16%dg**	*7%*	*9%*	**14%dg**	*7%*	*14%*	*13%*	*14%*	*8%*	*24%*	*13%*	*11%*
FedEx	**227**	102	86	25	6	8	188	14	111	76	29	9	2	187	11
	7%	**8%d**	**7%d**	*6%*	*2%*	*8%*	**7%d**	*4%*	*8%*	*6%*	*6%*	*5%*	*5%*	*7%*	*5%*
Hermes / Evri	**1102**	438	400	156	70	30	838	100	483	406	130	64	12	890	76
	33%	*34%*	*32%*	*35%*	*28%*	*32%*	*33%*	*29%*	**36%ij**	*31%*	*27%*	**39%j**	*31%*	*33%*	**38%j**
Interlink	**69**	35	25	5	2	1	60	3	24	33	4	5	2	57	7
	2%	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*3%*	*6%*	*2%*	*4%*
DPD	**534**	179	216	79	44	15	394	60	215	194	85	37	3	409	40
	16%	*14%*	*17%*	*18%*	*18%*	*16%*	*15%*	*17%*	*16%*	*15%*	*18%*	*23%*	*7%*	*15%*	*20%*
Parcelforce	**189**	79	63	18	14	13	142	28	78	64	30	9	4	142	13
	6%	*6%*	*5%*	*4%*	*6%*	**14%abcf**	*6%*	*8%*	*6%*	*5%*	*6%*	*6%*	*11%*	*5%*	*7%*
TNT Express	**77**	44	22	6	4	*	66	5	35	35	6	*	-	70	*
	2%	*3%*	*2%*	*1%*	*2%*	*	*3%*	*1%*	*3%*	*3%*	*1%*	*	-	*3%*	*
UPS	**133**	64	38	17	10	2	102	12	62	55	13	-	2	117	2
	4%	*5%*	*3%*	*4%*	*4%*	*2%*	*4%*	*4%*	**5%k**	**4%k**	*3%*	-	*7%*	**4%k**	*1%*
Yodel	**271**	111	101	38	11	9	213	20	111	110	31	16	*	220	17
	8%	*9%*	*8%*	*9%*	*4%*	*9%*	*8%*	*6%*	*8%*	*8%*	*7%*	*10%*	*1%*	*8%*	*8%*
UK Mail (not to be confused with Royal Mail)	**71**	37	12	12	8	2	50	10	33	20	12	2	4	54	6
	2%	**3%b**	*1%*	*3%*	**3%b**	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*10%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3374**	1308	1257	441	249	95*	2564	344	1349	1319	475	163*	38**	2668	202
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**609**	233	190	118	46	17	423	63	228	242	86	42	8	470	50
	18%	*18%*	*15%*	**27%abfg**	*18%*	*18%*	*17%*	*18%*	*17%*	*18%*	*18%*	**26%h**	*22%*	*18%*	**25%h**
Other: please specify	**28**	10	12	2	2	2	22	3	11	9	7	*	-	20	*
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	*
I don't know	**92**	29	31	17	7	4	60	11	19	40	19	6	4	59	9
	3%	*2%*	*2%*	*4%*	*3%*	*4%*	*2%*	*3%*	*1%*	**3%h**	**4%h**	*3%*	*10%*	*2%*	**5%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3493**	290	3147	56	1165	2124	204	3419	50	11	2	3480	11
Weighted Base	**3374**	302	3026	46**	1105	2069	200	3290	59*	7**	2**	3356	16**
Effective Base	**1847**	166	1654	26	624	1106	118	1801	33	5	2	1839	6
Royal Mail	**2682**	220	2421	42	891	1630	162	2624	37	7	2	2668	12
	79%	*73%*	**80%a**	*91%*	*81%*	*79%*	*81%*	**80%h**	*62%*	*100%*	*100%*	**79%h**	*76%*
Citipost	**104**	28	73	2	66	28	10	99	4	-	-	104	-
	3%	**9%b**	*2%*	*5%*	**6%e**	*1%*	**5%e**	*3%*	*7%*	-	-	*3%*	-
Collect+ (Collect Plus)	**111**	43	68	-	67	39	5	103	6	-	-	109	3
	3%	**14%b**	*2%*	-	**6%e**	*2%*	*3%*	*3%*	**10%gk**	-	-	*3%*	*16%*
DHL	**449**	74	365	10	201	219	29	425	18	6	-	449	1
	13%	**25%b**	*12%*	*21%*	**18%e**	*11%*	*15%*	*13%*	**30%gk**	*87%*	-	*13%*	*3%*
FedEx	**227**	41	184	2	89	113	25	206	19	2	-	227	-
	7%	**14%b**	*6%*	*5%*	**8%e**	*5%*	**12%e**	*6%*	**33%gk**	*24%*	-	*7%*	-
Hermes / Evri	**1102**	93	996	12	374	664	63	1079	17	3	1	1099	2
	33%	*31%*	*33%*	*27%*	*34%*	*32%*	*32%*	*33%*	*28%*	*46%*	*45%*	*33%*	*11%*
Interlink	**69**	16	53	-	32	25	12	63	4	1	-	69	-
	2%	**5%b**	*2%*	-	**3%e**	*1%*	**6%e**	*2%*	*7%*	*20%*	-	*2%*	-
DPD	**534**	49	479	6	189	316	29	524	10	*	-	534	-
	16%	*16%*	*16%*	*14%*	*17%*	*15%*	*15%*	*16%*	*17%*	*1%*	-	*16%*	-
Parcelforce	**189**	28	156	5	79	99	11	186	2	-	-	188	1
	6%	**9%b**	*5%*	*11%*	**7%e**	*5%*	*6%*	*6%*	*3%*	-	-	*6%*	*3%*
TNT Express	**77**	23	54	-	44	27	6	73	4	-	-	77	-
	2%	**8%b**	*2%*	-	**4%e**	*1%*	*3%*	*2%*	*6%*	-	-	*2%*	-
UPS	**133**	31	98	3	65	58	10	127	6	-	-	133	-
	4%	**10%b**	*3%*	*7%*	**6%e**	*3%*	*5%*	*4%*	*10%*	-	-	*4%*	-
Yodel	**271**	32	238	1	87	168	16	266	3	-	-	269	2
	8%	*10%*	*8%*	*2%*	*8%*	*8%*	*8%*	*8%*	*5%*	-	-	*8%*	*10%*
UK Mail (not to be confused with Royal Mail)	**71**	21	47	4	39	31	1	68	3	-	-	71	-
	2%	**7%b**	*2%*	*8%*	**4%e**	*2%*	*	*2%*	*6%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3374**	302	3026	46**	1105	2069	200	3290	59*	7**	2**	3356	16**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**609**	44	560	5	179	401	29	607	-	2	-	609	-
	18%	*15%*	*18%*	*12%*	*16%*	*19%*	*14%*	**18%h**	-	*25%*	-	**18%h**	-
Other: please specify	**28**	2	26	-	8	18	2	28	-	-	-	28	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
I don't know	**92**	4	87	*	24	63	4	90	-	-	-	90	2
	3%	*1%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	-	-	-	*3%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3493**	881	931	840	841	305	293	283	310	297	324	299	267	274	278	288	275
Weighted Base	**3374**	850	877	814	834	291	268	290	292	304	281	297	255	263	294	268	272
Effective Base	**1847**	438	529	424	464	152	141	145	176	168	188	158	130	136	159	154	151
Royal Mail	**2682**	661	699	666	657	226	216	219	221	259	219	234	222	211	223	212	222
	79%	*78%*	*80%*	*82%*	*79%*	*77%*	*80%*	*75%*	*76%*	**85%ghn**	*78%*	*79%*	**87%eghn**	*80%*	*76%*	*79%*	*82%*
Citipost	**104**	24	32	22	25	1	10	13	16	4	12	3	12	8	12	7	6
	3%	*3%*	*4%*	*3%*	*3%*	*	**4%e**	**4%e**	**6%eik**	*1%*	**4%e**	*1%*	**5%e**	*3%*	**4%e**	*3%*	*2%*
Collect+ (Collect Plus)	**111**	29	39	28	16	10	7	12	16	12	10	16	9	3	6	3	7
	3%	*3%*	**4%d**	*3%*	*2%*	*3%*	*2%*	*4%*	**6%mo**	*4%*	*4%*	**5%mo**	*4%*	*1%*	*2%*	*1%*	*2%*
DHL	**449**	111	128	101	109	27	36	48	43	38	47	35	29	37	50	26	34
	13%	*13%*	*15%*	*12%*	*13%*	*9%*	*13%*	*17%*	*15%*	*13%*	**17%e**	*12%*	*12%*	*14%*	**17%e**	*10%*	*12%*
FedEx	**227**	49	71	54	53	11	18	20	26	17	27	25	8	20	25	12	16
	7%	*6%*	*8%*	*7%*	*6%*	*4%*	*7%*	*7%*	**9%l**	*6%*	**10%el**	*9%*	*3%*	*8%*	*8%*	*4%*	*6%*
Hermes / Evri	**1102**	290	290	268	254	93	88	109	98	100	92	95	91	82	95	75	84
	33%	*34%*	*33%*	*33%*	*30%*	*32%*	*33%*	*38%*	*34%*	*33%*	*33%*	*32%*	*36%*	*31%*	*32%*	*28%*	*31%*
Interlink	**69**	18	22	14	14	8	6	5	14	2	7	7	4	3	2	5	7
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	**5%in**	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*
DPD	**534**	172	152	111	98	70	45	58	49	52	52	48	25	38	34	20	44
	16%	**20%cd**	**17%d**	*14%*	*12%*	**24%lmno**	**17%o**	**20%lo**	**17%o**	**17%o**	**18%lo**	**16%o**	*10%*	*14%*	*12%*	*8%*	**16%o**
Parcelforce	**189**	40	62	49	38	11	14	15	18	27	16	26	13	10	16	10	11
	6%	*5%*	*7%*	*6%*	*5%*	*4%*	*5%*	*5%*	*6%*	*9%*	*6%*	*9%*	*5%*	*4%*	*6%*	*4%*	*4%*
TNT Express	**77**	22	17	15	22	9	8	5	8	3	6	13	*	1	11	7	4
	2%	*3%*	*2%*	*2%*	*3%*	*3%*	**3%l**	*2%*	*3%*	*1%*	*2%*	**4%lm**	*	*	**4%l**	*3%*	*2%*
UPS	**133**	23	58	23	28	10	5	8	18	16	24	14	4	5	15	6	7
	4%	*3%*	**7%acd**	*3%*	*3%*	*3%*	*2%*	*3%*	**6%l**	*5%*	**8%efglmop**	*5%*	*2%*	*2%*	*5%*	*2%*	*2%*
Yodel	**271**	81	71	55	64	32	17	31	26	24	21	15	17	23	24	19	21
	8%	*9%*	*8%*	*7%*	*8%*	**11%k**	*6%*	*11%*	*9%*	*8%*	*7%*	*5%*	*7%*	*9%*	*8%*	*7%*	*8%*
UK Mail (not to be confused with Royal Mail)	**71**	12	30	15	15	1	5	5	9	8	12	6	3	6	7	6	2
	2%	*1%*	**3%a**	*2%*	*2%*	*	*2%*	*2%*	*3%*	*3%*	**4%ep**	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**3374**	850	877	814	834	291	268	290	292	304	281	297	255	263	294	268	272
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**609**	143	179	142	144	53	41	49	46	78	55	39	44	59	48	46	50
	18%	*17%*	*20%*	*17%*	*17%*	*18%*	*15%*	*17%*	*16%*	**26%fhkn**	*20%*	*13%*	*17%*	**23%k**	*16%*	*17%*	*19%*
Other: please specify	**28**	3	1	12	12	2	*	*	*	*	-	7	3	2	6	2	4
	1%	*	*	**1%b**	**1%b**	*1%*	*	*	*	*	-	**2%j**	*1%*	*1%*	*2%*	*1%*	*1%*
I don't know	**92**	30	16	27	18	5	10	15	7	4	5	8	8	11	7	2	9
	3%	*4%*	*2%*	*3%*	*2%*	*2%*	*4%*	**5%d**	*3%*	*1%*	*2%*	*3%*	*3%*	*4%*	*2%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3493**	-	3493	1641	1840	419	415	697	493	679	499	291	834	1190	1469	790	3267	200	3493
Weighted Base	**3374**	-**	3374	1621	1740	461	410	710	498	582	396	318	870	1208	1296	714	3029	318	3493
Effective Base	**1847**	-	1847	867	972	234	234	388	261	347	229	160	466	649	733	387	1696	142	3493
Yes	**3021**	-	3021	1441	1569	367	350	613	460	547	380	304	717	1073	1231	684	2765	236	3180
	90%	-	*90%*	*89%*	*90%*	*80%*	*85%*	**86%e**	**92%efg**	**94%efg**	**96%efg**	**96%efg**	*82%*	**89%l**	**95%lm**	**96%lm**	**91%q**	*74%*	*91%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**241**	-	241	129	110	52	52	72	15	23	17	9	104	88	49	26	183	56	211
	7%	-	*7%*	*8%*	*6%*	**11%hijk**	**13%hijk**	**10%hijk**	*3%*	*4%*	*4%*	*3%*	**12%mno**	**7%no**	*4%*	*4%*	*6%*	**18%p**	*6%*
No - I received a card to say that it was left in a safe place outside my home	**118**	-	118	60	57	21	15	37	18	16	5	6	36	54	27	11	92	21	116
	3%	-	*3%*	*4%*	*3%*	**5%j**	*4%*	**5%j**	*4%*	*3%*	*1%*	*2%*	**4%no**	**5%no**	*2%*	*2%*	*3%*	**7%p**	*3%*
No - I received a card to say that it was left with a neighbour	**42**	-	42	19	23	8	5	14	4	8	3	-	13	18	11	3	34	6	48
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
No - It was left outside of my home for me to find	**82**	-	82	39	43	13	6	9	25	13	5	11	19	34	29	16	69	11	76
	2%	-	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	**5%fgj**	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*
I don't know	**48**	-	48	21	26	14	5	11	5	7	4	1	19	16	12	6	35	10	52
	1%	-	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET: Any experience of not receiving parcel on the first attempt	**425**	-	425	215	207	92	71	115	51	49	25	22	162	167	95	46	331	88	391
	13%	-	*13%*	*13%*	*12%*	**20%hijk**	**17%hijk**	**16%hijk**	*10%*	*8%*	*6%*	*7%*	**19%mno**	**14%no**	*7%*	*6%*	*11%*	**28%p**	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3493**	966	1053	706	768	2019	1474	1856	1586	374	420	875	909	687	2204	377	2944
Weighted Base	**3374**	735	1035	774	830	1770	1605	2073	1243	401	422	817	834	688	2073	405	2807
Effective Base	**1847**	404	573	409	461	977	870	1029	825	215	240	466	459	346	1164	217	1534
Yes	**3021**	653	944	696	728	1597	1424	1823	1157	346	390	716	768	613	1874	350	2529
	90%	*89%*	*91%*	*90%*	*88%*	*90%*	*89%*	*88%*	**93%g**	*86%*	**93%ik**	*88%*	**92%ik**	*89%*	*90%*	*86%*	*90%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**241**	77	54	55	55	131	110	180	50	39	15	61	51	62	128	39	192
	7%	**10%bd**	*5%*	*7%*	*7%*	*7%*	*7%*	**9%h**	*4%*	**10%jn**	*4%*	**7%j**	*6%*	**9%j**	*6%*	*10%*	*7%*
No - I received a card to say that it was left in a safe place outside my home	**118**	32	37	27	21	69	48	89	23	13	12	24	26	40	63	13	103
	3%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	**4%h**	*2%*	*3%*	*3%*	*3%*	*3%*	**6%kn**	*3%*	*3%*	*4%*
No - I received a card to say that it was left with a neighbour	**42**	12	11	6	13	24	19	28	10	8	2	12	8	10	21	8	34
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
No - It was left outside of my home for me to find	**82**	20	25	20	17	44	38	58	24	11	4	31	10	18	45	11	65
	2%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	**4%jl**	*1%*	*3%*	*2%*	*3%*	*2%*
I don't know	**48**	5	10	7	26	15	33	20	25	9	6	12	9	4	28	9	31
	1%	*1%*	*1%*	*1%*	**3%abc**	*1%*	**2%e**	*1%*	**2%g**	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET: Any experience of not receiving parcel on the first attempt	**425**	122	113	94	96	235	190	310	98	61	31	115	87	109	233	61	346
	13%	**17%bd**	*11%*	*12%*	*12%*	*13%*	*12%*	**15%h**	*8%*	**15%j**	*7%*	**14%j**	*10%*	**16%jln**	*11%*	*15%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Table 161

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3493**	2273	1220	526	1621	759	641	472	160	166	176	171	182	170	205	185	206	126	633
Weighted Base	**3374**	2885	490	169	2783	309	176	107	127	319	262	246	279	301	491	440	318	46*	263
Effective Base	**1847**	1538	318	111	1348	346	291	279	142	149	156	151	160	154	185	163	185	63	286
Yes	**3021**	2562	459	155	2476	282	164	99	112	285	239	213	249	280	396	401	301	42	240
	90%	*89%*	**94%a**	*92%*	*89%*	*91%*	**93%d**	*92%*	*88%*	**89%n**	**91%n**	*87%*	**89%n**	**93%n**	*81%*	**91%n**	**94%hkn**	*91%*	**91%n**
No - I received a card with instructions to arrange for redelivery or collection from a depot	**241**	219	22	7	211	16	8	5	10	24	9	22	26	12	58	34	18	3	13
	7%	*8%*	*4%*	*4%*	*8%*	*5%*	*5%*	*4%*	*8%*	*7%*	*4%*	*9%*	**9%j**	*4%*	**12%jmpr**	*8%*	*6%*	*7%*	*5%*
No - I received a card to say that it was left in a safe place outside my home	**118**	102	16	9	92	18	5	3	5	4	13	9	7	10	28	9	7	*	17
	3%	*4%*	*3%*	*5%*	*3%*	**6%d**	*3%*	*3%*	*4%*	*1%*	*5%*	*4%*	*2%*	*3%*	**6%i**	*2%*	*2%*	*	**7%iop**
No - I received a card to say that it was left with a neighbour	**42**	41	2	*	36	3	3	1	4	5	-	10	1	2	14	-	1	-	3
	1%	*1%*	*	*	*1%*	*1%*	*2%*	*1%*	**3%jlop**	*1%*	-	**4%jlmop**	*	*1%*	**3%o**	-	*	-	*1%*
No - It was left outside of my home for me to find	**82**	68	15	6	72	7	1	2	3	8	9	4	3	4	29	4	7	-	7
	2%	*2%*	*3%*	*4%*	**3%f**	*2%*	*1%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*1%*	**6%lmo**	*1%*	*2%*	-	*3%*
I don't know	**48**	44	4	1	41	3	2	1	4	8	6	6	3	1	7	4	1	1	2
	1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**3%mp**	*3%*	*2%*	*3%*	*1%*	*	*1%*	*1%*	*	*2%*	*1%*
NET: Any experience of not receiving parcel on the first attempt	**425**	381	44	16	359	40	15	11	16	33	23	37	35	26	114	46	28	3	37
	13%	**13%b**	*9%*	*10%*	**13%f**	*13%*	*9%*	*10%*	*12%*	*10%*	*9%*	*15%*	*13%*	*9%*	**23%hijlmopqu**	*10%*	*9%*	*8%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3493**	1344	1341	441	230	105	2685	335	1434	1374	461	147	46	2808	193
Weighted Base	**3374**	1308	1257	441	249	95*	2564	344	1349	1319	475	163*	38**	2668	202
Effective Base	**1847**	708	691	241	133	58	1399	191	746	716	253	89	27	1461	115
Yes	**3021**	1237	1125	349	206	85	2362	291	1265	1182	381	135	36	2446	171
	90%	**95%bcdfg**	**90%cd**	*79%*	*83%*	*90%*	**92%cdg**	*85%*	**94%ijkn**	**90%jk**	*80%*	*83%*	*95%*	**92%jkn**	*85%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**241**	71	88	48	29	3	159	32	74	97	55	9	1	172	11
	7%	*5%*	*7%*	**11%af**	**12%af**	*3%*	*6%*	**9%a**	*6%*	*7%*	**12%him**	*6%*	*3%*	*6%*	*5%*
No - I received a card to say that it was left in a safe place outside my home	**118**	29	44	28	10	6	73	17	39	44	25	8	2	82	10
	3%	*2%*	*4%*	**6%af**	*4%*	**6%a**	*3%*	*5%*	*3%*	*3%*	*5%*	*5%*	*5%*	*3%*	*5%*
No - I received a card to say that it was left with a neighbour	**42**	12	11	12	4	2	23	6	11	13	13	4	-	25	4
	1%	*1%*	*1%*	**3%abf**	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**3%hm**	*3%*	-	*1%*	*2%*
No - It was left outside of my home for me to find	**82**	22	29	25	4	3	51	6	25	36	14	6	1	61	6
	2%	*2%*	*2%*	**6%abfg**	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*4%*	*1%*	*2%*	*3%*
I don't know	**48**	7	21	10	4	-	28	4	10	14	12	6	-	24	6
	1%	*1%*	**2%a**	**2%a**	*2%*	-	*1%*	*1%*	*1%*	*1%*	**3%hm**	**4%hm**	-	*1%*	**3%hm**
NET: Any experience of not receiving parcel on the first attempt	**425**	108	162	97	43	12	270	55	118	172	102	25	3	290	28
	13%	*8%*	**13%a**	**22%abf**	**17%af**	*12%*	*11%*	**16%af**	*9%*	**13%h**	**21%him**	**16%h**	*7%*	*11%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3493**	290	3147	56	1165	2124	204	3419	50	11	2	3480	11
Weighted Base	**3374**	302	3026	46**	1105	2069	200	3290	59*	7**	2**	3356	16**
Effective Base	**1847**	166	1654	26	624	1106	118	1801	33	5	2	1839	6
Yes	**3021**	268	2717	35	994	1870	157	2974	35	5	2	3014	5
	90%	*89%*	*90%*	*77%*	**90%f**	**90%f**	*79%*	**90%h**	*59%*	*67%*	*100%*	**90%h**	*31%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**241**	29	206	5	90	125	26	221	18	1	-	240	1
	7%	*10%*	*7%*	*11%*	*8%*	*6%*	**13%e**	*7%*	**31%gk**	*13%*	-	*7%*	*4%*
No - I received a card to say that it was left in a safe place outside my home	**118**	9	106	2	33	76	9	105	10	1	-	116	2
	3%	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	*3%*	**17%gk**	*20%*	-	*3%*	*11%*
No - I received a card to say that it was left with a neighbour	**42**	4	38	1	17	21	4	36	4	*	-	39	3
	1%	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	**6%gk**	*2%*	-	*1%*	*18%*
No - It was left outside of my home for me to find	**82**	2	78	3	21	59	2	81	1	*	-	82	-
	2%	*	*3%*	*6%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	-
I don't know	**48**	4	40	3	14	21	13	41	1	-	-	42	6
	1%	*1%*	*1%*	*6%*	*1%*	*1%*	**6%de**	*1%*	*1%*	-	-	*1%*	*37%*
NET: Any experience of not receiving parcel on the first attempt	**425**	42	375	8	138	246	40	388	29	3	-	420	5
	13%	*14%*	*12%*	*18%*	*13%*	*12%*	**20%de**	*12%*	**50%gk**	*35%*	-	*13%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3493**	881	931	840	841	305	293	283	310	297	324	299	267	274	278	288	275
Weighted Base	**3374**	850	877	814	834	291	268	290	292	304	281	297	255	263	294	268	272
Effective Base	**1847**	438	529	424	464	152	141	145	176	168	188	158	130	136	159	154	151
Yes	**3021**	757	784	727	753	269	237	250	275	264	244	270	230	228	267	238	248
	90%	*89%*	*89%*	*89%*	*90%*	*93%*	*88%*	*86%*	**94%gijm**	*87%*	*87%*	*91%*	*90%*	*87%*	*91%*	*89%*	*91%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**241**	60	57	65	58	14	25	21	18	22	18	19	12	34	24	18	16
	7%	*7%*	*7%*	*8%*	*7%*	*5%*	*9%*	*7%*	*6%*	*7%*	*6%*	*6%*	*5%*	**13%ehjlp**	*8%*	*7%*	*6%*
No - I received a card to say that it was left in a safe place outside my home	**118**	43	34	24	17	10	10	23	5	12	17	11	6	7	4	5	8
	3%	**5%d**	*4%*	*3%*	*2%*	*4%*	*4%*	**8%hino**	*2%*	*4%*	**6%hno**	*4%*	*2%*	*3%*	*2%*	*2%*	*3%*
No - I received a card to say that it was left with a neighbour	**42**	9	8	9	16	4	3	2	2	5	1	1	5	3	3	6	6
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*2%*	*1%*	*1%*	*2%*	*2%*
No - It was left outside of my home for me to find	**82**	19	20	17	26	5	3	11	4	6	10	3	4	10	7	9	10
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*4%*	*1%*	*2%*	*3%*	*1%*	*2%*	*4%*	*2%*	*3%*	*4%*
I don't know	**48**	8	15	7	18	*	3	5	5	9	2	3	4	-	8	4	5
	1%	*1%*	*2%*	*1%*	*2%*	*	*1%*	*2%*	*2%*	**3%em**	*1%*	*1%*	*1%*	-	**3%em**	*1%*	*2%*
NET: Any experience of not receiving parcel on the first attempt	**425**	111	112	104	98	29	36	47	25	42	45	31	24	48	31	39	28
	13%	*13%*	*13%*	*13%*	*12%*	*10%*	*13%*	**16%h**	*9%*	*14%*	**16%h**	*11%*	*9%*	**18%ehl**	*11%*	*14%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**211**	-	211	100	109	41	45	61	14	27	15	8	86	75	50	23	180	30	211
Weighted Base		**241**	-**	241	129*	110*	52**	52**	72*	15**	23**	17**	9**	104*	88*	49**	26**	183*	56**	211
Effective Base		**121**	-	121	59	62	22	27	37	9	13	8	6	49	45	27	14	100	22	211
Very satisfied	(5)	**60**	-	60	31	30	3	14	19	1	9	6	7	17	20	23	14	50	8	51
		25%	-	*25%*	*24%*	*27%*	*6%*	*27%*	*26%*	*9%*	*38%*	*39%*	*80%*	*17%*	*23%*	*46%*	*54%*	*28%*	*14%*	*24%*
Fairly satisfied	(4)	**65**	-	65	34	29	14	15	20	6	8	2	-	29	26	10	2	50	15	70
		27%	-	*27%*	*26%*	*27%*	*27%*	*29%*	*27%*	*38%*	*35%*	*12%*	-	*28%*	*29%*	*21%*	*8%*	*27%*	*27%*	*33%*
Neither satisfied or dissatisfied	(3)	**58**	-	58	31	27	15	10	17	4	6	4	1	25	22	11	5	46	12	41
		24%	-	*24%*	*24%*	*24%*	*29%*	*19%*	*24%*	*28%*	*25%*	*22%*	*16%*	*24%*	*25%*	*22%*	*20%*	*25%*	*21%*	*19%*
Fairly dissatisfied	(2)	**33**	-	33	20	13	15	4	10	-	*	4	*	19	10	5	5	19	14	27
		14%	-	*14%*	*16%*	*12%*	*28%*	*8%*	*13%*	-	*1%*	*27%*	*4%*	*18%*	*11%*	*10%*	*19%*	*11%*	*25%*	*13%*
Very dissatisfied	(1)	**24**	-	24	13	11	5	8	7	4	*	*	-	14	10	*	*	17	7	21
		10%	-	*10%*	*10%*	*10%*	*10%*	*16%*	*9%*	*25%*	*1%*	*1%*	-	*13%*	*12%*	*	*	*9%*	*12%*	*10%*
Don't know		*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	1
		*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*
NET Very/fairly satisfied		**125**	-	125	64	59	17	29	39	7	17	8	7	46	46	33	16	100	23	121
		52%	-	*52%*	*50%*	*54%*	*33%*	*56%*	*54%*	*47%*	*73%*	*50%*	*80%*	*44%*	*52%*	*67%*	*61%*	*55%*	*41%*	*57%*
NET Very/fairly dissatisfied		**58**	-	58	33	24	20	13	16	4	*	5	*	33	20	5	5	37	21	48
		24%	-	*24%*	*26%*	*22%*	*38%*	*25%*	*22%*	*25%*	*1%*	*28%*	*4%*	*31%*	*23%*	*11%*	*19%*	*20%*	*38%*	*23%*
Mean		**3.43**	-	3.43	3.38	3.48	2.91	3.42	3.49	3.06	4.10	3.61	4.57	3.17	3.41	4.02	3.95	3.53	3.05	3.49
Std Dev.		**1.28**	-	1.28	1.28	1.29	1.09	1.40	1.27	1.36	0.86	1.30	0.94	1.28	1.28	1.08	1.25	1.26	1.27	1.27
Std Error		**0.09**	-	0.09	0.13	0.12	0.17	0.21	0.16	0.36	0.17	0.34	0.33	0.14	0.15	0.15	0.26	0.09	0.23	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**211**	73	48	42	48	121	90	139	65	29	11	54	47	59	112	29	174
Weighted Base		**241**	77*	54**	55**	55*	131*	110*	180*	50*	39**	15**	61*	51**	62**	128*	39**	192*
Effective Base		**121**	37	28	24	34	65	56	83	37	19	9	30	27	30	65	19	96
Very satisfied	(5)	**60**	24	12	7	17	36	24	38	17	9	2	12	17	19	31	9	50
		25%	*32%*	*22%*	*12%*	*31%*	*28%*	*22%*	*21%*	*33%*	*23%*	*12%*	*19%*	*33%*	*31%*	*24%*	*23%*	*26%*
Fairly satisfied	(4)	**65**	25	16	14	9	41	24	50	13	7	2	15	23	15	39	7	55
		27%	*33%*	*30%*	*26%*	*17%*	*32%*	*21%*	*28%*	*26%*	*18%*	*11%*	*24%*	*44%*	*25%*	*31%*	*18%*	*28%*
Neither satisfied or dissatisfied	(3)	**58**	13	10	25	10	22	35	48	10	9	10	18	7	9	35	9	47
		24%	*16%*	*18%*	*46%*	*19%*	*17%*	*32%*	*27%*	*19%*	*22%*	*68%*	*30%*	*13%*	*15%*	*28%*	*22%*	*24%*
Fairly dissatisfied	(2)	**33**	6	10	5	12	16	17	21	9	8	1	11	1	10	13	8	23
		14%	*7%*	*19%*	*9%*	*23%*	*12%*	*16%*	*12%*	*19%*	*21%*	*5%*	*17%*	*3%*	*15%*	*10%*	*21%*	*12%*
Very dissatisfied	(1)	**24**	9	6	4	5	15	9	23	2	6	*	5	3	9	9	6	18
		10%	*12%*	*11%*	*7%*	*10%*	*11%*	*9%*	*13%*	*3%*	*16%*	*3%*	*9%*	*7%*	*14%*	*7%*	*16%*	*9%*
Don't know		*	-	-	-	*	-	*	-	*	-	-	-	-	*	-	-	*
		*	-	-	-	*	-	*	-	*	-	-	-	-	*	-	-	*
NET Very/fairly satisfied		**125**	49	28	21	27	77	48	88	30	16	3	27	40	35	70	16	105
		52%	*64%*	*52%*	*38%*	*48%*	*59%*	*43%*	*49%*	*59%*	*41%*	*23%*	*44%*	*77%*	*56%*	*55%*	*41%*	*54%*
NET Very/fairly dissatisfied		**58**	15	16	9	18	31	27	44	11	15	1	16	5	18	22	15	41
		24%	*19%*	*30%*	*16%*	*33%*	*24%*	*24%*	*24%*	*22%*	*37%*	*9%*	*26%*	*10%*	*29%*	*17%*	*37%*	*21%*
Mean		**3.43**	3.65	3.34	3.27	3.38	3.52	3.32	3.33	3.67	3.11	3.23	3.28	3.93	3.44	3.54	3.11	3.50
Std Dev.		**1.28**	1.32	1.31	1.04	1.40	1.32	1.22	1.28	1.21	1.41	0.88	1.22	1.10	1.43	1.17	1.41	1.25
Std Error		**0.09**	0.15	0.19	0.16	0.20	0.12	0.13	0.11	0.15	0.26	0.26	0.17	0.16	0.19	0.11	0.26	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 162

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**211**	158	53	18	117	41	31	22	12	13	7	15	15	7	23	14	11	5	36
Weighted Base		**241**	219	22**	7**	211*	16**	8**	5**	10**	24**	9**	22**	26**	12**	58**	34**	18**	3**	13**
Effective Base		**121**	107	15	6	97	21	21	18	10	12	7	14	13	7	21	11	10	3	20
Very satisfied	(5)	**60**	53	8	4	51	7	1	1	3	11	3	7	4	5	9	8	1	2	5
		25%	*24%*	*35%*	*57%*	*24%*	*45%*	*16%*	*20%*	*30%*	*44%*	*31%*	*32%*	*15%*	*44%*	*15%*	*24%*	*6%*	*74%*	*38%*
Fairly satisfied	(4)	**65**	62	3	1	54	5	3	2	3	7	4	4	11	7	12	2	5	-	5
		27%	*29%*	*11%*	*10%*	*26%*	*33%*	*39%*	*42%*	*29%*	*30%*	*44%*	*17%*	*41%*	*56%*	*21%*	*7%*	*28%*	-	*42%*
Neither satisfied or dissatisfied	(3)	**58**	52	6	2	54	1	2	1	1	5	1	9	8	-	20	6	5	*	1
		24%	*24%*	*26%*	*32%*	*25%*	*8%*	*20%*	*18%*	*5%*	*19%*	*13%*	*43%*	*30%*	-	*35%*	*17%*	*27%*	*4%*	*10%*
Fairly dissatisfied	(2)	**33**	28	6	-	30	1	2	*	2	-	1	2	2	-	10	14	-	1	1
		14%	*13%*	*25%*	-	*14%*	*9%*	*19%*	*10%*	*22%*	-	*12%*	*7%*	*7%*	-	*16%*	*41%*	-	*22%*	*5%*
Very dissatisfied	(1)	**24**	24	1	*	23	1	*	*	1	2	-	-	2	-	7	4	7	-	1
		10%	*11%*	*2%*	*1%*	*11%*	*4%*	*6%*	*6%*	*13%*	*6%*	-	-	*6%*	-	*13%*	*12%*	*39%*	-	*5%*
Don't know		*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
		*	*	-	-	-	-	-	*3%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**125**	115	10	5	105	13	5	3	6	18	7	11	14	12	21	10	6	2	10
		52%	*53%*	*46%*	*67%*	*50%*	*79%*	*55%*	*62%*	*59%*	*74%*	*75%*	*49%*	*56%*	*100%*	*36%*	*31%*	*34%*	*74%*	*80%*
NET Very/fairly dissatisfied		**58**	52	6	*	53	2	2	1	4	2	1	2	3	-	17	18	7	1	1
		24%	*24%*	*28%*	*1%*	*25%*	*13%*	*25%*	*17%*	*35%*	*6%*	*12%*	*7%*	*13%*	-	*29%*	*53%*	*39%*	*22%*	*11%*
Mean		**3.43**	3.42	3.51	4.23	3.38	4.07	3.40	3.61	3.41	4.06	3.93	3.75	3.52	4.44	3.09	2.90	2.62	4.27	4.02
Std Dev.		**1.28**	1.28	1.29	1.03	1.28	1.16	1.21	1.26	1.52	1.13	1.01	1.01	1.06	0.52	1.23	1.40	1.44	1.50	1.13
Std Error		**0.09**	0.10	0.18	0.24	0.12	0.18	0.22	0.28	0.44	0.31	0.38	0.26	0.27	0.20	0.26	0.37	0.43	0.67	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		211	66	79	38	23	4	145	27	78	82	37	9	3	160	12
Weighted Base		241	71*	88*	48**	29**	3**	159*	32**	74*	97*	55**	9**	1**	172*	11**
Effective Base		121	38	43	21	15	2	81	18	43	46	25	6	2	87	7
Very satisfied	(5)	60	40	10	4	5	-	51	5	36	18	4	3	-	54	3
		25%	57%bf	12%	8%	19%	-	32%b	17%	49%i	18%	6%	29%	-	31%	26%
Fairly satisfied	(4)	65	17	38	6	4	1	54	5	18	26	17	2	*	45	3
		27%	23%	43%	12%	14%	31%	34%	16%	25%	27%	32%	25%	40%	26%	27%
Neither satisfied or dissatisfied	(3)	58	3	13	28	13	-	17	13	3	22	27	3	1	25	3
		24%	5%	15%	58%	46%	-	10%	42%	4%	23%h	50%	30%	60%	15%	33%
Fairly dissatisfied	(2)	33	2	18	8	6	*	20	6	5	25	3	1	-	30	1
		14%	3%	20%a	16%	19%	11%	13%	18%	7%	25%h	5%	9%	-	17%	8%
Very dissatisfied	(1)	24	9	9	3	*	2	18	2	12	7	4	1	-	18	1
		10%	12%	10%	5%	1%	58%	11%	7%	16%	7%	7%	7%	-	11%	6%
Don't know		*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
		*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
NET Very/fairly satisfied		125	57	48	10	10	1	105	11	55	44	21	5	*	98	6
		52%	80%b	55%	20%	33%	31%	66%	33%	73%i	45%	38%	55%	40%	57%	53%
NET Very/fairly dissatisfied		58	11	27	10	6	2	37	8	17	31	7	1	-	48	1
		24%	15%	30%	22%	20%	69%	24%	25%	23%	32%	12%	15%	-	28%	14%
Mean		3.43	4.09b	3.26	3.02	3.30	2.05	3.63	3.18	3.84i	3.25	3.26	3.62	3.40	3.50	3.60
Std Dev.		1.28	1.36	1.21	0.92	1.04	1.62	1.34	1.14	1.49	1.21	0.91	1.25	-	1.37	1.19
Std Error		0.09	0.17	0.14	0.15	0.22	0.81	0.11	0.22	0.17	0.13	0.15	0.42	-	0.11	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**211**	24	181	6	75	117	19	195	14	1	-	210	1
Weighted Base		**241**	29**	206	5**	90*	125*	26**	221	18**	1**	-**	240	1**
Effective Base		**121**	17	101	4	49	59	14	109	11	1	-	120	1
Very satisfied	(5)	**60**	9	51	-	29	29	2	57	3	-	-	60	-
		25%	*32%*	*25%*	-	*32%*	*23%*	*7%*	*26%*	*15%*	-	-	*25%*	-
Fairly satisfied	(4)	**65**	12	51	2	22	31	12	58	7	-	-	64	1
		27%	*40%*	*25%*	*47%*	*24%*	*25%*	*47%*	*26%*	*37%*	-	-	*27%*	*100%*
Neither satisfied or dissatisfied	(3)	**58**	2	54	1	16	36	6	50	7	1	-	58	-
		24%	*8%*	*26%*	*28%*	*18%*	*29%*	*22%*	*23%*	*38%*	*100%*	-	*24%*	-
Fairly dissatisfied	(2)	**33**	4	28	1	14	16	3	31	2	-	-	33	-
		14%	*14%*	*14%*	*25%*	*16%*	*13%*	*12%*	*14%*	*11%*	-	-	*14%*	-
Very dissatisfied	(1)	**24**	2	23	-	9	12	3	24	-	-	-	24	-
		10%	*5%*	*11%*	-	*10%*	*9%*	*13%*	*11%*	-	-	-	*10%*	-
Don't know		*	-	*	-	-	*	-	*	-	-	-	*	-
		*	-	*	-	-	*	-	*	-	-	-	*	-
NET Very/fairly satisfied		**125**	21	101	2	51	61	14	115	9	-	-	124	1
		52%	*72%*	*49%*	*47%*	*56%*	*48%*	*54%*	*52%*	*51%*	-	-	*52%*	*100%*
NET Very/fairly dissatisfied		**58**	6	51	1	23	28	6	56	2	-	-	58	-
		24%	*20%*	*25%*	*25%*	*26%*	*22%*	*25%*	*25%*	*11%*	-	-	*24%*	-
Mean		**3.43**	3.80	3.38	3.21	3.53	3.40	3.23	3.42	3.55	3.00	-	3.43	4.00
Std Dev.		**1.28**	1.21	1.29	0.92	1.36	1.24	1.17	1.31	0.90	-	-	1.28	-
Std Error		**0.09**	0.25	0.10	0.37	0.16	0.12	0.27	0.09	0.24	-	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**211**	53	53	48	57	14	17	22	15	20	18	16	11	21	18	20	19
Weighted Base		**241**	60*	57*	65**	58*	14**	25**	21**	18**	22**	18**	19**	12**	34**	24**	18**	16**
Effective Base		**121**	31	34	26	33	9	11	12	11	11	14	10	6	12	12	12	9
Very satisfied	(5)	**60**	16	21	7	15	5	6	6	7	6	8	1	2	4	9	4	2
		25%	*27%*	*37%*	*11%*	*26%*	*33%*	*22%*	*30%*	*40%*	*27%*	*46%*	*7%*	*16%*	*12%*	*40%*	*22%*	*10%*
Fairly satisfied	(4)	**65**	18	13	13	21	8	7	4	9	1	3	5	2	6	6	9	6
		27%	*30%*	*23%*	*20%*	*35%*	*53%*	*29%*	*18%*	*48%*	*5%*	*19%*	*27%*	*18%*	*17%*	*23%*	*49%*	*36%*
Neither satisfied or dissatisfied	(3)	**58**	12	17	23	7	-	9	2	2	10	5	7	1	15	2	4	1
		24%	*20%*	*30%*	*35%*	*11%*	-	*37%*	*12%*	*12%*	*47%*	*26%*	*38%*	*8%*	*43%*	*7%*	*21%*	*6%*
Fairly dissatisfied	(2)	**33**	8	5	13	7	*	3	6	-	5	-	3	1	9	2	*	5
		14%	*14%*	*8%*	*21%*	*12%*	*1%*	*11%*	*27%*	-	*21%*	-	*17%*	*10%*	*26%*	*8%*	*1%*	*30%*
Very dissatisfied	(1)	**24**	5	2	9	9	2	*	3	-	*	2	2	6	1	5	1	3
		10%	*8%*	*3%*	*13%*	*16%*	*13%*	*	*14%*	-	*1%*	*9%*	*11%*	*48%*	*2%*	*22%*	*6%*	*17%*
Don't know		*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
		*	*	-	-	-	-	*1%*	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**125**	35	34	20	36	12	13	10	16	7	11	6	4	10	15	13	8
		52%	*58%*	*60%*	*32%*	*61%*	*85%*	*51%*	*48%*	*88%*	*32%*	*65%*	*34%*	*34%*	*29%*	*63%*	*71%*	*47%*
NET Very/fairly dissatisfied		**58**	13	6	22	16	2	3	8	-	5	2	5	7	10	7	1	8
		24%	*22%*	*11%*	*34%*	*28%*	*15%*	*12%*	*40%*	-	*21%*	*9%*	*28%*	*58%*	*28%*	*30%*	*7%*	*47%*
Mean		**3.43**	3.55	3.82	2.96	3.44	3.91	3.62	3.23	4.28	3.37	3.93	3.01	2.45	3.11	3.50	3.80	2.93
Std Dev.		**1.28**	1.26	1.11	1.19	1.41	1.30	0.99	1.50	0.68	1.12	1.27	1.11	1.66	1.01	1.62	1.03	1.36
Std Error		**0.09**	0.18	0.15	0.17	0.19	0.35	0.25	0.32	0.18	0.25	0.30	0.28	0.50	0.22	0.38	0.23	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**116**	-	116	56	59	24	14	32	15	20	8	3	38	47	31	11	102	11	116
Weighted Base	**118***	-**	118*	60*	57**	21**	15**	37**	18**	16**	5**	6**	36**	54**	27**	11**	92*	21**	116
Effective Base	**62**	-	62	33	29	16	8	19	7	11	4	2	24	25	15	4	53	8	116
Very satisfied (5)	**44**	-	44	24	20	2	4	10	13	6	3	6	6	23	15	9	36	6	48
	38%	-	*38%*	*40%*	*35%*	*11%*	*27%*	*26%*	*75%*	*38%*	*60%*	*100%*	*18%*	*42%*	*55%*	*81%*	*39%*	*31%*	*41%*
Fairly satisfied (4)	**33**	-	33	15	18	6	2	16	3	5	*	-	8	19	6	*	27	6	35
	28%	-	*28%*	*26%*	*31%*	*30%*	*15%*	*44%*	*16%*	*34%*	*9%*	-	*23%*	*35%*	*22%*	*4%*	*30%*	*29%*	*30%*
Neither satisfied or dissatisfied (3)	**18**	-	18	11	7	5	5	5	1	2	-	-	10	7	2	-	11	7	15
	16%	-	*16%*	*18%*	*13%*	*22%*	*32%*	*15%*	*8%*	*12%*	-	-	*26%*	*13%*	*7%*	-	*12%*	*32%*	*13%*
Fairly dissatisfied (2)	**14**	-	14	8	6	4	4	6	-	1	-	-	8	6	1	-	14	-	12
	12%	-	*12%*	*13%*	*11%*	*19%*	*26%*	*15%*	-	*6%*	-	-	*22%*	*10%*	*3%*	-	*15%*	-	*10%*
Very dissatisfied (1)	**7**	-	7	2	6	4	-	-	-	2	2	-	4	-	3	2	4	2	6
	6%	-	*6%*	*3%*	*10%*	*19%*	-	-	-	*10%*	*32%*	-	*11%*	-	*12%*	*15%*	*4%*	*8%*	*5%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**78**	-	78	40	38	8	6	26	16	12	3	6	15	42	21	9	63	12	83
	66%	-	*66%*	*66%*	*66%*	*40%*	*42%*	*70%*	*92%*	*71%*	*68%*	*100%*	*41%*	*77%*	*77%*	*85%*	*69%*	*60%*	*72%*
NET Very/fairly dissatisfied	**22**	-	22	10	12	8	4	6	-	3	2	-	12	6	4	2	18	2	18
	18%	-	*18%*	*16%*	*21%*	*37%*	*26%*	*15%*	-	*16%*	*32%*	-	*33%*	*10%*	*16%*	*15%*	*20%*	*8%*	*16%*
Mean	**3.79**	-	3.79	3.88	3.71	2.95	3.43	3.81	4.67	3.82	3.64	5.00	3.15	4.09	4.04	4.38	3.84	3.74	3.92
Std Dev.	**1.24**	-	1.24	1.16	1.32	1.32	1.18	1.00	0.64	1.32	2.04	0.00	1.27	0.98	1.39	1.48	1.22	1.17	1.20
Std Error	**0.12**	-	0.12	0.16	0.17	0.27	0.32	0.18	0.17	0.30	0.72	0.00	0.21	0.14	0.25	0.45	0.12	0.35	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**116**	37	35	26	18	72	44	78	34	12	10	20	33	37	63	12	100
Weighted Base	**118***	32**	37**	27**	21**	69*	48*	89*	23**	13**	12**	24**	26**	40**	63*	13**	103*
Effective Base	**62**	16	17	19	11	33	30	43	20	9	6	13	17	18	35	9	53
Very satisfied (5)	**44**	14	16	7	7	30	14	37	6	7	7	4	9	18	20	7	37
	38%	*43%*	*44%*	*25%*	*34%*	*44%*	*29%*	*41%*	*25%*	*56%*	*54%*	*15%*	*35%*	*44%*	*31%*	*56%*	*36%*
Fairly satisfied (4)	**33**	10	13	5	6	22	11	29	4	1	*	13	10	8	23	1	31
	28%	*30%*	*35%*	*17%*	*29%*	*32%*	*22%*	*33%*	*18%*	*8%*	*2%*	*54%*	*37%*	*21%*	*36%*	*8%*	*30%*
Neither satisfied or dissatisfied (3)	**18**	5	1	5	8	6	12	14	4	3	2	6	2	5	10	3	15
	16%	*15%*	*4%*	*16%*	*36%*	*9%*	*25%*	*16%*	*19%*	*22%*	*14%*	*24%*	*9%*	*11%*	*16%*	*22%*	*14%*
Fairly dissatisfied (2)	**14**	2	2	10	-	4	10	7	7	-	2	1	5	6	8	-	14
	12%	*7%*	*5%*	*37%*	-	*6%*	*21%*	*8%*	*30%*	-	*19%*	*4%*	*19%*	*15%*	*13%*	-	*14%*
Very dissatisfied (1)	**7**	2	4	1	-	6	1	2	2	2	1	1	-	3	2	2	5
	6%	*5%*	*12%*	*5%*	-	*9%*	*3%*	*2%*	*8%*	*14%*	*10%*	*3%*	-	*9%*	*3%*	*14%*	*5%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**78**	23	29	11	13	53	25	66	10	8	7	16	19	26	42	8	68
	66%	*73%*	*79%*	*42%*	*64%*	**76%f**	*51%*	*74%*	*43%*	*64%*	*56%*	*69%*	*72%*	*65%*	*68%*	*64%*	*67%*
NET Very/fairly dissatisfied	**22**	4	6	11	-	10	11	9	9	2	4	2	5	9	10	2	20
	18%	*12%*	*17%*	*42%*	-	*15%*	*24%*	*11%*	*38%*	*14%*	*30%*	*7%*	*19%*	*24%*	*16%*	*14%*	*19%*
Mean	**3.79**	3.99	3.95	3.20	3.98	3.97	3.54	4.02	3.22	3.93	3.70	3.74	3.89	3.77	3.79	3.93	3.78
Std Dev.	**1.24**	1.16	1.34	1.32	0.86	1.25	1.20	1.06	1.35	1.47	1.58	0.89	1.11	1.39	1.13	1.47	1.23
Std Error	**0.12**	0.19	0.23	0.26	0.20	0.15	0.18	0.12	0.23	0.43	0.50	0.20	0.19	0.23	0.14	0.43	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**116**	81	35	15	50	31	21	14	5	2	7	6	5	6	11	4	4	1	30
Weighted Base	**118***	102*	16**	9**	92*	18**	5**	3**	5**	4**	13**	9**	7**	10**	28**	9**	7**	***	17**
Effective Base	**62**	55	8	3	42	18	10	10	4	2	5	5	5	6	10	3	4	1	18
Very satisfied (5)	**44**	37	8	6	35	5	2	2	3	2	4	5	-	3	7	5	6	*	5
	38%	*36%*	*48%*	*62%*	*38%*	*30%*	*48%*	*48%*	*51%*	*60%*	*33%*	*57%*	-	*31%*	*24%*	*59%*	*81%*	*100%*	*30%*
Fairly satisfied (4)	**33**	29	4	*	24	7	2	1	-	-	5	-	4	2	11	2	-	-	7
	28%	*29%*	*25%*	*3%*	*26%*	*38%*	*34%*	*41%*	-	-	*40%*	-	*55%*	*22%*	*39%*	*18%*	-	-	*38%*
Neither satisfied or dissatisfied (3)	**18**	15	3	2	16	2	1	*	1	-	-	3	1	3	3	2	1	-	2
	16%	*15%*	*19%*	*20%*	*17%*	*11%*	*15%*	*6%*	*24%*	-	-	*37%*	*19%*	*31%*	*11%*	*24%*	*19%*	-	*11%*
Fairly dissatisfied (2)	**14**	14	-	-	10	4	-	*	1	2	2	1	-	-	6	-	-	-	4
	12%	*14%*	-	-	*11%*	*21%*	-	*5%*	*10%*	*40%*	*17%*	*6%*	-	-	*20%*	-	-	-	*21%*
Very dissatisfied (1)	**7**	6	1	1	7	-	*	-	1	-	1	-	2	2	2	-	-	-	-
	6%	*6%*	*8%*	*15%*	*8%*	-	*3%*	-	*15%*	-	*10%*	-	*25%*	*15%*	*6%*	-	-	-	-
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**78**	66	12	6	59	12	4	3	3	2	9	5	4	6	18	7	6	*	12
	66%	*65%*	*73%*	*65%*	*64%*	*68%*	*82%*	*89%*	*51%*	*60%*	*73%*	*57%*	*55%*	*53%*	*63%*	*76%*	*81%*	*100%*	*68%*
NET Very/fairly dissatisfied	**22**	20	1	1	18	4	*	*	1	2	3	1	2	2	7	-	-	-	4
	18%	*20%*	*8%*	*15%*	*19%*	*21%*	*3%*	*5%*	*25%*	*40%*	*27%*	*6%*	*25%*	*15%*	*26%*	-	-	-	*21%*
Mean	**3.79**	3.75	4.05	3.98	3.75	3.78	4.25	4.33	3.62	3.79	3.69	4.08	3.04	3.54	3.54	4.35	4.62	5.00	3.76
Std Dev.	**1.24**	1.25	1.23	1.56	1.29	1.13	1.01	0.94	1.71	1.71	1.41	1.15	1.36	1.41	1.25	0.89	0.85	-	1.13
Std Error	**0.12**	0.14	0.21	0.40	0.18	0.20	0.22	0.25	0.77	1.21	0.53	0.47	0.61	0.58	0.38	0.44	0.43	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		116	33	45	22	11	5	78	16	47	38	20	7	2	85	9
Weighted Base		118*	29**	44**	28**	10**	6**	73*	17**	39**	44**	25**	8**	2**	82*	10**
Effective Base		62	15	22	15	7	4	37	11	20	22	14	5	2	42	6
Very satisfied	(5)	44	25	14	3	2	-	39	2	27	12	5	*	-	39	*
		38%	*86%*	*31%*	*10%*	*24%*	-	*53%*	*15%*	*71%*	*28%*	*18%*	*3%*	-	*48%*	*3%*
Fairly satisfied	(4)	33	4	21	6	1	1	25	2	6	23	4	-	-	29	-
		28%	*14%*	*48%*	*22%*	*6%*	*17%*	*35%*	*10%*	*16%*	*52%*	*17%*	-	-	*35%*	-
Neither satisfied or dissatisfied	(3)	18	-	6	12	-	*	6	*	4	2	8	4	-	6	4
		16%	-	*13%*	*45%*	-	*4%*	*8%*	*2%*	*10%*	*4%*	*32%*	*53%*	-	*7%*	*44%*
Fairly dissatisfied	(2)	14	-	1	5	6	3	1	9	1	5	5	2	2	6	3
		12%	-	*2%*	*17%*	*53%*	*50%*	*1%*	*52%*	*3%*	*11%*	*19%*	*22%*	*100%*	*7%*	*36%*
Very dissatisfied	(1)	7	-	2	2	2	2	2	3	-	2	3	2	-	2	2
		6%	-	*5%*	*6%*	*16%*	*28%*	*3%*	*21%*	-	*5%*	*13%*	*21%*	-	*3%*	*18%*
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		78	29	35	9	3	1	64	4	33	35	9	*	-	68	*
		66%	*100%*	*80%*	*33%*	*30%*	*17%*	*88%*	*26%*	*87%*	*80%*	*35%*	*3%*	-	*83%*	*3%*
NET Very/fairly dissatisfied		22	-	3	6	7	5	3	12	1	7	8	3	2	8	5
		18%	-	*7%*	*22%*	*70%*	*78%*	*4%*	*73%*	*3%*	*16%*	*33%*	*43%*	*100%*	*10%*	*54%*
Mean		3.79	4.86	3.99	3.15	2.68	2.11	4.33	2.47	4.55	3.88	3.08	2.42	2.00	4.19	2.34
Std Dev.		1.24	0.35	1.00	1.03	1.53	1.10	0.91	1.38	0.80	1.10	1.30	1.00	-	1.02	0.91
Std Error		0.12	0.06	0.15	0.22	0.46	0.49	0.10	0.34	0.12	0.18	0.29	0.38	-	0.11	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**116**	10	102	4	37	71	8	104	9	1	-	114	2
Weighted Base		**118***	9**	106*	2**	33**	76*	9**	105*	10**	1**	-**	116*	2**
Effective Base		**62**	6	55	2	22	36	7	54	7	1	-	61	1
Very satisfied	(5)	**44**	4	40	-	14	29	2	44	-	-	-	44	-
		38%	*43%*	*38%*	-	*40%*	*39%*	*18%*	*42%*	-	-	-	*38%*	-
Fairly satisfied	(4)	**33**	2	30	2	3	28	2	31	2	-	-	33	-
		28%	*17%*	*28%*	*77%*	*10%*	*37%*	*25%*	*30%*	*21%*	-	-	*29%*	-
Neither satisfied or dissatisfied	(3)	**18**	*	18	-	6	12	1	14	2	1	-	18	*
		16%	*3%*	*17%*	-	*17%*	*16%*	*12%*	*14%*	*24%*	*100%*	-	*16%*	*10%*
Fairly dissatisfied	(2)	**14**	2	12	1	8	6	1	11	4	-	-	14	-
		12%	*18%*	*11%*	*23%*	*23%*	*8%*	*6%*	*10%*	*37%*	-	-	*12%*	-
Very dissatisfied	(1)	**7**	2	5	-	3	1	3	4	2	-	-	6	2
		6%	*19%*	*5%*	-	*9%*	*1%*	*38%*	*4%*	*18%*	-	-	*5%*	*90%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**78**	6	70	2	17	57	4	76	2	-	-	78	-
		66%	*60%*	*66%*	*77%*	*51%*	*75%*	*43%*	*72%*	*21%*	-	-	*67%*	-
NET Very/fairly dissatisfied		**22**	3	18	1	11	7	4	15	5	-	-	20	2
		18%	*37%*	*17%*	*23%*	*32%*	*9%*	*45%*	*14%*	*55%*	-	-	*17%*	*90%*
Mean		**3.79**	3.47	3.83	3.53	3.50	4.04	2.78	3.97	2.49	3.00	-	3.83	1.20
Std Dev.		**1.24**	1.70	1.21	1.12	1.46	0.98	1.69	1.15	1.07	-	-	1.21	-
Std Error		**0.12**	0.54	0.12	0.56	0.24	0.12	0.60	0.11	0.36	-	-	0.11	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**116**	33	35	24	24	9	8	16	7	14	14	9	6	9	4	8	12
Weighted Base		**118***	43**	34**	24**	17**	10**	10**	23**	5**	12**	17**	11**	6**	7**	4**	5**	8**
Effective Base		**62**	17	21	16	12	4	5	9	5	8	9	7	4	5	2	5	6
Very satisfied	(5)	**44**	21	10	2	11	6	5	11	1	5	4	*	*	2	3	3	4
		38%	*49%*	*31%*	*10%*	*62%*	*58%*	*46%*	*47%*	*28%*	*45%*	*21%*	*1%*	*6%*	*25%*	*74%*	*59%*	*56%*
Fairly satisfied	(4)	**33**	15	10	4	4	4	2	9	3	4	4	2	*	2	1	2	1
		28%	*36%*	*31%*	*16%*	*21%*	*42%*	*23%*	*40%*	*52%*	*29%*	*26%*	*14%*	*7%*	*26%*	*26%*	*33%*	*10%*
Neither satisfied or dissatisfied	(3)	**18**	4	4	7	3	-	3	1	-	1	3	4	1	1	-	*	3
		16%	*10%*	*13%*	*28%*	*17%*	-	*31%*	*5%*	-	*10%*	*19%*	*36%*	*26%*	*18%*	-	*8%*	*33%*
Fairly dissatisfied	(2)	**14**	1	5	8	-	-	-	1	1	*	4	5	2	2	-	-	-
		12%	*1%*	*16%*	*36%*	-	-	-	*2%*	*20%*	*1%*	*24%*	*42%*	*31%*	*30%*	-	-	-
Very dissatisfied	(1)	**7**	1	3	2	-	-	-	1	-	2	2	1	2	-	-	-	-
		6%	*3%*	*10%*	*10%*	-	-	-	*6%*	-	*14%*	*10%*	*7%*	*30%*	-	-	-	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**78**	37	21	6	14	10	7	20	4	9	8	2	1	4	4	5	5
		66%	*86%*	*61%*	*26%*	*83%*	*100%*	*69%*	*86%*	*80%*	*74%*	*47%*	*15%*	*13%*	*51%*	*100%*	*92%*	*67%*
NET Very/fairly dissatisfied		**22**	2	9	11	-	-	-	2	1	2	6	5	3	2	-	-	-
		18%	*4%*	*26%*	*46%*	-	-	-	*8%*	*20%*	*16%*	*35%*	*49%*	*61%*	*30%*	-	-	-
Mean		**3.79**	4.28	3.56	2.79	4.44	4.58	4.15	4.19	3.88	3.90	3.23	2.60	2.28	3.46	4.74	4.52	4.23
Std Dev.		**1.24**	0.93	1.35	1.15	0.80	0.52	0.92	1.07	1.15	1.43	1.34	0.89	1.26	1.26	0.50	0.71	0.98
Std Error		**0.12**	0.16	0.23	0.24	0.16	0.17	0.32	0.27	0.44	0.38	0.36	0.30	0.52	0.42	0.25	0.25	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**48**	-	48	17	30	11	6	16	4	7	4	-	17	20	11	4	42	4	48
Weighted Base		**42***	-**	42**	19**	23**	8**	5**	14**	4**	8**	3**	-**	13**	18**	11**	3**	34**	6**	48*
Effective Base		**26**	-	26	11	15	6	3	8	2	5	3	-	9	10	8	3	22	3	48
Very satisfied	(5)	**16**	-	16	8	8	-	*	7	*	6	3	-	*	8	8	3	14	-	20
		37%	-	*37%*	*41%*	*34%*	-	*1%*	*54%*	*4%*	*72%*	*86%*	-	*	*42%*	*76%*	*86%*	*41%*	-	*42%*
Fairly satisfied	(4)	**6**	-	6	3	3	1	1	1	2	-	*	-	2	4	*	*	6	*	11
		15%	-	*15%*	*15%*	*15%*	*16%*	*18%*	*10%*	*53%*	-	*14%*	-	*17%*	*21%*	*4%*	*14%*	*18%*	*5%*	*23%*
Neither satisfied or dissatisfied	(3)	**13**	-	13	5	8	4	*	5	2	2	-	-	4	7	2	-	9	4	13
		31%	-	*31%*	*27%*	*35%*	*48%*	*4%*	*35%*	*43%*	*28%*	-	-	*31%*	*37%*	*20%*	-	*26%*	*66%*	*27%*
Fairly dissatisfied	(2)	**3**	-	3	2	1	1	2	-	-	-	-	-	3	-	-	-	3	-	2
		7%	-	*7%*	*8%*	*6%*	*16%*	*31%*	-	-	-	-	-	*22%*	-	-	-	*9%*	-	*4%*
Very dissatisfied	(1)	**4**	-	4	2	2	2	2	-	-	-	-	-	4	-	-	-	2	2	2
		10%	-	*10%*	*9%*	*10%*	*20%*	*45%*	-	-	-	-	-	*30%*	-	-	-	*7%*	*29%*	*4%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**22**	-	22	11	11	1	1	9	2	6	3	-	2	11	9	3	20	*	31
		53%	-	*53%*	*56%*	*49%*	*16%*	*20%*	*65%*	*57%*	*72%*	*100%*	-	*17%*	*63%*	*80%*	*100%*	*58%*	*5%*	*65%*
NET Very/fairly dissatisfied		**7**	-	7	3	4	3	4	-	-	-	-	-	7	-	-	-	5	2	4
		16%	-	*16%*	*17%*	*16%*	*36%*	*76%*	-	-	-	-	-	*52%*	-	-	-	*15%*	*29%*	*8%*
Mean		**3.64**	-	3.64	3.72	3.57	2.60	1.99	4.19	3.61	4.43	4.86	-	2.36	4.05	4.56	4.86	3.77	2.47	3.94
Std Dev.		**1.32**	-	1.32	1.34	1.32	1.04	1.28	0.96	0.65	0.97	0.42	-	1.13	0.92	0.85	0.42	1.27	1.06	1.12
Std Error		**0.19**	-	0.19	0.33	0.24	0.31	0.52	0.24	0.32	0.36	0.21	-	0.27	0.20	0.26	0.21	0.20	0.53	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**48**	12	14	5	17	26	22	26	18	7	3	15	8	11	26	7	39
Weighted Base		**42***	12**	11**	6**	13**	24**	19**	28**	10**	8**	2**	12**	8**	10**	21**	8**	34**
Effective Base		**26**	7	9	3	7	16	11	16	8	4	2	8	5	6	15	4	22
Very satisfied	(5)	**16**	5	5	1	5	10	6	9	5	4	2	3	2	5	7	4	12
		37%	*40%*	*44%*	*20%*	*38%*	*42%*	*32%*	*32%*	*51%*	*44%*	*94%*	*29%*	*29%*	*48%*	*35%*	*44%*	*36%*
Fairly satisfied	(4)	**6**	1	3	2	1	3	3	5	1	*	*	4	1	-	6	*	6
		15%	*5%*	*24%*	*37%*	*5%*	*14%*	*16%*	*19%*	*11%*	*3%*	*6%*	*38%*	*17%*	-	*28%*	*3%*	*18%*
Neither satisfied or dissatisfied	(3)	**13**	4	2	3	5	6	7	8	2	2	-	2	4	2	6	2	11
		31%	*30%*	*18%*	*43%*	*38%*	*24%*	*39%*	*28%*	*24%*	*23%*	-	*18%*	*54%*	*23%*	*30%*	*23%*	*32%*
Fairly dissatisfied	(2)	**3**	3	-	-	-	3	-	2	1	-	-	-	-	3	-	-	3
		7%	*24%*	-	-	-	*12%*	-	*6%*	*14%*	-	-	-	-	*29%*	-	-	*9%*
Very dissatisfied	(1)	**4**	-	2	-	2	2	2	4	-	2	-	2	-	-	2	2	2
		10%	-	*15%*	-	*19%*	*7%*	*13%*	*14%*	-	*29%*	-	*14%*	-	-	*8%*	*29%*	*5%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**22**	5	8	4	5	13	9	14	6	4	2	8	4	5	13	4	18
		53%	*45%*	*68%*	*57%*	*44%*	*56%*	*48%*	*52%*	*62%*	*47%*	*100%*	*67%*	*46%*	*48%*	*62%*	*47%*	*54%*
NET Very/fairly dissatisfied		**7**	3	2	-	2	5	2	6	1	2	-	2	-	3	2	2	5
		16%	*24%*	*15%*	-	*19%*	*20%*	*13%*	*20%*	*14%*	*29%*	-	*14%*	-	*29%*	*8%*	*29%*	*14%*
Mean		**3.64**	3.61	3.83	3.77	3.44	3.71	3.55	3.49	4.00	3.33	4.94	3.68	3.74	3.67	3.82	3.33	3.72
Std Dev.		**1.32**	1.29	1.44	0.82	1.53	1.34	1.32	1.40	1.21	1.81	-	1.35	0.94	1.40	1.17	1.81	1.20
Std Error		**0.19**	0.37	0.38	0.37	0.37	0.26	0.28	0.27	0.28	0.68	-	0.35	0.33	0.42	0.23	0.68	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 164

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**48**	36	12	5	22	8	13	5	4	2	-	6	1	1	7	-	1	-	8
Weighted Base	**42***	41**	2**	***	36**	3**	3**	1**	4**	5**	-**	10**	1**	2**	14**	-**	1**	-**	3**
Effective Base	**26**	25	3	5	20	5	6	4	4	2	-	6	1	1	7	-	1	-	5
Very satisfied (5)	**16**	14	1	*	13	1	1	1	3	-	-	3	1	-	4	-	1	-	1
	37%	*36%*	*79%*	*46%*	*36%*	*27%*	*50%*	*70%*	*81%*	-	-	*36%*	*100%*	-	*30%*	-	*100%*	-	*27%*
Fairly satisfied (4)	**6**	6	*	*	4	2	1	-	1	2	-	1	-	-	-	-	-	-	2
	15%	*15%*	*14%*	*20%*	*11%*	*65%*	*22%*	-	*19%*	*49%*	-	*10%*	-	-	-	-	-	-	*65%*
Neither satisfied or dissatisfied (3)	**13**	13	*	*	12	*	1	*	-	2	-	4	-	2	4	-	-	-	*
	31%	*32%*	*7%*	*34%*	*33%*	*8%*	*28%*	*30%*	-	*51%*	-	*36%*	-	*100%*	*31%*	-	-	-	*8%*
Fairly dissatisfied (2)	**3**	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	7%	*7%*	-	-	*8%*	-	-	-	-	-	-	-	-	-	*22%*	-	-	-	-
Very dissatisfied (1)	**4**	4	-	-	4	-	-	-	-	-	-	2	-	-	2	-	-	-	-
	10%	*10%*	-	-	*11%*	-	-	-	-	-	-	*17%*	-	-	*18%*	-	-	-	-
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**22**	21	2	*	17	2	2	1	4	2	-	4	1	-	4	-	1	-	2
	53%	*51%*	*93%*	*66%*	*47%*	*92%*	*72%*	*70%*	*100%*	*49%*	-	*46%*	*100%*	-	*30%*	-	*100%*	-	*92%*
NET Very/fairly dissatisfied	**7**	7	-	-	7	-	-	-	-	-	-	2	-	-	5	-	-	-	-
	16%	*17%*	-	-	*20%*	-	-	-	-	-	-	*17%*	-	-	*39%*	-	-	-	-
Mean	**3.64**	3.59	4.71	4.11	3.53	4.19	4.22	4.39	4.81	3.49	-	3.48	5.00	3.00	3.02	-	5.00	-	4.19
Std Dev.	**1.32**	1.32	-	-	1.37	0.71	1.05	-	0.45	0.56	-	1.50	-	-	1.51	-	-	-	0.71
Std Error	**0.19**	0.22	-	-	0.29	0.25	0.29	-	0.23	0.40	-	0.61	-	-	0.57	-	-	-	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**48**	14	12	12	5	2	26	7	15	15	11	5	-	30	5
Weighted Base		**42***	12**	11**	12**	4**	2**	23**	6**	11**	13**	13**	4**	-**	25**	4**
Effective Base		**26**	7	8	7	2	1	15	4	7	8	8	3	-	15	3
Very satisfied	(5)	**16**	10	4	1	*	-	15	*	8	5	2	*	-	14	*
		37%	*87%*	*39%*	*8%*	*1%*	-	*64%*	*1%*	*75%*	*40%*	*13%*	*9%*	-	*56%*	*9%*
Fairly satisfied	(4)	**6**	1	1	3	*	*	3	*	3	3	-	*	-	6	*
		15%	*12%*	*11%*	*25%*	*1%*	*14%*	*12%*	*5%*	*25%*	*25%*	-	*7%*	-	*25%*	*7%*
Neither satisfied or dissatisfied	(3)	**13**	*	-	8	3	2	*	5	*	2	7	4	-	2	4
		31%	*1%*	-	*67%*	*67%*	*86%*	*	*73%*	*	*17%*	*52%*	*84%*	-	*9%*	*84%*
Fairly dissatisfied	(2)	**3**	-	2	-	1	-	2	1	-	-	3	-	-	-	-
		7%	-	*14%*	-	*30%*	-	*7%*	*21%*	-	-	*23%*	-	-	-	-
Very dissatisfied	(1)	**4**	-	4	-	-	-	4	-	-	2	2	-	-	2	-
		10%	-	*35%*	-	-	-	*17%*	-	-	*18%*	*13%*	-	-	*10%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**22**	12	6	4	*	*	17	*	11	9	2	1	-	20	1
		53%	*99%*	*50%*	*33%*	*3%*	*14%*	*75%*	*6%*	*100%*	*65%*	*13%*	*16%*	-	*81%*	*16%*
NET Very/fairly dissatisfied		**7**	-	6	-	1	-	6	1	-	2	5	-	-	2	-
		16%	-	*50%*	-	*30%*	-	*24%*	*21%*	-	*18%*	*36%*	-	-	*10%*	-
Mean		**3.64**	4.86	3.04	3.41	2.74	3.14	3.97	2.86	4.74	3.70	2.77	3.25	-	4.18	3.25
Std Dev.		**1.32**	0.38	1.89	0.67	0.62	-	1.61	0.57	0.46	1.50	1.14	0.69	-	1.25	0.69
Std Error		**0.19**	0.10	0.54	0.19	0.28	-	0.32	0.22	0.12	0.39	0.34	0.31	-	0.23	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**48**	5	42	1	17	25	6	40	3	2	-	45	3
Weighted Base		**42***	4**	38**	1**	17**	21**	4**	36**	4**	***	-**	39**	3**
Effective Base		**26**	2	23	1	10	13	3	23	2	2	-	25	1
Very satisfied	(5)	**16**	1	15	-	10	5	2	16	-	*	-	16	-
		37%	*32%*	*39%*	-	*57%*	*22%*	*36%*	*44%*	-	*100%*	-	*40%*	-
Fairly satisfied	(4)	**6**	*	6	-	2	4	-	6	*	-	-	6	-
		15%	*10%*	*16%*	-	*12%*	*21%*	-	*17%*	*8%*	-	-	*16%*	-
Neither satisfied or dissatisfied	(3)	**13**	2	11	-	4	6	3	8	2	-	-	10	3
		31%	*58%*	*30%*	-	*23%*	*30%*	*64%*	*23%*	*56%*	-	-	*26%*	*100%*
Fairly dissatisfied	(2)	**3**	-	2	1	1	2	-	2	1	-	-	3	-
		7%	-	*4%*	*100%*	*8%*	*8%*	-	*5%*	*36%*	-	-	*7%*	-
Very dissatisfied	(1)	**4**	-	4	-	-	4	-	4	-	-	-	4	-
		10%	-	*11%*	-	-	*19%*	-	*11%*	-	-	-	*10%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**22**	1	21	-	12	9	2	22	*	*	-	22	-
		53%	*42%*	*55%*	-	*69%*	*43%*	*36%*	*61%*	*8%*	*100%*	-	*56%*	-
NET Very/fairly dissatisfied		**7**	-	6	1	1	6	-	6	1	-	-	7	-
		16%	-	*15%*	*100%*	*8%*	*27%*	-	*16%*	*36%*	-	-	*18%*	-
Mean		**3.64**	3.73	3.69	2.00	4.19	3.19	3.73	3.78	2.72	5.00	-	3.69	3.00
Std Dev.		**1.32**	1.08	1.33	-	1.07	1.41	1.09	1.37	0.70	-	-	1.35	0.00
Std Error		**0.19**	0.48	0.21	-	0.26	0.28	0.45	0.22	0.40	-	-	0.20	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**48**	14	11	10	13	7	3	4	2	6	3	2	6	2	3	5	5
Weighted Base		**42***	9**	8**	9**	16**	4**	3**	2**	2**	5**	1**	1**	5**	3**	3**	6**	6**
Effective Base		**26**	7	6	7	8	3	2	2	1	3	3	2	4	2	1	3	3
Very satisfied	(5)	**16**	5	3	4	5	2	2	1	*	2	1	*	2	1	3	-	2
		37%	*53%*	*33%*	*39%*	*30%*	*51%*	*58%*	*51%*	*5%*	*39%*	*47%*	*28%*	*43%*	*36%*	*100%*	-	*24%*
Fairly satisfied	(4)	**6**	1	1	2	3	*	-	1	-	1	-	1	1	-	-	-	3
		15%	*13%*	*8%*	*18%*	*18%*	*7%*	-	*45%*	-	*13%*	-	*72%*	*19%*	-	-	-	*44%*
Neither satisfied or dissatisfied	(3)	**13**	2	3	4	4	2	*	*	-	2	1	-	2	2	-	2	2
		31%	*19%*	*39%*	*43%*	*27%*	*43%*	*1%*	*5%*	-	*48%*	*53%*	-	*38%*	*64%*	-	*35%*	*32%*
Fairly dissatisfied	(2)	**3**	1	2	-	-	-	1	-	2	-	-	-	-	-	-	-	-
		7%	*14%*	*20%*	-	-	-	*41%*	-	*95%*	-	-	-	-	-	-	-	-
Very dissatisfied	(1)	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
		10%	-	-	-	*26%*	-	-	-	-	-	-	-	-	-	-	*65%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**22**	6	3	5	8	2	2	2	*	3	1	1	3	1	3	-	4
		53%	*66%*	*41%*	*57%*	*48%*	*57%*	*58%*	*95%*	*5%*	*52%*	*47%*	*100%*	*62%*	*36%*	*100%*	-	*68%*
NET Very/fairly dissatisfied		**7**	1	2	-	4	-	1	-	2	-	-	-	-	-	-	4	-
		16%	*14%*	*20%*	-	*26%*	-	*41%*	-	*95%*	-	-	-	-	-	-	*65%*	-
Mean		**3.64**	4.05	3.54	3.95	3.26	4.08	3.76	4.46	2.14	3.92	3.94	4.28	4.05	3.72	5.00	1.69	3.93
Std Dev.		**1.32**	1.21	1.23	0.96	1.58	1.12	1.77	0.81	-	1.04	-	-	1.00	1.14	0.00	1.04	0.81
Std Error		**0.19**	0.32	0.37	0.30	0.44	0.42	1.02	0.41	-	0.42	-	-	0.41	0.81	0.00	0.47	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**76**	-	76	33	43	9	8	12	19	15	6	7	17	31	28	13	68	6	76
Weighted Base		**82***	-**	82*	39**	43**	13**	6**	9**	25**	13**	5**	11**	19**	34**	29**	16**	69*	11**	76*
Effective Base		**40**	-	40	18	22	5	4	7	11	10	4	4	8	17	16	7	36	4	76
Very satisfied	(5)	**12**	-	12	2	10	*	*	*	*	3	-	9	*	*	12	9	10	2	10
		15%	-	*15%*	*5%*	*24%*	*1%*	*3%*	*2%*	*1%*	*25%*	-	*78%*	*1%*	*1%*	*41%*	*53%*	*15%*	*18%*	*13%*
Fairly satisfied	(4)	**22**	-	22	13	9	8	3	4	*	5	2	1	11	4	7	2	16	7	22
		27%	-	*27%*	*34%*	*21%*	*57%*	*54%*	*44%*	*1%*	*37%*	*31%*	*8%*	*56%*	*13%*	*25%*	*15%*	*22%*	*61%*	*29%*
Neither satisfied or dissatisfied	(3)	**7**	-	7	6	1	*	*	*	3	*	1	2	*	3	3	3	5	2	10
		8%	-	*8%*	*14%*	*2%*	*2%*	*3%*	*1%*	*13%*	*1%*	*28%*	*14%*	*2%*	*9%*	*10%*	*18%*	*7%*	*13%*	*13%*
Fairly dissatisfied	(2)	**14**	-	14	8	6	6	-	2	3	3	-	-	6	5	3	-	12	-	10
		17%	-	*17%*	*21%*	*13%*	*41%*	-	*19%*	*12%*	*27%*	-	-	*29%*	*14%*	*12%*	-	*17%*	-	*13%*
Very dissatisfied	(1)	**27**	-	27	10	17	-	2	3	18	1	2	*	2	21	3	2	26	1	24
		33%	-	*33%*	*26%*	*40%*	-	*40%*	*35%*	*74%*	*9%*	*41%*	*1%*	*12%*	*64%*	*12%*	*13%*	*38%*	*8%*	*32%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**35**	-	35	15	19	8	3	4	*	8	2	9	11	5	19	11	26	9	32
		42%	-	*42%*	*39%*	*45%*	*57%*	*57%*	*46%*	*1%*	*63%*	*31%*	*85%*	*57%*	*14%*	*66%*	*69%*	*37%*	*79%*	*42%*
NET Very/fairly dissatisfied		**41**	-	41	18	23	6	2	5	21	5	2	*	8	26	7	2	38	1	34
		50%	-	*50%*	*47%*	*52%*	*41%*	*40%*	*54%*	*86%*	*36%*	*41%*	*1%*	*41%*	*77%*	*24%*	*13%*	*55%*	*8%*	*45%*
Mean		**2.74**	-	2.74	2.71	2.77	3.16	2.81	2.59	1.42	3.42	2.49	4.61	3.05	1.74	3.71	3.95	2.59	3.82	2.79
Std Dev.		**1.53**	-	1.53	1.32	1.70	1.03	1.63	1.47	0.80	1.42	1.46	0.82	1.21	1.13	1.42	1.43	1.54	1.03	1.48
Std Error		**0.17**	-	0.17	0.23	0.26	0.34	0.58	0.42	0.18	0.37	0.60	0.31	0.29	0.20	0.27	0.40	0.19	0.42	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**76**	21	27	15	13	48	28	45	30	12	3	24	14	16	41	12	60
Weighted Base		**82***	20**	25**	20**	17**	44**	38**	58**	24**	11**	4**	31**	10**	18**	45**	11**	65**
Effective Base		**40**	9	14	10	7	23	18	25	18	8	2	14	7	6	23	8	30
Very satisfied	(5)	**12**	5	3	-	5	7	5	10	2	2	2	3	-	5	6	2	10
		15%	*23%*	*10%*	-	*30%*	*16%*	*14%*	*17%*	*9%*	*18%*	*55%*	*11%*	-	*26%*	*12%*	*18%*	*16%*
Fairly satisfied	(4)	**22**	*	8	5	9	9	13	16	7	4	1	11	3	2	15	4	18
		27%	*2%*	*34%*	*23%*	*50%*	*20%*	*36%*	*27%*	*29%*	*38%*	*13%*	*37%*	*29%*	*9%*	*33%*	*38%*	*28%*
Neither satisfied or dissatisfied	(3)	**7**	*	4	1	1	5	2	3	3	*	-	3	1	-	3	*	3
		8%	*2%*	*18%*	*3%*	*6%*	*11%*	*4%*	*6%*	*13%*	*3%*	-	*9%*	*6%*	-	*7%*	*3%*	*5%*
Fairly dissatisfied	(2)	**14**	5	5	4	-	10	4	8	6	2	1	4	3	2	8	2	10
		17%	*27%*	*18%*	*19%*	-	*22%*	*10%*	*13%*	*25%*	*19%*	*32%*	*14%*	*24%*	*11%*	*18%*	*19%*	*15%*
Very dissatisfied	(1)	**27**	9	5	11	2	14	14	22	6	2	-	9	4	9	13	2	23
		33%	*45%*	*19%*	*55%*	*14%*	*30%*	*36%*	*37%*	*23%*	*22%*	-	*30%*	*40%*	*54%*	*29%*	*22%*	*35%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**35**	5	11	5	14	16	19	26	9	6	3	15	3	6	20	6	29
		42%	*26%*	*45%*	*23%*	*80%*	*36%*	*49%*	*44%*	*38%*	*55%*	*68%*	*48%*	*29%*	*36%*	*45%*	*55%*	*44%*
NET Very/fairly dissatisfied		**41**	14	9	15	2	23	17	29	12	4	1	14	7	11	21	4	33
		50%	*72%*	*37%*	*74%*	*14%*	*53%*	*46%*	*50%*	*48%*	*41%*	*32%*	*44%*	*65%*	*64%*	*48%*	*41%*	*51%*
Mean		**2.74**	2.32	2.99	1.94	3.82	2.69	2.81	2.74	2.76	3.10	3.92	2.85	2.24	2.44	2.81	3.10	2.75
Std Dev.		**1.53**	1.64	1.33	1.26	1.29	1.50	1.58	1.60	1.37	1.54	1.56	1.48	1.32	1.81	1.48	1.54	1.57
Std Error		**0.17**	0.36	0.26	0.32	0.36	0.22	0.30	0.24	0.25	0.44	0.90	0.30	0.35	0.45	0.23	0.44	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 165

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**76**	49	27	9	39	19	9	9	3	4	4	3	3	2	12	3	5	-	19
Weighted Base		**82***	68*	15**	6**	72*	7**	1**	2**	3**	8**	9**	4**	3**	4**	29**	4**	7**	-**	7**
Effective Base		**40**	33	7	2	31	10	7	7	3	4	3	3	3	2	10	3	5	-	10
Very satisfied	(5)	**12**	6	6	6	12	*	-	*	-	-	4	1	-	2	4	-	-	-	*
		15%	*10%*	*40%*	*90%*	*16%*	*2%*	-	*22%*	-	-	*48%*	*30%*	-	*53%*	*14%*	-	-	-	*2%*
Fairly satisfied	(4)	**22**	19	3	*	19	3	*	*	3	-	3	1	1	-	7	3	1	-	3
		27%	*28%*	*24%*	*4%*	*26%*	*40%*	*45%*	*14%*	*100%*	-	*28%*	*30%*	*40%*	-	*23%*	*64%*	*18%*	-	*40%*
Neither satisfied or dissatisfied	(3)	**7**	6	1	*	5	*	*	1	-	-	-	-	1	-	3	2	-	-	*
		8%	*9%*	*5%*	*3%*	*7%*	*6%*	*5%*	*40%*	-	-	-	-	*29%*	-	*10%*	*36%*	-	-	*6%*
Fairly dissatisfied	(2)	**14**	14	*	-	12	1	-	-	-	4	-	-	-	2	5	-	2	-	1
		17%	*20%*	*1%*	-	*17%*	*17%*	-	-	-	*53%*	-	-	-	*47%*	*16%*	-	*21%*	-	*17%*
Very dissatisfied	(1)	**27**	23	4	*	24	3	1	1	-	4	2	2	1	-	11	-	4	-	3
		33%	*34%*	*30%*	*3%*	*33%*	*35%*	*50%*	*23%*	-	*47%*	*23%*	*40%*	*31%*	-	*37%*	-	*61%*	-	*35%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**35**	25	9	6	30	3	*	1	3	-	7	2	1	2	11	3	1	-	3
		42%	*38%*	*64%*	*94%*	*42%*	*43%*	*45%*	*36%*	*100%*	-	*77%*	*60%*	*40%*	*53%*	*37%*	*64%*	*18%*	-	*43%*
NET Very/fairly dissatisfied		**41**	36	5	*	36	4	1	1	-	8	2	2	1	2	15	-	6	-	4
		50%	*54%*	*31%*	*3%*	*50%*	*52%*	*50%*	*23%*	-	*100%*	*23%*	*40%*	*31%*	*47%*	*53%*	-	*82%*	-	*52%*
Mean		**2.74**	2.60	3.42	4.77	2.75	2.59	2.45	3.13	4.00	1.53	3.79	3.11	2.79	3.58	2.60	3.64	1.76	-	2.59
Std Dev.		**1.53**	1.44	1.76	0.85	1.54	1.47	-	1.88	0.00	0.53	1.69	2.02	1.51	1.72	1.54	0.55	1.22	-	1.47
Std Error		**0.17**	0.21	0.34	0.28	0.25	0.34	-	0.63	0.00	0.27	0.84	1.17	0.87	1.22	0.44	0.32	0.55	-	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**76**	23	25	21	2	3	48	5	26	31	12	4	1	57	5
Weighted Base		**82***	22**	29**	25**	4**	3**	51**	6**	25**	36**	14**	6**	1**	61**	6**
Effective Base		**40**	11	13	14	1	2	23	2	13	17	7	3	1	29	4
Very satisfied	(5)	**12**	7	2	3	-	*	9	*	7	2	3	*	-	9	*
		15%	*30%*	*8%*	*13%*	-	*6%*	*18%*	*3%*	*27%*	*5%*	*24%*	*3%*	-	*14%*	*3%*
Fairly satisfied	(4)	**22**	5	13	4	*	-	18	*	5	13	4	-	-	18	-
		27%	*21%*	*45%*	*17%*	*6%*	-	*35%*	*3%*	*21%*	*36%*	*26%*	-	-	*30%*	-
Neither satisfied or dissatisfied	(3)	**7**	*	1	5	-	-	1	-	*	1	3	2	-	1	2
		8%	*	*5%*	*20%*	-	-	*3%*	-	*1%*	*4%*	*25%*	*26%*	-	*2%*	*24%*
Fairly dissatisfied	(2)	**14**	4	2	7	-	1	6	1	6	6	-	2	1	11	2
		17%	*18%*	*7%*	*28%*	-	*21%*	*12%*	*9%*	*22%*	*16%*	-	*30%*	*100%*	*19%*	*36%*
Very dissatisfied	(1)	**27**	6	10	5	3	2	16	5	7	14	4	2	-	21	2
		33%	*30%*	*34%*	*22%*	*94%*	*73%*	*32%*	*85%*	*29%*	*39%*	*25%*	*41%*	-	*35%*	*37%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**35**	11	15	8	*	*	27	*	12	15	7	*	-	27	*
		42%	*52%*	*53%*	*30%*	*6%*	*6%*	*53%*	*6%*	*48%*	*42%*	*50%*	*3%*	-	*44%*	*3%*
NET Very/fairly dissatisfied		**41**	10	12	13	3	2	22	6	13	20	4	4	1	33	5
		50%	*48%*	*42%*	*50%*	*94%*	*94%*	*44%*	*94%*	*51%*	*55%*	*25%*	*71%*	*100%*	*53%*	*74%*
Mean		**2.74**	3.05	2.86	2.71	1.18	1.46	2.94	1.29	2.95	2.54	3.25	1.94	2.00	2.71	1.94
Std Dev.		**1.53**	1.72	1.52	1.35	0.83	1.27	1.59	0.93	1.67	1.46	1.53	1.05	-	1.55	1.00
Std Error		**0.17**	0.36	0.30	0.29	0.59	0.73	0.23	0.42	0.33	0.26	0.44	0.53	-	0.21	0.45

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**76**	4	69	3	21	50	5	74	1	1	-	76	-
Weighted Base		**82***	2**	78*	3**	21**	59**	2**	81*	1**	***	-**	82*	-**
Effective Base		**40**	2	37	2	12	27	3	39	1	1	-	40	-
Very satisfied	(5)	**12**	-	12	-	4	8	-	12	-	-	-	12	-
		15%	-	*16%*	-	*20%*	*14%*	-	*15%*	-	-	-	*15%*	-
Fairly satisfied	(4)	**22**	*	19	3	5	16	1	21	1	-	-	22	-
		27%	*7%*	*25%*	*100%*	*25%*	*27%*	*40%*	*26%*	*100%*	-	-	*27%*	-
Neither satisfied or dissatisfied	(3)	**7**	-	7	-	1	5	*	7	-	-	-	7	-
		8%	-	*8%*	-	*6%*	*9%*	*2%*	*8%*	-	-	-	*8%*	-
Fairly dissatisfied	(2)	**14**	-	14	-	2	12	-	14	-	-	-	14	-
		17%	-	*18%*	-	*7%*	*21%*	-	*17%*	-	-	-	*17%*	-
Very dissatisfied	(1)	**27**	1	26	-	9	17	1	27	-	*	-	27	-
		33%	*93%*	*33%*	-	*42%*	*29%*	*57%*	*33%*	-	*100%*	-	*33%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**35**	*	32	3	10	24	1	34	1	-	-	35	-
		42%	*7%*	*41%*	*100%*	*45%*	*41%*	*40%*	*42%*	*100%*	-	-	*42%*	-
NET Very/fairly dissatisfied		**41**	1	39	-	10	29	1	41	-	*	-	41	-
		50%	*93%*	*51%*	-	*49%*	*50%*	*57%*	*50%*	-	*100%*	-	*50%*	-
Mean		**2.74**	1.20	2.73	4.00	2.74	2.76	2.26	2.73	4.00	1.00	-	2.74	-
Std Dev.		**1.53**	-	1.53	0.00	1.69	1.48	2.02	1.53	-	-	-	1.53	-
Std Error		**0.17**	-	0.18	0.00	0.37	0.21	0.91	0.18	-	-	-	0.17	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**76**	16	24	16	20	7	5	4	6	8	10	3	5	8	5	8	7
Weighted Base		**82***	19**	20**	17**	26**	5**	3**	11**	4**	6**	10**	3**	4**	10**	7**	9**	10**
Effective Base		**40**	7	11	10	13	4	4	3	4	4	4	2	3	5	4	4	5
Very satisfied	(5)	**12**	4	3	*	4	*	-	4	1	*	2	-	*	*	2	2	*
		15%	*23%*	*17%*	*1%*	*17%*	*2%*	-	*38%*	*29%*	*2%*	*20%*	-	*2%*	*2%*	*31%*	*22%*	*2%*
Fairly satisfied	(4)	**22**	7	3	6	7	*	2	5	1	2	*	2	1	2	1	1	5
		27%	*36%*	*15%*	*33%*	*26%*	*6%*	*53%*	*43%*	*23%*	*26%*	*4%*	*80%*	*29%*	*23%*	*13%*	*12%*	*50%*
Neither satisfied or dissatisfied	(3)	**7**	1	*	2	3	1	-	*	-	*	*	-	-	2	*	3	-
		8%	*7%*	*2%*	*9%*	*13%*	*28%*	-	*	-	*3%*	*2%*	-	-	*15%*	*6%*	*32%*	-
Fairly dissatisfied	(2)	**14**	1	3	6	4	1	-	-	*	3	-	1	3	2	2	-	2
		17%	*3%*	*16%*	*33%*	*16%*	*13%*	-	-	*4%*	*51%*	-	*20%*	*67%*	*21%*	*28%*	-	*24%*
Very dissatisfied	(1)	**27**	6	10	4	7	2	2	2	2	1	7	-	*	4	2	3	2
		33%	*31%*	*51%*	*24%*	*27%*	*51%*	*47%*	*18%*	*45%*	*18%*	*74%*	-	*2%*	*39%*	*23%*	*34%*	*25%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**35**	11	6	6	11	*	2	9	2	2	2	2	1	2	3	3	5
		42%	*59%*	*31%*	*35%*	*43%*	*8%*	*53%*	*81%*	*51%*	*28%*	*24%*	*80%*	*31%*	*25%*	*43%*	*34%*	*52%*
NET Very/fairly dissatisfied		**41**	7	13	10	11	3	2	2	2	4	7	1	3	6	4	3	5
		50%	*34%*	*67%*	*56%*	*44%*	*64%*	*47%*	*18%*	*49%*	*68%*	*74%*	*20%*	*69%*	*60%*	*51%*	*34%*	*48%*
Mean		**2.74**	3.16	2.31	2.56	2.89	1.94	2.58	3.83	2.86	2.44	1.97	3.59	2.61	2.26	3.01	2.89	2.81
Std Dev.		**1.53**	1.63	1.63	1.25	1.51	1.25	1.78	1.48	2.04	1.23	1.75	1.01	1.12	1.31	1.73	1.62	1.40
Std Error		**0.17**	0.41	0.33	0.31	0.34	0.47	0.79	0.74	0.83	0.43	0.55	0.59	0.50	0.46	0.77	0.57	0.53

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**3582**	-	3582	1680	1888	424	406	791	546	649	459	307	830	1337	1415	766	3254	305	3622
	69%	-	*69%*	*67%*	**72%c**	*62%*	**67%k**	**75%efk**	**73%ek**	**72%ek**	**72%ek**	*58%*	*64%*	**74%lno**	**69%l**	*66%*	*70%*	*66%*	*70%*
No	**1459**	-	1459	789	665	240	185	254	187	229	169	195	426	441	593	364	1302	143	1424
	28%	-	*28%*	**31%d**	*25%*	**35%ghij**	**30%g**	*24%*	*25%*	*26%*	*27%*	**37%ghij**	**33%m**	*24%*	**29%m**	**31%m**	*28%*	*31%*	*28%*
I don't know	**120**	-	120	47	73	25	17	15	13	19	7	24	42	28	50	30	98	15	115
	2%	-	*2%*	*2%*	*3%*	**4%gj**	*3%*	*1%*	*2%*	*2%*	*1%*	**5%ghj**	**3%m**	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**3582**	692	1140	815	935	1832	1750	2168	1366	474	441	877	865	684	2183	474	2915
	69%	*70%*	*71%*	*69%*	*67%*	*71%*	*68%*	*71%*	*68%*	*69%*	*68%*	*67%*	*69%*	**74%jkln**	*68%*	*69%*	*70%*
No	**1459**	285	424	346	404	709	750	853	583	188	192	398	369	224	959	193	1194
	28%	*29%*	*27%*	*29%*	*29%*	*27%*	*29%*	*28%*	*29%*	*27%*	*29%*	**31%m**	*29%*	*24%*	**30%m**	*28%*	*29%*
I don't know	**120**	14	35	22	48	49	71	50	59	23	18	25	22	11	64	23	80
	2%	*1%*	*2%*	*2%*	**3%a**	*2%*	*3%*	*2%*	**3%g**	**3%m**	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	**3582**	3104	478	148	2989	308	181	103	153	378	308	272	298	334	449	492	306	39	269
	69%	*70%*	*66%*	*63%*	*69%*	*71%*	*73%*	*72%*	*73%*	*67%*	*72%*	*72%*	*66%*	*70%*	*66%*	*69%*	*69%*	*63%*	*73%*
No	**1459**	1230	229	82	1246	113	62	38	50	170	108	95	147	134	210	203	129	21	92
	28%	*28%*	*32%*	*35%*	*29%*	*26%*	*25%*	*27%*	*24%*	*30%*	*25%*	*25%*	***32%hr***	*28%*	*31%*	*29%*	*29%*	*33%*	*25%*
I don't know	**120**	103	17	6	102	13	4	1	6	18	10	9	9	12	19	13	7	3	10
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	3582	1336	1353	477	262	122	2689	385	1349	1365	559	206	68	2714	274
	69%	**72%c**	**69%c**	*61%*	**74%c**	**75%c**	**71%c**	**74%c**	**73%j**	**70%j**	*61%*	**77%j**	*66%*	**71%j**	**74%j**
No	1459	481	568	270	89	30	1049	119	469	553	323	52	30	1022	82
	28%	*26%*	**29%eg**	**35%abdefg**	*25%*	*18%*	**28%e**	*23%*	*25%*	**28%k**	**36%hikmn**	*19%*	*29%*	**27%k**	*22%*
I don't know	120	27	34	35	5	11	61	15	27	40	28	9	5	67	13
	2%	*1%*	*2%*	**5%abdf**	*1%*	**7%abdf**	*2%*	*3%*	*1%*	*2%*	**3%h**	*3%*	**5%h**	*2%*	**4%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**3582**	294	3243	44	1153	2223	206	3508	47	15	5	3570	7
	69%	**73%c**	**69%c**	*52%*	**74%ef**	*68%*	*63%*	**70%h**	*53%*	*70%*	*48%*	**70%h**	*32%*
No	**1459**	101	1324	34	371	985	103	1397	41	6	3	1445	11
	28%	*25%*	*28%*	**40%a**	*24%*	**30%d**	**32%d**	*28%*	**46%gk**	*30%*	*33%*	*28%*	*49%*
I don't know	**120**	7	107	6	31	70	18	113	1	-	2	114	4
	2%	*2%*	*2%*	**8%ab**	*2%*	*2%*	**6%de**	*2%*	*1%*	-	*19%*	*2%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**3582**	902	882	869	930	292	293	317	297	298	287	306	275	288	333	303	294
	69%	*70%*	*68%*	*67%*	*72%*	*68%*	*71%*	*71%*	*69%*	*65%*	*72%*	*71%*	*64%*	*68%*	*72%*	**73%il**	*71%*
No	**1459**	359	384	389	328	130	111	117	128	152	103	119	147	123	121	94	112
	28%	*28%*	*30%*	**30%d**	*25%*	*30%*	*27%*	*26%*	*30%*	**33%o**	*26%*	*28%*	**34%o**	*29%*	*26%*	*23%*	*27%*
I don't know	**120**	29	25	33	34	10	10	9	5	11	9	7	10	16	9	15	10
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3711	-	3711	1719	1981	420	435	785	524	745	521	281	855	1309	1547	802	3495	189	3711
Weighted Base	3682	-**	3682	1739	1928	448	428	818	553	660	464	311	876	1371	1435	775	3335	319	3711
Effective Base	2038	-	2038	957	1073	244	250	445	295	402	250	158	494	739	805	407	1887	143	3711
Pick up the item from a delivery office	1028 28%	- -	1028 28%	546 31%d	476 25%	94 21%	90 21%	244 30%ef	161 29%ef	184 28%	154 33%ef	100 32%ef	185 21%	405 30%l	438 31%l	254 33%l	942 28%	79 25%	941 25%
Arrange for redelivery to your home	1762 48%	- -	1762 48%	787 45%	965 50%c	162 36%	187 44%	370 45%e	268 49%e	347 53%efg	259 56%efg	169 54%efg	349 40%	638 47%l	775 54%lm	428 55%lm	1625 49%q	127 40%	1765 48%
Arrange for the item to be left in a safe place	1119 30%	- -	1119 30%	491 28%	626 32%c	108 24%	103 24%	230 28%	184 33%ef	218 33%ef	164 35%ef	112 36%ef	210 24%	415 30%l	494 34%l	275 36%l	1032 31%	80 25%	1349 36%
Arrange for delivery to a neighbour	909 25%	- -	909 25%	444 26%	463 24%	104 23%	85 20%	206 25%	156 28%f	175 26%	105 23%	78 25%	189 22%	362 26%	358 25%	183 24%	814 24%	88 28%	870 23%
Arrange for delivery to an alternative address	287 8%	- -	287 8%	159 9%d	127 7%	44 10%jk	59 14%hijk	78 9%ijk	38 7%	38 6%	17 4%	13 4%	103 12%no	115 8%no	68 5%	30 4%	245 7%	38 12%	267 7%
Arrange for delivery to a Post Office branch, where you can pick it up	824 22%	- -	824 22%	401 23%	421 22%	81 18%	104 24%	182 22%	124 22%	160 24%	103 22%	69 22%	185 21%	306 22%	332 23%	172 22%	713 21%	102 32%p	806 22%
Get a friend/relative to pick up the item from the delivery/enquiry office	229 6%	- -	229 6%	143 8%d	86 4%	38 9%ijk	52 12%hijk	88 11%hijk	27 5%jk	18 3%	3 1%	2 1%	90 10%no	115 8%no	24 2%	6 1%	193 6%	34 11%p	186 5%
Arrange to pick it up from a collection point/ box	428 12%	- -	428 12%	235 14%d	190 10%	50 11%	77 18%ehijk	114 14%hk	48 9%	73 11%	44 9%	23 7%	127 14%no	162 12%	139 10%	67 9%	375 11%	49 15%	413 11%
Arrange to pick it up at the operator's depot	310 8%	- -	310 8%	189 11%d	121 6%	42 9%	54 12%ijk	88 11%ijk	44 8%	45 7%	24 5%	14 4%	95 11%no	132 10%no	82 6%	38 5%	262 8%	46 15%p	273 7%
Any other way (please specify)	11 *	- -	11 *	9 1%	3 *	3 1%	2 *	2 *	2 *	- -	* *	2 *	5 1%	5 *	2 *	2 *	11 *	- -	14 *
I don't know	47 1%	- -	47 1%	25 1%	23 1%	9 2%	8 2%	9 1%	3 1%	9 1%	4 1%	4 1%	17 2%	13 1%	17 1%	8 1%	44 1%	2 *	38 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3711	932	1152	753	874	2084	1627	1986	1670	451	431	921	935	704	2287	452	3052
Weighted Base	3682	718	1165	846	953	1882	1799	2237	1384	489	448	905	884	708	2237	489	2995
Effective Base	2038	398	648	453	539	1046	991	1124	919	265	253	518	497	359	1267	265	1655
Pick up the item from a delivery office	1028	189	364	229	246	553	474	622	389	128	101	281	261	182	642	128	843
	28%	26%	31%d	27%	26%	29%	26%	28%	28%	26%	22%	31%j	30%j	26%	29%j	26%	28%
Arrange for redelivery to your home	1762	293	576	402	492	869	893	974	764	264	246	405	426	290	1077	264	1397
	48%	41%	49%a	47%	52%a	46%	50%	44%	55%g	54%km	55%kmn	45%	48%m	41%	48%m	54%p	47%
Arrange for the item to be left in a safe place	1119	259	352	241	268	611	508	673	434	128	109	276	270	247	655	128	917
	30%	36%cd	30%	28%	28%	32%f	28%	30%	31%	26%	24%	30%	31%	35%ijn	29%	26%	31%
Arrange for delivery to a neighbour	909	208	249	231	222	457	452	562	334	100	105	218	208	200	531	100	745
	25%	29%b	21%	27%b	23%	24%	25%	25%	24%	20%	23%	24%	24%	28%i	24%	20%	25%
Arrange for delivery to an alternative address	287	90	67	75	55	156	130	208	74	33	43	66	51	82	160	33	242
	8%	12%bd	6%	9%b	6%	8%	7%	9%h	5%	7%	10%l	7%	6%	12%iklm	7%	7%	8%
Arrange for delivery to a Post Office branch, where you can pick it up	824	158	271	216	180	428	395	496	315	93	122	201	179	175	503	93	685
	22%	22%	23%	25%d	19%	23%	22%	22%	23%	19%	27%il	22%	20%	25%	22%	19%	23%
Get a friend/relative to pick up the item from the delivery/enquiry office	229	98	36	57	38	134	95	186	41	28	14	46	33	97	93	28	192
	6%	14%bcd	3%	7%bd	4%	7%	5%	8%h	3%	6%	3%	5%	4%	14%ijkln	4%	6%	6%
Arrange to pick it up from a collection point/ box	428	124	115	102	88	238	190	286	138	70	37	94	99	101	230	71	340
	12%	17%bcd	10%	12%	9%	13%	11%	13%	10%	14%j	8%	10%	11%	14%jn	10%	14%	11%
Arrange to pick it up at the operator's depot	310	95	76	71	68	171	139	229	78	45	30	83	57	85	170	45	255
	8%	13%bcd	7%	8%	7%	9%	8%	10%h	6%	9%	7%	9%	6%	12%ijln	8%	9%	9%
Any other way (please specify)	11	1	3	2	5	4	7	8	4	*	3	2	4	2	9	*	11
	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	*
I don't know	47	6	14	13	15	19	28	22	16	9	7	11	8	5	26	9	31
	1%	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3711	2541	1170	485	1809	791	636	475	195	196	202	199	201	198	206	209	203	106	685
Weighted Base	3682	3197	485	153	3067	322	186	106	156	386	312	284	300	340	470	505	313	39*	283
Effective Base	2038	1741	301	102	1503	422	313	311	174	176	177	176	179	179	187	183	184	54	368
Pick up the item from a delivery office	1028 28%	928 29%bc	99 20%	21 14%	875 29%f	84 26%	41 22%	28 27%	39 25%	119 31%	82 26%	75 26%	74 25%	109 32%	147 31%	127 25%	103 33%	10 26%	73 26%
Arrange for redelivery to your home	1762 48%	1516 47%	246 51%	74 49%	1496 49%e	131 41%	89 48%	47 44%	87 56%lnr	171 44%	167 53%nr	146 52%r	151 50%r	180 53%nr	200 43%	232 46%	161 51%r	18 45%	113 40%
Arrange for the item to be left in a safe place	1119 30%	923 29%	196 40%a	66 43%a	866 28%	143 44%df	69 37%d	41 39%d	44 28%	113 29%	91 29%	87 31%	83 28%	119 35%n	103 22%	135 27%	91 29%	16 40%n	127 45%hijklmnop
Arrange for delivery to a neighbour	909 25%	792 25%	117 24%	37 24%	759 25%	80 25%	47 25%	23 22%	43 28%	102 26%	75 24%	64 22%	75 25%	79 23%	116 25%	138 27%	67 21%	8 19%	72 25%
Arrange for delivery to an alternative address	287 8%	245 8%	42 9%	10 7%	245 8%	19 6%	17 9%q	5 5%	15 9%p	35 9%p	17 5%	30 10%p	22 7%	28 8%	58 12%jopqr	30 6%	11 3%	1 2%	18 7%
Arrange for delivery to a Post Office branch, where you can pick it up	824 22%	704 22%	120 25%	40 26%	686 22%	68 21%	39 21%	31 30%def	34 22%	83 22%	81 26%m	74 26%m	69 23%	59 17%	126 27%mp	102 20%	57 18%	6 14%	62 22%
Get a friend/relative to pick up the item from the delivery/enquiry office	229 6%	212 7%b	17 4%	8 5%	206 7%e	10 3%	7 4%	6 6%e	7 5%	24 6%m	12 4%	21 8%mr	26 9%mor	5 2%	75 16%hijklmopqr	20 4%	14 5%	1 1%	9 3%
Arrange to pick it up from a collection point/ box	428 12%	380 12%	48 10%	11 7%	351 11%	41 13%	26 14%	11 10%	23 15%opq	39 10%	29 9%	36 13%q	30 10%	39 11%	90 19%ijlmopq	40 8%	25 8%	1 2%	40 14%opq
Arrange to pick it up at the operator's depot	310 8%	288 9%bc	22 5%	4 3%	266 9%e	18 6%	17 9%	8 8%	16 10%r	46 12%lr	20 6%	26 9%	17 6%	24 7%	59 13%jlr	37 7%	21 7%	5 12%r	13 5%
Any other way (please specify)	11 *	11 *	1 *	* *	9 *	1 *	* *	1 1%	- -	1 *	3 1%	1 1%	- -	2 1%	- -	- -	2 *	- -	1 *
I don't know	47 1%	41 1%	6 1%	4 2%	41 1%	4 1%	2 1%	1 1%	2 1%	6 1%	- -	7 2%j	1 *	3 1%	6 1%	11 2%	6 2%	1 4%jl	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3711	1345	1460	481	268	125	2805	393	1429	1467	520	185	72	2896	257
Weighted Base	3682	1355	1386	506	274	129*	2741	403	1374	1410	580	213	69*	2784	282
Effective Base	2038	726	778	277	165	76	1503	241	770	776	307	119	45	1546	163
Pick up the item from a delivery office	1028	426	360	128	71	31	786	102	402	383	133	72	21	785	94
	28%	**31%b**	*26%*	*25%*	*26%*	*24%*	*29%*	*25%*	**29%j**	*27%*	*23%*	**34%j**	*31%*	*28%*	**33%j**
Arrange for redelivery to your home	1762	692	679	221	104	52	1371	156	727	656	257	89	18	1382	107
	48%	**51%cdg**	**49%dg**	*44%*	*38%*	*40%*	**50%dg**	*39%*	**53%ijkln**	**46%ln**	**44%l**	*42%*	*26%*	**50%ln**	*38%*
Arrange for the item to be left in a safe place	1119	445	443	137	63	22	888	85	457	446	141	53	13	902	66
	30%	**33%deg**	**32%deg**	*27%*	*23%*	*17%*	**32%deg**	*21%*	**33%jn**	**32%jn**	*24%*	*25%*	*19%*	**32%jn**	*23%*
Arrange for delivery to a neighbour	909	382	335	99	65	21	717	86	371	363	120	34	15	734	49
	25%	**28%ceg**	*24%*	*20%*	*24%*	*16%*	**26%c**	*21%*	**27%jkn**	**26%kn**	*21%*	*16%*	*21%*	**26%jkn**	*17%*
Arrange for delivery to an alternative address	287	116	99	30	28	14	215	41	104	114	26	30	7	218	36
	8%	*9%*	*7%*	*6%*	*10%*	*11%*	*8%*	*10%*	*8%*	**8%j**	*4%*	**14%hijm**	*10%*	**8%j**	**13%hjm**
Arrange for delivery to a Post Office branch, where you can pick it up	824	328	298	105	53	31	627	84	341	329	103	30	11	669	41
	22%	*24%*	*22%*	*21%*	*19%*	*24%*	*23%*	*21%*	**25%jkn**	**23%jkn**	*18%*	*14%*	*16%*	**24%jkn**	*14%*
Get a friend/relative to pick up the item from the delivery/enquiry office	229	103	78	27	13	6	181	19	94	104	18	4	5	198	9
	6%	*8%*	*6%*	*5%*	*5%*	*5%*	*7%*	*5%*	**7%jk**	**7%jk**	*3%*	*2%*	*7%*	**7%jk**	*3%*
Arrange to pick it up from a collection point/ box	428	183	124	61	34	23	306	57	181	167	47	20	6	348	27
	12%	**13%b**	*9%*	*12%*	*12%*	**16%b**	*11%*	**14%b**	**13%j**	*12%*	*8%*	*10%*	*9%*	**13%j**	*9%*
Arrange to pick it up at the operator's depot	310	142	95	33	22	18	236	39	138	121	30	15	4	260	19
	8%	**10%b**	*7%*	*7%*	*8%*	**14%bc**	*9%*	*10%*	**10%j**	*9%*	*5%*	*7%*	*6%*	**9%j**	*7%*
Any other way (please specify)	11	2	2	4	1	2	5	2	3	2	4	*	2	5	2
	*	*	*	**1%f**	*	**1%f**	*	*1%*	*	*	*1%*	*	**2%him**	*	*1%*
I don't know	47	4	17	16	4	1	22	6	5	14	22	2	1	19	3
	1%	*	**1%a**	**3%abf**	**2%a**	*1%*	*1%*	*1%*	*	*1%*	**4%him**	*1%*	*2%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3711**	275	3379	57	1214	2280	217	3628	48	23	3	3699	9
Weighted Base	**3682**	301	3336	45**	1179	2282	221	3590	58*	17**	5**	3665	12**
Effective Base	**2038**	164	1846	28	670	1232	139	1986	33	13	3	2031	5
Pick up the item from a delivery office	**1028**	82	924	21	328	633	67	1002	13	6	3	1021	4
	28%	*27%*	*28%*	*48%*	*28%*	*28%*	*30%*	*28%*	*22%*	*33%*	*54%*	*28%*	*37%*
Arrange for redelivery to your home	**1762**	139	1613	10	576	1112	74	1741	9	5	5	1754	3
	48%	*46%*	*48%*	*23%*	**49%f**	**49%f**	*33%*	**48%h**	*16%*	*27%*	*100%*	**48%h**	*27%*
Arrange for the item to be left in a safe place	**1119**	83	1021	15	305	762	52	1098	13	7	-	1118	1
	30%	*28%*	*31%*	*33%*	*26%*	**33%df**	*24%*	*31%*	*22%*	*41%*	-	*31%*	*6%*
Arrange for delivery to a neighbour	**909**	78	819	13	295	566	48	884	21	5	-	909	-
	25%	*26%*	*25%*	*29%*	*25%*	*25%*	*22%*	*25%*	*36%*	*28%*	-	*25%*	-
Arrange for delivery to an alternative address	**287**	48	234	4	133	134	20	271	11	4	-	286	*
	8%	**16%b**	*7%*	*10%*	**11%e**	*6%*	*9%*	*8%*	**19%gk**	*22%*	-	*8%*	*3%*
Arrange for delivery to a Post Office branch, where you can pick it up	**824**	64	753	6	263	512	49	799	16	5	3	821	-
	22%	*21%*	*23%*	*14%*	*22%*	*22%*	*22%*	*22%*	*28%*	*31%*	*54%*	*22%*	-
Get a friend/relative to pick up the item from the delivery/enquiry office	**229**	60	167	2	118	87	24	217	9	1	3	227	-
	6%	**20%b**	*5%*	*5%*	**10%e**	*4%*	**11%e**	*6%*	**15%gk**	*8%*	*54%*	*6%*	-
Arrange to pick it up from a collection point/ box	**428**	49	373	6	157	241	29	414	11	1	3	425	-
	12%	*16%*	*11%*	*14%*	*13%*	*11%*	*13%*	*12%*	*19%*	*5%*	*54%*	*12%*	-
Arrange to pick it up at the operator's depot	**310**	37	268	5	118	173	19	294	10	5	-	310	-
	8%	*12%*	*8%*	*12%*	*10%*	*8%*	*8%*	*8%*	*18%*	*32%*	-	*8%*	-
Any other way (please specify)	**11**	-	11	-	*	11	1	11	-	-	-	11	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
I don't know	**47**	7	40	1	16	24	7	43	1	-	-	44	4
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	**3%e**	*1%*	*1%*	-	-	*1%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3711**	944	921	922	924	319	307	318	307	307	307	316	300	306	308	312	304
Weighted Base	**3682**	924	912	903	943	300	301	324	302	316	294	315	285	303	337	306	300
Effective Base	**2038**	488	544	477	533	167	157	165	178	177	191	156	158	164	180	177	177
Pick up the item from a delivery office	**1028**	252	251	254	270	70	90	92	79	96	77	79	82	93	106	83	82
	28%	*27%*	*28%*	*28%*	*29%*	*23%*	*30%*	*28%*	*26%*	*30%*	*26%*	*25%*	*29%*	*31%*	*31%*	*27%*	*27%*
Arrange for redelivery to your home	**1762**	459	437	430	436	145	152	162	146	160	131	151	132	147	155	135	146
	48%	*50%*	*48%*	*48%*	*46%*	*48%*	*50%*	*50%*	*48%*	*51%*	*45%*	*48%*	*46%*	*48%*	*46%*	*44%*	*49%*
Arrange for the item to be left in a safe place	**1119**	272	267	287	293	96	84	93	82	98	88	104	97	85	98	91	104
	30%	*29%*	*29%*	*32%*	*31%*	*32%*	*28%*	*29%*	*27%*	*31%*	*30%*	*33%*	*34%*	*28%*	*29%*	*30%*	*35%*
Arrange for delivery to a neighbour	**909**	208	227	243	231	66	71	71	66	71	91	93	82	68	80	92	58
	25%	*22%*	*25%*	*27%*	*25%*	*22%*	*23%*	*22%*	*22%*	*22%*	**31%hp**	**30%p**	**29%p**	*22%*	*24%*	**30%p**	*19%*
Arrange for delivery to an alternative address	**287**	59	85	61	81	17	22	20	26	22	37	23	13	25	26	28	27
	8%	*6%*	*9%*	*7%*	*9%*	*6%*	*7%*	*6%*	*9%*	*7%*	**12%egl**	*7%*	*5%*	*8%*	*8%*	*9%*	*9%*
Arrange for delivery to a Post Office branch, where you can pick it up	**824**	209	184	213	217	70	72	68	79	57	49	83	55	74	71	77	69
	22%	*23%*	*20%*	*24%*	*23%*	*23%*	*24%*	*21%*	**26%j**	*18%*	*17%*	**26%j**	*19%*	*25%*	*21%*	**25%j**	*23%*
Get a friend/relative to pick up the item from the delivery/enquiry office	**229**	54	65	43	68	11	21	23	25	22	19	19	8	15	23	19	26
	6%	*6%*	*7%*	*5%*	*7%*	*4%*	*7%*	*7%*	**8%l**	*7%*	*6%*	*6%*	*3%*	*5%*	*7%*	*6%*	**9%el**
Arrange to pick it up from a collection point/ box	**428**	102	103	100	123	43	31	28	29	37	37	33	36	31	49	36	39
	12%	*11%*	*11%*	*11%*	*13%*	*14%*	*10%*	*9%*	*10%*	*12%*	*13%*	*10%*	*13%*	*10%*	*14%*	*12%*	*13%*
Arrange to pick it up at the operator's depot	**310**	69	91	69	80	23	18	28	32	35	25	31	22	17	32	28	20
	8%	*7%*	*10%*	*8%*	*9%*	*8%*	*6%*	*9%*	*10%*	*11%*	*9%*	*10%*	*8%*	*6%*	*10%*	*9%*	*7%*
Any other way (please specify)	**11**	4	2	5	*	1	1	3	-	-	2	*	5	*	*	*	-
	*	*	*	*1%*	*	*	*	*1%*	-	-	*1%*	*	*2%*	*	*	*	-
I don't know	**47**	11	14	10	13	3	4	4	2	11	1	1	7	1	4	2	7
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%jm**	*	*	*3%*	*	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**1780**	-	1780	902	870	322	248	445	233	257	148	128	570	677	532	275	1553	220	1693
	34%	-	*34%*	*36%*	*33%*	**47%hijk**	**41%hijk**	**42%hijk**	**31%j**	*29%*	*23%*	*24%*	**44%mno**	**38%no**	*26%*	*24%*	*33%*	**48%p**	*33%*
No	**3110**	-	3110	1493	1606	317	323	557	479	590	465	380	639	1036	1435	845	2867	209	3212
	60%	-	*60%*	*59%*	*61%*	*46%*	*53%*	*53%*	**64%efg**	**66%efg**	**73%efghi**	**72%efgh**	*49%*	**57%l**	**70%lm**	**73%lm**	**62%q**	*45%*	*62%*
Don't know	**270**	-	270	121	149	50	37	59	34	50	22	18	88	93	90	40	234	34	256
	5%	-	*5%*	*5%*	*6%*	**7%jk**	*6%*	*6%*	*5%*	*6%*	*3%*	*3%*	**7%no**	*5%*	*4%*	*3%*	*5%*	*7%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**1780**	501	525	366	388	1026	754	1209	546	178	229	413	410	459	1053	178	1537
	34%	**51%bcd**	**33%d**	*31%*	*28%*	**40%f**	*29%*	**39%h**	*27%*	*26%*	**35%i**	**32%i**	**33%i**	**50%jkln**	**33%i**	*26%*	**37%o**
No	**3110**	456	998	753	903	1454	1656	1706	1358	464	389	820	791	429	2000	469	2457
	60%	*46%*	**62%a**	**64%a**	**65%a**	*56%*	**64%e**	*56%*	**68%g**	**68%jm**	**60%m**	**63%m**	**63%m**	*47%*	**62%m**	**68%p**	*59%*
Don't know	**270**	34	76	64	97	110	160	155	103	42	33	66	55	32	153	42	194
	5%	*3%*	*5%*	*5%*	**7%a**	*4%*	**6%e**	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	*3%*	*5%*	*6%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	1780	1545	236	88	1509	137	89	46	66	192	126	138	156	129	326	238	137	15	122
	34%	*35%*	*33%*	*37%*	*35%*	*32%*	*36%*	*32%*	*32%*	*34%*	*30%*	**37%ma**	*34%*	*27%*	**48%hijklmopqr**	*34%*	*31%*	*24%*	*33%*
No	3110	2653	457	133	2593	276	149	93	132	337	283	216	279	326	313	426	280	46	230
	60%	*60%*	*63%*	*56%*	*60%*	*64%*	*60%*	**65%d**	**63%n**	**60%n**	**67%kn**	**58%n**	**61%n**	**68%kn**	*46%*	**60%n**	**63%n**	**73%lkno**	**62%n**
Don't know	270	239	31	16	236	21	10	4	11	37	16	20	19	25	39	44	25	2	18
	5%	*5%*	*4%*	*7%*	**5%g**	*5%*	*4%*	*3%*	*5%*	*6%*	*4%*	*5%*	*4%*	*5%*	*6%*	*6%*	*6%*	*3%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	**1780**	749	645	195	117	62	1394	179	742	658	251	91	28	1400	120
	34%	**41%bcdf**	**33%c**	*25%*	**33%c**	**38%c**	**37%bc**	**35%c**	**40%ijln**	**34%j**	*28%*	*34%*	*28%*	**37%j**	*32%*
No	**3110**	1031	1219	505	226	90	2250	316	1029	1215	569	168	71	2244	239
	60%	*56%*	**62%a**	**64%af**	*63%*	*55%*	*59%*	*61%*	*56%*	**62%h**	**63%h**	*63%*	**69%h**	*59%*	**65%h**
Don't know	**270**	64	91	82	13	11	155	24	74	86	89	8	3	160	11
	5%	*3%*	*5%*	**11%abdfg**	*4%*	*7%*	*4%*	*5%*	*4%*	*4%*	**10%hikmn**	*3%*	*3%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**1780**	212	1543	25	645	1027	109	1716	55	9	*	1780	-
	34%	**53%bc**	*33%*	*30%*	**41%ef**	*31%*	*33%*	*34%*	**62%gk**	*44%*	*1%*	*35%*	-
No	**3110**	170	2892	48	846	2089	176	3047	31	11	7	3089	14
	60%	*42%*	**62%a**	*57%*	*54%*	**64%df**	*54%*	**61%h**	*35%*	*54%*	*71%*	**60%h**	*60%*
Don't know	**270**	20	239	11	65	163	42	255	3	*	3	258	9
	5%	*5%*	*5%*	**13%ab**	*4%*	*5%*	**13%de**	*5%*	*3%*	*2%*	*28%*	*5%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**1780**	437	445	447	451	137	141	159	128	156	161	173	132	143	150	153	149
	34%	*34%*	*34%*	*35%*	*35%*	*32%*	*34%*	*36%*	*30%*	*34%*	**40%ehl**	**40%hl**	*31%*	*33%*	*32%*	*37%*	*36%*
No	**3110**	777	787	766	780	276	246	255	282	283	222	227	274	266	297	237	246
	60%	*60%*	*61%*	*59%*	*60%*	**64%k**	*59%*	*58%*	**66%jk**	*61%*	*56%*	*52%*	**63%k**	**62%k**	**64%k**	*58%*	*59%*
Don't know	**270**	76	58	76	60	20	28	29	20	22	16	33	25	18	17	21	21
	5%	*6%*	*4%*	*6%*	*5%*	*5%*	*7%*	*6%*	*5%*	*5%*	*4%*	*8%*	*6%*	*4%*	*4%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**8**	-	8	4	4	-	6	*	2	-	-	-	6	2	-	-	7	1	6
	*	-	*	*	1%	-	3%gg	*	1%	-	-	-	1%	*	-	-	*	1%	*
Not very important (2)	**36**	-	36	25	10	12	5	9	6	1	4	-	17	15	4	4	24	12	30
	2%	-	2%	3%	1%	4%l	2%	2%	3%	*	2%	-	3%	2%	1%	1%	2%	5%p	2%
Neither important nor unimportant (3)	**155**	-	155	90	63	25	30	28	32	25	7	9	55	60	40	16	132	23	152
	9%	-	9%	10%	7%	8%	12%	6%	14%g	10%	5%	7%	10%	9%	8%	6%	9%	10%	9%
Important (4)	**715**	-	715	373	341	133	83	162	86	113	74	64	216	249	250	138	627	88	711
	40%	-	40%	41%	39%	41%	33%	36%	37%	44%	50%fg	50%f	38%	37%	47%lm	50%lm	40%	40%	42%
Very important (5)	**853**	-	853	404	445	147	121	242	107	119	63	55	267	349	237	118	752	95	782
	48%	-	48%	45%	51%	46%	49%	54%	46%	46%	43%	43%	47%	51%	44%	43%	48%	43%	46%
Don't know	**13**	-	13	7	7	6	3	4	-	1	-	-	9	4	1	-	12	1	12
	1%	-	1%	1%	1%	2%	1%	1%	-	*	-	-	2%	1%	*	-	1%	1%	1%
NET Not at all important/ Not very important	**44**	-	44	28	14	12	12	9	8	1	4	-	24	16	4	4	31	13	36
	2%	-	2%	3%	2%	4%l	5%l	2%	3%	*	2%	-	4%n	2%	1%	1%	2%	6%p	2%
NET Important / Very important	**1568**	-	1568	777	785	280	203	404	193	231	137	119	483	597	487	256	1378	183	1493
	88%	-	88%	86%	90%	87%	82%	91%fh	83%	90%	93%f	93%f	85%	88%	91%l	93%l	89%	83%	88%
Mean	**4.34**	-	4.34	4.28	4.40c	4.31	4.25	4.44fh	4.25	4.36	4.33	4.37	4.28	4.38	4.35	4.35	4.36	4.20	4.33
Std Dev.	**0.76**	-	0.76	0.79	0.72	0.77	0.94	0.71	0.84	0.67	0.68	0.61	0.85	0.76	0.66	0.65	0.74	0.88	0.74
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.06	0.04	0.06	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**8**	7	-	1	*	7	1	7	2	-	-	2	3	3	5	-	8
	*****	**1%b**	-	*	*	*1%*	*	*1%*	*	-	-	*1%*	*1%*	*1%*	*	-	*1%*
Not very important (2)	**36**	15	11	7	3	27	10	28	8	2	3	9	12	8	24	2	34
	2%	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**155**	53	40	33	29	93	62	117	35	9	20	33	23	59	76	9	139
	9%	*11%*	*8%*	*9%*	*8%*	*9%*	*8%*	*10%*	*6%*	*5%*	*9%*	*8%*	*6%*	**13%lln**	*7%*	*5%*	*9%*
Important (4)	**715**	167	234	159	155	401	314	467	238	69	91	197	170	146	458	69	612
	40%	*33%*	**45%a**	**43%a**	*40%*	*39%*	*42%*	*39%*	*44%*	*39%*	*40%*	**48%m**	**42%m**	*32%*	**44%m**	*39%*	*40%*
Very important (5)	**853**	253	237	167	196	490	363	583	257	98	112	171	201	235	484	98	731
	48%	*50%*	*45%*	*46%*	*51%*	*48%*	*48%*	*48%*	*47%*	**55%k**	*49%*	*41%*	*49%*	**51%k**	*46%*	*55%*	*48%*
Don't know	**13**	6	4	-	4	9	4	8	6	1	2	2	1	7	6	1	13
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**44**	23	11	8	3	34	10	34	10	2	3	11	15	11	29	2	42
	2%	**5%d**	*2%*	*2%*	*1%*	*3%*	*1%*	*3%*	*2%*	*1%*	*1%*	*3%*	*4%*	*2%*	*3%*	*1%*	*3%*
NET Important / Very important	**1568**	420	470	326	351	890	677	1050	496	167	203	368	371	381	942	167	1343
	88%	*84%*	**90%a**	*89%*	**91%a**	*87%*	*90%*	*87%*	*91%*	**94%m**	*89%*	*89%*	**90%m**	*83%*	**89%m**	*94%*	*87%*
Mean	**4.34**	4.30	4.34	4.32	4.42	4.32	4.37	4.33	4.37	**4.48k**	4.38	4.28	4.36	4.33	4.33	4.48	4.33
Std Dev.	**0.76**	0.89	0.71	0.73	0.67	0.80	0.70	0.79	0.70	0.64	0.71	0.74	0.77	0.82	0.75	0.64	0.78
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.05	0.05	0.04	0.04	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	8	8	*	*	7	1	-	*	-	-	-	-	-	1	6	-	-	-	1
		*	1%	*	*	*	1%	-	*	-	-	-	-	-	1%	2%	-	-	-	1%
Not very important	(2)	36	33	3	*	32	2	2	1	3	-	-	3	4	-	12	-	10	-	2
		2%	2%	1%	*	2%	2%	2%	1%	4%ijmo	-	-	2%	3%	-	4%	-	7%ijmo	-	2%
Neither important nor unimportant	(3)	155	129	25	17	130	11	8	6	3	19	16	9	12	12	27	21	11	2	9
		9%	8%	11%	19%a	9%	8%	9%	12%	4%	10%	13%	7%	8%	9%	8%	9%	8%	11%	8%
Important	(4)	715	611	104	35	592	67	35	21	25	64	54	62	65	51	109	106	55	11	56
		40%	40%	44%	40%	39%	49%d	40%	45%	38%	34%	43%	45%	42%	40%	33%	45%	40%	73%	46%n
Very important	(5)	853	751	101	34	736	55	43	19	35	107	55	64	73	62	171	111	59	2	53
		48%	49%	43%	38%	49%o	40%	48%	41%	52%	56%	43%	46%	47%	48%	52%	47%	43%	16%	43%
Don't know		13	12	2	2	12	1	1	*	1	1	1	1	2	1	2	-	3	-	1
		1%	1%	1%	2%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	-	2%	-	1%
NET Not at all important/ Not very important		44	41	3	1	39	3	2	1	3	-	-	3	4	1	18	-	10	-	3
		2%	3%	1%	1%	3%	2%	2%	1%	4%ijo	-	-	2%	3%	1%	6%lo	-	7%ijo	-	2%o
NET Important / Very important		1568	1362	205	69	1328	122	78	39	60	171	109	125	138	114	280	217	114	13	109
		88%	88%c	87%	79%	88%	89%	88%	86%	91%	89%	86%	91%	89%	88%	86%	91%	83%	89%	89%
Mean		4.34	4.35	4.30	4.18	4.35	4.27	4.35	4.26	4.41	4.46p	4.31	4.36	4.35	4.36	4.31	4.38	4.21	4.05	4.30
Std Dev.		0.76	0.77	0.72	0.77	0.77	0.73	0.74	0.73	0.76	0.67	0.69	0.70	0.74	0.75	0.91	0.64	0.88	0.54	0.75
Std Error		0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.07	0.08	0.07	0.08	0.09	0.08	0.07	0.09	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**8**	4	1	-	3	-	5	3	*	1	4	3	-	1	3
	*****	*1%*	*	-	**2%bf**	-	*	*2%*	*	*	**2%him**	**3%hlm**	-	*	**2%hlm**
Not very important (2)	**36**	19	12	2	2	2	30	4	17	12	6	1	*	29	1
	2%	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*
Neither important nor unimportant (3)	**155**	41	56	34	16	7	97	23	36	54	50	12	2	90	15
	9%	*5%*	*9%*	**18%abf**	**14%af**	*11%*	*7%*	**13%af**	*5%*	*8%*	**20%him**	**14%hm**	*8%*	*6%*	**12%h**
Important (4)	**715**	262	307	70	50	21	569	71	256	308	91	43	16	564	59
	40%	*35%*	**48%aci**	*36%*	*42%*	*35%*	*41%*	*40%*	*34%*	**47%hjm**	*36%*	*47%*	*56%*	*40%*	**49%h**
Very important (5)	**853**	420	261	89	47	31	681	78	429	280	95	32	10	709	42
	48%	**56%bdfg**	*40%*	*46%*	*40%*	*50%*	**49%b**	*44%*	**58%ijkmn**	*43%*	*38%*	*35%*	*36%*	**51%ijkn**	*35%*
Don't know	**13**	4	8	-	-	1	12	1	4	4	4	-	-	8	-
	1%	*1%*	*1%*	-	-	*1%*	*1%*	*	*1%*	*1%*	*2%*	-	-	*1%*	-
NET Not at all important/ Not very important	**44**	22	13	2	5	2	35	7	17	13	11	4	*	30	4
	2%	*3%*	*2%*	*1%*	*4%*	*3%*	*3%*	*4%*	*2%*	*2%*	*4%*	*4%*	*	*2%*	*3%*
NET Important / Very important	**1568**	682	568	159	97	53	1250	149	685	588	186	75	26	1272	101
	88%	**91%cdg**	*88%*	*81%*	*82%*	*85%*	**90%cg**	*83%*	**92%ijkn**	**89%ij**	*74%*	*82%*	*92%*	**91%jk**	*84%*
Mean	**4.34**	**4.44bcdg**	4.28	4.25	4.16	4.34	**4.37d**	4.22	**4.49ijkn**	**4.31j**	4.08	4.09	4.27	**4.40ijkn**	4.14
Std Dev.	**0.76**	0.75	0.72	0.79	0.89	0.80	0.74	0.86	0.70	0.71	0.92	0.90	0.62	0.71	0.84
Std Error	**0.02**	0.03	0.03	0.06	0.08	0.10	0.02	0.06	0.03	0.03	0.06	0.10	0.11	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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Low cost

Base : Have had to decide on a postal/delivery option in the last month

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**8**	3	5	*	2	6	-	4	3	1	-	8	-
		1%	*1%*	*1%*	*1%*	*	*1%*	-	*	*5%*	*16%*	-	*	-
Not very important	(2)	**36**	4	32	-	14	23	-	31	5	-	-	36	-
		2%	*2%*	*2%*	-	*2%*	*2%*	-	*2%*	*10%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**155**	19	134	2	52	98	6	151	4	*	-	155	-
		9%	*9%*	*9%*	*8%*	*8%*	*10%*	*5%*	*9%*	*6%*	*4%*	-	*9%*	-
Important	(4)	**715**	78	627	10	261	415	39	689	22	4	*	715	-
		40%	*37%*	*41%*	*38%*	*40%*	*40%*	*36%*	*40%*	*41%*	*38%*	*100%*	*40%*	-
Very important	(5)	**853**	104	735	13	309	480	64	828	21	4	-	853	-
		48%	*49%*	*48%*	*53%*	*48%*	*47%*	*59%*	*48%*	*38%*	*42%*	-	*48%*	-
Don't know		**13**	4	10	-	8	5	-	13	-	-	-	13	-
		1%	*2%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**44**	7	37	*	16	29	-	35	8	1	-	44	-
		2%	*3%*	*2%*	*1%*	*2%*	*3%*	-	*2%*	*15%*	*16%*	-	*2%*	-
NET Important / Very important		**1568**	182	1362	23	569	895	103	1517	43	7	*	1567	-
		88%	*86%*	*88%*	*92%*	*88%*	*87%*	*95%*	*88%*	*79%*	*80%*	*100%*	*88%*	-
Mean		**4.34**	4.33	4.34	4.44	4.35	4.31	**4.54e**	4.35	3.96	3.91	4.00	4.34	-
Std Dev.		**0.76**	0.83	0.75	0.71	0.75	0.78	0.60	0.74	1.15	1.45	-	0.76	-
Std Error		**0.02**	0.06	0.02	0.14	0.03	0.02	0.06	0.02	0.18	0.46	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important (1)	**8**	3	1	1	3	-	3	*	-	-	1	-	1	-	3	-	-
	**	*1%*	*	*	*1%*	-	*2%*	*	-	-	*	-	*1%*	-	*2%*	-	-
Not very important (2)	**36**	12	8	4	12	3	6	2	*	6	2	*	2	2	6	5	1
	2%	*3%*	*2%*	*1%*	*3%*	*2%*	*5%*	*1%*	*	*4%*	*1%*	*	*1%*	*1%*	*4%*	*3%*	*1%*
Neither important nor unimportant (3)	**155**	48	36	34	38	14	23	11	9	14	13	13	13	7	14	8	15
	9%	*11%*	*8%*	*8%*	*8%*	*10%*	**16%mo**	*7%*	*7%*	*9%*	*8%*	*8%*	*10%*	*5%*	*10%*	*5%*	*10%*
Important (4)	**715**	182	188	185	160	55	45	81	47	70	71	81	49	56	53	54	53
	40%	*42%*	*42%*	*41%*	*35%*	*40%*	*32%*	**51%fo**	*36%*	*45%*	*44%*	*47%*	*37%*	*39%*	*35%*	*35%*	*36%*
Very important (5)	**853**	191	209	217	235	65	63	64	71	64	74	78	63	76	72	86	77
	48%	*44%*	*47%*	*49%*	*52%*	*47%*	*44%*	*40%*	*55%*	*41%*	*46%*	*45%*	*48%*	*53%*	*48%*	**56%cj**	*52%*
Don't know	**13**	2	3	5	3	1	1	-	2	2	-	-	3	2	2	1	1
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	-	*3%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**44**	15	9	6	15	3	9	2	*	6	3	*	3	2	9	5	1
	2%	*3%*	*2%*	*1%*	*3%*	*2%*	**7%hk**	*1%*	*	*4%*	*2%*	*	*2%*	*1%*	**6%hk**	*3%*	*1%*
NET Important / Very important	**1568**	373	397	403	395	120	108	145	117	135	145	159	112	132	124	140	131
	88%	*85%*	*89%*	*90%*	*88%*	*87%*	*77%*	**91%f**	**92%f**	*86%*	**90%f**	**92%f**	*85%*	**92%f**	*83%*	**91%f**	*88%*
Mean	**4.34**	4.25	4.35	4.39	4.37	4.33	4.13	4.30	**4.48fi**	4.25	4.34	4.37	4.33	**4.46f**	4.24	**4.45f**	**4.40f**
Std Dev.	**0.76**	0.81	0.72	0.70	0.80	0.75	0.99	0.67	0.64	0.77	0.72	0.63	0.81	0.67	0.93	0.74	0.71
Std Error	**0.02**	0.04	0.03	0.03	0.04	0.06	0.09	0.05	0.06	0.06	0.06	0.05	0.07	0.06	0.08	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**6**	-	6	3	3	2	1	-	*	*	3	-	3	*	3	3	6	-	8
	*	-	*	*	*	*	*	-	*	*	2%g	-	*	*	1%	1%	*	-	*
Not very important (2)	**49**	-	49	24	23	18	8	9	3	9	3	-	26	11	12	3	37	12	45
	3%	-	*3%*	*3%*	*3%*	*6%*	*3%*	*2%*	*1%*	*3%*	*2%*	-	5%m	*2%*	*2%*	*1%*	*2%*	*5%*	*3%*
Neither important nor unimportant (3)	**245**	-	245	137	106	44	45	54	33	39	15	14	90	87	68	29	216	29	233
	14%	-	*14%*	*15%*	*12%*	*14%*	*18%*	*12%*	*14%*	*15%*	*10%*	*11%*	*16%*	*13%*	*13%*	*11%*	*14%*	*13%*	*14%*
Important (4)	**680**	-	680	349	331	118	101	141	97	100	64	60	218	238	224	124	596	83	650
	38%	-	*38%*	*39%*	*38%*	*37%*	*40%*	*32%*	*42%*	*39%*	*43%*	47%g	*38%*	*35%*	*42%*	45%m	*38%*	*38%*	*38%*
Very important (5)	**794**	-	794	386	403	140	93	236	98	110	63	54	232	335	227	116	694	93	748
	45%	-	*45%*	*43%*	*46%*	*43%*	*37%*	53%fi	*42%*	*43%*	*43%*	*42%*	*41%*	49%l	*43%*	*42%*	*45%*	*42%*	*44%*
Don't know	**7**	-	7	3	4	*	1	4	1	-	-	-	1	6	-	-	4	3	9
	*	-	*	*	*	*	*	*1%*	*1%*	-	-	-	*	*1%*	-	-	*	*1%*	*1%*
NET Not at all important/ Not very important	**55**	-	55	26	26	20	9	9	3	9	6	-	29	12	15	6	43	12	53
	3%	-	*3%*	*3%*	*3%*	6%gh	*4%*	*2%*	*1%*	*3%*	*4%*	-	5%m	*2%*	*3%*	*2%*	*3%*	*5%*	*3%*
NET Important / Very important	**1473**	-	1473	735	734	258	193	377	195	210	127	113	451	573	450	240	1290	177	1398
	83%	-	*83%*	*81%*	*84%*	*80%*	*78%*	*85%*	*84%*	*82%*	*86%*	*89%*	*79%*	*85%*	*85%*	87%l	*83%*	*80%*	*83%*
Mean	**4.24**	-	4.24	4.21	4.28	4.17	4.11	4.37efi	4.26	4.21	4.22	4.31	4.15	4.33l	4.24	4.26	4.25	4.19	4.24
Std Dev.	**0.82**	-	0.82	0.82	0.81	0.90	0.85	0.78	0.75	0.82	0.86	0.66	0.88	0.77	0.80	0.78	0.81	0.87	0.82
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.04	0.05	0.05	0.07	0.07	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**6**	*	3	2	*	3	3	1	3	*	1	2	-	2	4	*	5
	*****	*	*1%*	*1%*	*	*	*	*	*1%*	*	*1%*	*1%*	-	*	*	*	*
Not very important (2)	**49**	12	12	14	11	24	25	32	17	6	7	11	12	9	31	6	43
	3%	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*
Neither important nor unimportant (3)	**245**	56	80	55	54	136	109	170	74	26	23	82	53	55	159	26	216
	14%	*11%*	*15%*	*15%*	*14%*	*13%*	*14%*	*14%*	*14%*	*15%*	*10%*	**20%jm**	*13%*	*12%*	*15%*	*15%*	*14%*
Important (4)	**680**	178	207	154	140	385	294	448	224	56	94	151	166	179	411	56	600
	38%	*36%*	*39%*	*42%*	*36%*	*38%*	*39%*	*37%*	*41%*	*31%*	*41%*	*37%*	*41%*	*39%*	*39%*	*31%*	*39%*
Very important (5)	**794**	252	219	141	182	472	322	554	225	90	102	164	177	212	442	90	665
	45%	**50%bc**	*42%*	*38%*	*47%*	*46%*	*43%*	*46%*	*41%*	*50%*	*44%*	*40%*	*43%*	*46%*	*42%*	*50%*	*43%*
Don't know	**7**	3	3	-	1	6	1	5	2	-	2	3	1	1	6	-	7
	*****	*1%*	*1%*	-	*	*1%*	*	*	*	-	*1%*	*1%*	*	*	*1%*	-	*
NET Not at all important/ Not very important	**55**	12	15	16	11	28	27	33	21	7	9	14	12	11	35	7	48
	3%	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*
NET Important / Very important	**1473**	430	426	295	322	857	617	1002	449	146	196	315	343	391	854	146	1265
	83%	*86%*	*81%*	*80%*	*83%*	*83%*	*82%*	*83%*	*82%*	*82%*	**85%k**	*76%*	**84%k**	**85%k**	*81%*	*82%*	*82%*
Mean	**4.24**	**4.34bc**	4.20	4.14	4.27	4.27	4.21	4.26	4.19	4.28	4.27	4.12	4.24	**4.29k**	4.20	4.28	4.23
Std Dev.	**0.82**	0.77	0.83	0.85	0.81	0.80	0.83	0.80	0.83	0.86	0.81	0.87	0.79	0.79	0.83	0.86	0.82
Std Error	**0.02**	0.03	0.04	0.05	0.04	0.02	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 170

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important (1)	**6**	6	*	*	3	2	1	*	-	1	-	-	-	-	-	-	1	-	2
	*	*	*	*	*	2%d	1%	*	-	1%	-	-	-	-	-	-	1%	-	2%n
Not very important (2)	**49**	46	3	1	44	2	3	1	1	5	1	9	4	6	15	2	-	-	2
	3%	3%	1%	2%	3%	1%	3%	2%	2%	2%	1%	7%op	3%	4%	5%	1%	-	-	1%
Neither important nor unimportant (3)	**245**	204	41	21	204	20	13	8	6	25	27	21	23	12	37	26	26	2	18
	14%	13%	18%	24%a	13%	15%	15%	18%	9%	13%	22%hmn	15%	15%	9%	11%	11%	19%	16%	14%
Important (4)	**680**	599	81	28	574	59	30	17	25	69	53	34	76	54	121	99	42	8	52
	38%	39%	34%	32%	38%	43%	33%	37%	38%	36%	42%k	25%	49%kp	42%k	37%	42%k	31%	53%	42%k
Very important (5)	**794**	685	109	36	679	53	41	19	32	92	45	72	53	56	153	110	68	5	49
	45%	44%	46%	41%	45%	39%	47%	42%	48%	48%	35%	52%jl	34%	43%	47%	46%	49%l	32%	40%
Don't know	**7**	5	2	2	6	*	1	*	2	-	-	2	-	1	-	-	-	-	*
	*	*	1%	2%	*	*	1%	*	3%lno	-	-	2%	-	1%	-	-	-	-	*
NET Not at all important/ Not very important	**55**	52	3	2	46	4	4	1	1	6	1	9	4	6	15	2	1	-	4
	3%	3%	1%	2%	3%	3%	4%	2%	2%	3%	1%	7%o	3%	4%	5%	1%	1%	-	3%
NET Important / Very important	**1473**	1284	189	64	1253	113	71	36	57	161	98	106	129	110	274	209	110	13	100
	83%	83%	80%	73%	83%	82%	80%	80%	86%	84%	78%	76%	83%	85%	84%	88%k	80%	84%	82%
Mean	**4.24**	4.24	4.26	4.13	4.25	4.17	4.22	4.20	4.36	4.28	4.12	4.24	4.14	4.26	4.26	4.33	4.27	4.16	4.17
Std Dev.	**0.82**	0.82	0.80	0.86	0.81	0.84	0.89	0.83	0.74	0.83	0.77	0.95	0.76	0.80	0.84	0.71	0.84	0.69	0.86
Std Error	**0.02**	0.02	0.03	0.06	0.03	0.05	0.05	0.06	0.08	0.08	0.08	0.10	0.08	0.09	0.07	0.07	0.09	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base		**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base		**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important	(1)	**6**	4	-	1	-	*	4	*	2	4	-	-	-	6	-
		*****	*1%*	-	*1%*	-	*	*	*	*	*1%*	-	-	-	*	-
Not very important	(2)	**49**	13	17	5	5	9	30	13	18	7	14	5	5	25	10
		3%	*2%*	*3%*	*3%*	*4%*	**14%abcf**	*2%*	**7%abf**	*2%*	*1%*	**6%lm**	**6%l**	*17%*	*2%*	**8%hlm**
Neither important nor unimportant	(3)	**245**	77	89	48	26	5	165	31	75	93	57	19	1	167	20
		14%	*10%*	*14%*	**25%abef**	**22%af**	*8%*	*12%*	**17%a**	*10%*	*14%*	**23%him**	**21%h**	*2%*	*12%*	*17%*
Important	(4)	**680**	262	276	68	47	24	538	71	242	295	93	38	10	537	48
		38%	*35%*	**43%a**	*35%*	*40%*	*39%*	*39%*	*40%*	*33%*	**45%hm**	*37%*	*42%*	*35%*	*38%*	*40%*
Very important	(5)	**794**	392	260	72	38	24	653	62	405	257	85	29	13	662	42
		45%	**52%bcdg**	*40%*	*37%*	*32%*	*38%*	**47%dg**	*34%*	**55%ljkmn**	*39%*	*34%*	*32%*	*45%*	**47%jkn**	*35%*
Don't know		**7**	1	3	-	2	*	4	2	1	2	2	-	-	3	-
		*****	*	*1%*	-	*1%*	*	*	*1%*	*	*	*1%*	-	-	*	-
NET Not at all important/ Not very important		**55**	18	17	7	5	9	34	14	20	11	14	5	5	31	10
		3%	*2%*	*3%*	*4%*	*4%*	**14%abcf**	*2%*	**8%abf**	*3%*	*2%*	**6%lm**	*6%*	*17%*	*2%*	**8%hlm**
NET Important / Very important		**1473**	655	536	140	85	48	1191	132	647	552	178	67	23	1199	90
		83%	**87%cdg**	**83%cdg**	*72%*	*72%*	*77%*	**85%cdg**	*74%*	**87%jkn**	**84%j**	*71%*	*73%*	*80%*	**86%jkn**	*75%*
Mean		**4.24**	**4.37bcdeg**	**4.21g**	4.04	4.02	4.01	**4.30cdeg**	4.02	**4.39ijkn**	**4.21j**	4.00	3.99	4.08	**4.31jkn**	4.01
Std Dev.		**0.82**	0.78	0.78	0.89	0.85	1.04	0.78	0.92	0.78	0.77	0.89	0.87	1.10	0.78	0.93
Std Error		**0.02**	0.03	0.03	0.07	0.08	0.13	0.02	0.07	0.03	0.03	0.06	0.10	0.20	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**6**	*	6	-	1	5	*	6	*	-	-	6	-
		*****	*	*	-	*	*	*	*	*1%*	-	-	*	-
Not very important	(2)	**49**	6	43	-	21	28	*	40	7	2	-	49	-
		3%	*3%*	*3%*	-	*3%*	*3%*	*	*2%*	*14%*	*19%*	-	*3%*	-
Neither important nor unimportant	(3)	**245**	19	223	3	67	164	14	237	7	1	-	245	-
		14%	*9%*	*14%*	*12%*	*10%*	**16%d**	*13%*	*14%*	*12%*	*12%*	-	*14%*	-
Important	(4)	**680**	83	582	14	261	380	39	652	24	4	*	680	-
		38%	*39%*	*38%*	*57%*	*40%*	*37%*	*36%*	*38%*	*43%*	*42%*	*100%*	*38%*	-
Very important	(5)	**794**	101	685	8	292	446	56	776	17	1	-	794	-
		45%	*48%*	*44%*	*31%*	*45%*	*43%*	*51%*	*45%*	*31%*	*10%*	-	*45%*	-
Don't know		**7**	2	5	-	4	3	-	6	-	1	-	7	-
		*****	*1%*	*	-	*1%*	*	-	*	-	*16%*	-	*	-
NET Not at all important/ Not very important		**55**	6	49	-	22	32	*	45	8	2	-	55	-
		3%	*3%*	*3%*	-	*3%*	*3%*	*	*3%*	*14%*	*19%*	-	*3%*	-
NET Important / Very important		**1473**	185	1266	22	552	827	95	1428	41	5	*	1473	-
		83%	*87%*	*82%*	*88%*	*86%*	*81%*	*87%*	*83%*	*74%*	*52%*	*100%*	*83%*	-
Mean		**4.24**	4.34	4.23	4.19	4.28	4.21	4.38	4.26	3.90	3.51	4.00	4.24	-
Std Dev.		**0.82**	0.76	0.83	0.64	0.79	0.84	0.72	0.81	1.01	1.04	-	0.82	-
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.03	0.07	0.02	0.16	0.35	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**6**	*	4	1	*	-	*	-	-	3	1	-	1	-	*	-	*
		*****	*	*1%*	*	*	-	*	-	-	*2%*	*1%*	-	*1%*	-	*	-	*
Not very important	(2)	**49**	21	11	8	9	*	11	10	3	3	5	3	4	2	5	3	1
		3%	*5%*	*2%*	*2%*	*2%*	*	**8%ep**	**6%ep**	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*
Neither important nor unimportant	(3)	**245**	73	55	67	50	19	27	27	7	30	18	23	26	18	20	18	13
		14%	*17%*	*12%*	*15%*	*11%*	*14%*	**19%h**	**17%h**	*5%*	**19%h**	*11%*	*13%*	**20%h**	*13%*	*13%*	*11%*	*9%*
Important	(4)	**680**	153	179	168	181	43	50	61	53	61	65	68	44	56	60	63	57
		38%	*35%*	*40%*	*37%*	*40%*	*31%*	*35%*	*38%*	*41%*	*39%*	*40%*	*39%*	*33%*	*39%*	*40%*	*41%*	*38%*
Very important	(5)	**794**	188	195	201	209	75	53	61	65	57	72	79	56	67	63	69	78
		45%	*43%*	*44%*	*45%*	*46%*	**54%fi**	*37%*	*39%*	*51%*	*37%*	*45%*	*46%*	*42%*	*47%*	*42%*	*45%*	**52%l**
Don't know		**7**	2	2	1	2	1	1	-	1	2	-	-	1	-	2	-	-
		*****	*	*	*	*	*1%*	*1%*	-	*	*1%*	-	-	*1%*	-	*1%*	-	-
NET Not at all important/ Not very important		**55**	21	15	9	9	*	11	10	3	6	6	3	5	2	5	3	1
		3%	*5%*	*3%*	*2%*	*2%*	*	**8%ep**	**6%e**	*2%*	*4%*	*4%*	*2%*	*4%*	*1%*	*4%*	*2%*	*1%*
NET Important / Very important		**1473**	341	373	369	390	117	102	122	118	119	137	147	99	123	123	132	135
		83%	*78%*	*84%*	*83%*	**86%a**	*86%*	*73%*	*77%*	**92%fgil**	*76%*	**85%f**	*85%*	*75%*	**86%f**	*82%*	**87%f**	**91%fgil**
Mean		**4.24**	4.17	4.24	4.26	4.31	**4.41fgi**	4.03	4.09	**4.41fgil**	4.08	4.25	4.29	4.14	**4.32f**	4.22	**4.30f**	**4.42fgil**
Std Dev.		**0.82**	0.88	0.83	0.80	0.75	0.73	0.94	0.90	0.70	0.90	0.83	0.76	0.90	0.74	0.81	0.75	0.68
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.08	0.07	0.06	0.08	0.07	0.06	0.08	0.07	0.07	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**51**	-	51	27	24	12	9	5	2	12	8	3	21	7	23	11	48	3	48
	3%	-	*3%*	*3%*	*3%*	*4%*	*4%*	*1%*	*1%*	*5%g*	*6%g*	*2%*	*4%m*	*1%*	*4%m*	*4%m*	*3%*	*1%*	*3%*
Not very important (2)	**97**	-	97	37	60	15	10	19	15	10	18	9	25	35	37	27	84	13	110
	5%	-	*5%*	*4%*	*7%*	*5%*	*4%*	*4%*	*7%*	*4%*	*12%efgi*	*7%*	*4%*	*5%*	*7%*	*10%l*	*5%*	*6%*	*6%*
Neither important nor unimportant (3)	**407**	-	407	192	212	61	50	63	55	78	42	58	111	118	178	100	364	43	402
	23%	-	*23%*	*21%*	*24%*	*19%*	*20%*	*14%*	*24%g*	*30%efg*	*28%g*	*46%efghij*	*19%*	*17%*	*33%lm*	*36%lm*	*23%*	*19%*	*24%*
Important (4)	**673**	-	673	349	320	120	103	163	84	111	52	40	223	247	202	92	584	88	633
	38%	-	*38%*	*39%*	*37%*	*37%*	*42%*	*37%*	*36%*	*43%*	*35%*	*31%*	*39%*	*36%*	*38%*	*33%*	*38%*	*40%*	*37%*
Very important (5)	**519**	-	519	283	234	109	72	187	73	44	20	14	180	260	79	34	448	67	459
	29%	-	*29%*	*31%*	*27%*	*34%ijk*	*29%ijk*	*42%fijk*	*31%ijk*	*17%*	*14%*	*11%*	*32%no*	*38%no*	*15%*	*12%*	*29%*	*31%*	*27%*
Don't know	**34**	-	34	14	20	6	4	8	3	2	8	4	10	10	14	11	25	6	41
	2%	-	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*5%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*
NET Not at all important/ Not very important	**149**	-	149	64	84	27	19	24	18	22	26	12	46	42	60	38	132	16	158
	8%	-	*8%*	*7%*	*10%*	*9%*	*8%*	*5%*	*8%*	*9%*	*18%efgh*	*9%*	*8%*	*6%*	*11%m*	*14%m*	*9%*	*7%*	*9%*
NET Important / Very important	**1191**	-	1191	632	554	228	175	350	157	155	72	54	404	507	281	126	1032	156	1092
	67%	-	*67%*	*70%d*	*64%*	*71%ijk*	*71%jk*	*79%hijk*	*67%jk*	*60%k*	*49%*	*42%*	*71%no*	*75%no*	*53%*	*46%*	*66%*	*71%*	*65%*
Mean	**3.86**	-	3.86	3.93	3.80	3.94ijk	3.90ijk	4.16efhijk	3.91ijk	3.65	3.41	3.43	3.92no	4.08lno	3.53	3.42	3.85	3.95	3.81
Std Dev.	**1.00**	-	1.00	0.99	1.01	1.04	1.00	0.91	0.96	0.97	1.07	0.88	1.02	0.93	0.98	0.98	1.01	0.94	1.01
Std Error	**0.02**	-	0.02	0.04	0.03	0.06	0.07	0.05	0.06	0.06	0.08	0.09	0.05	0.04	0.04	0.06	0.03	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1693	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	1780	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	926	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	51	8	16	7	20	24	27	27	24	4	9	24	8	6	41	4	47
	3%	*2%*	*3%*	*2%*	**5%a**	*2%*	*4%*	*2%*	**4%g**	*2%*	*4%*	**6%lm**	*2%*	*1%*	*4%*	*2%*	*3%*
Not very important (2)	97	17	38	22	20	55	42	47	50	12	8	31	22	23	61	12	85
	5%	*3%*	**7%a**	*6%*	*5%*	*5%*	*6%*	*4%*	**9%g**	*7%*	*3%*	*8%*	*5%*	*5%*	*6%*	*7%*	*6%*
Neither important nor unimportant (3)	407	87	131	92	96	218	188	241	157	50	65	107	91	60	262	50	336
	23%	*17%*	**25%a**	**25%a**	*25%*	*21%*	*25%*	*20%*	**29%g**	**28%m**	**28%m**	**26%m**	**22%m**	*13%*	**25%m**	*28%*	*22%*
Important (4)	673	204	183	150	135	387	285	470	197	63	89	151	165	173	405	63	588
	38%	*41%*	*35%*	*41%*	*35%*	*38%*	*38%*	*39%*	*36%*	*36%*	*39%*	*37%*	*40%*	*38%*	*38%*	*36%*	*38%*
Very important (5)	519	177	139	93	109	317	202	412	99	42	57	95	117	187	269	42	458
	29%	**35%bc**	*27%*	*25%*	*28%*	*31%*	*27%*	**34%h**	*18%*	*24%*	*25%*	*23%*	*29%*	**41%ijkln**	*26%*	*24%*	*30%*
Don't know	34	8	17	1	8	25	9	12	19	6	1	6	7	9	14	6	23
	2%	*2%*	**3%c**	*	*2%*	*2%*	*1%*	*1%*	**4%g**	*4%*	*1%*	*1%*	*2%*	*2%*	*1%*	*4%*	*2%*
NET Not at all important/ Not very important	149	25	54	29	40	79	69	74	74	16	17	56	30	29	102	16	132
	8%	*5%*	**10%a**	*8%*	**10%a**	*8%*	*9%*	*6%*	**14%g**	*9%*	*7%*	**13%lm**	*7%*	*6%*	*10%*	*9%*	*9%*
NET Important / Very important	1191	382	323	243	244	704	487	882	295	106	146	246	282	360	674	106	1046
	67%	**76%bcd**	*61%*	*66%*	*63%*	*69%*	*65%*	**73%h**	*54%*	*59%*	*64%*	*59%*	**69%k**	**78%ijkln**	*64%*	*59%*	*68%*
Mean	3.86	**4.06bcd**	3.77	3.82	3.77	3.92	3.80	**4.00h**	3.56	3.75	3.78	3.64	**3.90k**	**4.14ijkln**	3.77	3.75	3.88
Std Dev.	1.00	0.91	1.03	0.95	1.08	0.98	1.02	0.95	1.04	0.98	0.99	1.10	0.95	0.93	1.03	0.98	1.01
Std Error	0.02	0.04	0.05	0.05	0.06	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.05	0.05	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important (1)	51	44	8	1	43	5	2	1	1	6	9	3	3	7	8	3	1	-	5
	3%	3%	3%	1%	3%	4%	3%	1%	2%	3%	7%	3%	2%	5%	3%	1%	1%	-	4%
Not very important (2)	97	85	12	7	77	9	9	2	5	5	8	4	14	5	16	14	6	1	8
	5%	5%	5%	8%	5%	7%	10%d	5%	7%	2%	6%	3%	9%	4%	5%	6%	5%	8%	6%
Neither important nor unimportant (3)	407	344	62	21	347	28	20	11	14	35	30	41	31	50	54	68	25	*	28
	23%	22%	27%	23%	23%	21%	23%	23%	20%	18%	24%	30%n	20%	39%hilnpr	17%	29%n	18%	3%	23%
Important (4)	673	586	87	32	560	60	33	20	24	68	40	47	73	33	125	95	55	9	52
	38%	38%	37%	37%	37%	44%	37%	43%	36%	36%	32%	34%	46%m	25%	38%	40%	40%	60%	42%m
Very important (5)	519	459	60	25	454	31	22	12	20	70	38	40	35	33	116	54	46	4	27
	29%	30%	26%	29%	30%	23%	25%	26%	31%	37%r	30%	29%	23%	26%	36%r	23%	34%	26%	23%
Don't know	34	28	6	2	28	3	2	1	2	7	2	3	-	1	6	3	3	*	2
	2%	2%	3%	2%	2%	2%	3%	1%	4%l	4%	1%	2%	-	1%	2%	1%	2%	3%	2%
NET Not at all important/ Not very important	149	128	20	8	120	14	11	3	6	11	17	7	18	12	25	17	8	1	13
	8%	8%	9%	9%	8%	10%	13%	6%	9%	6%	13%	5%	11%	9%	8%	7%	6%	8%	11%
NET Important / Very important	1191	1045	147	58	1013	92	55	32	44	138	78	86	108	66	241	150	101	13	79
	67%	68%	62%	66%	67%	67%	62%	69%	67%	72%m	62%	63%	69%m	51%	74%m	63%	74%m	86%	65%
Mean	3.86	3.88	3.78	3.87	3.88	3.77	3.73	3.89	3.90	4.04mr	3.73	3.85	3.78	3.63	4.01mr	3.78	4.03mr	4.07	3.74
Std Dev.	1.00	1.00	1.01	0.96	1.00	1.01	1.05	0.91	1.01	0.99	1.17	0.97	0.97	1.08	0.99	0.92	0.91	0.82	1.02
Std Error	0.02	0.03	0.04	0.06	0.03	0.06	0.06	0.06	0.12	0.10	0.13	0.10	0.10	0.13	0.08	0.10	0.10	0.14	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

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QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	51	24	16	3	7	1	39	8	25	12	5	9	-	37	9
	3%	*3%*	*2%*	*2%*	*6%*	*2%*	*3%*	*5%*	*3%*	*2%*	*2%*	**10%hijm**	-	*3%*	**8%ijm**
Not very important (2)	97	29	34	16	11	7	63	18	28	42	14	10	3	70	13
	5%	*4%*	*5%*	*8%*	**9%a**	**11%a**	*5%*	**10%af**	*4%*	*6%*	*6%*	**11%h**	*10%*	*5%*	**11%hm**
Neither important nor unimportant (3)	407	150	139	76	27	11	288	39	128	143	99	24	4	272	29
	23%	*20%*	*22%*	**39%abdefg**	*23%*	*19%*	*21%*	*22%*	*17%*	*22%*	**40%himn**	*27%*	*15%*	*19%*	*24%*
Important (4)	673	274	262	67	47	19	536	66	271	280	81	27	13	552	40
	38%	*37%*	*41%*	*34%*	*40%*	*31%*	*38%*	*37%*	*37%*	**43%j**	*32%*	*29%*	*47%*	*39%*	*33%*
Very important (5)	519	263	184	29	20	21	446	42	281	170	46	14	7	451	21
	29%	**35%cdg**	**28%cd**	*15%*	*17%*	**35%cd**	**32%cd**	*23%*	**38%ijkn**	*26%*	*18%*	*15%*	*23%*	**32%ijkn**	*17%*
Don't know	34	11	11	3	5	2	21	7	8	10	7	7	1	18	8
	2%	*1%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	*1%*	*2%*	*3%*	**7%him**	*4%*	*1%*	**7%him**
NET Not at all important/ Not very important	149	52	50	20	18	8	102	26	53	54	19	19	3	107	22
	8%	*7%*	*8%*	*10%*	**15%abf**	*13%*	*7%*	**15%abf**	*7%*	*8%*	*8%*	**21%hijm**	*10%*	*8%*	**18%hijm**
NET Important / Very important	1191	537	446	96	67	41	982	108	552	451	127	41	20	1003	61
	67%	**72%cdg**	**69%c**	*49%*	*57%*	*66%*	**70%cdg**	*60%*	**74%ijkn**	**68%jkn**	*50%*	*45%*	*70%*	**72%jkn**	*51%*
Mean	3.86	**3.98cdg**	**3.89cdg**	3.53	3.55	3.88	**3.94cdg**	3.67	**4.03ijkn**	**3.86jkn**	3.61	3.32	3.87	**3.95jkn**	3.45
Std Dev.	1.00	1.00	0.97	0.91	1.09	1.09	0.99	1.10	1.01	0.94	0.92	1.21	0.92	0.98	1.16
Std Error	0.02	0.04	0.04	0.07	0.10	0.13	0.03	0.08	0.04	0.04	0.07	0.14	0.17	0.03	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**51**	2	49	-	19	30	2	46	1	4	-	51	-
		3%	*1%*	*3%*	-	*3%*	*3%*	*2%*	*3%*	*2%*	*41%*	-	*3%*	-
Not very important	(2)	**97**	3	91	3	28	64	5	95	2	-	-	97	-
		5%	*1%*	**6%a**	*13%*	*4%*	*6%*	*5%*	*6%*	*3%*	-	-	*5%*	-
Neither important nor unimportant	(3)	**407**	15	390	2	113	276	17	395	9	2	*	406	-
		23%	*7%*	**25%a**	*8%*	*18%*	**27%df**	*15%*	*23%*	*17%*	*19%*	*100%*	*23%*	-
Important	(4)	**673**	97	569	6	233	404	35	652	19	2	-	673	-
		38%	*46%*	*37%*	*24%*	*36%*	*39%*	*32%*	*38%*	*35%*	*18%*	-	*38%*	-
Very important	(5)	**519**	89	416	14	241	234	43	494	23	2	-	519	-
		29%	**42%b**	*27%*	*56%*	**37%e**	*23%*	**40%e**	*29%*	*42%*	*22%*	-	*29%*	-
Don't know		**34**	6	27	-	10	17	7	34	-	-	-	34	-
		2%	*3%*	*2%*	-	*2%*	*2%*	**6%de**	*2%*	-	-	-	*2%*	-
NET Not at all important/ Not very important		**149**	5	140	3	47	95	7	142	3	4	-	149	-
		8%	*2%*	**9%a**	*13%*	*7%*	*9%*	*7%*	*8%*	*6%*	*41%*	-	*8%*	-
NET Important / Very important		**1191**	186	985	20	475	639	78	1145	43	4	-	1191	-
		67%	**88%b**	*64%*	*79%*	**74%e**	*62%*	*72%*	*67%*	*78%*	*40%*	-	*67%*	-
Mean		**3.86**	**4.30b**	3.80	4.22	**4.02e**	3.74	**4.09e**	3.86	4.12	2.81	3.00	3.86	-
Std Dev.		**1.00**	0.75	1.01	1.06	1.00	0.98	0.99	0.99	0.97	1.73	-	1.00	-
Std Error		**0.02**	0.06	0.03	0.21	0.04	0.03	0.10	0.02	0.15	0.55	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important (1)	**51**	14	11	11	15	2	1	11	1	5	5	3	6	2	6	2	7
	3%	*3%*	*2%*	*2%*	*3%*	*1%*	*1%*	*7%*	*1%*	*3%*	*3%*	*2%*	*4%*	*1%*	*4%*	*1%*	*5%*
Not very important (2)	**97**	28	18	33	18	12	10	6	5	5	8	7	11	15	8	6	5
	5%	*6%*	*4%*	*7%*	*4%*	*9%*	*7%*	*4%*	*4%*	*3%*	*5%*	*4%*	*8%*	*11%*	*5%*	*4%*	*3%*
Neither important nor unimportant (3)	**407**	116	84	110	97	34	47	35	20	35	29	37	27	46	34	32	30
	23%	**27%b**	*19%*	*25%*	*21%*	*25%*	**33%h**	*22%*	*15%*	*22%*	*18%*	*22%*	*21%*	**32%h**	*23%*	*21%*	*20%*
Important (4)	**673**	169	172	142	189	59	42	68	55	60	58	68	38	37	57	67	65
	38%	*39%*	*39%*	*32%*	**42%c**	**43%m**	*30%*	**43%m**	**43%m**	*38%*	*36%*	*39%*	*29%*	*26%*	*38%*	**44%m**	**43%m**
Very important (5)	**519**	104	152	140	122	27	39	38	45	49	57	55	48	38	41	39	42
	29%	*24%*	**34%a**	*31%*	*27%*	*19%*	*28%*	*24%*	**35%e**	*32%*	**36%e**	*32%*	**36%e**	*27%*	*28%*	*26%*	*28%*
Don't know	**34**	6	8	10	10	4	1	1	2	3	3	3	2	5	3	7	*
	2%	*1%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*5%*	*
NET Not at all important/ Not very important	**149**	42	29	44	33	14	11	17	6	10	13	10	17	17	14	8	12
	8%	*10%*	*6%*	*10%*	*7%*	*10%*	*8%*	*11%*	*4%*	*6%*	*8%*	*6%*	*13%*	*12%*	*9%*	*5%*	*8%*
NET Important / Very important	**1191**	273	324	283	311	85	82	106	100	109	115	122	85	75	99	106	106
	67%	*62%*	**73%ac**	*63%*	*69%*	*62%*	*58%*	*67%*	**78%efm**	**70%m**	**72%m**	**71%m**	*65%*	*53%*	*66%*	**70%m**	**72%m**
Mean	**3.86**	3.74	**4.00a**	3.84	3.87	3.72	3.77	3.73	**4.11efgm**	3.94	3.98	3.96	3.85	3.69	3.82	3.93	3.87
Std Dev.	**1.00**	1.00	0.96	1.04	0.98	0.93	0.97	1.09	0.86	0.98	1.03	0.94	1.15	1.04	1.04	0.88	1.02
Std Error	**0.02**	0.05	0.05	0.05	0.05	0.08	0.09	0.09	0.08	0.08	0.08	0.08	0.10	0.09	0.09	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**13**	-	13	5	8	7	4	1	*	-	*	1	11	1	1	1	10	3	10
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*	-	*	*1%*	**2%m**	*	*	*	*1%*	*2%*	*1%*
Not very important (2)	**34**	-	34	13	21	6	5	9	4	1	10	-	11	12	11	10	32	2	29
	2%	-	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*	**7%jk**	-	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**189**	-	189	103	83	29	36	28	30	32	17	17	65	58	66	34	166	23	184
	11%	-	*11%*	*11%*	*10%*	*9%*	**14%g**	*6%*	**13%g**	**12%g**	*12%*	*13%*	*11%*	*9%*	*12%*	*12%*	*11%*	*10%*	*11%*
Important (4)	**711**	-	711	367	338	104	93	156	83	125	69	81	197	239	274	150	634	77	680
	40%	-	*40%*	*41%*	*39%*	*32%*	*37%*	*35%*	*36%*	**48%egh**	**47%e**	**63%efgh**	*35%*	*35%*	**52%lm**	**54%lm**	*41%*	*35%*	*40%*
Very important (5)	**822**	-	822	405	416	174	109	246	114	100	50	29	282	360	180	79	705	111	778
	46%	-	*46%*	*45%*	*48%*	**54%ijk**	**44%k**	**55%fijk**	**49%jk**	**39%k**	*34%*	*23%*	**50%no**	**53%no**	*34%*	*29%*	*45%*	*51%*	*46%*
Don't know	**11**	-	11	8	4	2	3	4	1	-	1	-	5	5	1	1	7	4	12
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*	*	*	*2%*	*1%*
NET Not at all important/ Not very important	**47**	-	47	18	29	13	8	10	4	1	10	1	21	14	12	11	42	5	39
	3%	-	*3%*	*2%*	*3%*	**4%l**	*3%*	*2%*	*2%*	*	**7%l**	*1%*	*4%*	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*
NET Important / Very important	**1533**	-	1533	772	754	278	202	402	197	225	119	110	479	600	454	229	1339	188	1458
	86%	-	*86%*	*86%*	*87%*	*86%*	*81%*	**90%fj**	*85%*	*87%*	*81%*	*86%*	*84%*	*89%*	*85%*	*83%*	*86%*	*85%*	*86%*
Mean	**4.30**	-	4.30	4.29	4.31	**4.35jk**	4.22	**4.45fijk**	**4.33jk**	4.26	4.08	4.08	**4.29o**	**4.41no**	4.17	4.08	4.29	4.35	4.30
Std Dev.	**0.79**	-	0.79	0.77	0.81	0.89	0.87	0.73	0.77	0.68	0.86	0.65	0.88	0.74	0.73	0.77	0.79	0.82	0.78
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.05	0.04	0.07	0.07	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**13**	3	*	2	8	3	10	10	4	1	4	3	*	5	7	1	13
	1%	*1%*	*	*1%*	**2%b**	*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*	*1%*	*1%*	*	*1%*
Not very important (2)	**34**	16	3	11	4	18	15	20	9	5	1	11	4	12	16	5	28
	2%	**3%b**	*1%*	**3%b**	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**189**	53	49	41	46	102	87	122	66	25	24	54	44	30	123	25	161
	11%	*11%*	*9%*	*11%*	*12%*	*10%*	*12%*	*10%*	*12%*	**14%m**	*10%*	**13%m**	*11%*	*7%*	**12%m**	*14%*	*10%*
Important (4)	**711**	193	241	139	137	434	277	446	257	57	95	165	176	177	436	57	625
	40%	*39%*	**46%d**	*38%*	*35%*	*42%*	*37%*	*37%*	**47%g**	*32%*	*41%*	*40%*	*43%*	*39%*	*41%*	*32%*	*41%*
Very important (5)	**822**	236	229	171	187	464	358	605	205	90	104	179	182	231	464	90	701
	46%	*47%*	*44%*	*47%*	*48%*	*45%*	*47%*	**50%h**	*38%*	*51%*	*45%*	*43%*	*44%*	*50%*	*44%*	*51%*	*46%*
Don't know	**11**	1	3	3	5	4	8	7	5	-	2	1	3	3	6	-	10
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	-	*1%*
NET Not at all important/ Not very important	**47**	19	3	13	12	22	25	30	13	6	5	14	5	18	23	6	41
	3%	**4%b**	*1%*	**3%b**	**3%b**	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*4%*	*2%*	*3%*	*3%*
NET Important / Very important	**1533**	429	470	311	324	899	635	1051	462	147	199	344	358	408	900	147	1326
	86%	*86%*	*90%*	*85%*	*84%*	*88%*	*84%*	*87%*	*85%*	*83%*	*87%*	*83%*	*87%*	*89%*	*86%*	*83%*	*86%*
Mean	**4.30**	4.29	4.33	4.28	4.28	4.31	4.28	**4.34h**	4.20	4.30	4.29	4.23	4.31	4.35	4.27	4.30	4.29
Std Dev.	**0.79**	0.82	0.67	0.82	0.87	0.75	0.85	0.79	0.77	0.84	0.81	0.83	0.71	0.81	0.78	0.84	0.79
Std Error	**0.02**	0.04	0.03	0.05	0.05	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region												
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	13	12	1	-	12	1	1	*	-	1	3	1	1	-	5	-	-	-	1
		1%	1%	*	-	1%	*	1%	*	-	1%	2%	1%	1%	-	2%	-	-	-	1%
Not very important	(2)	34	29	5	4	26	3	5	*	1	2	3	1	2	6	4	4	3	*	2
		2%	2%	2%	5%	2%	2%	6%dg	*	1%	1%	3%	1%	1%	4%	1%	1%	2%	3%	2%
Neither important nor unimportant	(3)	189	153	36	8	161	17	6	5	6	20	17	11	14	17	40	17	19	2	15
		11%	10%	15%	9%	11%	13%	7%	11%	10%	10%	14%	8%	9%	13%	12%	7%	14%	12%	13%
Important	(4)	711	626	85	29	602	56	34	19	24	65	47	62	63	39	123	131	48	6	51
		40%	41%	36%	33%	40%	41%	38%	42%	36%	34%	37%	45%	40%	31%	38%	55%hijmnpr	35%	39%	41%
Very important	(5)	822	713	109	46	699	59	43	21	34	102	55	60	76	66	152	86	67	7	53
		46%	46%	46%	52%	46%	43%	49%	46%	52%	53%o	43%	43%	49%	52%	47%	36%	49%	46%	43%
Don't know		11	11	1	1	10	1	*	1	1	2	1	4	-	-	2	-	-	-	1
		1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	3%	-	-	1%	-	-	-	1%
NET Not at all important/ Not very important		47	41	6	4	37	3	6	*	1	3	7	2	3	6	9	4	3	*	3
		3%	3%	2%	5%	2%	2%	7%dg	1%	1%	2%	5%	1%	2%	4%	3%	1%	2%	3%	2%
NET Important / Very important		1533	1340	193	75	1301	116	77	40	58	167	102	121	139	106	275	217	115	13	103
		86%	87%	82%	85%	86%	85%	87%	87%	88%	87%	80%	88%	89%	82%	84%	91%l	84%	85%	84%
Mean		4.30	4.30	4.26	4.34	4.30	4.26	4.28	4.33	4.40	4.40	4.17	4.33	4.35	4.29	4.27	4.26	4.30	4.29	4.25
Std Dev.		0.79	0.79	0.82	0.83	0.79	0.79	0.89	0.73	0.73	0.77	0.94	0.71	0.76	0.86	0.84	0.65	0.80	0.81	0.79
Std Error		0.02	0.02	0.04	0.05	0.03	0.04	0.05	0.05	0.08	0.08	0.10	0.07	0.08	0.10	0.07	0.07	0.08	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**13**	4	3	3	-	3	7	3	1	2	10	-	-	4	-
	1%	*1%*	*	*2%*	-	**4%abf**	*1%*	*2%*	*	*	**4%him**	-	-	*	-
Not very important (2)	**34**	11	8	7	4	3	20	7	10	11	9	5	-	20	5
	2%	*1%*	*1%*	*4%*	*3%*	*4%*	*1%*	*4%*	*1%*	*2%*	*3%*	**5%hm**	-	*1%*	*4%*
Neither important nor unimportant (3)	**189**	65	56	38	22	7	121	29	60	56	51	20	3	116	22
	11%	*9%*	*9%*	**20%abf**	**19%abf**	*11%*	*9%*	**16%abf**	*8%*	*8%*	**20%him**	**22%him**	*10%*	*8%*	**19%him**
Important (4)	**711**	270	300	74	49	12	571	61	241	317	98	41	13	558	54
	40%	**36%e**	**47%aeg**	**38%e**	**41%e**	*20%*	**41%e**	*34%*	*32%*	**48%hm**	*39%*	*45%*	*45%*	**40%h**	**45%h**
Very important (5)	**822**	398	274	73	41	33	671	74	426	269	84	26	13	695	39
	46%	**53%bcdg**	*42%*	*37%*	*35%*	*54%*	**48%cd**	*41%*	**57%ijkmn**	*41%*	*33%*	*28%*	*45%*	**50%ijkn**	*32%*
Don't know	**11**	1	4	-	2	4	4	6	4	4	1	-	-	8	-
	1%	*	*1%*	-	**1%a**	**7%abcf**	*	**3%abf**	*1%*	*1%*	*	-	-	*1%*	-
NET Not at all important/ Not very important	**47**	16	11	10	4	5	27	9	11	13	18	5	-	24	5
	3%	*2%*	*2%*	**5%f**	*3%*	**9%abf**	*2%*	**5%bf**	*1%*	*2%*	**7%him**	*5%*	-	*2%*	*4%*
NET Important / Very important	**1533**	668	574	147	90	45	1242	135	667	586	182	67	26	1252	92
	86%	**89%cdeg**	**89%cdeg**	*75%*	*76%*	*73%*	**89%cdeg**	*75%*	**90%ijkn**	**89%ijkn**	*72%*	*73%*	*90%*	**89%ijkn**	*77%*
Mean	**4.30**	**4.40cdg**	**4.30cd**	4.05	4.09	4.22	**4.35cdg**	4.14	**4.46ijkn**	**4.28ijkn**	3.95	3.96	4.35	**4.38ijkn**	4.06
Std Dev.	**0.79**	0.76	0.72	0.93	0.82	1.13	0.74	0.94	0.71	0.72	1.01	0.84	0.67	0.72	0.82
Std Error	**0.02**	0.03	0.03	0.07	0.07	0.14	0.02	0.07	0.03	0.03	0.07	0.09	0.12	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important (1)	**13**	1	12	-	5	8	-	9	4	-	-	13	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*7%*	-	-	*1%*	-
Not very important (2)	**34**	4	29	-	17	16	1	32	-	2	-	34	-
	2%	*2%*	*2%*	-	*3%*	*2%*	*1%*	*2%*	-	*19%*	-	*2%*	-
Neither important nor unimportant (3)	**189**	18	170	1	62	117	10	180	8	*	*	189	-
	11%	*9%*	*11%*	*2%*	*10%*	*11%*	*9%*	*10%*	*15%*	*3%*	*100%*	*11%*	-
Important (4)	**711**	82	621	8	248	423	41	684	21	6	-	711	-
	40%	*39%*	*40%*	*32%*	*38%*	*41%*	*37%*	*40%*	*38%*	*68%*	-	*40%*	-
Very important (5)	**822**	104	702	17	311	457	55	801	20	1	-	822	-
	46%	*49%*	*45%*	*65%*	*48%*	*45%*	*50%*	*47%*	*37%*	*10%*	-	*46%*	-
Don't know	**11**	2	9	-	3	6	2	10	2	-	-	11	-
	1%	*1%*	*1%*	-	*	*1%*	*2%*	*1%*	*3%*	-	-	*1%*	-
NET Not at all important/ Not very important	**47**	6	41	-	22	24	1	41	4	2	-	47	-
	3%	*3%*	*3%*	-	*3%*	*2%*	*1%*	*2%*	*7%*	*19%*	-	*3%*	-
NET Important / Very important	**1533**	186	1323	25	558	879	96	1485	41	7	-	1533	-
	86%	*88%*	*86%*	*98%*	*87%*	*86%*	*88%*	*87%*	*74%*	*78%*	-	*86%*	-
Mean	**4.30**	4.35	4.29	4.63	4.31	4.28	4.40	4.31	3.99	3.68	3.00	4.30	-
Std Dev.	**0.79**	0.77	0.80	0.53	0.81	0.79	0.70	0.78	1.12	0.95	-	0.79	-
Std Error	**0.02**	0.06	0.02	0.10	0.03	0.03	0.07	0.02	0.17	0.30	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**13**	4	3	4	3	-	3	1	-	-	3	-	3	1	3	-	-
		1%	*1%*	*1%*	*1%*	*1%*	-	*2%*	*1%*	-	-	*2%*	-	*2%*	*	*2%*	-	-
Not very important	(2)	**34**	7	13	11	3	4	1	2	1	9	2	*	1	10	1	*	2
		2%	*2%*	*3%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	**6%ko**	*1%*	*	*1%*	**7%ko**	*1%*	*	*1%*
Neither important nor unimportant	(3)	**189**	48	34	49	58	14	24	10	9	11	13	19	14	16	10	14	34
		11%	*11%*	*8%*	*11%*	*13%*	*10%*	**17%gn**	*6%*	*7%*	*7%*	*8%*	*11%*	*11%*	*11%*	*6%*	*9%*	**23%eghijno**
Important	(4)	**711**	182	180	176	172	67	45	70	50	70	60	77	49	51	60	67	45
		40%	*42%*	*40%*	*39%*	*38%*	**49%fp**	*32%*	*44%*	*39%*	*45%*	*37%*	*44%*	*37%*	*36%*	*40%*	*44%*	*31%*
Very important	(5)	**822**	195	213	203	211	51	68	76	67	65	81	77	66	61	73	72	66
		46%	*45%*	*48%*	*45%*	*47%*	*37%*	*48%*	*48%*	*52%*	*42%*	*51%*	*44%*	*50%*	*43%*	*49%*	*47%*	*45%*
Don't know		**11**	1	3	4	4	1	-	-	1	*	2	-	-	4	2	-	1
		1%	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*	*1%*	-	-	*3%*	*1%*	-	*1%*
NET Not at all important/ Not very important		**47**	11	15	14	6	4	4	3	1	9	5	*	4	11	4	*	2
		3%	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	**6%ko**	*3%*	*	*3%*	**7%ko**	*3%*	*	*1%*
NET Important / Very important		**1533**	377	393	379	384	118	113	146	117	135	141	153	114	112	133	139	112
		86%	*86%*	*88%*	*85%*	*85%*	*86%*	*80%*	**92%fmp**	**91%mp**	*87%*	**88%p**	**89%p**	*86%*	*79%*	**89%p**	**91%mp**	*75%*
Mean		**4.30**	4.28	4.33	4.27	4.31	4.21	4.23	4.37	4.43	4.23	4.35	4.33	4.31	4.17	4.35	4.37	4.20
Std Dev.		**0.79**	0.79	0.79	0.82	0.77	0.74	0.91	0.71	0.68	0.82	0.83	0.67	0.86	0.93	0.82	0.65	0.83
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.08	0.06	0.06	0.07	0.07	0.05	0.07	0.08	0.07	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**13**	-	13	9	4	4	6	3	-	-	-	-	10	3	-	-	13	-	7
	1%	-	*1%*	*1%*	*	*1%*	*2%*	*1%*	-	-	-	-	**2%n**	*	-	-	*1%*	-	*
Not very important (2)	**36**	-	36	20	16	9	4	6	*	7	8	2	13	6	17	10	31	5	28
	2%	-	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*	*3%*	**5%gh**	*1%*	*2%*	*1%*	**3%m**	**4%m**	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**153**	-	153	86	65	34	23	28	15	25	15	13	57	42	54	28	139	14	168
	9%	-	*9%*	*10%*	*8%*	*11%*	*9%*	*6%*	*6%*	*10%*	*10%*	*11%*	*10%*	*6%*	*10%*	*10%*	*9%*	*6%*	*10%*
Important (4)	**740**	-	740	395	341	118	97	173	101	124	61	67	215	274	252	128	659	81	699
	42%	-	*42%*	*44%*	*39%*	*37%*	*39%*	*39%*	*44%*	**48%e**	*41%*	**52%e**	*38%*	*40%*	**47%l**	*46%*	*42%*	*37%*	*41%*
Very important (5)	**829**	-	829	388	438	155	115	236	116	101	61	46	270	352	207	106	706	117	782
	47%	-	*47%*	*43%*	**50%c**	*48%*	*46%*	**53%ik**	*50%*	*39%*	*41%*	*36%*	**47%n**	**52%no**	*39%*	*39%*	*45%*	*53%*	*46%*
Don't know	**9**	-	9	4	5	1	5	1	-	-	3	-	6	1	3	3	6	3	9
	1%	-	*1%*	*	*1%*	*	*2%*	*	-	-	*2%*	-	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
NET Not at all important/ Not very important	**49**	-	49	29	20	14	10	8	*	7	8	2	23	9	17	10	43	5	35
	3%	-	*3%*	*3%*	*2%*	**4%h**	**4%h**	*2%*	*	*3%*	**5%h**	*1%*	**4%m**	*1%*	*3%*	*4%*	*3%*	*2%*	*2%*
NET Important / Very important	**1569**	-	1569	783	779	273	211	408	218	225	122	112	485	626	459	234	1365	198	1481
	88%	-	*88%*	*87%*	*90%*	*85%*	*85%*	**92%efj**	**94%efj**	*87%*	*82%*	*88%*	*85%*	**92%lno**	*86%*	*85%*	*88%*	*90%*	*87%*
Mean	**4.32**	-	4.32	4.26	**4.38c**	4.28	4.27	**4.42ij**	**4.44ijk**	4.24	4.21	4.22	4.28	**4.43lno**	4.23	4.21	4.30	4.43	4.32
Std Dev.	**0.77**	-	0.77	0.80	0.74	0.87	0.88	0.72	0.61	0.74	0.84	0.69	0.87	0.69	0.76	0.77	0.78	0.72	0.75
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.06	0.04	0.04	0.04	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**13**	3	3	3	4	5	7	9	4	-	3	2	3	5	8	-	13
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
Not very important (2)	**36**	10	5	9	12	15	21	20	16	3	3	11	4	14	19	3	33
	2%	*2%*	*1%*	*3%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**153**	34	46	40	32	80	73	94	57	22	19	44	46	20	109	22	131
	9%	*7%*	*9%*	*11%*	*8%*	*8%*	*10%*	*8%*	*10%*	**12%m**	*8%*	**11%m**	**11%m**	*4%*	**10%m**	*12%*	*9%*
Important (4)	**740**	197	245	142	156	442	298	505	224	82	89	165	173	182	428	82	627
	42%	*39%*	*47%*	*39%*	*40%*	*43%*	*39%*	*42%*	*41%*	*46%*	*39%*	*40%*	*42%*	*40%*	*41%*	*46%*	*41%*
Very important (5)	**829**	253	224	172	180	477	352	574	243	68	114	191	183	232	488	68	727
	47%	*51%*	*43%*	*47%*	*46%*	*47%*	*47%*	*47%*	*44%*	*38%*	*50%*	*46%*	*45%*	**51%i**	*46%*	*38%*	*47%*
Don't know	**9**	4	2	1	3	5	4	6	3	3	1	-	1	5	1	3	6
	1%	*1%*	*	*	*1%*	*1%*	*	*	*1%*	**2%n**	*	-	*	*1%*	*	*2%*	*
NET Not at all important/ Not very important	**49**	13	7	12	16	21	28	30	19	3	6	13	7	19	26	3	46
	3%	*3%*	*1%*	*3%*	*4%*	*2%*	*4%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*
NET Important / Very important	**1569**	450	470	313	336	920	649	1079	467	150	203	356	357	414	916	150	1355
	88%	*90%*	*89%*	*85%*	*87%*	*90%*	*86%*	*89%*	*86%*	*84%*	*89%*	*86%*	*87%*	*90%*	*87%*	*84%*	*88%*
Mean	**4.32**	4.38	4.31	4.28	4.29	4.34	4.29	4.34	4.27	4.23	4.35	4.29	4.30	4.37	4.30	4.23	4.32
Std Dev.	**0.77**	0.75	0.71	0.82	0.83	0.73	0.83	0.76	0.81	0.73	0.80	0.80	0.76	0.80	0.78	0.73	0.79
Std Error	**0.02**	0.03	0.03	0.05	0.04	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.04	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	13	13	-	-	12	1	-	*	-	1	3	-	-	-	5	3	-	-	1
		1%	1%	-	-	1%	*	-	*	-	1%	2%	-	-	-	2%	1%	-	-	1%
Not very important	(2)	36	34	2	*	30	5	1	*	1	-	-	4	6	1	6	8	3	*	5
		2%	2%	1%	*	2%	4%	1%	1%	1%	-	-	3%	4%	1%	2%	3%	2%	1%	4%j
Neither important nor unimportant	(3)	153	124	29	7	130	10	8	5	4	16	16	15	21	8	18	15	16	1	9
		9%	8%	12%	8%	9%	7%	9%	11%	6%	8%	13%	11%	13%n	6%	6%	6%	12%	8%	7%
Important	(4)	740	640	100	44	629	56	36	20	26	78	57	62	59	56	140	102	49	6	50
		42%	41%	43%	50%	42%	41%	40%	43%	39%	41%	45%	44%	38%	44%	43%	43%	36%	39%	41%
Very important	(5)	829	726	104	36	701	65	43	20	35	93	48	57	71	63	155	110	69	8	57
		47%	47%	44%	41%	46%	48%	48%	43%	52%	49%	38%	41%	45%	49%	48%	46%	50%	53%	47%
Don't know		9	8	1	1	7	*	1	1	1	3	2	-	-	-	2	-	-	-	*
		1%	1%	*	1%	*	*	1%	1%	1%	2%	2%	-	-	-	1%	-	-	-	*
NET Not at all important/ Not very important		49	46	2	*	42	5	1	1	1	1	3	4	6	1	11	11	3	*	5
		3%	3%	1%	*	3%	4%	1%	1%	1%	1%	2%	3%	4%	1%	3%	5%	2%	1%	4%
NET Important / Very important		1569	1366	204	80	1330	121	79	39	61	171	105	118	130	120	295	213	118	14	108
		88%	88%	86%	91%	88%	89%	89%	86%	92%	89%	83%	86%	83%	93%	90%	89%	86%	92%	88%
Mean		4.32	4.32	4.30	4.33	4.32	4.32	4.37	4.29	4.44j	4.39	4.18	4.24	4.25	4.41	4.34	4.30	4.34	4.44	4.30
Std Dev.		0.77	0.78	0.72	0.63	0.78	0.80	0.71	0.74	0.67	0.71	0.84	0.77	0.82	0.65	0.80	0.82	0.77	0.68	0.81
Std Error		0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.05	0.08	0.07	0.09	0.08	0.08	0.08	0.07	0.09	0.08	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**13**	3	1	3	3	2	5	5	-	3	4	5	-	3	5
	1%	*	*	*2%*	**2%bf**	**4%abf**	*	**3%abf**	-	*	**2%hm**	**6%him**	-	*	**4%him**
Not very important (2)	**36**	17	12	1	5	-	30	5	12	12	6	5	1	24	6
	2%	*2%*	*2%*	*1%*	*5%*	-	*2%*	*3%*	*2%*	*2%*	*2%*	*5%*	*4%*	*2%*	*5%*
Neither important nor unimportant (3)	**153**	55	34	39	13	13	88	25	44	41	47	17	5	84	22
	9%	*7%*	*5%*	**20%abf**	*11%*	**20%abf**	*6%*	**14%abf**	*6%*	*6%*	**19%him**	**19%him**	*17%*	*6%*	**18%him**
Important (4)	**740**	270	319	70	54	21	589	74	263	319	105	36	14	582	50
	42%	*36%*	**49%acf**	*36%*	*46%*	*34%*	**42%a**	*41%*	*35%*	**49%hm**	*42%*	*40%*	*49%*	**42%h**	*42%*
Very important (5)	**829**	404	275	78	43	26	679	69	423	279	87	26	8	702	34
	47%	**54%bcdg**	*43%*	*40%*	*36%*	*42%*	**49%dg**	*38%*	**57%ijkmn**	**42%n**	*35%*	*28%*	*29%*	**50%ijkn**	*29%*
Don't know	**9**	1	4	4	-	-	4	-	-	4	2	2	-	4	2
	1%	*	*1%*	**2%af**	-	-	*	-	-	*1%*	*1%*	**2%h**	-	*	**2%h**
NET Not at all important/ Not very important	**49**	20	14	4	8	2	34	11	12	15	10	10	1	27	11
	3%	*3%*	*2%*	*2%*	**7%bf**	*4%*	*2%*	**6%bf**	*2%*	*2%*	*4%*	**11%him**	*4%*	*2%*	**9%him**
NET Important / Very important	**1569**	674	594	148	96	47	1268	143	686	598	193	62	22	1284	85
	88%	**90%cdeg**	**92%cdeg**	*76%*	*82%*	*76%*	**91%cdeg**	*80%*	**92%ijkn**	**91%ijkn**	*77%*	*68%*	*79%*	**92%ijkn**	*71%*
Mean	**4.32**	**4.41cdeg**	**4.33cdg**	4.14	4.09	4.11	**4.37cdeg**	4.10	**4.48ijkn**	**4.31jkn**	4.06	3.81	4.04	**4.40ijkn**	3.87
Std Dev.	**0.77**	0.76	0.69	0.87	0.94	0.97	0.73	0.95	0.68	0.71	0.89	1.10	0.81	0.70	1.04
Std Error	**0.02**	0.03	0.03	0.07	0.08	0.12	0.02	0.07	0.03	0.03	0.06	0.12	0.15	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 173

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**13**	3	10	*	2	11	-	13	-	-	-	13	-
		1%	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important	(2)	**36**	3	33	-	7	27	2	31	5	-	-	36	-
		2%	*1%*	*2%*	-	*1%*	*3%*	*2%*	*2%*	*9%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**153**	10	142	*	54	89	10	146	5	2	-	153	-
		9%	*5%*	*9%*	*1%*	*8%*	*9%*	*9%*	*9%*	*9%*	*21%*	-	*9%*	-
Important	(4)	**740**	80	653	7	251	446	43	704	31	4	-	740	-
		42%	*38%*	*42%*	*29%*	*39%*	*43%*	*40%*	*41%*	*57%*	*48%*	-	*42%*	-
Very important	(5)	**829**	112	700	17	327	454	48	813	13	3	*	829	-
		47%	*53%*	*45%*	*69%*	*51%*	*44%*	*44%*	*47%*	*24%*	*31%*	*100%*	*47%*	-
Don't know		**9**	5	4	-	4	1	5	9	-	-	-	9	-
		1%	**2%b**	*	-	*1%*	*	**4%de**	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**49**	6	43	*	9	37	2	44	5	-	-	49	-
		3%	*3%*	*3%*	*1%*	*1%*	*4%*	*2%*	*3%*	*9%*	-	-	*3%*	-
NET Important / Very important		**1569**	191	1353	25	578	900	92	1517	45	7	*	1569	-
		88%	*90%*	*88%*	*98%*	*90%*	*88%*	*84%*	*88%*	*81%*	*79%*	*100%*	*88%*	-
Mean		**4.32**	4.42	4.30	4.66	**4.39e**	4.27	4.33	4.33	3.96	4.09	5.00	4.32	-
Std Dev.		**0.77**	0.77	0.78	0.58	0.72	0.81	0.73	0.77	0.85	0.76	-	0.77	-
Std Error		**0.02**	0.06	0.02	0.11	0.03	0.03	0.08	0.02	0.13	0.24	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**13**	-	1	5	7	-	-	-	-	-	1	-	3	2	4	3	-
		1%	-	*	*1%*	*2%*	-	-	-	-	-	*	-	*2%*	*2%*	*3%*	*2%*	-
Not very important	(2)	**36**	15	9	8	4	5	5	5	1	7	1	3	1	4	1	3	-
		2%	*3%*	*2%*	*2%*	*1%*	*4%*	*4%*	*3%*	*1%*	*4%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	-
Neither important nor unimportant	(3)	**153**	42	41	37	34	7	18	16	14	17	10	15	13	9	12	10	12
		9%	*10%*	*9%*	*8%*	*7%*	*5%*	*13%*	*10%*	*11%*	*11%*	*6%*	*9%*	*10%*	*6%*	*8%*	*6%*	*8%*
Important	(4)	**740**	192	174	194	180	71	58	63	46	70	58	78	56	60	67	49	64
		42%	*44%*	*39%*	*43%*	*40%*	***52%o***	*41%*	*40%*	*36%*	*45%*	*36%*	*45%*	*43%*	*42%*	*45%*	*32%*	*43%*
Very important	(5)	**829**	186	220	201	223	53	60	73	67	61	92	76	59	65	64	85	73
		47%	*43%*	*49%*	*45%*	*49%*	*39%*	*42%*	*46%*	*52%*	*39%*	***57%el***	*44%*	*45%*	*46%*	*43%*	***56%el***	*49%*
Don't know		**9**	3	*	2	3	1	-	2	*	*	-	1	-	2	1	3	-
		1%	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*	*	-	*	-	*1%*	*	*2%*	-
NET Not at all important/ Not very important		**49**	15	10	13	11	5	5	5	1	7	2	3	4	7	5	6	-
		3%	*3%*	*2%*	*3%*	*2%*	*4%*	*4%*	*3%*	*1%*	*4%*	*1%*	*2%*	*3%*	*5%*	*4%*	*4%*	-
NET Important / Very important		**1569**	378	394	395	403	124	117	136	113	131	150	154	115	125	132	135	137
		88%	*86%*	*89%*	*88%*	*89%*	*91%*	*83%*	*86%*	*88%*	*84%*	***93%f***	*89%*	*87%*	*88%*	*88%*	*88%*	*92%*
Mean		**4.32**	4.26	4.36	4.30	4.36	4.27	4.22	4.30	4.40	4.19	**4.48efin**	4.32	4.27	4.29	4.25	4.41	4.41
Std Dev.		**0.77**	0.77	0.74	0.79	0.79	0.72	0.81	0.77	0.71	0.81	0.68	0.70	0.84	0.85	0.86	0.84	0.64
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.07	0.06	0.06	0.07	0.05	0.06	0.07	0.08	0.07	0.07	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**42**	-	42	23	19	3	2	5	5	11	11	4	5	10	27	16	42	-	45
	2%	-	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*	**4%g**	**8%efg**	*3%*	*1%*	*1%*	**5%lm**	**6%lm**	*3%*	-	*3%*
Not very important (2)	**109**	-	109	35	71	7	10	17	12	28	23	13	17	29	64	36	101	8	121
	6%	-	*6%*	*4%*	**8%c**	*2%*	*4%*	*4%*	*5%*	**11%efg**	**15%efgh**	**10%o**	*3%*	*4%*	**12%lm**	**13%lm**	*7%*	*4%*	*7%*
Neither important nor unimportant (3)	**353**	-	353	170	181	43	41	56	46	78	44	44	84	103	166	87	324	29	370
	20%	-	*20%*	*19%*	*21%*	*13%*	*17%*	*13%*	*20%*	**30%efgh**	**30%efg**	**34%efgh**	*15%*	*15%*	**31%lm**	**32%lm**	*21%*	*13%*	*22%*
Important (4)	**652**	-	652	346	305	111	100	168	90	85	49	48	211	258	183	98	574	78	618
	37%	-	*37%*	*38%*	*35%*	*34%*	*40%*	*38%*	*39%*	*33%*	*33%*	*38%*	*37%*	*38%*	*34%*	*35%*	*37%*	*36%*	*37%*
Very important (5)	**615**	-	615	324	289	155	91	198	79	55	19	18	246	278	92	37	503	106	532
	35%	-	*35%*	*36%*	*33%*	**48%fhijk**	**37%ijk**	**45%ijk**	**34%ijk**	*21%*	*13%*	*14%*	**43%no**	**41%no**	*17%*	*13%*	*32%*	**48%p**	*31%*
Don't know	**9**	-	9	4	5	3	4	*	-	-	2	-	7	*	2	2	9	-	7
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*	-	-	*1%*	-	**1%m**	*	*	*1%*	*1%*	-	*
NET Not at all important/ Not very important	**151**	-	151	58	90	10	12	22	17	39	34	17	22	39	90	51	143	8	166
	9%	-	*9%*	*6%*	**10%c**	*3%*	*5%*	*5%*	*7%*	**15%efgh**	**23%efgh**	**13%efg**	*4%*	*6%*	**17%lm**	**19%lm**	*9%*	*4%*	*10%*
NET Important / Very important	**1267**	-	1267	670	594	266	191	367	169	140	68	67	457	536	274	134	1077	184	1150
	71%	-	*71%*	**74%d**	*68%*	**82%ijk**	**77%ijk**	**82%hijk**	**73%ijk**	*54%*	*46%*	*52%*	**80%no**	**79%no**	*52%*	*49%*	*69%*	**83%p**	*68%*
Mean	**3.95**	-	3.95	4.02	3.89	**4.28hijk**	**4.09ijk**	**4.21hijk**	**3.97ijk**	3.56	3.28	3.50	**4.20no**	**4.13no**	3.47	3.38	3.90	**4.28p**	3.87
Std Dev.	**1.00**	-	1.00	0.97	1.03	0.85	0.88	0.88	0.98	1.07	1.12	0.97	0.87	0.92	1.07	1.06	1.02	0.82	1.02
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.06	0.06	0.09	0.10	0.04	0.04	0.04	0.07	0.03	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**42**	12	12	4	14	24	18	21	22	4	11	8	15	4	34	4	38
	2%	*2%*	*2%*	*1%*	*4%*	*2%*	*2%*	*2%*	**4%g**	*2%*	**5%m**	*2%*	**4%m**	*1%*	*3%*	*2%*	*2%*
Not very important (2)	**109**	24	44	15	27	68	42	44	63	14	13	18	36	19	66	14	92
	6%	*5%*	*8%*	*4%*	*7%*	*7%*	*6%*	*4%*	**12%g**	*8%*	*6%*	*4%*	*9%*	*4%*	*6%*	*8%*	*6%*
Neither important nor unimportant (3)	**353**	71	117	68	97	188	165	195	152	41	53	99	84	47	236	41	295
	20%	*14%*	**22%a**	*18%*	**25%a**	*18%*	*22%*	*16%*	**28%g**	**23%m**	**23%m**	**24%m**	**21%m**	*10%*	**22%m**	*23%*	*19%*
Important (4)	**652**	179	200	151	121	380	272	455	190	48	94	159	149	170	403	48	578
	37%	*36%*	*38%*	**41%d**	*31%*	*37%*	*36%*	*38%*	*35%*	*27%*	**41%l**	**39%l**	*36%*	*37%*	**38%l**	*27%*	**38%o**
Very important (5)	**615**	215	148	125	127	363	252	488	116	69	58	125	125	218	308	69	528
	35%	**43%bd**	*28%*	*34%*	*33%*	*35%*	*33%*	**40%h**	*21%*	**38%j**	*25%*	*30%*	*30%*	**47%jkln**	*29%*	*38%*	*34%*
Don't know	**9**	1	3	3	2	4	5	7	2	3	-	3	1	1	5	3	6
	1%	*	*1%*	*1%*	*	*	*1%*	*1%*	*	*2%*	-	*1%*	*	*	*	*2%*	*
NET Not at all important/ Not very important	**151**	36	56	19	41	92	60	64	85	18	24	26	50	23	100	18	129
	9%	*7%*	**11%c**	*5%*	*11%*	*9%*	*8%*	*5%*	**16%g**	*10%*	*10%*	*6%*	**12%km**	*5%*	**10%m**	*10%*	*8%*
NET Important / Very important	**1267**	394	348	277	248	742	524	943	307	116	152	285	274	388	711	116	1106
	71%	**79%bd**	*66%*	**75%bd**	*64%*	*72%*	*70%*	**78%h**	*56%*	*65%*	*66%*	*69%*	*67%*	**85%ijkln**	*68%*	*65%*	*72%*
Mean	**3.95**	**4.12bd**	3.82	**4.04bd**	3.83	3.97	3.93	**4.12h**	3.58	3.92	3.76	3.92	3.82	**4.26ijkln**	3.84	3.92	3.96
Std Dev.	**1.00**	0.98	1.01	0.89	1.08	1.01	1.00	0.92	1.07	1.08	1.05	0.95	1.07	0.87	1.02	1.08	1.00
Std Error	**0.02**	0.04	0.04	0.05	0.06	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.05	0.04	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region												
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	**42**	35	7	2	36	3	1	2	1	2	9	4	3	4	3	9	1	*	3
		2%	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	**5%f**	*2%*	*1%*	**7%ln**	*3%*	*2%*	*3%*	*1%*	*4%*	*1%*	*2%*	*2%*
Not very important	(2)	**109**	90	19	2	83	13	12	2	3	14	4	8	9	6	14	17	10	*	12
		6%	*6%*	*8%*	*2%*	*6%*	**9%g**	**13%dg**	*3%*	*4%*	*7%*	*3%*	*6%*	*6%*	*4%*	*4%*	*7%*	*7%*	*3%*	**10%n**
Neither important nor unimportant	(3)	**353**	290	63	18	294	31	19	10	12	28	40	33	39	43	38	39	21	2	28
		20%	*19%*	**27%a**	*21%*	*19%*	*22%*	*21%*	*21%*	*18%*	*15%*	**31%inop**	**24%n**	**25%n**	**33%inop**	*12%*	*16%*	*15%*	*17%*	**23%n**
Important	(4)	**652**	578	74	31	556	47	30	18	21	72	25	48	64	43	129	99	55	7	40
		37%	*37%*	*31%*	*35%*	*37%*	*34%*	*34%*	*40%*	*32%*	**38%j**	*20%*	**35%j**	**41%j**	*33%*	**39%j**	**42%j**	**40%j**	*47%*	**33%j**
Very important	(5)	**615**	544	71	34	531	43	27	14	28	72	48	45	41	34	142	72	49	5	38
		35%	*35%*	*30%*	*39%*	*35%*	*31%*	*31%*	*30%*	**42%lm**	*38%*	*38%*	*33%*	*26%*	*26%*	**44%lmr**	*30%*	*36%*	*31%*	*31%*
Don't know		**9**	8	1	1	9	*	-	*	1	3	1	-	-	-	-	2	2	-	*
		1%	*1%*	*	*1%*	*1%*	*	-	*	*1%*	*2%*	*1%*	-	-	-	-	*1%*	*1%*	-	*
NET Not at all important/ Not very important		**151**	125	27	4	119	16	13	4	4	16	13	12	12	9	17	26	11	1	15
		9%	*8%*	*11%*	*5%*	*8%*	*12%*	**14%d**	*8%*	*6%*	*8%*	*10%*	*8%*	*8%*	*7%*	*5%*	*11%*	*8%*	*5%*	**12%n**
NET Important / Very important		**1267**	1121	146	65	1087	90	58	32	49	144	72	93	105	77	271	171	104	12	79
		71%	**73%b**	*62%*	*74%*	*72%*	*66%*	*65%*	*70%*	**74%j**	**75%jm**	*57%*	*68%*	*67%*	*59%*	**83%jklmr**	*72%*	**76%jm**	*78%*	*64%*
Mean		**3.95**	**3.98b**	3.78	4.06	3.98	3.83	3.81	3.87	**4.10m**	4.05	3.79	3.89	3.84	3.76	**4.21jklmor**	3.89	4.03	4.02	3.81
Std Dev.		**1.00**	0.99	1.07	0.96	0.99	1.05	1.05	1.05	0.99	0.97	1.20	1.02	0.94	0.98	0.88	1.04	0.95	0.93	1.06
Std Error		**0.02**	0.03	0.05	0.06	0.03	0.06	0.06	0.07	0.11	0.10	0.13	0.10	0.10	0.11	0.07	0.11	0.10	0.15	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**42**	26	10	5	2	*	35	2	21	15	4	2	*	36	2
	2%	*3%*	*2%*	*2%*	*2%*	*	*3%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*
Not very important (2)	**109**	47	43	6	7	5	89	12	40	44	16	5	2	84	8
	6%	*6%*	*7%*	*3%*	*6%*	*8%*	*6%*	*7%*	*5%*	*7%*	*7%*	*6%*	*8%*	*6%*	*6%*
Neither important nor unimportant (3)	**353**	128	115	74	27	7	242	34	128	110	81	27	6	238	34
	20%	*17%*	*18%*	**38%abdefg**	*23%*	*11%*	*17%*	*19%*	*17%*	*17%*	**32%him**	**30%him**	*22%*	*17%*	**28%him**
Important (4)	**652**	248	260	64	57	21	508	78	247	292	70	35	5	539	40
	37%	*33%*	**40%a**	*33%*	**48%act**	*34%*	*36%*	**43%a**	*33%*	**44%hj**	*28%*	*39%*	*16%*	**39%j**	*33%*
Very important (5)	**615**	301	215	47	23	26	517	50	306	193	78	21	12	500	33
	35%	**40%cdg**	**33%d**	*24%*	*20%*	**42%cd**	**37%cd**	*28%*	**41%ljkn**	*29%*	*31%*	*23%*	*43%*	**36%i**	*28%*
Don't know	**9**	-	3	-	2	3	3	5	-	3	2	-	3	3	3
	1%	-	*1%*	-	**1%a**	**5%abcf**	*	**3%af**	-	*1%*	*1%*	-	*11%*	*	**3%hm**
NET Not at all important/ Not very important	**151**	73	52	11	9	5	125	14	61	59	21	7	3	119	10
	9%	*10%*	*8%*	*5%*	*8%*	*8%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*9%*	*9%*	*8%*
NET Important / Very important	**1267**	549	475	111	80	47	1024	127	553	486	148	56	17	1039	73
	71%	**73%c**	**74%c**	*57%*	*68%*	**76%c**	**73%c**	**71%c**	**75%jn**	**74%jn**	*59%*	*62%*	*59%*	**74%jn**	*61%*
Mean	**3.95**	**4.00c**	**3.98c**	3.73	3.80	**4.16cd**	**3.99c**	3.92	**4.05jk**	3.92	3.81	3.74	4.02	3.99	3.81
Std Dev.	**1.00**	1.06	0.96	0.94	0.90	0.94	1.02	0.92	1.02	0.97	1.01	0.95	1.11	1.00	0.99
Std Error	**0.02**	0.04	0.04	0.07	0.08	0.11	0.03	0.07	0.04	0.04	0.07	0.11	0.21	0.03	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**42**	3	40	-	10	32	-	42	*	-	-	42	-
		2%	*1%*	*3%*	-	*2%*	*3%*	-	*2%*	*	-	-	*2%*	-
Not very important	(2)	**109**	4	105	-	18	83	8	99	6	3	-	109	-
		6%	*2%*	*7%*	-	*3%*	**8%d**	*7%*	*6%*	*12%*	*36%*	-	*6%*	-
Neither important nor unimportant	(3)	**353**	23	328	2	122	220	11	345	7	1	*	353	-
		20%	*11%*	**21%a**	*6%*	*19%*	**21%f**	*10%*	*20%*	*12%*	*13%*	*100%*	*20%*	-
Important	(4)	**652**	84	556	13	242	363	47	620	30	2	-	652	-
		37%	*39%*	*36%*	*50%*	*38%*	*35%*	*43%*	*36%*	*55%*	*21%*	-	*37%*	-
Very important	(5)	**615**	96	508	11	250	322	43	601	11	3	-	615	-
		35%	**45%b**	*33%*	*44%*	**39%e**	*31%*	*39%*	*35%*	*20%*	*29%*	-	*35%*	-
Don't know		**9**	2	7	-	3	6	-	9	-	-	-	9	-
		1%	*1%*	*	-	*	*1%*	-	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important		**151**	7	144	-	28	116	8	141	7	3	-	151	-
		9%	*3%*	**9%a**	-	*4%*	**11%d**	*7%*	*8%*	*12%*	*36%*	-	*9%*	-
NET Important / Very important		**1267**	180	1064	24	492	685	90	1221	41	5	-	1267	-
		71%	**85%b**	*69%*	*94%*	**76%e**	*67%*	**83%e**	*71%*	*76%*	*51%*	-	*71%*	-
Mean		**3.95**	**4.27b**	3.90	4.37	**4.10e**	3.84	**4.15e**	3.96	3.83	3.44	3.00	3.95	-
Std Dev.		**1.00**	0.84	1.02	0.61	0.91	1.06	0.87	1.00	0.90	1.32	-	1.00	-
Std Error		**0.02**	0.06	0.03	0.12	0.04	0.03	0.09	0.02	0.14	0.42	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**42**	9	12	7	14	3	4	2	4	2	7	1	5	1	9	3	2
		2%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*1%*	*4%*	*1%*	*3%*	*1%*	*6%*	*2%*	*1%*
Not very important	(2)	**109**	33	24	31	22	10	10	13	5	10	9	6	14	11	14	2	5
		6%	*8%*	*5%*	*7%*	*5%*	*7%*	*7%*	**8%o**	*4%*	*6%*	*5%*	*3%*	**11%o**	*7%*	**10%o**	*1%*	*4%*
Neither important nor unimportant	(3)	**353**	109	73	83	89	35	38	36	15	30	28	28	22	32	23	36	30
		20%	**25%b**	*16%*	*18%*	*20%*	**26%h**	**27%h**	*23%*	*12%*	*19%*	*17%*	*16%*	*17%*	*23%*	*15%*	**24%h**	*20%*
Important	(4)	**652**	141	144	189	177	50	40	50	43	44	57	82	55	52	61	62	54
		37%	*32%*	*32%*	**42%ab**	*39%*	*37%*	*28%*	*32%*	*34%*	*28%*	*35%*	**48%fgi**	*42%*	*36%*	*41%*	*41%*	*37%*
Very important	(5)	**615**	144	186	137	148	37	49	58	61	67	59	56	36	45	41	50	57
		35%	*33%*	**42%acd**	*31%*	*33%*	*27%*	*35%*	*36%*	**48%elmno**	**43%n**	*36%*	*32%*	*27%*	*32%*	*28%*	*32%*	*38%*
Don't know		**9**	1	5	1	2	1	-	-	-	3	2	-	-	1	2	-	-
		1%	*	*1%*	*	*	*1%*	-	-	-	*2%*	*1%*	-	-	*1%*	*1%*	-	-
NET Not at all important/ Not very important		**151**	42	36	37	36	13	14	15	9	11	16	7	19	12	23	5	8
		9%	*10%*	*8%*	*8%*	*8%*	*9%*	*10%*	*9%*	*7%*	*7%*	*10%*	*4%*	**14%kc**	*8%*	**15%kop**	*3%*	*5%*
NET Important / Very important		**1267**	285	331	326	325	88	89	108	104	111	116	138	91	97	102	112	111
		71%	*65%*	**74%a**	*73%*	*72%*	*64%*	*63%*	*68%*	**81%ef**	*71%*	*72%*	**80%ef**	*69%*	*68%*	*68%*	*73%*	*75%*
Mean		**3.95**	3.87	**4.07a**	3.94	3.94	3.80	3.85	3.94	**4.19efln**	4.08	3.95	**4.08n**	3.79	3.91	3.76	4.00	4.07
Std Dev.		**1.00**	1.03	1.03	0.95	1.00	1.00	1.08	1.01	1.00	0.99	1.08	0.82	1.07	0.96	1.14	0.90	0.93
Std Error		**0.02**	0.05	0.05	0.05	0.05	0.09	0.09	0.08	0.09	0.08	0.08	0.07	0.09	0.09	0.10	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**17**	-	17	10	7	6	2	1	2	3	2	1	9	3	6	3	14	3	19
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**100**	-	100	44	56	12	7	13	12	27	21	7	19	25	55	28	90	10	112
	6%	-	*6%*	*5%*	*6%*	*4%*	*3%*	*3%*	*5%*	**10%efg**	**14%efgh**	*6%*	*3%*	*4%*	**10%lm**	**10%lm**	*6%*	*5%*	*7%*
Neither important nor unimportant (3)	**307**	-	307	160	143	55	32	57	39	56	27	41	87	96	124	68	284	22	326
	17%	-	*17%*	*18%*	*16%*	*17%*	*13%*	*13%*	*17%*	**22%fg**	*19%*	**32%efgh**	*15%*	*14%*	**23%lm**	**25%lm**	**18%q**	*10%*	*19%*
Important (4)	**704**	-	704	379	322	109	104	185	93	106	55	52	212	278	213	107	612	92	652
	40%	-	*40%*	*42%*	*37%*	*34%*	*42%*	*42%*	*40%*	*41%*	*37%*	*41%*	*37%*	*41%*	*40%*	*39%*	*39%*	*42%*	*39%*
Very important (5)	**646**	-	646	305	339	140	100	187	86	65	41	27	239	273	133	68	547	93	573
	36%	-	*36%*	*34%*	*39%*	**43%ijk**	**40%ik**	**42%ijk**	**37%ik**	*25%*	*28%*	*21%*	**42%no**	**40%no**	*25%*	*25%*	*35%*	*42%*	*34%*
Don't know	**7**	-	7	4	3	1	3	1	-	1	1	-	4	1	1	1	7	-	11
	*	-	*	*	*	*	*1%*	*	-	*	*1%*	-	*1%*	*	*	*	*	-	*1%*
NET Not at all important/ Not very important	**117**	-	117	54	63	18	10	14	14	30	23	8	28	28	61	31	103	13	131
	7%	-	*7%*	*6%*	*7%*	*6%*	*4%*	*3%*	*6%*	**11%fg**	**16%efgh**	*6%*	*5%*	*4%*	**11%lm**	**11%lm**	*7%*	*6%*	*8%*
NET Important / Very important	**1350**	-	1350	684	660	248	204	372	180	171	96	79	452	552	346	175	1159	184	1225
	76%	-	*76%*	*76%*	*76%*	**77%ik**	**82%ijk**	**84%ijk**	**77%ik**	*67%*	*65%*	*62%*	**79%no**	**81%no**	*65%*	*64%*	*75%*	*84%*	*72%*
Mean	**4.05**	-	4.05	4.03	4.07	**4.13ijk**	**4.18ijk**	**4.23ijk**	**4.07ijk**	3.80	3.76	3.76	**4.16no**	**4.17no**	3.78	3.76	4.03	4.18	3.98
Std Dev.	**0.92**	-	0.92	0.90	0.94	0.95	0.85	0.80	0.91	0.97	1.06	0.87	0.91	0.84	0.97	0.97	0.92	0.90	0.95
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.04	0.06	0.06	0.08	0.09	0.04	0.03	0.04	0.06	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**17**	2	4	4	8	6	11	11	6	3	4	6	*	4	10	3	14
	1%	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	**100**	21	32	22	25	53	47	41	58	15	11	21	29	22	61	15	85
	6%	*4%*	*6%*	*6%*	*6%*	*5%*	*6%*	*3%*	**11%g**	*8%*	*5%*	*5%*	*7%*	*5%*	*6%*	*8%*	*6%*
Neither important nor unimportant (3)	**307**	74	89	63	80	163	144	186	119	41	47	84	70	41	201	41	251
	17%	*15%*	*17%*	*17%*	*21%*	*16%*	*19%*	*15%*	**22%g**	**23%m**	**20%m**	**20%m**	**17%m**	*9%*	**19%m**	*23%*	*16%*
Important (4)	**704**	204	208	156	136	412	292	479	211	54	93	165	155	204	413	54	627
	40%	*41%*	*40%*	*43%*	*35%*	*40%*	*39%*	*40%*	*39%*	*30%*	*40%*	*40%*	*38%*	**44%l**	*39%*	*30%*	*41%*
Very important (5)	**646**	199	190	120	137	389	257	487	150	65	74	137	152	187	363	65	554
	36%	*40%*	*36%*	*33%*	*35%*	*38%*	*34%*	**40%h**	*27%*	*37%*	*32%*	*33%*	*37%*	*41%*	*34%*	*37%*	*36%*
Don't know	**7**	2	2	1	1	4	3	5	2	1	1	1	3	1	5	1	6
	*	*	*	*	*	*	*	*	*	*	*1%*	*	*1%*	*	*	*	*
NET Not at all important/ Not very important	**117**	22	36	26	32	58	58	52	64	18	15	27	29	26	71	18	99
	7%	*4%*	*7%*	*7%*	*8%*	*6%*	*8%*	*4%*	**12%g**	*10%*	*7%*	*7%*	*7%*	*6%*	*7%*	*10%*	*6%*
NET Important / Very important	**1350**	403	398	276	273	801	549	966	361	119	166	302	307	391	776	119	1180
	76%	**80%d**	*76%*	*75%*	*71%*	*78%*	*73%*	**80%h**	*66%*	*67%*	*73%*	*73%*	*75%*	**85%ijkln**	*74%*	*67%*	**77%o**
Mean	**4.05**	**4.16d**	4.05	4.00	3.96	**4.10f**	3.98	**4.15h**	3.81	3.92	3.97	3.98	4.06	**4.20ijkn**	4.01	3.92	4.06
Std Dev.	**0.92**	0.85	0.92	0.92	1.00	0.89	0.96	0.87	0.99	1.04	0.94	0.93	0.91	0.86	0.93	1.04	0.91
Std Error	**0.02**	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.04	0.03	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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Table 175

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	17	14	3	*	12	4	*	*	1	-	4	2	1	1	2	-	-	*	4
		1%	1%	1%	1%	1%	3%d	*	*	2%	-	3%	1%	1%	1%	1%	-	-	1%	4%inop
Not very important	(2)	100	84	15	3	82	7	9	2	4	7	8	4	19	1	16	17	7	1	5
		6%	5%	6%	3%	5%	5%	10%d	5%	6%	4%	6%	3%	12%ikmnr	1%	5%	7%	5%	10%	4%
Neither important nor unimportant	(3)	307	261	45	23	249	31	19	8	8	46	27	33	22	31	35	29	17	2	29
		17%	17%	19%	27%	16%	23%d	22%	17%	12%	24%no	22%n	24%no	14%	24%n	11%	12%	12%	14%	24%hnop
Important	(4)	704	616	88	32	605	51	31	16	25	51	44	44	72	49	156	104	60	9	42
		40%	40%	37%	36%	40%	37%	35%	36%	38%	26%	35%	32%	46%l	38%	48%ikr	44%i	44%i	60%	35%
Very important	(5)	646	563	83	29	558	42	27	19	26	88	41	56	42	46	118	88	54	2	39
		36%	36%	35%	33%	37%	30%	30%	42%ef	40%	46%lr	32%	41%	27%	35%	36%	37%	39%	16%	32%
Don't know		7	6	1	1	3	2	2	*	1	-	2	-	-	-	-	-	-	*	2
		*	*	*	1%	*	1%d	2%d	*	1%	-	2%	-	-	-	-	-	-	*	2%n
NET Not at all important/ Not very important		117	99	18	3	94	11	9	2	5	7	12	5	20	3	18	17	7	2	10
		7%	6%	8%	4%	6%	8%	11%	5%	8%	4%	9%	4%	13%ikmn	2%	5%	7%	5%	10%	8%
NET Important / Very important		1350	1178	171	60	1163	93	58	35	52	138	85	100	114	95	274	192	114	11	82
		76%	76%	73%	69%	77%ef	68%	66%	77%f	78%	72%	67%	72%	73%	74%	84%ijkr	81%r	83%jr	75%	67%
Mean		4.05	4.06	3.99	3.98	4.07ef	3.88	3.87	4.14ef	4.09	4.14r	3.88	4.07	3.86	4.06	4.14lr	4.11	4.17lr	3.80	3.89
Std Dev.		0.92	0.91	0.96	0.89	0.91	1.01	0.99	0.90	0.98	0.91	1.05	0.93	0.98	0.85	0.84	0.88	0.83	0.87	1.03
Std Error		0.02	0.03	0.04	0.06	0.03	0.06	0.06	0.06	0.11	0.09	0.12	0.10	0.10	0.10	0.07	0.09	0.09	0.14	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**17**	7	2	3	1	3	9	4	9	2	6	-	-	11	-
	1%	*1%*	*	*2%*	*1%*	**6%abf**	*1%*	**3%b**	*1%*	*	**2%i**	-	-	*1%*	-
Not very important (2)	**100**	48	34	3	10	4	82	14	34	33	17	12	3	66	16
	6%	*6%*	*5%*	*2%*	**9%c**	*7%*	*6%*	**8%c**	*5%*	*5%*	*7%*	**14%him**	*12%*	*5%*	**13%him**
Neither important nor unimportant (3)	**307**	102	103	66	23	10	205	33	97	113	73	17	4	210	22
	17%	*14%*	*16%*	**34%abdefg**	*20%*	*16%*	*15%*	*18%*	*13%*	*17%*	**29%him**	*19%*	*16%*	*15%*	*18%*
Important (4)	**704**	267	284	75	50	23	551	73	271	296	84	40	7	567	48
	40%	*36%*	**44%a**	*38%*	*43%*	*37%*	*40%*	*41%*	*37%*	**45%hj**	*33%*	*44%*	*26%*	*41%*	*40%*
Very important (5)	**646**	324	219	47	33	20	543	53	329	211	70	21	13	540	34
	36%	**43%bcdg**	*34%*	*24%*	*28%*	*32%*	**39%c**	*30%*	**44%ijkn**	*32%*	*28%*	*23%*	*46%*	**39%ijk**	*29%*
Don't know	**7**	2	2	*	-	2	4	2	1	4	1	-	-	5	-
	*	*	*	*	-	**2%af**	*	*1%*	*	*1%*	*	-	-	*	-
NET Not at all important/ Not very important	**117**	55	36	7	11	7	91	19	43	35	24	12	3	77	16
	7%	*7%*	*6%*	*3%*	*10%*	**12%c**	*7%*	**10%c**	*6%*	*5%*	*9%*	**14%him**	*12%*	*6%*	**13%him**
NET Important / Very important	**1350**	590	504	122	83	43	1094	126	601	506	154	62	20	1107	82
	76%	**79%c**	**78%c**	*62%*	*71%*	*70%*	**78%c**	*70%*	**81%ijkn**	**77%ij**	*61%*	*68%*	*72%*	**79%ijn**	*69%*
Mean	**4.05**	**4.14cdg**	**4.07c**	3.81	3.88	3.87	**4.10cdg**	3.88	**4.19ijkn**	**4.04ijk**	3.77	3.77	4.06	**4.12ijkn**	3.84
Std Dev.	**0.92**	0.95	0.86	0.88	0.95	1.13	0.91	1.01	0.91	0.85	1.01	0.96	1.07	0.89	0.99
Std Error	**0.02**	0.04	0.03	0.07	0.09	0.14	0.03	0.07	0.03	0.03	0.07	0.11	0.20	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**17**	1	16	-	3	13	1	16	1	-	-	17	-
		1%	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
Not very important	(2)	**100**	10	88	1	23	71	5	92	8	-	-	100	-
		6%	*5%*	*6%*	*6%*	*4%*	**7%d**	*5%*	*5%*	*14%*	-	-	*6%*	-
Neither important nor unimportant	(3)	**307**	18	288	2	105	191	11	294	10	3	*	307	-
		17%	*8%*	**19%a**	*6%*	*16%*	*19%*	*10%*	*17%*	*18%*	*32%*	*100%*	*17%*	-
Important	(4)	**704**	96	602	6	265	397	42	681	18	5	-	704	-
		40%	*45%*	*39%*	*23%*	*41%*	*39%*	*39%*	*40%*	*33%*	*58%*	-	*40%*	-
Very important	(5)	**646**	86	543	16	245	351	49	626	18	1	-	646	-
		36%	*41%*	*35%*	*65%*	*38%*	*34%*	*45%*	*37%*	*33%*	*10%*	-	*36%*	-
Don't know		**7**	1	6	-	3	4	-	7	-	-	-	7	-
		*	*	*	-	*	*	-	*	-	-	-	*	-
NET Not at all important/ Not very important		**117**	11	104	1	27	84	6	108	9	-	-	117	-
		7%	*5%*	*7%*	*6%*	*4%*	**8%d**	*6%*	*6%*	*16%*	-	-	*7%*	-
NET Important / Very important		**1350**	182	1145	22	510	747	92	1307	36	6	-	1350	-
		76%	**86%b**	*74%*	*88%*	**79%e**	*73%*	**84%e**	*76%*	*66%*	*68%*	-	*76%*	-
Mean		**4.05**	**4.21b**	4.02	4.48	**4.13e**	3.98	**4.23e**	4.06	3.81	3.78	3.00	4.05	-
Std Dev.		**0.92**	0.83	0.93	0.87	0.85	0.96	0.89	0.91	1.12	0.64	-	0.92	-
Std Error		**0.02**	0.06	0.02	0.17	0.03	0.03	0.09	0.02	0.17	0.20	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important (1)	**17**	3	7	6	2	1	*	2	*	2	5	2	3	1	2	-	-
	1%	*1%*	*2%*	*1%*	*	*	*	*1%*	*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	-	-
Not very important (2)	**100**	38	24	16	21	10	20	9	4	12	9	4	5	7	8	6	7
	6%	***9%c***	*5%*	*4%*	*5%*	*7%*	***14%hklo***	*5%*	*3%*	*7%*	*5%*	*3%*	*4%*	*5%*	*5%*	*4%*	*5%*
Neither important nor unimportant (3)	**307**	80	69	79	79	25	25	30	21	25	23	28	22	29	20	23	37
	17%	*18%*	*15%*	*18%*	*18%*	*18%*	*18%*	*19%*	*16%*	*16%*	*14%*	*16%*	*17%*	*21%*	*13%*	*15%*	*25%*
Important (4)	**704**	172	172	175	185	49	54	69	47	67	57	75	47	54	62	70	54
	40%	*39%*	*39%*	*39%*	*41%*	*36%*	*38%*	*43%*	*37%*	*43%*	*36%*	*43%*	*35%*	*38%*	*41%*	*46%*	*36%*
Very important (5)	**646**	143	173	167	162	52	42	49	56	51	66	64	54	49	57	54	50
	36%	*33%*	*39%*	*37%*	*36%*	*38%*	*30%*	*31%*	*44%*	*33%*	*41%*	*37%*	*41%*	*34%*	*38%*	*35%*	*34%*
Don't know	**7**	1	*	3	3	1	*	-	-	*	-	-	1	2	1	1	1
	*	*	*	*1%*	*1%*	*1%*	*	-	-	*	-	-	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**117**	41	31	22	22	11	20	11	4	13	14	6	8	8	9	6	7
	7%	*9%*	*7%*	*5%*	*5%*	*8%*	***14%hko***	*7%*	*3%*	*8%*	*9%*	*4%*	*6%*	*6%*	*6%*	*4%*	*5%*
NET Important / Very important	**1350**	315	345	343	347	101	96	118	103	118	124	139	101	103	119	124	104
	76%	*72%*	*77%*	*77%*	*77%*	*74%*	*68%*	*74%*	*81%*	*76%*	*77%*	*80%*	*76%*	*72%*	*80%*	*81%*	*70%*
Mean	**4.05**	3.95	4.08	4.08	4.08	4.04	3.84	3.98	**4.21f**	3.99	4.06	4.13	4.10	4.02	4.12	**4.13f**	3.99
Std Dev.	**0.92**	0.96	0.95	0.90	0.87	0.95	1.01	0.91	0.83	0.94	1.04	0.84	0.98	0.91	0.90	0.80	0.89
Std Error	**0.02**	0.05	0.05	0.04	0.04	0.08	0.09	0.07	0.07	0.08	0.08	0.07	0.09	0.08	0.08	0.06	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**18**	-	18	9	9	4	6	1	-	1	4	2	9	1	8	6	17	1	12
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	**3%g**	*2%*	**2%m**	*	*1%*	**2%m**	*1%*	*1%*	*1%*
Not very important (2)	**58**	-	58	31	27	2	9	8	11	12	9	7	11	19	28	16	55	3	53
	3%	-	*3%*	*3%*	*3%*	*1%*	**4%e**	*2%*	**5%e**	**5%e**	**6%eg**	**5%e**	*2%*	*3%*	**5%l**	**6%l**	*4%*	*1%*	*3%*
Neither important nor unimportant (3)	**241**	-	241	112	128	25	26	32	33	53	36	36	51	65	125	72	214	27	247
	14%	-	*14%*	*12%*	*15%*	*8%*	*10%*	*7%*	**14%g**	**21%efg**	**24%efg**	**28%efgh**	*9%*	*10%*	**23%lm**	**26%lm**	*14%*	*12%*	*15%*
Important (4)	**693**	-	693	340	349	112	102	166	83	106	66	58	214	249	230	124	614	78	666
	39%	-	*39%*	*38%*	*40%*	*35%*	*41%*	*37%*	*36%*	*41%*	*45%*	*46%*	*37%*	*37%*	*43%*	*45%*	*40%*	*36%*	*39%*
Very important (5)	**759**	-	759	402	354	174	105	235	105	84	32	25	279	339	141	57	647	106	703
	43%	-	*43%*	*45%*	*41%*	**54%fijk**	**42%jk**	**53%ijk**	**45%ijk**	*33%*	*22%*	*20%*	**49%no**	**50%no**	*27%*	*21%*	*42%*	*48%*	*42%*
Don't know	**11**	-	11	7	3	6	1	3	1	-	-	-	6	4	-	-	6	5	12
	1%	-	*1%*	*1%*	*	*2%*	*	*1%*	*1%*	-	-	-	*1%*	*1%*	-	-	*	**2%p**	*1%*
NET Not at all important/ Not very important	**76**	-	76	40	36	5	15	9	11	14	14	9	20	20	36	22	72	4	65
	4%	-	*4%*	*4%*	*4%*	*2%*	**6%eg**	*2%*	*5%*	*5%*	**9%eg**	*7%*	*4%*	*3%*	**7%m**	**8%m**	*5%*	*2%*	*4%*
NET Important / Very important	**1452**	-	1452	742	703	286	207	400	188	190	98	83	492	588	372	181	1262	184	1369
	82%	-	*82%*	*82%*	*81%*	**89%ijk**	**83%jk**	**90%hijk**	**81%jk**	*74%*	*66%*	*65%*	**86%no**	**87%no**	*70%*	*66%*	*81%*	*84%*	*81%*
Mean	**4.20**	-	4.20	4.23	4.17	**4.42fhijk**	**4.18jk**	**4.42fhijk**	**4.22jk**	4.01	3.76	3.77	**4.32no**	**4.35no**	3.88	3.76	4.18	4.32	4.19
Std Dev.	**0.87**	-	0.87	0.87	0.87	0.76	0.92	0.73	0.86	0.88	0.96	0.88	0.84	0.78	0.91	0.92	0.88	0.79	0.85
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.06	0.05	0.07	0.09	0.04	0.03	0.04	0.06	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1693	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	1780	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	926	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	18	6	1	6	4	8	10	10	4	1	4	7	1	5	12	1	17
	1%	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*	*1%*	*1%*	*	*1%*
Not very important (2)	58	19	15	10	13	35	23	33	25	7	7	13	20	10	40	7	49
	3%	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	*4%*	*3%*	*3%*	*5%*	*2%*	*4%*	*4%*	*3%*
Neither important nor unimportant (3)	241	50	76	54	62	125	116	121	119	28	40	73	43	47	156	28	208
	14%	*10%*	*14%*	*15%*	*16%*	*12%*	*15%*	*10%*	**22%g**	*15%*	*18%*	**18%lm**	*10%*	*10%*	*15%*	*15%*	*14%*
Important (4)	693	177	246	135	136	423	270	458	228	72	98	155	169	159	422	72	591
	39%	*35%*	**47%acd**	*37%*	*35%*	*41%*	*36%*	*38%*	*42%*	*40%*	*43%*	*38%*	*41%*	*35%*	*40%*	*40%*	*38%*
Very important (5)	759	247	183	161	167	430	329	580	167	69	78	163	174	237	415	69	663
	43%	**49%b**	*35%*	**44%b**	*43%*	*42%*	*44%*	**48%h**	*31%*	*39%*	*34%*	*39%*	*43%*	**52%ijkn**	*39%*	*39%*	*43%*
Don't know	11	1	4	*	5	5	6	8	3	2	2	3	2	1	7	2	9
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	76	26	17	16	17	43	33	43	29	8	10	20	22	15	52	8	67
	4%	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*3%*	*5%*	*4%*	*4%*
NET Important / Very important	1452	425	428	296	303	853	599	1037	395	141	176	318	343	396	837	141	1253
	82%	*85%*	*82%*	*81%*	*78%*	*83%*	*79%*	**86%h**	*72%*	*79%*	*77%*	*77%*	*84%*	**86%jkn**	*80%*	*79%*	*82%*
Mean	4.20	4.28	4.14	4.19	4.17	4.21	4.18	**4.30h**	3.97	4.14	4.06	4.11	4.21	**4.34jkn**	4.14	4.14	4.20
Std Dev.	0.87	0.89	0.79	0.90	0.90	0.84	0.90	0.82	0.88	0.85	0.89	0.92	0.85	0.83	0.89	0.85	0.87
Std Error	0.02	0.04	0.03	0.05	0.05	0.03	0.04	0.03	0.03	0.07	0.06	0.05	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	18	12	6	4	16	1	1	-	-	-	5	1	2	5	3	-	-	-	1
		1%	1%	3%	4%a	1%	*	1%	-	-	-	4%lo	1%	2%	4%o	1%	-	-	-	1%
Not very important	(2)	58	56	2	*	47	4	6	2	2	-	5	6	2	5	7	12	8	*	4
		3%	4%	1%	1%	3%	3%	6%	4%	2%	-	4%l	5%l	2%	4%	2%	5%	5%l	1%	3%l
Neither important nor unimportant	(3)	241	196	45	12	200	23	13	5	7	28	21	24	15	18	34	41	12	3	21
		14%	13%	19%a	13%	13%	17%	14%	11%	11%	15%	17%	17%	10%	14%	10%	17%	9%	18%	17%
Important	(4)	693	593	100	30	586	57	32	18	23	63	48	66	70	44	113	106	52	4	52
		39%	38%	43%	34%	39%	41%	36%	39%	35%	33%	38%	48%l	45%	34%	35%	45%	38%	30%	43%
Very important	(5)	759	678	81	40	650	51	37	21	33	101	47	38	66	57	167	76	65	8	44
		43%	44%b	34%	45%	43%	38%	42%	46%	50%kor	52%kor	37%	27%	42%k	44%k	51%kor	32%	48%ko	51%	36%
Don't know		11	9	2	2	9	1	1	*	1	-	-	4	-	-	2	3	-	*	1
		1%	1%	1%	2%	1%	1%	1%	*	1%	-	-	3%	-	-	1%	1%	-	*	1%
NET Not at all important/ Not very important		76	68	8	4	63	4	7	2	2	-	10	7	5	10	10	12	8	*	4
		4%	4%	4%	5%	4%	3%	8%	4%	2%	-	8%l	5%l	3%	8%l	3%	5%	5%l	1%	3%l
NET Important / Very important		1452	1271	181	70	1236	108	69	39	56	163	95	104	136	101	281	183	117	12	96
		82%	82%	77%	80%	82%	79%	78%	84%	85%	85%	75%	75%	87%k	78%	86%k	77%	86%	81%	79%
Mean		4.20	4.22b	4.06	4.18	4.20	4.14	4.11	4.26	4.35jkor	4.38jkor	4.00	3.99	4.24	4.11	4.34jkor	4.05	4.28k	4.31	4.12
Std Dev.		0.87	0.86	0.90	1.00	0.86	0.83	0.96	0.82	0.77	0.73	1.03	0.84	0.82	1.04	0.82	0.83	0.85	0.82	0.83
Std Error		0.02	0.03	0.04	0.07	0.03	0.05	0.06	0.06	0.09	0.07	0.11	0.09	0.08	0.12	0.07	0.09	0.09	0.14	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	18	11	2	5	-	1	12	1	6	4	6	2	-	10	2
	1%	*1%*	*	3%b	-	*1%*	*1%*	*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
Not very important (2)	58	20	23	7	6	2	43	8	16	26	8	6	1	42	8
	3%	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*5%*	*2%*	*4%*	*3%*	7%h	*5%*	*3%*	7%h
Neither important nor unimportant (3)	241	88	76	48	20	9	164	29	66	85	62	20	7	152	28
	14%	*12%*	*12%*	25%abf	*17%*	*14%*	*12%*	*16%*	*9%*	*13%*	25%him	22%hm	*26%*	*11%*	23%him
Important (4)	693	268	281	71	48	19	549	67	256	298	97	29	11	554	40
	39%	*36%*	44%a	*37%*	*41%*	*30%*	*39%*	*37%*	*35%*	45%h	*39%*	*32%*	*38%*	*40%*	*34%*
Very important (5)	759	362	259	64	42	28	621	70	395	240	77	33	9	635	42
	43%	48%bcd	*40%*	*33%*	*36%*	*46%*	45%c	*39%*	53%ijkmn	*36%*	*31%*	*36%*	*31%*	45%ij	*35%*
Don't know	11	1	4	-	2	3	5	5	1	5	2	-	-	7	-
	1%	*	*1%*	-	*1%*	5%abcf	*	3%abf	*	*1%*	*1%*	-	-	*	-
NET Not at all important/ Not very important	76	30	25	12	6	3	55	9	23	29	14	8	1	52	10
	4%	*4%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*	*3%*	*4%*	*6%*	9%h	*5%*	*4%*	8%h
NET Important / Very important	1452	630	540	135	90	47	1170	137	652	538	174	62	20	1189	82
	82%	84%c	84%c	*69%*	*76%*	*76%*	84%cg	*76%*	88%ijkn	82%jkn	*69%*	*69%*	*69%*	85%jkn	*69%*
Mean	4.20	4.27c	4.20c	3.93	4.09	4.22	4.24c	4.13	4.37ijkmn	4.14j	3.92	3.93	3.94	4.27ijkn	3.94
Std Dev.	0.87	0.87	0.81	0.97	0.86	0.92	0.84	0.88	0.81	0.83	0.95	1.03	0.89	0.82	1.00
Std Error	0.02	0.03	0.03	0.07	0.08	0.11	0.02	0.06	0.03	0.03	0.07	0.11	0.17	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**18**	3	15	-	7	11	-	14	4	-	-	18	-
		1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*7%*	-	-	*1%*	-
Not very important	(2)	**58**	4	54	-	9	48	1	58	*	-	-	58	-
		3%	*2%*	*4%*	-	*1%*	**5%d**	*1%*	*3%*	*	-	-	*3%*	-
Neither important nor unimportant	(3)	**241**	17	224	*	75	161	5	237	3	1	-	241	-
		14%	*8%*	*15%*	*1%*	*12%*	**16%f**	*4%*	*14%*	*6%*	*12%*	-	*14%*	-
Important	(4)	**693**	80	600	13	256	396	41	663	24	5	*	693	-
		39%	*38%*	*39%*	*50%*	*40%*	*39%*	*38%*	*39%*	*45%*	*57%*	*100%*	*39%*	-
Very important	(5)	**759**	104	643	12	291	407	61	738	18	3	-	759	-
		43%	*49%*	*42%*	*49%*	*45%*	*40%*	**56%e**	*43%*	*33%*	*30%*	-	*43%*	-
Don't know		**11**	4	6	-	7	3	1	6	5	-	-	11	-
		1%	**2%b**	*	-	*1%*	*	*1%*	*	*9%*	-	-	*1%*	-
NET Not at all important/ Not very important		**76**	7	69	-	16	59	1	72	4	-	-	76	-
		4%	*3%*	*4%*	-	*3%*	**5%d**	*1%*	*4%*	*8%*	-	-	*4%*	-
NET Important / Very important		**1452**	184	1243	25	547	803	102	1402	42	8	*	1452	-
		82%	*87%*	*81%*	*99%*	**85%e**	*78%*	**94%e**	*82%*	*77%*	*88%*	*100%*	*82%*	-
Mean		**4.20**	4.34	4.17	4.47	**4.28e**	4.11	**4.49de**	4.20	4.05	4.18	4.00	4.20	-
Std Dev.		**0.87**	0.83	0.87	0.53	0.81	0.91	0.64	0.86	1.09	0.67	-	0.87	-
Std Error		**0.02**	0.06	0.02	0.10	0.03	0.03	0.07	0.02	0.17	0.21	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**18**	7	2	7	2	1	3	3	-	-	2	-	3	4	1	*	-
		1%	*2%*	*	*2%*	*	*1%*	*2%*	*2%*	-	-	*1%*	-	*2%*	*3%*	*1%*	*	-
Not very important	(2)	**58**	15	17	11	15	4	9	3	1	6	10	4	2	5	9	3	4
		3%	*3%*	*4%*	*2%*	*3%*	*3%*	*6%*	*2%*	*1%*	*4%*	*6%*	*3%*	*1%*	*4%*	*6%*	*2%*	*2%*
Neither important nor unimportant	(3)	**241**	70	48	72	51	24	22	23	11	21	16	25	22	25	13	16	23
		14%	*16%*	*11%*	*16%*	*11%*	*18%*	*16%*	*15%*	*9%*	*14%*	*10%*	*15%*	*16%*	*18%*	*8%*	*10%*	*15%*
Important	(4)	**693**	180	155	184	174	59	57	65	45	67	43	77	54	54	64	59	51
		39%	*41%*	*35%*	*41%*	*39%*	**43%j**	*40%*	*41%*	*35%*	**43%j**	*27%*	**44%j**	*41%*	*38%*	**43%j**	*38%*	*34%*
Very important	(5)	**759**	164	220	171	204	48	50	65	70	62	88	66	52	52	58	75	71
		43%	*37%*	**50%ac**	*38%*	*45%*	*35%*	*35%*	*41%*	**55%efkmn**	*40%*	**55%efikmn**	*38%*	*39%*	*37%*	*39%*	*49%*	*48%*
Don't know		**11**	2	3	1	5	1	1	-	1	*	2	-	*	1	5	-	*
		1%	*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	-	*	*1%*	*3%*	-	*
NET Not at all important/ Not very important		**76**	22	19	18	17	5	12	6	1	6	12	4	5	9	10	3	4
		4%	*5%*	*4%*	*4%*	*4%*	*3%*	**8%h**	*4%*	*1%*	*4%*	*7%*	*3%*	*3%*	*7%*	*7%*	*2%*	*2%*
NET Important / Very important		**1452**	344	375	355	378	107	107	130	115	128	132	143	106	106	122	134	122
		82%	*79%*	*84%*	*79%*	*84%*	*78%*	*76%*	*82%*	**90%fm**	*82%*	*82%*	*83%*	*80%*	*75%*	*82%*	**88%fm**	*82%*
Mean		**4.20**	4.10	**4.30ac**	4.12	**4.26a**	4.10	4.01	4.18	**4.45efgiklmn**	4.18	4.30	4.19	4.14	4.02	4.16	**4.35fm**	4.28
Std Dev.		**0.87**	0.90	0.84	0.88	0.82	0.84	0.98	0.87	0.70	0.81	0.96	0.77	0.89	0.99	0.89	0.75	0.81
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.07	0.09	0.07	0.06	0.07	0.08	0.06	0.08	0.09	0.08	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**9**	-	9	6	3	3	4	-	-	-	*	2	7	-	2	2	9	-	7
	*	-	*	1%	*	1%	1%	-	-	-	*	1%	1%m	-	*	1%	1%	-	*
Not very important (2)	**33**	-	33	15	18	10	5	6	3	2	6	2	15	9	9	8	22	11	30
	2%	-	2%	2%	2%	3%	2%	1%	1%	1%	4%	2%	3%	1%	2%	3%	1%	5%p	2%
Neither important nor unimportant (3)	**162**	-	162	96	65	38	24	31	10	32	13	15	62	40	60	28	145	17	156
	9%	-	9%	11%	7%	12%h	10%	7%	4%	13%h	9%	12%	11%m	6%	11%m	10%	9%	8%	9%
Important (4)	**756**	-	756	396	355	129	105	163	109	113	81	55	234	272	250	136	670	82	734
	42%	-	42%	44%	41%	40%	42%	37%	47%	44%	55%eg	43%	41%	40%	47%	50%	43%	37%	43%
Very important (5)	**799**	-	799	376	422	138	106	239	109	107	47	53	244	348	207	100	693	103	746
	45%	-	45%	42%	48%c	43%	43%	54%efij	47%j	42%	32%	42%	43%	51%lno	39%	37%	45%	47%	44%
Don't know	**20**	-	20	13	7	4	5	5	2	3	-	1	9	8	4	1	14	6	20
	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	-	*	2%	1%	1%	*	1%	3%	1%
NET Not at all important/ Not very important	**42**	-	42	21	21	13	9	6	3	2	6	4	22	9	12	10	31	11	37
	2%	-	2%	2%	2%	4%	4%	1%	1%	1%	4%	3%	4%m	1%	2%	4%	2%	5%	2%
NET Important / Very important	**1555**	-	1555	771	777	267	211	402	217	220	128	108	478	620	457	237	1363	186	1480
	87%	-	87%	86%	89%	83%	85%	90%e	94%efi	86%	87%	85%	84%	92%lm	86%	86%	88%	84%	87%
Mean	**4.31**	-	4.31	4.26	4.36c	4.22	4.25	4.45efijk	4.41j	4.28	4.14	4.23	4.24	4.43lno	4.23	4.18	4.31	4.30	4.30
Std Dev.	**0.76**	-	0.76	0.77	0.74	0.85	0.83	0.69	0.63	0.70	0.76	0.83	0.84	0.67	0.75	0.79	0.75	0.83	0.75
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.06	0.03	0.04	0.04	0.06	0.09	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**9**	3	1	1	3	4	4	7	2	-	5	1	-	3	5	-	9
	*****	*1%*	*	*	*1%*	*	*1%*	*1%*	*	-	**2%l**	*	-	*1%*	*1%*	-	*1%*
Not very important (2)	**33**	11	16	2	4	27	6	22	12	1	6	12	8	6	26	1	32
	2%	*2%*	*3%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*
Neither important nor unimportant (3)	**162**	48	48	27	40	95	67	109	53	17	24	46	29	39	99	17	140
	9%	*9%*	*9%*	*8%*	*10%*	*9%*	*9%*	*9%*	*10%*	*10%*	*11%*	*11%*	*7%*	*9%*	*9%*	*10%*	*9%*
Important (4)	**756**	190	234	170	162	424	332	489	252	76	93	191	165	180	448	76	648
	42%	*38%*	*45%*	*46%*	*42%*	*41%*	*44%*	*40%*	*46%*	*43%*	*41%*	*46%*	*40%*	*39%*	*43%*	*43%*	*42%*
Very important (5)	**799**	244	219	162	174	463	336	572	218	80	98	162	205	225	465	80	693
	45%	*49%*	*42%*	*44%*	*45%*	*45%*	*45%*	**47%h**	*40%*	*45%*	*43%*	*39%*	**50%k**	**49%k**	*44%*	*45%*	*45%*
Don't know	**20**	6	7	3	4	13	7	11	9	4	3	1	4	5	8	4	14
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*	*1%*	*1%*	*1%*	*3%*	*1%*
NET Not at all important/ Not very important	**42**	14	17	4	7	31	11	28	14	1	11	13	8	9	32	1	41
	2%	*3%*	*3%*	*1%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*5%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*
NET Important / Very important	**1555**	434	453	332	336	887	668	1061	469	156	191	353	369	405	913	156	1342
	87%	*87%*	*86%*	*91%*	*87%*	*86%*	*89%*	*88%*	*86%*	*87%*	*83%*	*85%*	*90%*	*88%*	*87%*	*87%*	*87%*
Mean	**4.31**	4.33	4.26	4.35	4.30	4.30	4.32	4.33	4.25	4.35	4.21	4.22	**4.39jk**	**4.36k**	4.28	4.35	4.30
Std Dev.	**0.76**	0.79	0.77	0.68	0.76	0.78	0.72	0.76	0.76	0.68	0.89	0.77	0.71	0.76	0.78	0.68	0.77
Std Error	**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.05	0.06	0.04	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important (1)	**9**	7	2	-	8	1	*	-	-	-	3	1	-	1	3	-	-	-	1
	*	*	1%	-	1%	*	1%	-	-	-	2%	1%	-	1%	1%	-	-	-	1%
Not very important (2)	**33**	30	4	2	26	4	2	1	-	1	-	5	4	1	9	4	2	*	4
	2%	2%	2%	2%	2%	3%	2%	2%	-	1%	-	4%	3%	1%	3%	1%	2%	*	4%
Neither important nor unimportant (3)	**162**	137	25	7	138	10	10	5	4	16	14	16	21	9	28	19	10	1	9
	9%	9%	11%	8%	9%	7%	11%	10%	6%	9%	11%	12%	13%	7%	9%	8%	8%	4%	7%
Important (4)	**756**	652	104	39	641	61	34	20	28	73	50	56	63	62	142	106	61	10	51
	42%	42%	44%	44%	42%	45%	38%	44%	43%	38%	39%	41%	40%	48%	44%	45%	45%	70%	42%
Very important (5)	**799**	703	96	37	678	59	43	20	32	101	56	55	68	54	140	110	62	4	55
	45%	45%	41%	42%	45%	43%	48%	43%	49%	53%	44%	40%	44%	42%	43%	46%	45%	25%	45%
Don't know	**20**	16	4	4	17	3	-	*	1	-	4	4	-	1	4	-	1	*	3
	1%	1%	2%	4%	1%	2%	-	1%	2%	-	4%	3%	-	1%	1%	-	1%	*	2%
NET Not at all important/ Not very important	**42**	37	5	2	34	5	2	1	-	1	3	6	4	2	11	4	2	*	5
	2%	2%	2%	2%	2%	4%	2%	2%	-	1%	2%	4%	3%	2%	4%	1%	2%	*	4%
NET Important / Very important	**1555**	1355	200	75	1319	120	77	40	61	174	105	112	131	116	282	216	123	14	106
	87%	88%	85%	86%	87%	87%	86%	87%	92%	91%	83%	81%	84%	90%	86%	91%	90%	95%	86%
Mean	**4.31**	4.32	4.25	4.31	4.31	4.28	4.32	4.28	4.44	4.43	4.27	4.20	4.25	4.30	4.26	4.35	4.35	4.20	4.29
Std Dev.	**0.76**	0.75	0.77	0.72	0.75	0.78	0.79	0.75	0.61	0.68	0.85	0.84	0.79	0.72	0.80	0.69	0.69	0.54	0.80
Std Error	**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.07	0.07	0.10	0.09	0.08	0.08	0.07	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	9	6	*	3	-	-	6	-	1	2	6	-	-	3	-
	*	1%	*	2%b	-	-	*	-	*	*	2%him	-	-	*	-
Not very important (2)	33	7	19	*	4	2	26	7	7	14	12	*	*	20	1
	2%	1%	3%	*	4%	4%	2%	4%a	1%	2%	5%hm	*	1%	1%	*
Neither important nor unimportant (3)	162	54	50	35	20	3	105	23	48	45	51	17	1	93	19
	9%	7%	8%	18%abef	17%abf	4%	8%	13%	7%	7%	20%him	19%him	4%	7%	16%him
Important (4)	756	262	311	96	56	27	573	83	271	322	103	42	15	592	57
	42%	35%	48%af	49%a	48%a	44%	41%	46%a	37%	49%hm	41%	47%	53%	42%	48%
Very important (5)	799	410	263	59	35	26	673	61	409	271	75	28	12	680	40
	45%	55%bcdfg	41%	30%	30%	42%	48%bcdg	34%	55%ijkmn	41%j	30%	30%	42%	49%ijkn	33%
Don't know	20	10	2	2	2	4	12	5	6	4	4	3	-	11	3
	1%	1%	*	1%	1%	6%abf	1%	3%bf	1%	1%	2%	4%m	-	1%	3%
NET Not at all important/ Not very important	42	13	19	3	4	2	32	7	8	16	18	*	*	23	1
	2%	2%	3%	2%	4%	4%	2%	4%	1%	2%	7%himn	*	1%	2%	*
NET Important / Very important	1555	673	573	155	91	53	1246	144	680	593	179	70	27	1273	97
	87%	90%cdg	89%cdg	79%	78%	86%	89%cdg	80%	92%ijkn	90%ijkn	71%	77%	95%	91%ijkn	81%
Mean	4.31	4.44bcdg	4.27cd	4.07	4.06	4.31	4.36cdg	4.14	4.47ijkn	4.30j	3.93	4.11	4.37	4.39ijkn	4.17
Std Dev.	0.76	0.74	0.73	0.79	0.79	0.76	0.74	0.79	0.67	0.71	0.96	0.72	0.61	0.70	0.70
Std Error	0.02	0.03	0.03	0.06	0.07	0.09	0.02	0.06	0.03	0.03	0.07	0.08	0.11	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**9**	-	9	-	1	8	-	6	3	-	-	9	-
		0%	-	*1%*	-	*	*1%*	-	*	*5%*	-	-	*	-
Not very important	(2)	**33**	*	33	-	8	24	1	32	*	1	-	33	-
		2%	*	*2%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	*16%*	-	*2%*	-
Neither important nor unimportant	(3)	**162**	19	143	1	53	102	7	155	6	1	-	162	-
		9%	*9%*	*9%*	*3%*	*8%*	*10%*	*7%*	*9%*	*11%*	*12%*	-	*9%*	-
Important	(4)	**756**	86	661	9	260	438	58	724	27	5	*	756	-
		42%	*41%*	*43%*	*35%*	*40%*	*43%*	*53%*	*42%*	*49%*	*49%*	*100%*	*42%*	-
Very important	(5)	**799**	101	683	16	314	444	42	782	15	2	-	799	-
		45%	*47%*	*44%*	*62%*	*49%*	*43%*	*38%*	*46%*	*28%*	*22%*	-	*45%*	-
Don't know		**20**	6	14	-	9	10	1	17	3	-	-	20	-
		1%	*3%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*6%*	-	-	*1%*	-
NET Not at all important/ Not very important		**42**	*	42	-	8	33	1	37	3	1	-	42	-
		2%	*	*3%*	-	*1%*	*3%*	*1%*	*2%*	*6%*	*16%*	-	*2%*	-
NET Important / Very important		**1555**	187	1344	24	574	881	100	1506	42	7	*	1555	-
		87%	*88%*	*87%*	*97%*	*89%*	*86%*	*92%*	*88%*	*77%*	*72%*	*100%*	*87%*	-
Mean		**4.31**	4.39	4.29	4.59	**4.38e**	4.26	4.30	4.32	3.99	3.78	4.00	4.31	-
Std Dev.		**0.76**	0.66	0.77	0.56	0.70	0.80	0.64	0.74	0.99	1.02	-	0.76	-
Std Error		**0.02**	0.05	0.02	0.11	0.03	0.03	0.07	0.02	0.16	0.32	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**9**	5	1	3	*	-	3	2	-	-	1	*	3	-	*	-	-
		*	*1%*	*	*1%*	*	-	*2%*	*1%*	-	-	*	*	*2%*	-	*	-	-
Not very important	(2)	**33**	14	9	4	7	5	6	3	1	2	5	*	3	*	2	3	2
		2%	*3%*	*2%*	*1%*	*2%*	*4%*	*4%*	*2%*	*1%*	*1%*	*3%*	*	*2%*	*	*1%*	*2%*	*1%*
Neither important nor unimportant	(3)	**162**	45	33	39	45	14	21	11	7	13	13	14	10	16	15	19	11
		9%	*10%*	*7%*	*9%*	*10%*	*10%*	*15%*	*7%*	*6%*	*8%*	*8%*	*8%*	*7%*	*11%*	*10%*	*12%*	*7%*
Important	(4)	**756**	181	174	213	187	61	56	64	44	70	61	85	65	64	61	63	63
		42%	*41%*	*39%*	*48%*	*42%*	*45%*	*40%*	*40%*	*34%*	*45%*	*38%*	*49%*	*49%*	*45%*	*41%*	*41%*	*42%*
Very important	(5)	**799**	186	224	182	207	56	53	78	75	71	78	73	51	58	69	66	72
		45%	*43%*	**50%c**	*41%*	*46%*	*41%*	*37%*	*49%*	**58%efklm**	*46%*	*48%*	*42%*	*38%*	*41%*	*46%*	*43%*	*49%*
Don't know		**20**	5	4	6	4	1	3	2	1	*	3	1	1	4	3	1	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	-
NET Not at all important/ Not very important		**42**	19	9	7	7	5	9	5	1	2	6	*	6	*	2	3	2
		2%	*4%*	*2%*	*2%*	*2%*	*4%*	**6%km**	*3%*	*1%*	*1%*	*4%*	*	*5%*	*	*1%*	*2%*	*1%*
NET Important / Very important		**1555**	368	398	395	395	117	109	142	119	141	138	157	115	122	130	130	136
		87%	*84%*	*89%*	*88%*	*88%*	*86%*	*77%*	**89%f**	**93%f**	**90%f**	*86%*	**91%f**	*87%*	*86%*	*87%*	*85%*	**91%f**
Mean		**4.31**	4.23	**4.39a**	4.28	4.33	4.23	4.08	4.36	**4.51efklo**	**4.35f**	4.33	4.34	4.20	4.30	4.34	4.27	**4.39f**
Std Dev.		**0.76**	0.84	0.73	0.72	0.72	0.78	0.95	0.78	0.66	0.69	0.80	0.64	0.85	0.68	0.72	0.76	0.68
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.07	0.08	0.06	0.06	0.06	0.06	0.05	0.07	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**13**	-	13	6	7	7	3	-	*	-	2	1	10	*	2	2	11	2	9
	1%	-	*1%*	*1%*	*1%*	**2%g**	*1%*	-	*	-	*1%*	*1%*	**2%m**	*	*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**13**	-	13	9	4	8	2	1	1	1	-	-	10	3	1	-	8	5	11
	1%	-	*1%*	*1%*	*	*2%*	*1%*	*	*1%*	*	-	-	*2%*	*	*	-	*1%*	**2%p**	*1%*
Neither important nor unimportant (3)	**104**	-	104	64	38	32	19	30	7	9	3	3	52	38	14	6	86	17	96
	6%	-	*6%*	*7%*	*4%*	**10%hij**	*8%*	*7%*	*3%*	*3%*	*2%*	*2%*	**9%no**	*6%*	*3%*	*2%*	*6%*	*8%*	*6%*
Important (4)	**574**	-	574	312	262	95	86	149	74	74	40	55	181	223	170	96	513	61	505
	32%	-	*32%*	*35%*	*30%*	*29%*	*35%*	*34%*	*32%*	*29%*	*27%*	*43%*	*32%*	*33%*	*32%*	*35%*	*33%*	*28%*	*30%*
Very important (5)	**1070**	-	1070	508	555	177	136	262	150	174	102	69	314	412	344	171	929	134	1060
	60%	-	*60%*	*56%*	**64%c**	*55%*	*55%*	*59%*	*64%*	**67%ef**	*69%*	*54%*	*55%*	*61%*	**65%l**	*62%*	*60%*	*61%*	*63%*
Don't know	**7**	-	7	3	4	3	2	1	-	-	1	-	5	1	1	1	7	-	12
	*	-	*	*	*	*1%*	*1%*	*	-	-	*1%*	-	*1%*	*	*	*	*	-	*1%*
NET Not at all important/ Not very important	**26**	-	26	15	11	15	5	1	2	1	2	1	20	3	3	2	18	8	20
	1%	-	*1%*	*2%*	*1%*	**5%gl**	*2%*	*	*1%*	*	*1%*	*1%*	**3%mn**	*	*1%*	*1%*	*1%*	*3%*	*1%*
NET Important / Very important	**1644**	-	1644	820	817	272	222	412	224	248	142	124	494	635	514	266	1442	195	1565
	92%	-	*92%*	*91%*	*94%*	*84%*	*89%*	**93%e**	**96%ef**	**96%ef**	**96%e**	**97%e**	*87%*	**94%l**	**97%l**	**97%l**	*93%*	*89%*	*92%*
Mean	**4.51**	-	4.51	4.45	**4.56c**	4.34	4.42	**4.52e**	**4.60ef**	**4.63ef**	**4.64ef**	4.50	4.37	**4.54l**	**4.60l**	**4.58l**	4.51	4.45	4.54
Std Dev.	**0.71**	-	0.71	0.73	0.68	0.92	0.77	0.64	0.59	0.57	0.64	0.61	0.86	0.62	0.60	0.63	0.69	0.82	0.68
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.03	0.04	0.03	0.05	0.06	0.04	0.02	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**13**	3	-	3	7	3	10	10	3	-	4	5	2	2	10	-	12
	1%	*1%*	-	*1%*	**2%b**	*	*1%*	*1%*	*1%*	-	*2%*	*1%*	*	*	*1%*	-	*1%*
Not very important (2)	**13**	8	-	*	5	8	5	6	8	1	-	4	4	4	9	1	12
	1%	**2%b**	-	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Neither important nor unimportant (3)	**104**	41	22	20	21	63	41	81	21	13	13	21	29	28	63	13	91
	6%	*8%*	*4%*	*5%*	*5%*	*6%*	*5%*	*7%*	*4%*	*7%*	*5%*	*5%*	*7%*	*6%*	*6%*	*7%*	*6%*
Important (4)	**574**	150	183	137	103	334	240	404	164	51	65	152	122	147	340	51	499
	32%	*30%*	*35%*	**37%d**	*27%*	*33%*	*32%*	*33%*	*30%*	*29%*	*29%*	*37%*	*30%*	*32%*	*32%*	*29%*	*32%*
Very important (5)	**1070**	298	317	206	249	615	455	704	348	113	146	228	251	277	625	113	916
	60%	*59%*	*60%*	*56%*	*64%*	*60%*	*60%*	*58%*	*64%*	*63%*	*64%*	*55%*	*61%*	*60%*	*59%*	*63%*	*60%*
Don't know	**7**	2	3	-	2	5	2	4	2	-	1	3	1	1	6	-	7
	*	*	*1%*	-	*	*	*	*	*	-	*1%*	*1%*	*	*	*1%*	-	*
NET Not at all important/ Not very important	**26**	11	-	3	12	11	15	16	10	1	4	9	6	6	19	1	25
	1%	**2%b**	-	*1%*	**3%b**	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
NET Important / Very important	**1644**	449	500	343	352	948	695	1108	512	165	212	380	374	424	965	165	1415
	92%	*89%*	**95%a**	*94%*	*91%*	*92%*	*92%*	*92%*	*94%*	*92%*	*92%*	*92%*	*91%*	*92%*	*92%*	*92%*	*92%*
Mean	**4.51**	4.47	4.56	4.48	4.51	4.52	4.50	4.48	4.56	4.55	4.54	4.45	4.51	4.51	4.49	4.55	4.50
Std Dev.	**0.71**	0.76	0.58	0.68	0.81	0.67	0.75	0.72	0.69	0.66	0.75	0.75	0.71	0.69	0.73	0.66	0.72
Std Error	**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.05	0.05	0.04	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	**13**	12	1	-	12	1	*	-	-	-	5	1	-	-	6	-	-	-	1
		1%	*1%*	*	-	*1%*	*1%*	*	-	-	-	**4%o**	*1%*	-	-	*2%*	-	-	-	*1%*
Not very important	(2)	**13**	11	2	-	13	-	*	*	1	1	-	-	3	1	4	-	2	-	-
		1%	*1%*	*1%*	-	*1%*	-	*	*	*1%*	*1%*	-	-	*2%*	*1%*	*1%*	-	*1%*	-	-
Neither important nor unimportant	(3)	**104**	91	13	5	87	9	5	3	2	12	13	8	7	2	25	9	10	*	8
		6%	*6%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*3%*	*6%*	**10%m**	*6%*	*4%*	*1%*	*8%*	*4%*	*7%*	*3%*	*7%*
Important	(4)	**574**	503	71	23	493	48	20	13	20	47	31	40	55	48	118	102	30	8	40
		32%	*33%*	*30%*	*27%*	**33%f**	**35%f**	*23%*	*28%*	*30%*	*25%*	*25%*	*29%*	*35%*	**37%p**	**36%p**	**43%ijp**	*22%*	*55%*	*33%*
Very important	(5)	**1070**	922	147	58	901	78	62	30	43	131	77	89	90	78	173	126	95	6	72
		60%	*60%*	*63%*	*66%*	*60%*	*57%*	**69%de**	*65%*	*65%*	**68%no**	*61%*	*64%*	*58%*	*60%*	*53%*	*53%*	**69%no**	*42%*	*59%*
Don't know		**7**	5	2	2	4	1	1	1	1	-	1	1	2	-	-	-	-	*	1
		*	*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	-	-	-	*	*1%*
NET Not at all important/ Not very important		**26**	23	3	-	24	1	1	*	1	1	5	1	3	1	11	-	2	-	1
		1%	*1%*	*1%*	-	*2%*	*1%*	*1%*	*	*1%*	*1%*	**4%o**	*1%*	*2%*	*1%*	*3%*	-	*1%*	-	*1%*
NET Important / Very important		**1644**	1426	218	81	1394	126	82	42	63	179	108	129	145	126	291	229	125	14	112
		92%	*92%*	*93%*	*92%*	*92%*	*92%*	*92%*	*92%*	*95%*	*93%*	*86%*	*93%*	*93%*	**97%j**	*89%*	**96%j**	*91%*	*96%*	*92%*
Mean		**4.51**	4.50	4.55	4.61	4.50	4.49	4.63	4.58	4.60	**4.61n**	4.40	4.57	4.50	4.57	4.37	4.49	**4.59n**	4.39	4.50
Std Dev.		**0.71**	0.71	0.68	0.60	0.71	0.69	0.64	0.63	0.62	0.64	0.94	0.66	0.66	0.59	0.84	0.57	0.69	0.57	0.70
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.10	0.07	0.07	0.07	0.07	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	13	3	3	3	2	2	6	4	*	3	5	4	-	4	4
	1%	*	*	2%	1%	4%abf	*	2%f	*	*	2%hm	4%him	-	*	3%him
Not very important (2)	13	4	6	1	*	2	10	2	1	3	7	2	*	4	2
	1%	1%	1%	*	*	3%	1%	1%	*	*	3%him	2%h	*	*	2%
Neither important nor unimportant (3)	104	19	32	29	20	3	51	23	16	25	43	19	1	41	20
	6%	3%	5%	15%abf	17%abf	6%	4%	13%abf	2%	4%	17%him	20%him	4%	3%	16%him
Important (4)	574	197	247	70	39	20	444	59	184	261	89	31	9	445	40
	32%	26%	38%af	36%	33%	33%	32%	33%	25%	40%hm	35%h	34%	33%	32%h	33%
Very important (5)	1070	524	355	92	57	32	879	89	540	364	106	34	18	903	52
	60%	70%bcdefg	55%	47%	49%	52%	63%bcdg	50%	73%ijkmn	55%jk	42%	38%	63%	65%ijkn	44%
Don't know	7	2	2	-	-	2	4	2	1	2	1	2	-	3	2
	*	*	*	-	-	2%af	*	1%	*	*	*	2%h	-	*	1%
NET Not at all important/ Not very important	26	7	9	4	2	4	16	6	2	6	13	6	*	8	6
	1%	1%	1%	2%	2%	7%abf	1%	3%	*	1%	5%him	6%him	*	1%	5%him
NET Important / Very important	1644	721	602	162	96	53	1323	148	724	624	195	65	27	1348	92
	92%	96%cdeg	93%cdg	83%	82%	85%	95%cdeg	83%	98%ijkn	95%ijkn	77%	71%	96%	96%ijkn	77%
Mean	4.51	4.65bcdefg	4.47cdg	4.27	4.27	4.30	4.57bcdeg	4.28	4.70ijkmn	4.49ijkn	4.13	4.00	4.59	4.60ijkn	4.14
Std Dev.	0.71	0.60	0.68	0.84	0.85	0.99	0.64	0.90	0.52	0.64	0.94	1.04	0.60	0.59	0.99
Std Error	0.02	0.02	0.03	0.06	0.08	0.12	0.02	0.07	0.02	0.02	0.07	0.12	0.11	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important (1)	**13**	*	12	-	6	7	-	13	-	-	-	13	-
	1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important (2)	**13**	2	12	*	3	10	-	10	1	1	-	13	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*3%*	*16%*	-	*1%*	-
Neither important nor unimportant (3)	**104**	10	92	2	35	59	10	90	12	1	*	104	-
	6%	*5%*	*6%*	*6%*	*5%*	*6%*	*9%*	*5%*	*22%*	*13%*	*100%*	*6%*	-
Important (4)	**574**	80	489	5	222	314	38	545	27	2	-	574	-
	32%	*38%*	*32%*	*18%*	*34%*	*31%*	*35%*	*32%*	*50%*	*21%*	-	*32%*	-
Very important (5)	**1070**	119	934	17	374	635	60	1051	14	5	-	1070	-
	60%	*56%*	*61%*	*69%*	*58%*	*62%*	*55%*	*61%*	*26%*	*49%*	-	*60%*	-
Don't know	**7**	1	4	2	5	2	-	7	-	-	-	7	-
	*	*1%*	*	*6%*	*1%*	*	-	*	-	-	-	*	-
NET Not at all important/ Not very important	**26**	2	24	*	9	17	-	23	1	1	-	26	-
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	*3%*	*16%*	-	*1%*	-
NET Important / Very important	**1644**	199	1423	22	596	949	99	1596	41	7	-	1644	-
	92%	*94%*	*92%*	*87%*	*92%*	*92%*	*91%*	*93%*	*75%*	*71%*	-	*92%*	-
Mean	**4.51**	4.49	4.51	4.65	4.49	4.52	4.46	4.53	3.99	4.04	3.00	4.51	-
Std Dev.	**0.71**	0.65	0.72	0.65	0.71	0.71	0.66	0.69	0.77	1.19	-	0.71	-
Std Error	**0.02**	0.05	0.02	0.13	0.03	0.02	0.07	0.02	0.12	0.38	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**13**	4	3	3	3	-	2	2	-	-	3	-	3	-	-	*	2
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	-	-	*2%*	-	*3%*	-	-	*	*2%*
Not very important	(2)	**13**	1	3	2	7	-	1	-	2	-	2	-	2	*	3	-	4
		1%	*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	*	*2%*	-	*3%*
Neither important nor unimportant	(3)	**104**	30	31	30	13	7	15	8	9	11	11	10	8	12	5	3	5
		6%	**7%d**	**7%d**	*7%*	*3%*	*5%*	**11%o**	*5%*	*7%*	*7%*	*7%*	*6%*	*6%*	**9%o**	*3%*	*2%*	*3%*
Important	(4)	**574**	145	121	149	159	54	38	53	40	43	38	65	43	41	56	46	56
		32%	*33%*	*27%*	*33%*	*35%*	**39%j**	*27%*	*34%*	*31%*	*28%*	*24%*	**38%j**	*33%*	*29%*	**38%j**	*30%*	**38%j**
Very important	(5)	**1070**	255	285	259	270	75	84	96	77	101	107	97	75	87	85	104	81
		60%	*58%*	*64%*	*58%*	*60%*	*55%*	*59%*	*60%*	*60%*	*65%*	*67%*	*56%*	*57%*	*61%*	*57%*	*68%*	*54%*
Don't know		**7**	2	1	4	*	1	1	-	1	*	*	1	1	2	*	-	-
		*	*	*	*1%*	*	*1%*	*1%*	-	*1%*	*	*	*	*1%*	*2%*	*	-	-
NET Not at all important/ Not very important		**26**	5	6	5	9	-	3	2	2	-	5	-	5	*	3	*	6
		1%	*1%*	*1%*	*1%*	*2%*	-	*2%*	*2%*	*1%*	-	*3%*	-	*4%*	*	*2%*	*	*4%*
NET Important / Very important		**1644**	400	407	408	429	129	122	149	117	144	145	162	118	128	142	150	137
		92%	*92%*	*91%*	*91%*	*95%*	*94%*	*86%*	*94%*	*91%*	*93%*	*90%*	*94%*	*89%*	*90%*	*95%*	**98%fhjlm**	*92%*
Mean		**4.51**	4.48	4.54	4.49	4.52	4.50	4.43	4.51	4.51	4.57	4.52	4.51	4.41	4.53	4.50	**4.66flp**	4.41
Std Dev.		**0.71**	0.72	0.72	0.71	0.68	0.59	0.81	0.73	0.68	0.63	0.82	0.60	0.87	0.66	0.65	0.52	0.82
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.05	0.07	0.06	0.06	0.05	0.06	0.05	0.08	0.06	0.06	0.04	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**66**	-	66	28	39	4	5	2	10	23	17	5	9	12	45	22	65	1	77
	4%	-	*4%*	*3%*	*4%*	*1%*	*2%*	*1%*	**4%g**	**9%efg**	**12%efg**	**4%g**	*2%*	*2%*	**8%lm**	**8%lm**	*4%*	*1%*	*5%*
Not very important (2)	**156**	-	156	48	106	20	12	22	17	32	25	27	33	39	84	52	144	13	180
	9%	-	*9%*	*5%*	**12%c**	*6%*	*5%*	*5%*	*7%*	**13%fg**	**17%efgh**	**21%efgh**	*6%*	*6%*	**16%lm**	**19%lm**	*9%*	*6%*	*11%*
Neither important nor unimportant (3)	**408**	-	408	210	196	52	49	56	61	88	57	46	101	116	192	103	372	36	433
	23%	-	*23%*	*23%*	*22%*	*16%*	*20%*	*12%*	**26%eg**	**34%efg**	**39%efg**	**36%efg**	*18%*	*17%*	**36%lm**	**38%lm**	*24%*	*16%*	*26%*
Important (4)	**572**	-	572	314	255	116	77	175	71	58	39	34	193	246	132	74	496	75	507
	32%	-	*32%*	*35%*	*29%*	**36%i**	*31%*	**39%i**	*31%*	*23%*	*27%*	*27%*	**34%n**	**36%n**	*25%*	*27%*	*32%*	*34%*	*30%*
Very important (5)	**574**	-	574	300	272	130	104	188	73	55	9	15	234	261	79	24	473	95	487
	32%	-	*32%*	*33%*	*31%*	**40%ijk**	**42%ijk**	**42%hijk**	**31%jk**	**22%j**	*6%*	*12%*	**41%no**	**38%no**	*15%*	*9%*	*30%*	**43%p**	*29%*
Don't know	**4**	-	4	2	3	1	1	2	1	-	-	-	1	3	-	-	4	-	9
	*	-	*	*	*	*	*	*	*	-	-	-	*	*	-	-	*	-	*1%*
NET Not at all important/ Not very important	**222**	-	222	76	144	24	18	24	27	55	42	32	42	51	129	74	208	14	257
	12%	-	*12%*	*8%*	**17%c**	*7%*	*7%*	*5%*	**12%g**	**21%efgh**	**29%efgh**	**25%efgh**	*7%*	*8%*	**24%lm**	**27%lm**	*13%*	*6%*	*15%*
NET Important / Very important	**1145**	-	1145	614	527	246	181	363	144	114	48	49	427	507	211	98	968	170	994
	64%	-	*64%*	**68%d**	*61%*	**76%hijk**	**73%ijk**	**82%fhijk**	**62%ijk**	*44%*	*33%*	*39%*	**75%no**	**75%no**	*40%*	*35%*	*62%*	**77%p**	*59%*
Mean	**3.81**	-	3.81	**3.90d**	3.71	**4.08hijk**	**4.06hijk**	**4.18hijk**	**3.78ijk**	**3.36j**	2.98	3.21	**4.07no**	**4.04no**	3.22	3.09	3.75	**4.14p**	3.68
Std Dev.	**1.10**	-	1.10	1.02	1.16	0.96	1.01	0.87	1.10	1.20	1.07	1.03	0.98	0.98	1.14	1.06	1.11	0.93	1.13
Std Error	**0.03**	-	0.03	0.04	0.04	0.06	0.07	0.04	0.07	0.07	0.08	0.11	0.04	0.04	0.05	0.07	0.03	0.09	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**66**	17	17	10	23	34	33	30	36	5	18	22	16	4	56	5	61
	4%	*3%*	*3%*	*3%*	*6%*	*3%*	*4%*	*2%*	**7%g**	*3%*	**8%m**	**5%m**	**4%m**	*1%*	**5%m**	*3%*	*4%*
Not very important (2)	**156**	35	47	38	36	82	74	63	92	21	22	33	40	27	95	21	126
	9%	*7%*	*9%*	*10%*	*9%*	*8%*	*10%*	*5%*	**17%g**	*12%*	*10%*	*8%*	*10%*	*6%*	*9%*	*12%*	*8%*
Neither important nor unimportant (3)	**408**	95	122	84	107	217	191	231	171	38	76	98	95	80	268	38	357
	23%	*19%*	*23%*	*23%*	**28%a**	*21%*	*25%*	*19%*	**31%g**	*21%*	**33%lm**	*24%*	*23%*	*17%*	**25%m**	*21%*	*23%*
Important (4)	**572**	152	200	123	97	352	220	412	149	60	58	148	127	150	334	60	491
	32%	*30%*	**38%d**	*33%*	*25%*	*34%*	*29%*	**34%h**	*27%*	*34%*	*25%*	**36%j**	*31%*	*33%*	*32%*	*34%*	*32%*
Very important (5)	**574**	202	138	112	123	339	234	469	97	55	55	112	129	196	296	55	497
	32%	**40%bc**	*26%*	*30%*	*32%*	*33%*	*31%*	**39%h**	*18%*	*31%*	*24%*	*27%*	*32%*	**43%ijkln**	*28%*	*31%*	*32%*
Don't know	**4**	1	1	1	2	2	2	4	*	-	*	1	2	1	3	-	4
	***	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
NET Not at all important/ Not very important	**222**	52	64	47	59	116	106	93	128	26	40	55	57	31	151	26	187
	12%	*10%*	*12%*	*13%*	*15%*	*11%*	*14%*	*8%*	**24%g**	**15%m**	**17%m**	**13%m**	**14%m**	*7%*	**14%m**	*15%*	*12%*
NET Important / Very important	**1145**	353	338	234	220	691	454	881	246	115	113	260	257	347	630	115	988
	64%	**70%bd**	*64%*	*64%*	*57%*	**67%f**	*60%*	**73%h**	*45%*	**64%j**	*49%*	**63%j**	**63%j**	**76%ijkln**	**60%j**	*64%*	*64%*
Mean	**3.81**	**3.97bd**	3.75	3.79	3.67	3.86	3.73	**4.02h**	3.33	3.78	3.48	3.72	**3.77j**	**4.11ijkln**	3.69	3.78	3.81
Std Dev.	**1.10**	1.08	1.04	1.07	1.19	1.07	1.13	1.01	1.15	1.09	1.18	1.11	1.12	0.95	1.13	1.09	1.10
Std Error	**0.03**	0.05	0.05	0.06	0.06	0.03	0.04	0.03	0.04	0.08	0.08	0.05	0.05	0.05	0.04	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	**66**	48	18	2	56	5	3	2	1	6	7	5	4	12	6	9	8	1	4
		4%	*3%*	**8%a**	*2%*	*4%*	*4%*	*3%*	*3%*	*1%*	*3%*	*5%*	*4%*	*3%*	**9%n**	*2%*	*4%*	*6%*	*7%*	*4%*
Not very important	(2)	**156**	141	15	7	124	14	14	4	10	12	10	12	17	11	22	23	7	1	13
		9%	*9%*	*6%*	*7%*	*8%*	*10%*	**16%d**	*10%*	**15%np**	*6%*	*8%*	*9%*	*11%*	*8%*	*7%*	*10%*	*5%*	*7%*	*11%*
Neither important nor unimportant	(3)	**408**	338	71	21	334	46	18	11	9	45	38	34	43	25	48	59	32	4	42
		23%	*22%*	**30%a**	*24%*	*22%*	**34%df**	*20%*	*24%*	*14%*	*24%*	**30%hn**	*24%*	**27%hn**	*20%*	*15%*	*25%*	*24%*	*24%*	**35%hmn**
Important	(4)	**572**	504	68	29	492	35	30	15	21	61	32	47	54	52	116	73	37	4	31
		32%	*33%*	*29%*	*33%*	*33%*	*25%*	*34%*	*32%*	*31%*	*32%*	*26%*	*34%*	*35%*	**40%r**	*36%*	*31%*	*27%*	*27%*	*25%*
Very important	(5)	**574**	511	63	28	500	36	24	14	25	68	37	40	38	30	135	74	54	5	31
		32%	*33%*	*27%*	*32%*	*33%*	*27%*	*27%*	*30%*	*38%*	*35%*	*29%*	*29%*	*25%*	*23%*	**41%lmr**	*31%*	**39%lmr**	*34%*	*26%*
Don't know		**4**	3	1	1	2	1	1	*	1	-	2	-	-	-	-	-	-	-	1
		*	*	*1%*	*1%*	*	*	**1%d**	*1%*	*1%*	-	*1%*	-	-	-	-	-	-	-	*1%*
NET Not at all important/ Not very important		**222**	189	33	8	180	19	17	6	11	18	17	17	21	22	28	32	14	2	17
		12%	*12%*	*14%*	*9%*	*12%*	*14%*	**19%d**	*13%*	*16%*	*9%*	*13%*	*13%*	*14%*	*17%*	*9%*	*14%*	*11%*	*14%*	*14%*
NET Important / Very important		**1145**	1015	131	57	992	71	53	28	46	129	70	87	92	81	251	146	91	9	62
		64%	**66%b**	*55%*	*65%*	**66%e**	*52%*	*60%*	*62%*	**69%r**	**67%r**	*55%*	*63%*	*59%*	*63%*	**77%jklmor**	*62%*	**66%r**	*61%*	*51%*
Mean		**3.81**	**3.84b**	3.61	3.87	**3.83e**	3.61	3.65	3.76	**3.90r**	**3.90r**	3.67	3.76	3.68	3.60	**4.08jklmor**	3.75	**3.89r**	3.74	3.59
Std Dev.		**1.10**	1.08	1.17	1.02	1.09	1.11	1.13	1.11	1.11	1.05	1.14	1.08	1.05	1.19	0.99	1.12	1.15	1.25	1.09
Std Error		**0.03**	0.03	0.05	0.07	0.04	0.06	0.07	0.08	0.13	0.11	0.13	0.11	0.11	0.14	0.08	0.12	0.12	0.21	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**66**	34	21	4	5	3	55	8	30	21	5	7	4	51	10
	4%	*4%*	*3%*	*2%*	*4%*	*5%*	*4%*	*4%*	*4%*	*3%*	*2%*	*8%*	*12%*	*4%*	**9%ijm**
Not very important (2)	**156**	76	47	14	12	7	124	19	71	52	15	17	1	123	18
	9%	*10%*	*7%*	*7%*	*10%*	*11%*	*9%*	*10%*	*10%*	*8%*	*6%*	**19%ijm**	*3%*	*9%*	**15%j**
Neither important nor unimportant (3)	**408**	166	137	72	17	10	303	28	145	145	91	21	2	290	23
	23%	*22%*	*21%*	**37%abdefg**	*15%*	*16%*	*22%*	*15%*	*20%*	*22%*	**36%himn**	*23%*	*8%*	*21%*	*19%*
Important (4)	**572**	177	251	66	55	21	428	76	182	258	84	31	15	440	46
	32%	*24%*	**39%af**	**34%a**	**47%af**	*33%*	**31%a**	**42%af**	*25%*	**39%hm**	*33%*	*34%*	*53%*	**31%h**	**39%h**
Very important (5)	**574**	296	187	41	28	20	483	48	312	181	56	15	6	493	21
	32%	**40%bcdg**	*29%*	*21%*	*24%*	*33%*	**35%c**	*27%*	**42%ijkmn**	*28%*	*22%*	*17%*	*22%*	**35%ijkn**	*18%*
Don't know	**4**	*	2	-	-	1	3	1	2	1	-	*	1	2	1
	*	*	*	-	-	*1%*	*	*	*	*	-	*	*2%*	*	*1%*
NET Not at all important/ Not very important	**222**	110	69	17	16	10	179	26	102	72	20	24	4	174	28
	12%	*15%*	*11%*	*9%*	*14%*	*16%*	*13%*	*15%*	*14%*	*11%*	*8%*	**26%hijm**	*15%*	*12%*	**24%hijm**
NET Important / Very important	**1145**	473	438	107	84	41	911	125	493	440	140	46	21	933	68
	64%	*63%*	**68%c**	*55%*	**71%c**	*66%*	**65%c**	**70%c**	**67%jk**	**67%jk**	*56%*	*51%*	*75%*	**67%jk**	*57%*
Mean	**3.81**	3.84	3.83	3.65	3.77	3.79	3.83	3.78	**3.91kn**	**3.80kn**	**3.68k**	3.34	3.71	**3.86kn**	3.42
Std Dev.	**1.10**	1.18	1.03	0.95	1.05	1.18	1.12	1.09	1.17	1.03	0.95	1.18	1.24	1.11	1.20
Std Error	**0.03**	0.05	0.04	0.07	0.09	0.14	0.03	0.08	0.04	0.04	0.07	0.13	0.23	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**66**	11	56	-	24	42	-	65	-	1	-	66	-
		4%	*5%*	*4%*	-	*4%*	*4%*	-	*4%*	-	*16%*	-	*4%*	-
Not very important	(2)	**156**	8	146	2	42	108	6	151	3	2	-	156	-
		9%	*4%*	*9%*	*6%*	*6%*	**11%d**	*6%*	*9%*	*6%*	*20%*	-	*9%*	-
Neither important nor unimportant	(3)	**408**	31	376	2	130	272	7	403	5	*	*	408	-
		23%	*14%*	**24%a**	*7%*	**20%f**	**26%df**	*6%*	*24%*	*8%*	*3%*	*100%*	*23%*	-
Important	(4)	**572**	68	495	8	219	309	44	536	31	5	-	572	-
		32%	*32%*	*32%*	*32%*	*34%*	*30%*	*40%*	*31%*	*56%*	*51%*	-	*32%*	-
Very important	(5)	**574**	94	466	14	228	296	50	558	15	1	-	574	-
		32%	**44%b**	*30%*	*54%*	**35%e**	*29%*	**46%e**	*33%*	*27%*	*10%*	-	*32%*	-
Don't know		**4**	1	3	-	2	*	2	3	2	-	-	4	-
		*	*	*	-	*	*	**2%e**	*	*3%*	-	-	*	-
NET Not at all important/ Not very important		**222**	19	202	2	66	150	6	216	3	3	-	222	-
		12%	*9%*	*13%*	*6%*	*10%*	*15%*	*6%*	*13%*	*6%*	*36%*	-	*12%*	-
NET Important / Very important		**1145**	162	962	22	447	604	94	1094	46	6	-	1145	-
		64%	**76%b**	*62%*	*86%*	**69%e**	*59%*	**86%de**	*64%*	*83%*	*61%*	-	*64%*	-
Mean		**3.81**	**4.07b**	3.76	4.34	**3.91e**	3.69	**4.28de**	3.80	4.08	3.19	3.00	3.81	-
Std Dev.		**1.10**	1.09	1.09	0.89	1.07	1.12	0.83	1.10	0.78	1.38	-	1.10	-
Std Error		**0.03**	0.08	0.03	0.17	0.04	0.04	0.09	0.03	0.12	0.44	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**66**	23	16	15	12	8	5	10	6	3	7	7	6	2	4	2	6
		4%	*5%*	*4%*	*3%*	*3%*	*6%*	*4%*	*6%*	*5%*	*2%*	*4%*	*4%*	*5%*	*1%*	*3%*	*1%*	*4%*
Not very important	(2)	**156**	44	39	38	34	8	24	12	8	18	14	10	13	15	19	3	12
		9%	*10%*	*9%*	*9%*	*8%*	*6%*	**17%hko**	*8%*	*6%*	**11%o**	*8%*	*6%*	*9%*	**11%o**	**13%o**	*2%*	*8%*
Neither important nor unimportant	(3)	**408**	98	103	99	109	38	26	34	35	39	29	34	30	34	30	44	35
		23%	*22%*	*23%*	*22%*	*24%*	*28%*	*18%*	*21%*	*27%*	*25%*	*18%*	*20%*	*23%*	*24%*	*20%*	*29%*	*24%*
Important	(4)	**572**	142	125	155	150	43	42	57	34	37	55	71	37	47	49	53	48
		32%	*32%*	*28%*	*35%*	*33%*	*31%*	*30%*	*36%*	*26%*	*23%*	*34%*	**41%l**	*28%*	*33%*	*33%*	*35%*	*32%*
Very important	(5)	**574**	129	161	140	143	39	44	46	45	59	57	51	46	44	47	50	46
		32%	*30%*	*36%*	*31%*	*32%*	*28%*	*32%*	*29%*	*35%*	*38%*	*35%*	*29%*	*35%*	*31%*	*31%*	*33%*	*31%*
Don't know		**4**	1	1	*	2	1	-	-	*	*	-	-	*	-	*	-	2
		*	*	*	*	*1%*	*1%*	-	-	*	*	-	-	*	-	*	-	*1%*
NET Not at all important/ Not very important		**222**	67	55	54	46	16	29	22	14	21	21	17	19	18	23	5	18
		12%	*15%*	*12%*	*12%*	*10%*	*12%*	**20%o**	**14%o**	*11%*	**13%o**	**13%o**	*10%*	**14%o**	**12%o**	**15%o**	*3%*	**12%o**
NET Important / Very important		**1145**	271	286	295	293	82	86	103	79	96	112	121	83	91	96	103	93
		64%	*62%*	*64%*	*66%*	*65%*	*60%*	*61%*	*65%*	*62%*	*61%*	*69%*	*70%*	*63%*	*64%*	*64%*	*68%*	*63%*
Mean		**3.81**	3.71	3.85	3.82	3.84	3.71	3.69	3.73	3.82	3.84	3.87	3.86	3.79	3.81	3.78	3.96	3.79
Std Dev.		**1.10**	1.15	1.12	1.07	1.04	1.12	1.18	1.15	1.13	1.11	1.12	1.04	1.16	1.04	1.11	0.91	1.10
Std Error		**0.03**	0.06	0.05	0.05	0.05	0.10	0.10	0.09	0.10	0.09	0.09	0.08	0.10	0.09	0.10	0.07	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**12**	-	12	8	4	3	8	-	-	-	*	1	11	-	1	1	12	-	8
	1%	-	*1%*	*1%*	*	*1%*	**3%gj**	-	-	-	*	*1%*	**2%m**	-	*	*1%*	*1%*	-	*
Not very important (2)	**37**	-	37	22	15	11	2	8	*	6	7	3	13	8	16	10	26	12	45
	2%	-	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*	*2%*	**5%h**	*2%*	*2%*	*1%*	*3%*	*4%*	*2%*	**5%p**	*3%*
Neither important nor unimportant (3)	**208**	-	208	107	99	46	31	40	22	34	18	17	77	62	69	35	182	25	195
	12%	-	*12%*	*12%*	*11%*	*14%*	*12%*	*9%*	*9%*	*13%*	*12%*	*13%*	*13%*	*9%*	*13%*	*13%*	*12%*	*12%*	*12%*
Important (4)	**708**	-	708	371	332	99	90	167	105	114	68	64	190	272	246	132	632	73	678
	40%	-	*40%*	*41%*	*38%*	*31%*	*36%*	*38%*	**45%e**	**44%e**	**46%e**	**50%e**	*33%*	*40%*	**46%l**	**48%l**	*41%*	*33%*	*40%*
Very important (5)	**800**	-	800	390	408	163	117	223	103	99	53	43	279	325	195	97	689	107	756
	45%	-	*45%*	*43%*	*47%*	**50%ijk**	*47%*	**50%ijk**	*44%*	*38%*	*36%*	*34%*	**49%no**	**48%no**	*37%*	*35%*	*44%*	*49%*	*45%*
Don't know	**15**	-	15	3	12	*	1	7	3	4	1	-	1	9	4	1	12	3	11
	1%	-	*1%*	*	*1%*	*	*	*2%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**49**	-	49	30	20	14	10	8	*	6	7	4	24	8	17	11	38	12	53
	3%	-	*3%*	*3%*	*2%*	**4%h**	**4%h**	*2%*	*	*2%*	**5%h**	*3%*	**4%m**	*1%*	*3%*	*4%*	*2%*	*5%*	*3%*
NET Important / Very important	**1508**	-	1508	761	740	262	207	390	208	213	121	107	469	597	442	229	1321	180	1434
	85%	-	*85%*	*84%*	*85%*	*81%*	*83%*	*88%*	*89%*	*83%*	*82%*	*84%*	*82%*	**88%l**	*83%*	*83%*	*85%*	*82%*	*85%*
Mean	**4.27**	-	4.27	4.24	4.31	4.27	4.24	**4.38ijk**	4.35	4.20	4.14	4.14	4.25	**4.37no**	4.17	4.14	4.27	4.27	4.27
Std Dev.	**0.80**	-	0.80	0.82	0.78	0.90	0.92	0.73	0.66	0.76	0.83	0.78	0.91	0.70	0.79	0.81	0.79	0.87	0.80
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.04	0.04	0.06	0.08	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1693	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	1780	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	926	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	12	5	3	1	3	8	4	11	1	-	3	4	3	2	10	-	12
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	*	*1%*	-	*1%*
Not very important (2)	37	5	14	9	9	19	18	21	17	3	5	12	4	13	21	3	34
	2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	208	57	69	35	47	126	82	144	63	17	22	74	53	38	149	17	188
	12%	*11%*	*13%*	*10%*	*12%*	*12%*	*11%*	*12%*	*12%*	*9%*	*10%*	**18%jm**	*13%*	*8%*	**14%m**	*9%*	*12%*
Important (4)	708	174	235	149	150	409	299	445	252	87	105	163	143	170	411	87	593
	40%	*35%*	**45%a**	*41%*	*39%*	*40%*	*40%*	*37%*	**46%g**	**49%l**	*46%*	*39%*	*35%*	*37%*	*39%*	*49%*	*39%*
Very important (5)	800	254	197	173	175	451	349	576	210	71	94	159	197	231	451	71	696
	45%	**51%b**	*38%*	**47%b**	*45%*	*44%*	*46%*	**48%h**	*38%*	*40%*	*41%*	*39%*	**48%k**	**50%k**	*43%*	*40%*	*45%*
Don't know	15	7	6	-	2	13	2	12	3	-	*	1	9	4	11	-	15
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	-	*	*	*2%*	*1%*	*1%*	-	*1%*
NET Not at all important/ Not very important	49	10	17	10	13	27	22	32	18	3	8	16	7	15	31	3	46
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*
NET Important / Very important	1508	428	433	322	326	860	647	1021	462	158	199	322	341	402	862	158	1289
	85%	*85%*	*82%*	*88%*	*84%*	*84%*	*86%*	*84%*	*85%*	**89%k**	**87%k**	*78%*	*83%*	**88%k**	*82%*	*89%*	*84%*
Mean	4.27	**4.35b**	4.17	**4.32b**	4.26	4.26	4.29	4.30	4.20	4.26	4.23	4.12	**4.32k**	**4.36kn**	4.22	4.26	4.27
Std Dev.	0.80	0.80	0.80	0.76	0.83	0.81	0.80	0.82	0.78	0.71	0.81	0.87	0.79	0.78	0.83	0.71	0.82
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.06	0.04	0.04	0.04	0.03	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important (1)	12	12	*	-	11	1	*	-	-	-	3	-	-	-	7	-	1	-	1
	1%	1%	*	-	1%	*	*	-	-	-	2%	-	-	-	2%	-	1%	-	1%
Not very important (2)	37	34	4	1	31	3	3	1	2	-	1	1	9	1	7	7	3	*	2
	2%	2%	2%	1%	2%	2%	3%	3%	4%l	-	1%	1%	6%l	1%	2%	3%	2%	2%	2%
Neither important nor unimportant (3)	208	175	33	8	178	12	11	6	8	13	19	23	20	15	33	30	18	*	12
	12%	11%	14%	9%	12%	9%	13%	13%	12%	7%	15%	17%l	13%	11%	10%	13%	13%	3%	9%
Important (4)	708	613	95	43	604	54	32	17	28	82	45	53	56	60	118	111	54	7	47
	40%	40%	40%	50%	40%	40%	36%	38%	42%	43%	35%	38%	36%	46%	36%	47%	39%	46%	39%
Very important (5)	800	696	104	35	670	67	42	21	27	97	58	60	72	52	161	81	62	7	60
	45%	45%	44%	40%	44%	49%	47%	46%	40%	51%o	46%	43%	46%	40%	49%o	34%	45%	49%	49%o
Don't know	15	14	1	1	14	1	-	*	1	-	1	1	-	1	-	9	-	-	1
	1%	1%	*	1%	1%	*	-	*	2%n	-	1%	1%	-	1%	-	4%n	-	-	*
NET Not at all important/ Not very important	49	46	4	1	42	3	3	1	2	-	4	1	9	1	14	7	4	*	3
	3%	3%	2%	1%	3%	2%	4%	3%	4%l	-	3%	1%	6%l	1%	4%	3%	3%	2%	2%
NET Important / Very important	1508	1310	198	78	1274	121	74	38	54	179	102	113	128	111	279	192	116	14	107
	85%	85%	84%	89%	84%	88%	84%	84%	82%	93%hjklo	81%	82%	82%	86%	85%	81%	84%	95%	88%
Mean	4.27	4.27	4.27	4.30	4.27	4.35	4.27	4.28	4.21	4.44ho	4.22	4.25	4.22	4.27	4.29	4.17	4.26	4.41	4.34
Std Dev.	0.80	0.81	0.76	0.66	0.80	0.76	0.84	0.80	0.81	0.62	0.91	0.76	0.87	0.70	0.89	0.76	0.82	0.69	0.77
Std Error	0.02	0.02	0.03	0.04	0.03	0.04	0.05	0.06	0.09	0.06	0.10	0.08	0.09	0.08	0.07	0.08	0.08	0.11	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	12	1	4	5	3	-	4	3	*	2	5	5	-	2	5
	1%	*	1%	2%af	2%af	-	*	2%a	*	*	2%hm	6%hlm	-	*	4%hlm
Not very important (2)	37	15	15	*	4	3	30	7	9	20	7	1	-	29	1
	2%	2%	2%	*	3%	4%c	2%	4%	1%	3%	3%	1%	-	2%	1%
Neither important nor unimportant (3)	208	66	78	35	23	6	144	29	56	70	60	17	5	126	22
	12%	9%	12%	18%af	20%af	10%	10%	16%a	8%	11%	24%hlm	19%hlm	17%	9%	18%hlm
Important (4)	708	254	279	103	49	17	533	66	252	276	123	42	13	528	55
	40%	34%	43%a	53%aefg	42%	28%	38%	37%	34%	42%h	49%hm	46%	46%	38%	46%
Very important (5)	800	406	265	52	39	34	671	72	423	283	55	23	11	706	34
	45%	54%bcdg	41%c	26%	33%	55%cd	48%bcd	40%c	57%ijkmn	43%jkn	22%	25%	38%	50%ijkn	28%
Don't know	15	7	5	*	-	2	12	2	1	8	3	3	-	9	3
	1%	1%	1%	*	-	3%	1%	1%	*	1%	1%	3%h	-	1%	2%h
NET Not at all important/ Not very important	49	16	19	5	7	3	35	9	9	22	12	6	-	31	6
	3%	2%	3%	3%	6%	4%	2%	5%	1%	3%	5%h	7%hm	-	2%	5%h
NET Important / Very important	1508	661	544	154	87	51	1205	139	675	558	178	65	24	1233	89
	85%	88%cdg	84%d	79%	75%	83%	86%dg	77%	91%ijkn	85%jkn	71%	71%	83%	88%jkn	74%
Mean	4.27	4.41bcdg	4.23cd	4.01	3.99	4.37cd	4.33cdg	4.12	4.47ijkmn	4.26jkn	3.87	3.86	4.21	4.37ijkn	3.95
Std Dev.	0.80	0.74	0.79	0.82	0.94	0.85	0.77	0.92	0.69	0.79	0.85	1.02	0.72	0.75	0.96
Std Error	0.02	0.03	0.03	0.06	0.08	0.10	0.02	0.07	0.03	0.03	0.06	0.11	0.13	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**12**	5	7	-	3	7	2	12	-	-	-	12	-
		1%	*2%*	*	-	*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Not very important	(2)	**37**	4	34	-	9	27	1	35	3	-	-	37	-
		2%	*2%*	*2%*	-	*1%*	*3%*	*1%*	*2%*	*5%*	-	-	*2%*	-
Neither important nor unimportant	(3)	**208**	10	197	1	68	132	7	192	15	1	-	208	-
		12%	*5%*	**13%a**	*6%*	*11%*	*13%*	*7%*	*11%*	*28%*	*12%*	-	*12%*	-
Important	(4)	**708**	80	619	9	248	421	40	683	21	4	-	708	-
		40%	*38%*	*40%*	*37%*	*38%*	*41%*	*36%*	*40%*	*39%*	*41%*	-	*40%*	-
Very important	(5)	**800**	113	672	14	313	428	59	781	16	3	*	800	-
		45%	*53%*	*44%*	*57%*	**49%e**	*42%*	*54%*	*46%*	*29%*	*30%*	*100%*	*45%*	-
Don't know		**15**	1	14	-	3	12	-	14	-	1	-	15	-
		1%	*1%*	*1%*	-	*	*1%*	-	*1%*	-	*16%*	-	*1%*	-
NET Not at all important/ Not very important		**49**	8	41	-	12	34	3	47	3	-	-	49	-
		3%	*4%*	*3%*	-	*2%*	*3%*	*3%*	*3%*	*5%*	-	-	*3%*	-
NET Important / Very important		**1508**	193	1291	24	561	848	98	1464	37	7	*	1508	-
		85%	**91%b**	*84%*	*94%*	*87%*	*83%*	*90%*	*85%*	*68%*	*72%*	*100%*	*85%*	-
Mean		**4.27**	4.39	4.25	4.52	**4.34e**	4.22	4.40	4.28	3.92	4.21	5.00	4.27	-
Std Dev.		**0.80**	0.83	0.80	0.62	0.76	0.82	0.80	0.80	0.87	0.73	-	0.80	-
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.03	0.08	0.02	0.13	0.24	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important (1)	**12**	1	1	5	5	-	-	1	-	-	1	*	3	2	3	-	3
	1%	*	*	*1%*	*1%*	-	-	*1%*	-	-	*	*	*2%*	*1%*	*2%*	-	*2%*
Not very important (2)	**37**	13	18	3	3	6	6	1	3	10	5	-	1	2	2	*	1
	2%	*3%*	***4%cd***	*1%*	*1%*	*4%*	*4%*	*1%*	*2%*	***6%gko***	*3%*	-	*1%*	*2%*	*1%*	*	*1%*
Neither important nor unimportant (3)	**208**	60	41	54	53	19	25	16	11	15	15	23	15	16	16	22	14
	12%	*14%*	*9%*	*12%*	*12%*	*14%*	*18%*	*10%*	*8%*	*10%*	*10%*	*13%*	*11%*	*11%*	*11%*	*15%*	*10%*
Important (4)	**708**	179	164	182	183	65	48	66	51	54	60	67	60	54	67	52	64
	40%	*41%*	*37%*	*41%*	*41%*	*48%*	*34%*	*41%*	*40%*	*35%*	*37%*	*39%*	*46%*	*38%*	*45%*	*34%*	*43%*
Very important (5)	**800**	177	220	199	204	46	59	72	63	77	80	82	51	66	62	75	66
	45%	*40%*	*49%*	*45%*	*45%*	*34%*	*42%*	*45%*	*49%*	*49%*	***50%e***	*47%*	*39%*	*46%*	*41%*	*49%*	*45%*
Don't know	**15**	8	1	4	3	1	4	3	1	*	-	-	1	2	*	3	-
	1%	*2%*	*	*1%*	*1%*	*1%*	*3%*	*2%*	*	*	-	-	*1%*	*1%*	*	*2%*	-
NET Not at all important/ Not very important	**49**	14	19	8	9	6	6	2	3	10	6	*	4	4	4	*	4
	3%	*3%*	*4%*	*2%*	*2%*	*4%*	*4%*	*1%*	*2%*	***6%ko***	*3%*	*	*3%*	*3%*	*3%*	*	*3%*
NET Important / Very important	**1508**	356	385	381	386	111	106	138	114	131	140	149	112	120	129	127	130
	85%	*81%*	*86%*	*85%*	*86%*	*81%*	*75%*	*87%*	***89%f***	*84%*	*87%*	*87%*	*85%*	*84%*	*86%*	*83%*	*88%*
Mean	**4.27**	4.21	4.32	4.28	4.28	4.11	4.16	4.33	4.36	4.27	4.33	4.34	4.19	4.28	4.23	4.35	4.28
Std Dev.	**0.80**	0.81	0.81	0.79	0.80	0.80	0.87	0.74	0.74	0.88	0.81	0.71	0.84	0.83	0.83	0.74	0.82
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.07	0.08	0.06	0.07	0.07	0.06	0.06	0.07	0.08	0.07	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**11**	-	11	6	5	5	2	-	-	2	*	1	8	-	3	1	8	2	6
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	-	-	*1%*	*	*1%*	**1%m**	-	*1%*	*	*1%*	*1%*	*
Not very important (2)	**31**	-	31	16	15	10	3	9	2	-	8	-	13	10	8	8	27	4	30
	2%	-	*2%*	*2%*	*2%*	**3%l**	*1%*	*2%*	*1%*	-	**6%hl**	-	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**107**	-	107	54	51	22	32	30	5	14	1	3	54	36	18	4	91	16	94
	6%	-	*6%*	*6%*	*6%*	*7%*	**13%hijk**	*7%*	*2%*	*5%*	*1%*	*2%*	**9%mno**	*5%*	*3%*	*2%*	*6%*	*7%*	*6%*
Important (4)	**631**	-	631	322	306	108	80	139	89	97	60	59	188	227	216	119	554	77	622
	35%	-	*35%*	*36%*	*35%*	*33%*	*32%*	*31%*	*38%*	*38%*	*41%*	**46%g**	*33%*	*34%*	*41%*	**43%l**	*36%*	*35%*	*37%*
Very important (5)	**993**	-	993	500	489	177	130	265	137	144	74	65	307	402	283	139	868	118	934
	56%	-	*56%*	*55%*	*56%*	*55%*	*52%*	*60%*	*59%*	*56%*	*50%*	*51%*	*54%*	*59%*	*53%*	*51%*	*56%*	*54%*	*55%*
Don't know	**7**	-	7	3	4	*	1	2	-	1	4	-	1	2	4	4	4	3	7
	*	-	*	*	*	*	*	*	-	*	*3%*	-	*	*	*1%*	*1%*	*	*1%*	*
NET Not at all important/ Not very important	**42**	-	42	22	19	15	5	9	2	2	8	1	21	10	11	9	35	7	36
	2%	-	*2%*	*2%*	*2%*	**5%l**	*2%*	*2%*	*1%*	*1%*	**6%hl**	*1%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
NET Important / Very important	**1624**	-	1624	822	795	285	211	404	226	241	134	124	495	630	499	258	1423	195	1556
	91%	-	*91%*	*91%*	*91%*	*88%*	*85%*	*91%*	**97%efg**	**94%f**	*91%*	**97%f**	*87%*	**93%l**	**94%l**	**94%l**	*92%*	*89%*	*92%*
Mean	**4.45**	-	4.45	4.44	4.46	4.37	4.35	4.49	**4.55ef**	4.49	4.39	4.47	4.36	**4.51l**	4.45	4.42	4.45	4.40	4.45
Std Dev.	**0.74**	-	0.74	0.75	0.73	0.87	0.82	0.71	0.58	0.67	0.79	0.61	0.85	0.67	0.69	0.71	0.73	0.79	0.71
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.04	0.04	0.06	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base		**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base		**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important	(1)	**11**	2	*	1	7	3	8	8	3	2	4	2	-	2	6	2	9
		1%	*	*	*	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*
Not very important	(2)	**31**	15	8	4	5	23	9	17	15	2	10	5	5	9	20	2	30
		2%	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	**4%k**	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*
Neither important nor unimportant	(3)	**107**	38	20	25	24	58	49	87	18	8	12	24	36	26	71	8	99
		6%	*8%*	*4%*	*7%*	*6%*	*6%*	*6%*	**7%h**	*3%*	*5%*	*5%*	*6%*	*9%*	*6%*	*7%*	*5%*	*6%*
Important	(4)	**631**	168	210	132	122	377	254	408	211	57	84	162	135	152	381	57	541
		35%	*33%*	*40%*	*36%*	*32%*	*37%*	*34%*	*34%*	*39%*	*32%*	*37%*	*39%*	*33%*	*33%*	*36%*	*32%*	*35%*
Very important	(5)	**993**	277	287	204	225	564	429	687	294	106	120	221	232	267	573	106	855
		56%	*55%*	*55%*	*56%*	*58%*	*55%*	*57%*	*57%*	*54%*	*59%*	*52%*	*54%*	*57%*	*58%*	*54%*	*59%*	*56%*
Don't know		**7**	1	*	2	4	1	6	3	4	3	-	-	1	2	1	3	4
		*******	*	*	*	*1%*	*	*1%*	*	*1%*	**2%kn**	-	-	*	*1%*	*	**2%p**	*
NET Not at all important/ Not very important		**42**	17	8	4	12	25	17	24	18	4	14	7	5	11	26	4	38
		2%	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	**6%kln**	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*
NET Important / Very important		**1624**	445	496	335	348	941	683	1095	506	163	204	383	367	419	954	163	1396
		91%	*89%*	**95%ad**	*92%*	*90%*	*92%*	*91%*	*91%*	*93%*	*91%*	*89%*	*93%*	*90%*	*91%*	*91%*	*91%*	*91%*
Mean		**4.45**	4.40	4.48	4.46	4.44	4.44	4.45	4.45	4.44	4.50	4.33	4.44	4.45	4.47	4.42	4.50	4.44
Std Dev.		**0.74**	0.79	0.65	0.69	0.82	0.72	0.76	0.74	0.74	0.74	0.89	0.70	0.71	0.74	0.75	0.74	0.75
Std Error		**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.06	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important (1)	11	10	1	-	10	-	*	-	-	-	3	1	-	-	7	-	-	-	-
	1%	1%	*	-	1%	-	*	-	-	-	2%	1%	-	-	2%	-	-	-	-
Not very important (2)	31	29	2	*	25	1	4	1	3	-	-	3	1	2	3	8	5	-	1
	2%	2%	1%	*	2%	1%	4%	3%	5%jn	-	-	2%	1%	2%	1%	3%	3%	-	1%
Neither important nor unimportant (3)	107	93	14	8	93	8	3	3	2	13	11	11	13	6	25	4	7	*	8
	6%	6%	6%	9%	6%	6%	3%	6%	4%	7%	9%o	8%o	8%	5%	8%	2%	5%	1%	6%
Important (4)	631	539	92	35	522	61	32	16	21	51	39	48	57	51	102	106	48	11	50
	35%	35%	39%	40%	35%	45%d	36%	35%	32%	26%	31%	35%	37%	39%	31%	44%l	35%	77%	41%l
Very important (5)	993	867	126	44	851	66	50	26	39	125	72	75	85	70	188	120	78	3	63
	56%	56%	53%	50%	56%o	48%	56%	56%	59%	65%r	57%	54%	54%	54%	58%	50%	56%	23%	51%
Don't know	7	6	1	1	6	*	1	*	1	3	1	-	-	-	2	-	-	-	*
	*	*	*	1%	*	*	1%	*	1%	2%	1%	-	-	-	*	-	-	-	*
NET Not at all important/ Not very important	42	39	3	*	35	1	4	1	3	-	3	4	1	2	10	8	5	-	1
	2%	3%	1%	*	2%	1%	4%	3%	5%l	-	2%	3%	1%	2%	3%	3%	3%	-	1%
NET Important / Very important	1624	1406	218	79	1374	127	82	42	60	176	111	123	142	120	290	226	125	15	113
	91%	91%	92%	90%	91%	93%	92%	91%	90%	92%	88%	89%	91%	93%	89%	95%	91%	99%	92%
Mean	4.45	4.45	4.45	4.41	4.45	4.40	4.44	4.45	4.46	4.59	4.41	4.40	4.45	4.46	4.42	4.42	4.44	4.22	4.43
Std Dev.	0.74	0.75	0.68	0.66	0.75	0.65	0.77	0.73	0.78	0.62	0.85	0.78	0.67	0.68	0.84	0.69	0.75	0.45	0.67
Std Error	0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.05	0.09	0.06	0.09	0.08	0.07	0.08	0.07	0.07	0.08	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base		**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base		**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important	(1)	**11**	1	3	3	2	2	3	4	-	1	5	4	-	1	4
		1%	*	*	**2%a**	**2%a**	**4%abf**	*	**2%af**	-	*	**2%him**	**5%him**	-	*	**4%him**
Not very important	(2)	**31**	11	7	2	7	3	18	11	6	15	5	5	*	21	6
		2%	*1%*	*1%*	*1%*	**6%abf**	**6%bf**	*1%*	**6%abf**	*1%*	*2%*	*2%*	**6%hm**	*2%*	*1%*	**5%hm**
Neither important nor unimportant	(3)	**107**	27	26	31	20	2	53	22	14	35	38	16	3	49	18
		6%	*4%*	*4%*	**16%abef**	**17%abef**	*3%*	*4%*	**13%abf**	*2%*	**5%h**	**15%him**	**17%him**	*9%*	*3%*	**15%him**
Important	(4)	**631**	207	282	74	43	21	490	64	205	288	94	36	9	493	45
		35%	*28%*	**44%af**	**38%a**	*36%*	*34%*	**35%a**	*36%*	*28%*	**44%hm**	**37%h**	*40%*	*31%*	**35%h**	*38%*
Very important	(5)	**993**	501	324	85	45	32	824	77	515	317	109	30	16	831	46
		56%	**67%bcdfg**	*50%*	*43%*	*38%*	*52%*	**59%bcdg**	*43%*	**69%ijkmn**	**48%k**	*43%*	*32%*	*58%*	**59%ijkn**	*38%*
Don't know		**7**	2	3	-	-	1	5	1	2	3	1	-	-	5	-
		*	*	*	-	-	*1%*	*	*	*	*	*	-	-	*	-
NET Not at all important/ Not very important		**42**	12	10	5	9	6	22	15	6	16	10	10	*	22	10
		2%	*2%*	*2%*	*3%*	**8%abf**	**9%abf**	*2%*	**8%abf**	*1%*	*2%*	**4%h**	**11%him**	*2%*	*2%*	**9%him**
NET Important / Very important		**1624**	708	606	159	88	53	1314	141	719	604	203	66	25	1324	91
		91%	**95%cdeg**	**94%cdg**	*81%*	*75%*	*86%*	**94%cdeg**	*79%*	**97%ijkn**	**92%ijkn**	*81%*	*72%*	*89%*	**95%jkn**	*76%*
Mean		**4.45**	**4.60bcdeg**	**4.43cdg**	4.21	4.04	4.27	**4.52bcdeg**	4.12	**4.66ijkmn**	**4.38ijkn**	4.18	3.89	4.45	**4.53ijkn**	4.02
Std Dev.		**0.74**	0.64	0.67	0.86	0.98	1.03	0.66	1.00	0.56	0.70	0.90	1.08	0.74	0.65	1.03
Std Error		**0.02**	0.02	0.03	0.07	0.09	0.13	0.02	0.07	0.02	0.03	0.06	0.12	0.14	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important (1)	**11**	-	11	-	5	6	-	11	-	-	-	11	-
	1%	-	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important (2)	**31**	1	30	-	9	22	-	30	1	-	-	31	-
	2%	*1%*	*2%*	-	*1%*	*2%*	-	*2%*	*2%*	-	-	*2%*	-
Neither important nor unimportant (3)	**107**	17	89	1	29	70	7	93	11	3	*	107	-
	6%	*8%*	*6%*	*6%*	*5%*	*7%*	*7%*	*5%*	*21%*	*32%*	*100%*	*6%*	-
Important (4)	**631**	65	558	9	228	371	32	607	22	3	-	631	-
	35%	*30%*	*36%*	*35%*	*35%*	*36%*	*29%*	*35%*	*40%*	*28%*	-	*35%*	-
Very important (5)	**993**	129	849	15	372	554	67	969	20	4	-	993	-
	56%	*61%*	*55%*	*59%*	*58%*	*54%*	*61%*	*56%*	*37%*	*40%*	-	*56%*	-
Don't know	**7**	1	6	-	2	2	3	7	-	-	-	7	-
	*	*	*	-	*	*	**3%de**	*	-	-	-	*	-
NET Not at all important/ Not very important	**42**	1	41	-	14	28	-	41	1	-	-	42	-
	2%	*1%*	*3%*	-	*2%*	*3%*	-	*2%*	*2%*	-	-	*2%*	-
NET Important / Very important	**1624**	194	1407	24	600	925	99	1576	42	6	-	1624	-
	91%	*91%*	*91%*	*94%*	*93%*	*90%*	*91%*	*92%*	*77%*	*68%*	-	*91%*	-
Mean	**4.45**	4.52	4.43	4.53	4.48	4.41	4.56	4.46	4.12	4.08	3.00	4.45	-
Std Dev.	**0.74**	0.66	0.75	0.62	0.72	0.76	0.62	0.73	0.82	0.89	-	0.74	-
Std Error	**0.02**	0.05	0.02	0.12	0.03	0.02	0.06	0.02	0.13	0.28	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**11**	1	2	3	5	-	-	1	-	-	2	-	3	-	*	-	4
		1%	*	*	*1%*	*1%*	-	-	*1%*	-	-	*1%*	-	*2%*	-	*	-	*3%*
Not very important	(2)	**31**	14	5	4	7	9	4	2	*	*	5	1	1	2	3	3	2
		2%	*3%*	*1%*	*1%*	*2%*	**6%hl**	*3%*	*1%*	*	*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*
Neither important nor unimportant	(3)	**107**	35	23	26	22	6	17	12	5	14	4	7	12	6	10	9	3
		6%	*8%*	*5%*	*6%*	*5%*	*5%*	**12%lp**	*7%*	*4%*	*9%*	*2%*	*4%*	*9%*	*5%*	*7%*	*6%*	*2%*
Important	(4)	**631**	163	135	176	158	51	51	60	30	46	58	79	47	49	56	44	58
		35%	*37%*	*30%*	**39%b**	*35%*	*37%*	*37%*	*38%*	*23%*	*30%*	*36%*	**46%hlo**	*36%*	*34%*	*38%*	*29%*	**39%h**
Very important	(5)	**993**	223	278	237	255	70	68	85	93	95	90	84	69	84	80	93	82
		56%	*51%*	**62%ac**	*53%*	*57%*	*51%*	*48%*	*53%*	**72%efgjklnp**	*61%*	*56%*	*49%*	*52%*	*59%*	*54%*	*61%*	*55%*
Don't know		**7**	1	2	1	4	1	-	-	-	*	2	-	-	1	*	3	-
		*	*	*	*	*1%*	*1%*	-	-	-	*	*1%*	-	-	*1%*	*	*2%*	-
NET Not at all important/ Not very important		**42**	15	8	7	12	9	4	2	*	*	7	1	4	2	3	3	6
		2%	*3%*	*2%*	*2%*	*3%*	**6%hl**	*3%*	*2%*	*	*	*4%*	*1%*	*3%*	*1%*	*2%*	*2%*	*4%*
NET Important / Very important		**1624**	386	412	413	413	121	120	145	123	141	148	164	116	133	137	137	139
		91%	*88%*	*93%*	*92%*	*92%*	*88%*	*85%*	*91%*	**96%f**	*91%*	*92%*	**95%f**	*88%*	*94%*	*91%*	*90%*	*94%*
Mean		**4.45**	4.36	**4.53a**	4.43	4.46	4.34	4.31	4.42	**4.68efgjklnp**	4.52	4.44	4.43	4.34	4.52	4.43	4.52	4.42
Std Dev.		**0.74**	0.78	0.70	0.71	0.76	0.84	0.80	0.72	0.56	0.67	0.81	0.62	0.86	0.65	0.71	0.71	0.84
Std Error		**0.02**	0.04	0.03	0.03	0.04	0.07	0.07	0.06	0.05	0.06	0.06	0.05	0.07	0.06	0.06	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1693	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	1780	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	926	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	51	-	51	19	33	6	1	7	6	13	17	1	7	13	31	18	50	1	51
	3%	-	3%	2%	4%	2%	1%	2%	2%	5%fg	11%efghk	1%	1%	2%	6%lm	7%lm	3%	1%	3%
Not very important (2)	114	-	114	59	53	18	14	13	15	32	11	12	31	28	54	23	103	11	107
	6%	-	6%	7%	6%	5%	5%	3%	6%	12%efg	7%	10%g	5%	4%	10%lm	8%	7%	5%	6%
Neither important nor unimportant (3)	232	-	232	111	119	27	34	42	29	46	21	33	62	71	99	53	208	24	252
	13%	-	13%	12%	14%	9%	14%	9%	13%	18%eg	14%	26%egh	11%	10%	19%lm	19%lm	13%	11%	15%
Important (4)	732	-	732	389	339	121	101	191	99	92	71	58	222	290	220	129	648	81	689
	41%	-	41%	43%	39%	38%	40%	43%	43%	36%	48%	46%	39%	43%	41%	47%	42%	37%	41%
Very important (5)	640	-	640	317	321	147	98	190	81	75	26	23	245	271	124	49	536	100	575
	36%	-	36%	35%	37%	46%ijk	39%jk	43%ijk	35%jk	29%	18%	18%	43%no	40%no	23%	18%	34%	46%p	34%
Don't know	11	-	11	6	5	3	1	2	2	*	3	-	4	4	3	3	8	3	19
	1%	-	1%	1%	1%	1%	*	*	1%	*	2%	-	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	165	-	165	78	86	23	15	21	20	45	27	14	38	41	86	41	153	12	158
	9%	-	9%	9%	10%	7%	6%	5%	9%	17%efgh	19%efg	11%	7%	6%	16%lm	15%lm	10%	5%	9%
NET Important / Very important	1372	-	1372	707	660	268	198	381	181	166	97	81	467	561	344	178	1184	182	1264
	77%	-	77%	78%	76%	83%ijk	80%ijk	86%ijk	78%i	65%	66%	64%	82%no	83%no	65%	65%	76%	83%	75%
Mean	4.02	-	4.02	4.03	4.00	4.21ijk	4.13ijk	4.23hijk	4.02ijk	3.71	3.54	3.70	4.18no	4.16no	3.66	3.62	3.98	4.24p	3.97
Std Dev.	1.01	-	1.01	0.96	1.05	0.94	0.89	0.86	0.98	1.16	1.21	0.91	0.92	0.91	1.12	1.08	1.02	0.87	1.01
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.06	0.04	0.07	0.07	0.09	0.09	0.04	0.04	0.05	0.07	0.03	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**51**	13	11	12	15	24	27	21	31	2	13	12	16	8	42	2	49
	3%	*3%*	*2%*	*3%*	*4%*	*2%*	*4%*	*2%*	**6%g**	*1%*	**6%m**	*3%*	*4%*	*2%*	*4%*	*1%*	*3%*
Not very important (2)	**114**	23	35	23	32	58	56	72	41	13	23	33	19	24	75	13	99
	6%	*5%*	*7%*	*6%*	*8%*	*6%*	*7%*	*6%*	*8%*	*7%*	*10%*	*8%*	*5%*	*5%*	*7%*	*7%*	*6%*
Neither important nor unimportant (3)	**232**	55	79	45	53	134	98	128	102	22	36	71	49	42	156	22	201
	13%	*11%*	*15%*	*12%*	*14%*	*13%*	*13%*	*11%*	**19%g**	*12%*	*16%*	**17%m**	*12%*	*9%*	**15%m**	*12%*	*13%*
Important (4)	**732**	185	227	163	158	411	321	489	228	78	92	165	177	174	435	78	623
	41%	*37%*	*43%*	*45%*	*41%*	*40%*	*43%*	*40%*	*42%*	*44%*	*40%*	*40%*	*43%*	*38%*	*41%*	*44%*	*41%*
Very important (5)	**640**	221	169	123	128	390	251	494	138	62	64	131	147	208	342	62	556
	36%	**44%bcd**	*32%*	*33%*	*33%*	*38%*	*33%*	**41%h**	*25%*	*35%*	*28%*	*32%*	*36%*	**45%jkln**	*32%*	*35%*	*36%*
Don't know	**11**	5	4	1	1	9	2	5	6	2	1	*	2	3	4	2	8
	1%	*1%*	*1%*	*	*	*1%*	*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*1%*
NET Not at all important/ Not very important	**165**	36	46	35	48	82	83	93	72	14	36	46	35	32	116	14	149
	9%	*7%*	*9%*	*10%*	*12%*	*8%*	*11%*	*8%*	**13%g**	*8%*	**16%lm**	*11%*	*8%*	*7%*	*11%*	*8%*	*10%*
NET Important / Very important	**1372**	405	396	286	286	801	571	983	366	140	156	297	324	382	777	140	1179
	77%	*81%*	*75%*	*78%*	*74%*	*78%*	*76%*	**81%h**	*67%*	*78%*	*68%*	*72%*	**79%j**	**83%jkn**	*74%*	*78%*	*77%*
Mean	**4.02**	**4.16bd**	3.97	3.99	3.91	4.07	3.95	**4.13h**	3.74	**4.05j**	3.75	3.89	**4.03j**	**4.21jkn**	3.92	4.05	4.01
Std Dev.	**1.01**	0.98	0.97	1.00	1.07	0.98	1.04	0.95	1.09	0.92	1.14	1.04	1.01	0.94	1.05	0.92	1.02
Std Error	**0.02**	0.04	0.04	0.06	0.06	0.03	0.04	0.03	0.04	0.07	0.08	0.05	0.05	0.05	0.03	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region												
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	51	40	11	1	46	3	2	1	1	-	3	2	4	6	5	19	6	-	3
		3%	3%	5%	1%	3%	2%	2%	1%	1%	-	2%	1%	3%	5%l	1%	8%in	4%l	-	2%
Not very important	(2)	114	92	22	7	98	6	8	1	2	14	5	16	19	7	13	15	6	1	5
		6%	6%	9%	8%	7%	4%	9%g	3%	3%	7%	4%	12%nr	12%nr	6%	4%	6%	4%	4%	4%
Neither important nor unimportant	(3)	232	187	45	24	191	23	14	4	8	25	16	20	22	23	26	31	20	4	19
		13%	12%	19%a	27%a	13%	17%	15%	9%	13%	13%	12%	14%	14%	18%n	8%	13%	15%	28%	16%n
Important	(4)	732	645	87	28	616	61	33	22	22	79	46	55	62	54	133	108	57	8	54
		41%	42%	37%	32%	41%	45%	37%	48%	33%	41%	36%	39%	40%	42%	41%	45%	42%	53%	44%
Very important	(5)	640	572	69	26	553	43	28	17	32	72	56	45	48	39	149	64	48	2	40
		36%	37%	29%	30%	37%	31%	32%	37%	48%lmor	38%	45%o	33%	31%	30%	46%lmor	27%	35%	16%	33%
Don't know		11	8	3	2	5	1	4	*	1	2	-	1	-	-	2	-	-	-	1
		1%	1%	1%	2%	*	1%	5%de	1%	1%	1%	-	1%	-	-	1%	-	-	-	1%
NET Not at all important/ Not very important		165	132	33	8	144	9	10	2	3	14	8	18	24	13	17	34	12	1	8
		9%	9%	14%	9%	10%g	6%	11%g	4%	5%	7%	7%	13%n	15%hnr	10%	5%	14%n	9%	4%	7%
NET Important / Very important		1372	1217	156	55	1168	104	61	39	54	151	102	99	110	92	282	172	105	10	94
		77%	79%bc	66%	62%	77%f	76%	69%	85%def	81%	79%	81%	72%	70%	72%	86%klmor	72%	77%	69%	77%
Mean		4.02	4.05b	3.78	3.83	4.02	4.00	3.91	4.17f	4.25klmo	4.10o	4.16lo	3.91	3.83	3.87	4.26klmopr	3.77	3.98	3.81	4.02
Std Dev.		1.01	0.98	1.11	1.00	1.02	0.92	1.04	0.83	0.91	0.89	0.97	1.03	1.09	1.05	0.87	1.15	1.04	0.77	0.94
Std Error		0.02	0.03	0.05	0.07	0.03	0.05	0.06	0.06	0.10	0.09	0.11	0.11	0.11	0.12	0.07	0.12	0.11	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**51**	23	21	5	1	2	44	3	17	19	10	2	3	36	6
	3%	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*	*11%*	*3%*	*5%*
Not very important (2)	**114**	48	42	8	9	5	90	14	52	27	22	9	2	79	11
	6%	*6%*	*6%*	*4%*	*8%*	*8%*	*6%*	*8%*	*7%*	*4%*	*9%*	*10%*	*7%*	*6%*	*9%*
Neither important nor unimportant (3)	**232**	77	71	56	21	6	148	26	73	87	60	9	3	160	13
	13%	*10%*	*11%*	**29%abefg**	*18%*	*9%*	*11%*	*15%*	*10%*	*13%*	**24%hikmn**	*10%*	*11%*	*11%*	*11%*
Important (4)	**732**	271	299	83	56	17	570	74	276	303	108	30	9	580	39
	41%	*36%*	**46%ae**	*43%*	**48%e**	*28%*	*41%*	*41%*	*37%*	**46%hn**	*43%*	*33%*	*32%*	*41%*	*33%*
Very important (5)	**640**	326	211	43	30	29	537	59	321	217	50	40	11	538	51
	36%	**43%bcdg**	**33%c**	*22%*	*26%*	**46%cd**	**39%cd**	*33%*	**43%ij**	**33%ij**	*20%*	**44%ij**	*39%*	**38%ij**	**43%ij**
Don't know	**11**	4	1	*	*	4	6	4	3	5	2	-	-	7	-
	1%	*1%*	*	*	*	**6%abcf**	*	**2%bf**	*	*1%*	*1%*	-	-	*1%*	-
NET Not at all important/ Not very important	**165**	71	63	13	10	7	134	17	69	46	32	12	5	115	17
	9%	*9%*	*10%*	*7%*	*9%*	*11%*	*10%*	*9%*	*9%*	*7%*	*13%*	*13%*	*18%*	*8%*	*14%*
NET Important / Very important	**1372**	597	510	126	86	46	1107	132	597	520	158	70	20	1117	90
	77%	**80%c**	**79%c**	*65%*	*74%*	*74%*	**79%c**	*74%*	**80%ij**	**79%ij**	*63%*	*77%*	*71%*	**80%ij**	*75%*
Mean	**4.02**	**4.11c**	3.99	3.78	3.90	4.13	**4.06c**	3.98	**4.13j**	**4.03j**	3.67	**4.05j**	3.80	**4.08j**	**3.99j**
Std Dev.	**1.01**	1.03	1.00	0.92	0.90	1.10	1.02	0.97	1.00	0.94	1.02	1.09	1.35	0.98	1.16
Std Error	**0.02**	0.04	0.04	0.07	0.08	0.14	0.03	0.07	0.04	0.04	0.07	0.12	0.25	0.03	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**51**	13	39	-	18	31	3	48	1	2	-	51	-
		3%	***6%b***	*3%*	-	*3%*	*3%*	*2%*	*3%*	*2%*	*20%*	-	*3%*	-
Not very important	(2)	**114**	8	105	-	34	78	2	111	3	-	-	114	-
		6%	*4%*	*7%*	-	*5%*	*8%*	*1%*	*6%*	*5%*	-	-	*6%*	-
Neither important nor unimportant	(3)	**232**	14	217	2	72	151	9	225	4	3	-	232	-
		13%	*6%*	***14%a***	*6%*	*11%*	*15%*	*8%*	*13%*	*7%*	*29%*	-	*13%*	-
Important	(4)	**732**	90	629	12	270	416	46	702	27	2	*	732	-
		41%	*42%*	*41%*	*49%*	*42%*	*41%*	*42%*	*41%*	*50%*	*27%*	*100%*	*41%*	-
Very important	(5)	**640**	83	546	11	245	345	50	620	18	2	-	640	-
		36%	*39%*	*35%*	*45%*	*38%*	*34%*	*46%*	*36%*	*32%*	*24%*	-	*36%*	-
Don't know		**11**	4	7	-	5	6	-	9	2	-	-	11	-
		1%	*2%*	*	-	*1%*	*1%*	-	*1%*	*3%*	-	-	*1%*	-
NET Not at all important/ Not very important		**165**	21	144	-	52	108	4	159	4	2	-	165	-
		9%	*10%*	*9%*	-	*8%*	*11%*	*4%*	*9%*	*8%*	*20%*	-	*9%*	-
NET Important / Very important		**1372**	173	1175	24	516	761	96	1323	45	5	*	1372	-
		77%	*82%*	*76%*	*94%*	***80%e***	*74%*	***88%e***	*77%*	*82%*	*51%*	*100%*	*77%*	-
Mean		**4.02**	4.07	4.00	4.39	4.08	3.95	**4.28e**	4.02	4.09	3.35	4.00	4.02	-
Std Dev.		**1.01**	1.08	1.00	0.61	0.98	1.03	0.86	1.01	0.92	1.46	-	1.01	-
Std Error		**0.02**	0.08	0.03	0.12	0.04	0.03	0.09	0.02	0.14	0.46	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**51**	12	12	17	10	7	2	2	7	1	4	6	8	3	5	4	2
		3%	*3%*	*3%*	*4%*	*2%*	*5%*	*2%*	*1%*	*5%*	*1%*	*2%*	*3%*	*6%*	*2%*	*3%*	*2%*	*1%*
Not very important	(2)	**114**	36	30	20	27	7	17	13	6	13	10	6	7	8	17	3	7
		6%	*8%*	*7%*	*5%*	*6%*	*5%*	**12%o**	*8%*	*5%*	**9%o**	*6%*	*3%*	*5%*	*5%*	**12%o**	*2%*	*5%*
Neither important nor unimportant	(3)	**232**	73	51	65	42	30	27	16	8	26	18	19	27	20	19	13	11
		13%	**17%d**	*11%*	*15%*	*9%*	**22%hop**	**19%hp**	*10%*	*6%*	**17%h**	*11%*	*11%*	**20%hop**	*14%*	*13%*	*9%*	*7%*
Important	(4)	**732**	184	172	189	187	60	46	77	55	63	54	81	54	54	64	59	65
		41%	*42%*	*39%*	*42%*	*41%*	*44%*	*33%*	**48%j**	*43%*	*41%*	*33%*	*47%*	*41%*	*38%*	*43%*	*38%*	*44%*
Very important	(5)	**640**	131	177	153	179	31	48	51	52	52	73	60	37	56	44	73	63
		36%	*30%*	**40%a**	*34%*	**40%a**	*23%*	*34%*	*32%*	**41%e**	*33%*	**45%eln**	*35%*	*28%*	**39%e**	*29%*	**48%egln**	**42%e**
Don't know		**11**	1	4	2	5	1	-	-	-	*	3	*	*	1	1	2	2
		1%	*	*1%*	*	*1%*	*1%*	-	-	-	*	*2%*	*	*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**165**	48	42	38	37	14	19	15	13	15	14	12	15	11	22	6	9
		9%	*11%*	*9%*	*8%*	*8%*	*10%*	**13%o**	*9%*	*10%*	*9%*	*9%*	*7%*	*11%*	*8%*	**15%o**	*4%*	*6%*
NET Important / Very important		**1372**	315	349	342	367	92	95	128	107	115	126	141	90	111	108	132	127
		77%	*72%*	*78%*	*77%*	**81%a**	*67%*	*67%*	*81%*	**84%efl**	*74%*	*78%*	**82%ef**	*68%*	*78%*	*72%*	**86%efiln**	**86%efln**
Mean		**4.02**	3.88	4.07	3.99	**4.12a**	3.74	3.86	4.02	4.09	3.97	**4.15el**	4.07	3.78	4.08	3.84	**4.29efiln**	**4.22efln**
Std Dev.		**1.01**	1.02	1.01	1.01	0.97	1.04	1.07	0.93	1.07	0.96	1.01	0.95	1.10	0.98	1.08	0.89	0.87
Std Error		**0.02**	0.05	0.05	0.05	0.05	0.09	0.09	0.08	0.09	0.08	0.08	0.08	0.10	0.09	0.09	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**26**	-	26	16	10	6	5	1	3	5	7	-	11	3	12	7	26	-	24
	1%	-	*1%*	*2%*	*1%*	*2%*	*2%*	*	*1%*	*2%*	**5%g**	-	*2%*	*1%*	*2%*	*3%*	*2%*	-	*1%*
Not very important (2)	**40**	-	40	15	23	10	8	7	1	8	6	2	18	7	15	7	36	5	48
	2%	-	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*	*3%*	*4%*	*1%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*3%*
Neither important nor unimportant (3)	**160**	-	160	80	78	23	21	55	17	26	12	8	44	71	45	19	131	27	161
	9%	-	*9%*	*9%*	*9%*	*7%*	*9%*	*12%*	*7%*	*10%*	*8%*	*6%*	*8%*	*10%*	*8%*	*7%*	*8%*	*12%*	*10%*
Important (4)	**682**	-	682	385	295	115	93	162	96	98	52	67	207	258	217	119	607	75	653
	38%	-	*38%*	**43%d**	*34%*	*36%*	*37%*	*36%*	*41%*	*38%*	*35%*	**53%egl**	*36%*	*38%*	*41%*	*43%*	*39%*	*34%*	*39%*
Very important (5)	**850**	-	850	392	455	163	120	216	114	116	70	51	284	330	237	121	738	109	788
	48%	-	*48%*	*43%*	**52%c**	*51%*	*49%*	*49%*	*49%*	*45%*	*47%*	*40%*	*50%*	*49%*	*44%*	*44%*	*48%*	*49%*	*47%*
Don't know	**21**	-	21	13	8	6	1	5	3	4	2	-	7	8	6	2	15	5	19
	1%	-	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**67**	-	67	31	34	16	13	7	3	12	13	2	29	11	27	15	62	5	72
	4%	-	*4%*	*3%*	*4%*	*5%*	**5%g**	*2%*	*1%*	*5%*	**9%gh**	*1%*	**5%m**	*2%*	**5%m**	**5%m**	*4%*	*2%*	*4%*
NET Important / Very important	**1533**	-	1533	777	750	278	213	378	209	214	122	118	491	588	454	240	1346	184	1441
	86%	-	*86%*	*86%*	*86%*	*86%*	*86%*	*85%*	*90%*	*83%*	*82%*	*93%*	*86%*	*87%*	*85%*	*87%*	*87%*	*83%*	*85%*
Mean	**4.30**	-	4.30	4.26	4.35	4.33	4.27	4.33	4.38	4.24	4.17	4.31	4.30	4.35	4.24	4.24	4.30	4.34	4.27
Std Dev.	**0.84**	-	0.84	0.83	0.85	0.88	0.91	0.76	0.74	0.89	1.06	0.65	0.89	0.75	0.89	0.90	0.85	0.78	0.86
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.05	0.05	0.08	0.07	0.04	0.03	0.04	0.06	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	**26**	4	10	2	10	15	12	15	10	5	9	8	3	1	20	5	21
	1%	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	**3%m**	**4%lm**	*2%*	*1%*	*	*2%*	*3%*	*1%*
Not very important (2)	**40**	8	14	9	9	22	18	23	17	5	7	5	12	10	24	5	34
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**160**	46	39	33	42	85	75	100	54	22	23	42	27	36	93	22	132
	9%	*9%*	*7%*	*9%*	*11%*	*8%*	*10%*	*8%*	*10%*	*13%*	*10%*	*10%*	*7%*	*8%*	*9%*	*13%*	*9%*
Important (4)	**682**	186	218	153	126	403	279	450	222	60	78	161	157	184	396	60	595
	38%	*37%*	**41%d**	*42%*	*33%*	*39%*	*37%*	*37%*	*41%*	*33%*	*34%*	*39%*	*38%*	*40%*	*38%*	*33%*	*39%*
Very important (5)	**850**	256	236	166	193	492	359	606	238	86	106	193	203	227	502	86	735
	48%	*51%*	*45%*	*45%*	*50%*	*48%*	*48%*	*50%*	*44%*	*48%*	*46%*	*47%*	*49%*	*49%*	*48%*	*48%*	*48%*
Don't know	**21**	1	8	3	8	9	12	16	4	*	6	4	8	2	18	*	20
	1%	*	*2%*	*1%*	**2%a**	*1%*	*2%*	*1%*	*1%*	*	**3%m**	*1%*	*2%*	*	*2%*	*	*1%*
NET Not at all important/ Not very important	**67**	12	24	11	18	37	30	38	27	10	16	13	15	10	44	10	55
	4%	*2%*	*5%*	*3%*	*5%*	*4%*	*4%*	*3%*	*5%*	*6%*	**7%m**	*3%*	*4%*	*2%*	*4%*	*6%*	*4%*
NET Important / Very important	**1533**	442	453	319	319	895	638	1056	460	146	184	354	360	411	897	146	1330
	86%	*88%*	*86%*	*87%*	*82%*	*87%*	*85%*	*87%*	*84%*	*82%*	*80%*	*86%*	*88%*	**90%j**	*85%*	*82%*	*87%*
Mean	**4.30**	4.36	4.27	4.30	4.27	4.31	4.29	**4.35h**	4.22	4.22	4.19	4.29	4.35	4.37	4.29	4.22	4.31
Std Dev.	**0.84**	0.79	0.87	0.78	0.93	0.83	0.86	0.81	0.89	0.96	1.01	0.85	0.80	0.73	0.87	0.96	0.83
Std Error	**0.02**	0.03	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.07	0.04	0.04	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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Table 183

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important (1)	26	25	1	*	23	2	1	*	-	5	7	1	1	2	4	2	-	-	2
	1%	2%	*	*	2%	2%	1%	1%	-	3%	5%p	1%	1%	2%	1%	1%	-	-	2%
Not very important (2)	40	34	6	2	33	2	4	1	2	-	1	9	3	1	8	5	4	-	2
	2%	2%	2%	2%	2%	2%	4%	2%	3%l	-	1%	6%l	2%	1%	3%	2%	3%	-	2%
Neither important nor unimportant (3)	160	147	14	6	130	17	8	5	9	17	11	5	14	11	38	13	12	1	16
	9%	10%	6%	7%	9%	13%	9%	10%	14%k	9%	9%	4%	9%	8%	12%	6%	8%	10%	13%ko
Important (4)	682	585	97	35	582	48	34	19	26	65	42	57	65	49	118	105	54	5	43
	38%	38%	41%	40%	39%	35%	38%	41%	40%	34%	34%	41%	42%	38%	36%	44%	39%	33%	35%
Very important (5)	850	738	112	43	723	66	41	21	28	104	65	59	73	62	155	109	66	8	58
	48%	48%	48%	49%	48%	48%	46%	45%	42%	54%	51%	43%	47%	48%	48%	46%	48%	57%	47%
Don't know	21	15	6	2	18	1	1	1	1	-	-	7	-	3	2	3	2	-	1
	1%	1%	2%	2%	1%	1%	1%	1%	1%	-	-	5%lln	-	2%	1%	1%	1%	-	1%
NET Not at all important/ Not very important	67	60	7	2	56	4	5	1	2	5	8	10	4	4	12	7	4	-	4
	4%	4%	3%	2%	4%	3%	5%	3%	3%	3%	6%	7%	2%	3%	4%	3%	3%	-	4%
NET Important / Very important	1533	1323	210	78	1305	114	75	39	54	169	107	116	138	111	273	215	120	13	101
	86%	86%	89%	89%	86%	83%	84%	85%	82%	88%	85%	84%	89%	86%	84%	90%	87%	90%	82%
Mean	4.30	4.29	4.37	4.38	4.31	4.28	4.26	4.27	4.23	4.37	4.25	4.25	4.32	4.33	4.27	4.34	4.35	4.48	4.25
Std Dev.	0.84	0.86	0.74	0.73	0.84	0.87	0.88	0.82	0.80	0.87	1.03	0.88	0.76	0.83	0.86	0.76	0.75	0.69	0.88
Std Error	0.02	0.03	0.03	0.05	0.03	0.05	0.05	0.06	0.09	0.09	0.11	0.09	0.08	0.10	0.07	0.08	0.08	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**26**	8	7	5	7	-	14	7	8	7	3	6	1	16	7
	1%	*1%*	*1%*	*2%*	**6%abf**	-	*1%*	**4%af**	*1%*	*1%*	*1%*	**7%hijm**	*3%*	*1%*	**6%him**
Not very important (2)	**40**	11	13	5	4	6	24	9	8	11	12	7	*	19	7
	2%	*1%*	*2%*	*3%*	*3%*	**10%abf**	*2%*	**5%af**	*1%*	*2%*	**5%hm**	**8%him**	*	*1%*	**6%him**
Neither important nor unimportant (3)	**160**	38	66	36	12	8	104	20	43	59	42	12	1	102	13
	9%	*5%*	**10%a**	**18%abf**	*10%*	**13%a**	*7%*	**11%a**	*6%*	*9%*	**17%him**	**13%h**	*4%*	*7%*	*11%*
Important (4)	**682**	254	290	69	44	22	544	66	235	299	103	36	8	534	44
	38%	*34%*	**45%a**	*35%*	*37%*	*36%*	*39%*	*37%*	*32%*	**45%hm**	*41%*	*40%*	*28%*	**38%h**	*37%*
Very important (5)	**850**	434	260	81	49	21	694	70	439	275	87	29	18	714	47
	48%	**58%bcdefg**	*40%*	*41%*	*42%*	*34%*	**50%bg**	*39%*	**59%ijkmn**	*42%*	*35%*	*32%*	*65%*	**51%ijk**	*40%*
Don't know	**21**	4	9	*	2	4	13	6	8	7	3	-	-	15	-
	1%	*1%*	*1%*	*	*2%*	**7%abcf**	*1%*	**3%af**	*1%*	*1%*	*1%*	-	-	*1%*	-
NET Not at all important/ Not very important	**67**	19	20	10	11	6	39	17	16	19	16	14	1	35	15
	4%	*3%*	*3%*	*5%*	**9%abf**	**10%abf**	*3%*	**9%abf**	*2%*	*3%*	**6%hm**	**15%him**	*4%*	*2%*	**12%him**
NET Important / Very important	**1533**	688	550	150	93	43	1238	136	675	574	190	65	26	1248	92
	86%	**92%bcdeg**	**85%ceg**	*77%*	*79%*	*70%*	**89%cdeg**	*76%*	**91%jkn**	**87%jkn**	*76%*	*72%*	*93%*	**89%jkn**	*77%*
Mean	**4.30**	**4.47bcdefg**	4.23	4.11	4.07	4.01	**4.36bcdeg**	4.05	**4.49ijkmn**	**4.26jkn**	4.04	3.82	4.50	**4.38ijkn**	3.98
Std Dev.	**0.84**	0.75	0.80	0.95	1.10	0.97	0.78	1.06	0.75	0.79	0.92	1.17	0.88	0.78	1.15
Std Error	**0.02**	0.03	0.03	0.07	0.10	0.12	0.02	0.08	0.03	0.03	0.06	0.13	0.16	0.02	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important (1)	**26**	1	25	-	10	14	2	24	-	2	-	26	-
	1%	*	*2%*	-	*2%*	*1%*	*2%*	*1%*	-	*21%*	-	*1%*	-
Not very important (2)	**40**	4	36	-	10	30	*	35	6	-	-	40	-
	2%	*2%*	*2%*	-	*2%*	*3%*	*	*2%*	*10%*	-	-	*2%*	-
Neither important nor unimportant (3)	**160**	10	147	3	46	100	14	152	6	3	-	160	-
	9%	*5%*	*10%*	*12%*	*7%*	*10%*	*13%*	*9%*	*10%*	*32%*	-	*9%*	-
Important (4)	**682**	83	592	7	239	404	39	654	25	3	*	682	-
	38%	*39%*	*38%*	*29%*	*37%*	*39%*	*36%*	*38%*	*46%*	*28%*	*100%*	*38%*	-
Very important (5)	**850**	109	726	15	329	469	53	834	15	2	-	850	-
	48%	*52%*	*47%*	*58%*	*51%*	*46%*	*48%*	*49%*	*27%*	*19%*	-	*48%*	-
Don't know	**21**	4	16	-	10	10	-	17	3	-	-	21	-
	1%	*2%*	*1%*	-	*2%*	*1%*	-	*1%*	*6%*	-	-	*1%*	-
NET Not at all important/ Not very important	**67**	5	61	-	21	44	2	59	6	2	-	67	-
	4%	*2%*	*4%*	-	*3%*	*4%*	*2%*	*3%*	*10%*	*21%*	-	*4%*	-
NET Important / Very important	**1533**	192	1318	22	568	873	92	1488	40	4	*	1533	-
	86%	*91%*	*85%*	*88%*	*88%*	*85%*	*85%*	*87%*	*73%*	*47%*	*100%*	*86%*	-
Mean	**4.30**	4.42	4.28	4.46	4.36	4.26	4.29	4.32	3.96	3.24	4.00	4.30	-
Std Dev.	**0.84**	0.72	0.86	0.72	0.82	0.85	0.86	0.83	0.93	1.43	-	0.84	-
Std Error	**0.02**	0.06	0.02	0.14	0.03	0.03	0.09	0.02	0.15	0.45	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important (1)	**26**	6	3	7	10	-	-	6	1	*	2	*	6	*	4	1	5
	1%	*1%*	*1%*	*2%*	*2%*	-	-	*4%*	*1%*	*	*1%*	*	*5%*	*	*3%*	*	*4%*
Not very important (2)	**40**	15	9	8	8	*	11	4	*	1	8	2	4	3	1	1	6
	2%	*3%*	*2%*	*2%*	*2%*	*	**8%ehino**	*2%*	*	*1%*	**5%h**	*1%*	*3%*	*2%*	*	*	*4%*
Neither important nor unimportant (3)	**160**	45	34	40	42	11	22	12	6	19	9	14	10	17	15	14	13
	9%	*10%*	*8%*	*9%*	*9%*	*8%*	**16%hj**	*7%*	*5%*	*12%*	*6%*	*8%*	*7%*	*12%*	*10%*	*9%*	*9%*
Important (4)	**682**	162	181	188	152	53	52	57	48	59	73	79	51	58	50	50	51
	38%	*37%*	*41%*	*42%*	*34%*	*38%*	*37%*	*36%*	*38%*	*38%*	*46%*	*46%*	*38%*	*41%*	*33%*	*33%*	*35%*
Very important (5)	**850**	203	212	202	233	70	55	78	71	73	68	77	61	64	75	86	72
	48%	*47%*	*48%*	*45%*	*52%*	*51%*	*39%*	*49%*	*55%*	*47%*	*42%*	*45%*	*46%*	*45%*	*50%*	**56%f**	*49%*
Don't know	**21**	6	6	2	7	3	1	2	2	3	-	-	1	1	6	1	-
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	-	-	*1%*	*1%*	*4%*	*1%*	-
NET Not at all important/ Not very important	**67**	21	13	15	18	*	11	10	1	2	10	3	10	3	5	1	12
	4%	*5%*	*3%*	*3%*	*4%*	*	**8%ehio**	**6%e**	*1%*	*1%*	**6%eo**	*1%*	**7%elo**	*2%*	*3%*	*1%*	**8%ehiko**
NET Important / Very important	**1533**	366	393	389	385	123	107	135	119	132	142	156	112	122	125	137	124
	86%	*84%*	*88%*	*87%*	*85%*	**90%f**	*76%*	*85%*	**93%f**	*85%*	**88%f**	**90%f**	*84%*	*85%*	*83%*	**89%f**	*83%*
Mean	**4.30**	4.26	4.34	4.28	4.33	**4.44f**	4.08	4.26	**4.49fijp**	4.34	4.23	4.33	4.19	4.29	4.33	**4.45f**	4.20
Std Dev.	**0.84**	0.88	0.78	0.82	0.88	0.65	0.93	0.98	0.68	0.74	0.86	0.70	1.02	0.76	0.88	0.71	1.02
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.06	0.08	0.08	0.06	0.06	0.07	0.06	0.09	0.07	0.08	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**18**	-	18	8	10	5	4	1	1	1	*	5	9	2	7	5	15	3	14
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*1%*	*	**4%g**	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*
Not very important (2)	**34**	-	34	23	11	4	8	5	4	6	7	1	12	8	14	8	31	3	39
	2%	-	*2%*	*3%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*4%*	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**158**	-	158	96	60	33	27	33	20	22	10	13	60	53	46	23	147	11	148
	9%	-	*9%*	**11%d**	*7%*	*10%*	*11%*	*7%*	*8%*	*9%*	*7%*	*10%*	*10%*	*8%*	*9%*	*9%*	*9%*	*5%*	*9%*
Important (4)	**754**	-	754	370	379	128	91	167	99	129	76	64	220	266	268	140	671	83	730
	42%	-	*42%*	*41%*	*44%*	*40%*	*37%*	*38%*	*43%*	**50%fg**	**52%fg**	*50%*	*38%*	*39%*	**50%lm**	**51%lm**	*43%*	*38%*	*43%*
Very important (5)	**797**	-	797	392	403	147	113	236	107	97	54	43	260	343	195	98	675	119	745
	45%	-	*45%*	*44%*	*46%*	*46%*	*46%*	**53%ijk**	*46%*	*38%*	*37%*	*34%*	**46%n**	**51%no**	*37%*	*35%*	*43%*	*54%*	*44%*
Don't know	**19**	-	19	12	7	6	5	3	2	2	-	1	11	5	3	1	15	1	17
	1%	-	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**52**	-	52	31	20	9	12	6	4	7	7	7	21	10	20	13	46	6	53
	3%	-	*3%*	*3%*	*2%*	*3%*	**5%g**	*1%*	*2%*	*3%*	*5%*	*5%*	*4%*	*2%*	*4%*	**5%m**	*3%*	*3%*	*3%*
NET Important / Very important	**1551**	-	1551	762	782	275	204	403	206	226	130	107	479	609	463	237	1345	202	1475
	87%	-	*87%*	*85%*	**90%c**	*85%*	*82%*	**91%f**	*89%*	*88%*	*88%*	*84%*	*84%*	**90%l**	*87%*	*86%*	*87%*	*92%*	*87%*
Mean	**4.29**	-	4.29	4.25	4.34	4.29	4.23	**4.43fijk**	4.34	4.23	4.20	4.09	4.27	**4.40lno**	4.19	4.15	4.27	4.42	4.28
Std Dev.	**0.79**	-	0.79	0.82	0.76	0.82	0.90	0.70	0.73	0.74	0.77	0.93	0.86	0.71	0.80	0.85	0.79	0.77	0.79
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.06	0.04	0.05	0.04	0.06	0.10	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base		**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base		**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important	(1)	**18**	4	2	6	6	6	12	9	9	2	4	4	7	*	15	2	16
		1%	*1%*	*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*1%*
Not very important	(2)	**34**	6	10	8	11	15	18	14	20	5	7	7	8	6	22	5	29
		2%	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	***4%g***	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*
Neither important nor unimportant	(3)	**158**	34	64	31	29	97	61	121	36	13	21	49	34	37	104	13	144
		9%	*7%*	***12%a***	*9%*	*8%*	*9%*	*8%*	*10%*	*7%*	*8%*	*9%*	*12%*	*8%*	*8%*	*10%*	*8%*	*9%*
Important	(4)	**754**	203	225	162	163	429	325	482	260	83	111	178	150	190	439	83	644
		42%	*41%*	*43%*	*44%*	*42%*	*42%*	*43%*	*40%*	***48%g***	*46%*	***48%l***	*43%*	*37%*	*41%*	*42%*	*46%*	*42%*
Very important	(5)	**797**	246	220	159	173	465	332	572	217	74	83	171	207	222	461	74	689
		45%	*49%*	*42%*	*44%*	*45%*	*45%*	*44%*	***47%h***	*40%*	*42%*	*36%*	*41%*	***51%j***	***48%j***	*44%*	*42%*	*45%*
Don't know		**19**	9	4	*	6	13	6	11	4	1	4	4	4	3	11	1	15
		1%	*2%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important		**52**	10	12	13	16	22	30	23	29	7	11	11	15	7	37	7	44
		3%	*2%*	*2%*	*4%*	*4%*	*2%*	*4%*	*2%*	***5%g***	*4%*	*5%*	*3%*	*4%*	*1%*	*4%*	*4%*	*3%*
NET Important / Very important		**1551**	449	445	321	336	894	657	1054	477	157	194	349	357	412	900	157	1334
		87%	*90%*	*85%*	*88%*	*87%*	*87%*	*87%*	*87%*	*87%*	*88%*	*85%*	*84%*	*87%*	*90%*	*86%*	*88%*	*87%*
Mean		**4.29**	4.38	4.25	4.26	4.28	4.31	4.27	**4.33h**	4.21	4.25	4.16	4.23	4.33	**4.38jk**	4.26	4.25	4.29
Std Dev.		**0.79**	0.74	0.77	0.83	0.84	0.76	0.83	0.76	0.85	0.82	0.85	0.80	0.85	0.70	0.83	0.82	0.79
Std Error		**0.02**	0.03	0.03	0.05	0.05	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.04	0.04	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 184

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important (1)	18	15	2	*	16	1	*	-	-	-	3	2	2	-	4	4	-	-	1
	1%	1%	1%	*	1%	1%	*	-	-	-	2%	1%	2%	-	1%	2%	-	-	1%
Not very important (2)	34	29	5	*	28	3	2	1	4	3	3	1	5	1	9	2	-	*	3
	2%	2%	2%	1%	2%	2%	2%	3%	6%kop	2%	2%	1%	3%	1%	3%	1%	-	*	2%
Neither important nor unimportant (3)	158	130	29	16	137	12	4	5	2	23	7	11	10	15	29	28	13	2	10
	9%	8%	12%	18%a	9%	9%	5%	10%	3%	12%	6%	8%	6%	11%	9%	12%	9%	12%	8%
Important (4)	754	654	100	30	631	60	41	22	26	66	42	59	73	62	146	102	55	9	51
	42%	42%	42%	35%	42%	44%	46%	48%	39%	34%	33%	43%	47%	48%	45%	43%	40%	63%	42%
Very important (5)	797	699	98	40	681	59	40	18	33	98	68	65	66	49	134	102	67	4	55
	45%	45%	42%	45%	45%	43%	45%	39%	50%	51%	54%	47%	42%	38%	41%	43%	49%	25%	45%
Don't know	19	17	2	1	16	1	2	*	2	2	3	-	-	2	4	-	2	-	1
	1%	1%	1%	1%	1%	1%	2%	*	2%o	1%	3%	-	-	2%	1%	-	1%	-	1%
NET Not at all important/ Not very important	52	44	7	1	44	4	2	1	4	3	6	3	8	1	14	6	-	*	4
	3%	3%	3%	1%	3%	3%	2%	3%	6%p	2%	4%	2%	5%p	1%	4%	3%	-	*	4%p
NET Important / Very important	1551	1353	198	70	1312	119	81	40	58	164	110	124	138	111	280	204	123	13	106
	87%	88%	84%	80%	87%	87%	91%	87%	88%	85%	87%	90%	89%	86%	86%	86%	89%	88%	87%
Mean	4.29	4.30	4.23	4.25	4.29	4.27	4.36	4.23	4.35	4.37	4.38	4.34	4.24	4.25	4.23	4.24	4.40	4.12	4.29
Std Dev.	0.79	0.79	0.82	0.80	0.80	0.79	0.71	0.75	0.83	0.76	0.88	0.76	0.84	0.69	0.83	0.83	0.66	0.63	0.81
Std Error	0.02	0.02	0.04	0.05	0.03	0.04	0.04	0.05	0.09	0.08	0.10	0.08	0.09	0.08	0.07	0.09	0.07	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base		**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base		**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important	(1)	**18**	7	2	4	4	2	9	6	7	2	6	3	-	9	3
		1%	*1%*	*	*2%*	**3%bf**	**3%b**	*1%*	**3%bf**	*1%*	*	**2%i**	**3%i**	-	*1%*	*2%*
Not very important	(2)	**34**	18	7	-	5	3	25	8	18	7	3	4	1	25	5
		2%	*2%*	*1%*	-	**4%bc**	**5%c**	*2%*	**5%bc**	*2%*	*1%*	*1%*	*5%*	*4%*	*2%*	**5%i**
Neither important nor unimportant	(3)	**158**	52	51	40	9	7	103	15	38	44	56	19	1	83	20
		9%	*7%*	*8%*	**20%abdfg**	*7%*	*11%*	*7%*	*9%*	*5%*	*7%*	**22%him**	**21%him**	*3%*	*6%*	**17%him**
Important	(4)	**754**	274	306	91	62	19	580	81	258	336	107	43	8	594	50
		42%	*37%*	**47%ae**	*47%*	**53%ae**	*31%*	*42%*	*45%*	*35%*	**51%hm**	*42%*	*47%*	*26%*	**42%h**	*42%*
Very important	(5)	**797**	391	278	58	35	27	669	62	413	264	75	22	19	677	41
		45%	**52%bcdg**	**43%cd**	*30%*	*30%*	*43%*	**48%cdg**	*34%*	**56%ljkmn**	**40%jk**	*30%*	*24%*	*67%*	**48%ljkn**	*34%*
Don't know		**19**	7	2	3	2	5	9	7	8	4	5	1	-	13	1
		1%	*1%*	*	*1%*	*2%*	**8%abcf**	*1%*	**4%abf**	*1%*	*1%*	*2%*	*1%*	-	*1%*	*
NET Not at all important/ Not very important		**52**	25	9	4	9	5	34	14	25	10	9	7	1	34	8
		3%	*3%*	*1%*	*2%*	**8%bf**	**8%bf**	*2%*	**8%abcf**	*3%*	*1%*	*4%*	**8%im**	*4%*	*2%*	**7%im**
NET Important / Very important		**1551**	666	583	149	98	46	1249	143	670	600	181	65	26	1270	91
		87%	**89%ceg**	**90%ceg**	*76%*	*83%*	*74%*	**90%ceg**	*80%*	**90%jkn**	**91%jkn**	*72%*	*71%*	*93%*	**91%jkn**	*76%*
Mean		**4.29**	**4.38cdg**	**4.32cdg**	4.04	4.04	4.15	**4.35cdg**	4.08	**4.43ljkn**	**4.30ljkn**	3.98	3.85	4.55	**4.37ljkn**	4.02
Std Dev.		**0.79**	0.80	0.69	0.82	0.93	1.04	0.75	0.96	0.78	0.68	0.89	0.95	0.76	0.74	0.95
Std Error		**0.02**	0.03	0.03	0.06	0.08	0.13	0.02	0.07	0.03	0.03	0.06	0.11	0.14	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important (1)	**18**	6	12	-	7	11	-	15	3	-	-	18	-
	1%	*3%*	*1%*	-	*1%*	*1%*	-	*1%*	*5%*	-	-	*1%*	-
Not very important (2)	**34**	3	31	-	6	27	1	33	*	-	-	34	-
	2%	*1%*	*2%*	-	*1%*	*3%*	*1%*	*2%*	*1%*	-	-	*2%*	-
Neither important nor unimportant (3)	**158**	15	143	*	44	106	8	144	12	2	-	158	-
	9%	*7%*	*9%*	*1%*	*7%*	*10%*	*8%*	*8%*	*22%*	*22%*	-	*9%*	-
Important (4)	**754**	92	653	8	280	430	44	723	27	4	*	754	-
	42%	*43%*	*42%*	*34%*	*43%*	*42%*	*40%*	*42%*	*49%*	*39%*	*100%*	*42%*	-
Very important (5)	**797**	94	687	17	297	448	53	782	13	2	-	797	-
	45%	*44%*	*45%*	*66%*	*46%*	*44%*	*48%*	*46%*	*24%*	*23%*	-	*45%*	-
Don't know	**19**	2	17	-	10	6	3	18	-	1	-	19	-
	1%	*1%*	*1%*	-	*2%*	*1%*	*3%*	*1%*	-	*16%*	-	*1%*	-
NET Not at all important/ Not very important	**52**	9	43	-	13	37	1	48	3	-	-	52	-
	3%	*4%*	*3%*	-	*2%*	*4%*	*1%*	*3%*	*6%*	-	-	*3%*	-
NET Important / Very important	**1551**	186	1340	25	577	877	97	1506	40	6	*	1551	-
	87%	*88%*	*87%*	*99%*	*90%*	*85%*	*89%*	*88%*	*73%*	*62%*	*100%*	*87%*	-
Mean	**4.29**	4.27	4.29	4.65	4.35	4.25	4.40	4.31	3.85	4.00	4.00	4.29	-
Std Dev.	**0.79**	0.87	0.78	0.50	0.75	0.82	0.67	0.78	0.97	0.78	-	0.79	-
Std Error	**0.02**	0.07	0.02	0.10	0.03	0.03	0.07	0.02	0.15	0.26	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important (1)	**18**	1	4	8	5	-	-	1	-	-	4	4	3	1	5	-	*
	1%	*	*1%*	*2%*	*1%*	-	-	*1%*	-	-	*2%*	*3%*	*2%*	*1%*	*3%*	-	*
Not very important (2)	**34**	13	6	7	8	4	7	1	1	2	2	1	2	4	4	2	3
	2%	*3%*	*1%*	*2%*	*2%*	*3%*	*5%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*3%*	*1%*	*2%*
Neither important nor unimportant (3)	**158**	49	41	39	29	14	21	15	6	22	12	13	12	15	7	15	7
	9%	*11%*	*9%*	*9%*	*6%*	*10%*	***15%hnp***	*9%*	*5%*	***14%np***	*8%*	*7%*	*9%*	*11%*	*4%*	*10%*	*4%*
Important (4)	**754**	168	183	194	209	59	51	58	50	66	67	74	61	58	75	67	67
	42%	*38%*	*41%*	*43%*	*46%*	*43%*	*36%*	*36%*	*39%*	*42%*	*41%*	*43%*	*47%*	*41%*	*50%*	*44%*	*45%*
Very important (5)	**797**	202	209	194	193	57	61	84	70	66	73	80	50	64	57	66	70
	45%	*46%*	*47%*	*43%*	*43%*	*42%*	*44%*	*53%*	***55%ln***	*42%*	*46%*	*46%*	*38%*	*45%*	*38%*	*43%*	*47%*
Don't know	**19**	4	3	4	8	3	-	1	1	*	3	-	4	-	2	4	2
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*1%*	*	*2%*	-	*3%*	-	*2%*	*2%*	*1%*
NET Not at all important/ Not very important	**52**	14	9	15	13	4	7	2	1	2	6	5	5	5	9	2	3
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*5%*	*1%*	*1%*	*1%*	*4%*	*3%*	*4%*	*4%*	*6%*	*1%*	*2%*
NET Important / Very important	**1551**	370	392	388	402	116	112	141	120	132	140	154	111	122	132	133	138
	87%	*85%*	*88%*	*87%*	*89%*	*85%*	*80%*	*89%*	***94%f***	*84%*	*87%*	*89%*	*84%*	*86%*	*88%*	*87%*	***93%f***
Mean	**4.29**	4.29	4.33	4.26	4.30	4.26	4.18	4.40	**4.48filn**	4.25	4.28	4.30	4.20	4.26	4.19	4.32	4.40
Std Dev.	**0.79**	0.80	0.77	0.83	0.76	0.77	0.87	0.73	0.64	0.74	0.86	0.84	0.85	0.82	0.89	0.70	0.67
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.07	0.08	0.06	0.06	0.06	0.07	0.07	0.07	0.07	0.08	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**30**	-	30	17	13	7	3	1	2	7	9	2	10	3	17	11	27	3	23
	2%	-	*2%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	**3%g**	**6%gh**	*2%*	*2%*	*	**3%m**	**4%m**	*2%*	*1%*	*1%*
Not very important (2)	**96**	-	96	54	42	12	7	22	15	18	16	7	19	36	40	23	84	12	104
	5%	-	*5%*	*6%*	*5%*	*4%*	*3%*	*5%*	*6%*	*7%*	**11%ef**	*6%*	*3%*	*5%*	**8%l**	**8%l**	*5%*	*6%*	*6%*
Neither important nor unimportant (3)	**256**	-	256	126	129	32	37	41	36	53	28	30	69	77	111	58	235	21	272
	14%	-	*14%*	*14%*	*15%*	*10%*	*15%*	*9%*	*15%*	**21%eg**	**19%g**	**23%eg**	*12%*	*11%*	**21%lm**	**21%lm**	*15%*	*10%*	*16%*
Important (4)	**676**	-	676	341	330	112	91	160	79	118	53	64	202	239	235	117	588	88	667
	38%	-	*38%*	*38%*	*38%*	*35%*	*37%*	*36%*	*34%*	**46%egh**	*36%*	**50%eh**	*35%*	*35%*	**44%lm**	*42%*	*38%*	*40%*	*39%*
Very important (5)	**702**	-	702	353	347	152	107	217	101	62	40	24	259	318	125	64	609	87	612
	39%	-	*39%*	*39%*	*40%*	**47%ijk**	**43%ijk**	**49%ijk**	**44%ijk**	*24%*	*27%*	*19%*	**45%no**	**47%no**	*24%*	*23%*	*39%*	*39%*	*36%*
Don't know	**20**	-	20	11	9	8	3	5	*	-	3	1	11	5	3	3	10	9	15
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	-	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET Not at all important/ Not very important	**126**	-	126	71	55	19	10	23	16	24	24	9	29	39	57	33	111	15	127
	7%	-	*7%*	*8%*	*6%*	*6%*	*4%*	*5%*	*7%*	*9%*	**16%efgh**	*7%*	*5%*	*6%*	**11%lm**	**12%lm**	*7%*	*7%*	*8%*
NET Important / Very important	**1378**	-	1378	694	677	263	198	376	180	180	92	88	461	557	360	180	1197	174	1279
	77%	-	*77%*	*77%*	*78%*	**82%ijk**	**80%j**	**85%ijk**	**77%j**	*70%*	*63%*	*69%*	**81%no**	**82%no**	*68%*	*66%*	*77%*	*79%*	*76%*
Mean	**4.09**	-	4.09	4.08	4.11	**4.24ijk**	**4.19ijk**	**4.29ijk**	**4.14ijk**	3.82	3.69	3.79	**4.22no**	**4.24no**	3.78	3.74	4.08	4.15	4.04
Std Dev.	**0.95**	-	0.95	0.97	0.93	0.95	0.88	0.85	0.94	0.96	1.16	0.87	0.92	0.88	1.00	1.03	0.96	0.92	0.95
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.04	0.06	0.06	0.09	0.09	0.04	0.04	0.04	0.06	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1693	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	1780	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	926	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important (1)	30	5	7	6	13	12	18	12	15	3	8	12	5	3	25	3	27
	2%	1%	1%	2%	3%	1%	2%	1%	3%g	2%	3%m	3%	1%	1%	2%	2%	2%
Not very important (2)	96	18	32	24	21	50	45	54	41	11	14	27	21	18	62	11	83
	5%	4%	6%	7%	5%	5%	6%	4%	8%g	6%	6%	7%	5%	4%	6%	6%	5%
Neither important nor unimportant (3)	256	43	88	56	69	131	125	159	97	36	38	67	60	43	165	36	213
	14%	9%	17%a	15%a	18%a	13%	17%	13%	18%	20%m	17%m	16%m	15%	9%	16%m	20%	14%
Important (4)	676	191	208	147	131	399	278	428	240	63	91	154	163	165	408	63	586
	38%	38%	40%	40%	34%	39%	37%	35%	44%g	35%	40%	37%	40%	36%	39%	35%	38%
Very important (5)	702	244	181	132	146	425	277	542	148	62	76	142	161	227	380	62	612
	39%	49%bcd	35%	36%	38%	41%	37%	45%h	27%	35%	33%	34%	39%	49%ijkln	36%	35%	40%
Don't know	20	1	8	2	8	9	10	14	5	3	1	11	*	3	13	3	16
	1%	*	2%	1%	2%	1%	1%	1%	1%	2%	1%	3%l	*	1%	1%	2%	1%
NET Not at all important/ Not very important	126	23	39	30	34	62	64	65	56	14	22	39	26	21	87	14	110
	7%	5%	7%	8%	9%	6%	8%	5%	10%g	8%	10%	9%m	6%	4%	8%	8%	7%
NET Important / Very important	1378	434	389	278	276	823	555	970	388	125	168	296	324	392	788	125	1197
	77%	87%bcd	74%	76%	71%	80%f	74%	80%h	71%	70%	73%	72%	79%	85%ijkn	75%	70%	78%
Mean	4.09	4.30bcd	4.02	4.03	3.99	4.16f	4.01	4.20h	3.86	3.98	3.94	3.96	4.11	4.31ijkln	4.02	3.98	4.10
Std Dev.	0.95	0.85	0.94	0.96	1.05	0.91	1.00	0.90	0.99	0.98	1.03	1.03	0.92	0.84	0.99	0.98	0.96
Std Error	0.02	0.04	0.04	0.06	0.06	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.04	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	**30**	19	11	5	28	1	*	1	-	2	5	3	2	8	3	2	1	-	1
		2%	*1%*	**5%a**	**5%a**	*2%*	*1%*	*	*1%*	-	*1%*	*4%*	*3%*	*2%*	**6%nor**	*1%*	*1%*	*1%*	-	*1%*
Not very important	(2)	**96**	89	7	2	73	7	13	2	6	10	10	5	9	6	10	12	5	1	6
		5%	*6%*	*3%*	*2%*	*5%*	*5%*	**15%deg**	*5%*	**9%n**	*5%*	*8%*	*4%*	*6%*	*5%*	*3%*	*5%*	*4%*	*6%*	*5%*
Neither important nor unimportant	(3)	**256**	217	40	19	218	19	12	7	7	39	21	26	26	20	23	42	14	1	17
		14%	*14%*	*17%*	*22%*	*14%*	*14%*	*14%*	*16%*	*10%*	**20%n**	**17%n**	**19%n**	**17%n**	*15%*	*7%*	**18%n**	*11%*	*10%*	**14%n**
Important	(4)	**676**	583	93	35	563	64	31	18	23	58	35	55	70	53	120	88	62	10	54
		38%	*38%*	*40%*	*40%*	*37%*	**47%df**	*35%*	*40%*	*34%*	*30%*	*28%*	*40%*	**45%ij**	*41%*	*37%*	*37%*	**45%ij**	*66%*	**44%ij**
Very important	(5)	**702**	619	83	26	609	45	31	17	30	78	55	49	46	42	170	88	52	3	42
		39%	*40%*	*35%*	*30%*	*40%*	*33%*	*35%*	*38%*	**45%l**	*41%*	*43%*	*35%*	*29%*	*33%*	**52%klmopr**	*37%*	*38%*	*18%*	*34%*
Don't know		**20**	18	2	1	17	2	*	*	1	5	-	-	3	-	-	6	3	-	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*3%*	-	-	*2%*	-	-	*2%*	*2%*	-	*1%*
NET Not at all important/ Not very important		**126**	108	18	7	102	8	14	3	6	12	15	9	12	14	13	14	6	1	7
		7%	*7%*	*8%*	*8%*	*7%*	*6%*	**15%deg**	*6%*	*9%*	*6%*	**12%n**	*6%*	*7%*	**11%n**	*4%*	*6%*	*5%*	*6%*	*6%*
NET Important / Very important		**1378**	1202	176	61	1172	109	62	35	53	135	90	103	115	95	290	176	114	13	96
		77%	*78%*	*75%*	*70%*	*78%*	*79%*	*70%*	*77%*	*79%*	*71%*	*71%*	*75%*	*74%*	*74%*	**89%ijklmor**	*74%*	*83%*	*84%*	*79%*
Mean		**4.09**	4.11	3.98	3.87	**4.11f**	4.07	3.90	4.08	4.17	4.07	3.98	4.01	3.96	3.89	**4.36ijklmor**	4.07	4.18	3.96	4.08
Std Dev.		**0.95**	0.94	1.04	1.04	0.95	0.85	1.06	0.92	0.96	0.98	1.14	0.96	0.93	1.12	0.82	0.92	0.84	0.74	0.87
Std Error		**0.02**	0.03	0.05	0.07	0.03	0.05	0.06	0.06	0.11	0.10	0.13	0.10	0.10	0.13	0.07	0.10	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important (1)	**30**	12	13	3	-	2	25	2	15	10	5	-	-	25	-
	2%	*2%*	*2%*	*2%*	-	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	-	-	*2%*	-
Not very important (2)	**96**	48	32	7	5	3	81	8	39	31	12	11	3	70	13
	5%	*6%*	*5%*	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*	*5%*	*5%*	**12%im**	*10%*	*5%*	**11%im**
Neither important nor unimportant (3)	**256**	86	100	42	23	5	186	28	94	101	49	10	*	195	11
	14%	*11%*	*15%*	**22%af**	**20%a**	*8%*	*13%*	*16%*	*13%*	*15%*	*20%*	*11%*	*1%*	*14%*	*9%*
Important (4)	**676**	242	255	92	55	26	497	81	234	293	99	37	10	526	48
	38%	*32%*	**40%a**	**47%af**	**47%a**	*43%*	*36%*	**45%af**	*31%*	**44%hm**	*40%*	*41%*	*36%*	**38%h**	*40%*
Very important (5)	**702**	354	236	51	33	25	590	57	357	217	81	29	15	574	44
	39%	**47%bcdg**	*37%*	*26%*	*28%*	*40%*	**42%cdg**	*32%*	**48%ljkm**	*33%*	*32%*	*31%*	*53%*	**41%l**	*37%*
Don't know	**20**	7	9	-	2	1	16	3	3	7	5	4	-	10	4
	1%	*1%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	**4%hm**	-	*1%*	**3%hm**
NET Not at all important/ Not very important	**126**	60	45	10	5	4	106	9	55	41	17	11	3	95	13
	7%	*8%*	*7%*	*5%*	*4%*	*7%*	*8%*	*5%*	*7%*	*6%*	*7%*	*12%*	*10%*	*7%*	*11%*
NET Important / Very important	**1378**	596	491	143	88	51	1087	139	590	510	180	66	25	1100	91
	77%	*80%*	*76%*	*73%*	*75%*	*83%*	*78%*	*78%*	*80%*	*77%*	*72%*	*73%*	*89%*	*79%*	*76%*
Mean	**4.09**	**4.18c**	4.05	3.92	4.00	4.15	**4.12c**	4.05	**4.19l**	4.04	3.97	3.97	4.32	4.12	4.05
Std Dev.	**0.95**	0.98	0.96	0.88	0.81	0.96	0.97	0.86	0.99	0.90	0.95	0.97	0.94	0.95	0.97
Std Error	**0.02**	0.04	0.04	0.07	0.07	0.12	0.03	0.06	0.04	0.04	0.07	0.11	0.17	0.03	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base		**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base		**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important	(1)	**30**	3	27	-	14	14	2	27	3	-	-	30	-
		2%	*1%*	*2%*	-	*2%*	*1%*	*2%*	*2%*	*5%*	-	-	*2%*	-
Not very important	(2)	**96**	9	86	-	22	68	5	88	4	4	-	96	-
		5%	*4%*	*6%*	-	*3%*	**7%d**	*5%*	*5%*	*8%*	*39%*	-	*5%*	-
Neither important nor unimportant	(3)	**256**	23	232	2	73	172	11	253	3	*	*	256	-
		14%	*11%*	*15%*	*9%*	*11%*	**17%d**	*11%*	*15%*	*5%*	*3%*	*100%*	*14%*	-
Important	(4)	**676**	69	598	9	243	390	43	654	19	3	-	676	-
		38%	*32%*	*39%*	*37%*	*38%*	*38%*	*40%*	*38%*	*35%*	*32%*	-	*38%*	-
Very important	(5)	**702**	106	583	14	280	378	44	679	21	2	-	702	-
		39%	**50%b**	*38%*	*55%*	*43%*	*37%*	*40%*	*40%*	*38%*	*26%*	-	*39%*	-
Don't know		**20**	3	17	-	13	4	3	15	5	-	-	20	-
		1%	*1%*	*1%*	-	**2%e**	*	**3%e**	*1%*	*9%*	-	-	*1%*	-
NET Not at all important/ Not very important		**126**	12	113	-	36	82	8	115	7	4	-	126	-
		7%	*6%*	*7%*	-	*6%*	*8%*	*7%*	*7%*	*13%*	*39%*	-	*7%*	-
NET Important / Very important		**1378**	174	1181	23	523	768	87	1333	40	5	-	1378	-
		77%	*82%*	*77%*	*91%*	**81%e**	*75%*	*80%*	*78%*	*73%*	*58%*	-	*77%*	-
Mean		**4.09**	**4.26b**	4.06	4.46	**4.19e**	4.03	4.14	4.10	4.01	3.44	3.00	4.09	-
Std Dev.		**0.95**	0.92	0.96	0.66	0.93	0.96	0.95	0.94	1.17	1.32	-	0.95	-
Std Error		**0.02**	0.07	0.02	0.13	0.04	0.03	0.10	0.02	0.19	0.42	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**30**	6	5	12	8	1	*	4	1	-	4	3	4	4	5	*	2
		2%	*1%*	*1%*	*3%*	*2%*	*1%*	*	*3%*	*1%*	-	*2%*	*2%*	*3%*	*3%*	*3%*	*	*2%*
Not very important	(2)	**96**	28	30	20	18	9	10	9	3	17	9	5	6	9	6	6	6
		5%	*6%*	*7%*	*4%*	*4%*	*7%*	*7%*	*6%*	*3%*	**11%hk**	*5%*	*3%*	*4%*	*6%*	*4%*	*4%*	*4%*
Neither important nor unimportant	(3)	**256**	85	52	70	50	27	29	28	17	21	13	27	25	18	12	24	14
		14%	**19%bd**	*12%*	*16%*	*11%*	**20%jn**	**21%jn**	*18%*	*14%*	*14%*	*8%*	*16%*	*19%*	*12%*	*8%*	*16%*	*9%*
Important	(4)	**676**	166	168	172	170	60	58	48	47	59	63	64	40	68	61	46	63
		38%	*38%*	*38%*	*38%*	*38%*	*44%*	*41%*	*30%*	*37%*	*38%*	*39%*	*37%*	*30%*	**47%glo**	*41%*	*30%*	*42%*
Very important	(5)	**702**	146	190	173	193	39	39	69	59	58	73	72	56	44	60	70	64
		39%	*33%*	**43%a**	*39%*	**43%a**	*28%*	*28%*	*43%*	**46%ef**	*37%*	**45%ef**	*42%*	*43%*	*31%*	*40%*	**46%ef**	*43%*
Don't know		**20**	6	*	1	12	1	5	*	-	*	-	1	1	-	5	7	*
		1%	*1%*	*	*	**3%bc**	*1%*	*4%*	*	-	*	-	*	*1%*	-	*3%*	**5%j**	*
NET Not at all important/ Not very important		**126**	34	35	32	25	10	10	14	5	17	12	9	10	13	11	6	8
		7%	*8%*	*8%*	*7%*	*6%*	*7%*	*7%*	*9%*	*4%*	*11%*	*8%*	*5%*	*8%*	*9%*	*8%*	*4%*	*6%*
NET Important / Very important		**1378**	312	358	345	363	98	97	117	106	117	135	136	96	112	121	116	126
		77%	*71%*	**81%a**	*77%*	**80%a**	*72%*	*69%*	*74%*	*83%*	*75%*	**84%f**	*79%*	*73%*	*79%*	*81%*	*76%*	**85%f**
Mean		**4.09**	3.97	4.14	4.06	**4.19a**	3.92	3.92	4.05	**4.24ef**	4.01	4.19	4.14	4.05	3.98	4.14	**4.23ef**	4.21
Std Dev.		**0.95**	0.96	0.95	0.98	0.92	0.91	0.89	1.05	0.87	0.98	0.96	0.93	1.05	0.97	0.99	0.87	0.89
Std Error		**0.02**	0.05	0.05	0.05	0.04	0.08	0.08	0.09	0.08	0.08	0.08	0.07	0.09	0.09	0.09	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Not at all important (1)	**12**	-	12	10	2	4	4	1	-	*	1	2	8	1	3	3	11	1	11
	1%	-	*1%*	*1%*	*	*1%*	*2%*	*	-	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**38**	-	38	21	16	15	4	7	2	3	3	4	19	9	10	7	35	3	39
	2%	-	*2%*	*2%*	*2%*	*5%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**182**	-	182	109	71	39	29	43	15	40	7	9	67	58	56	16	166	16	170
	10%	-	*10%*	*12%*	*8%*	*12%*	*12%*	*10%*	*7%*	**16%hj**	*5%*	*7%*	*12%*	*9%*	*11%*	*6%*	*11%*	*7%*	*10%*
Important (4)	**664**	-	664	344	315	110	100	130	102	104	60	58	211	232	222	118	593	70	622
	37%	-	*37%*	*38%*	*36%*	*34%*	**40%g**	*29%*	**44%g**	**40%g**	*41%*	**45%g**	*37%*	*34%*	*42%*	*43%*	*38%*	*32%*	*37%*
Very important (5)	**867**	-	867	407	458	149	109	259	114	108	73	54	259	373	235	127	737	126	831
	49%	-	*49%*	*45%*	**53%c**	*46%*	*44%*	**58%efik**	*49%*	*42%*	*50%*	*42%*	*45%*	**55%ln**	*44%*	*46%*	*47%*	*57%*	*49%*
Don't know	**18**	-	18	10	8	5	2	5	-	2	3	*	7	5	6	3	12	3	20
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**50**	-	50	32	18	18	9	8	2	3	4	6	27	10	13	10	45	5	50
	3%	-	*3%*	*4%*	*2%*	**6%ghl**	*3%*	*2%*	*1%*	*1%*	*3%*	*5%*	**5%m**	*1%*	*2%*	*4%*	*3%*	*2%*	*3%*
NET Important / Very important	**1531**	-	1531	751	773	260	209	389	216	212	133	112	469	605	457	245	1330	197	1453
	86%	-	*86%*	*83%*	**89%c**	*81%*	*84%*	*87%*	**93%efi**	*82%*	*90%*	*88%*	*82%*	**89%l**	*86%*	*89%*	*86%*	*89%*	*86%*
Mean	**4.32**	-	4.32	4.25	**4.41c**	4.22	4.24	**4.45efi**	4.41	4.24	4.39	4.24	4.23	**4.44ln**	4.28	4.32	4.30	4.46	4.33
Std Dev.	**0.80**	-	0.80	0.85	0.74	0.91	0.85	0.76	0.65	0.76	0.75	0.84	0.89	0.72	0.78	0.80	0.80	0.74	0.80
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.06	0.04	0.04	0.04	0.06	0.09	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base		**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base		**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Not at all important	(1)	**12**	4	1	2	5	5	7	8	5	-	5	3	4	-	12	-	12
		1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	**2%m**	*1%*	*1%*	-	*1%*	-	*1%*
Not very important	(2)	**38**	18	9	4	6	28	10	27	10	3	11	4	8	11	24	3	35
		2%	*4%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	**5%k**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Neither important nor unimportant	(3)	**182**	51	56	31	44	107	75	125	57	20	18	41	45	52	105	20	158
		10%	*10%*	*11%*	*8%*	*11%*	*10%*	*10%*	*10%*	*10%*	*11%*	*8%*	*10%*	*11%*	*11%*	*10%*	*11%*	*10%*
Important	(4)	**664**	160	207	153	144	367	297	428	223	62	88	150	143	184	380	62	574
		37%	*32%*	*40%*	**42%a**	*37%*	*36%*	*39%*	*35%*	*41%*	*35%*	*38%*	*36%*	*35%*	*40%*	*36%*	*35%*	*37%*
Very important	(5)	**867**	264	244	176	184	507	359	617	241	88	108	214	206	210	528	88	750
		49%	*53%*	*46%*	*48%*	*47%*	*49%*	*48%*	**51%h**	*44%*	*50%*	*47%*	*52%*	*50%*	*46%*	*50%*	*50%*	*49%*
Don't know		**18**	5	7	*	6	12	6	5	10	5	-	1	4	2	4	5	9
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	**2%g**	**3%kn**	-	*	*1%*	*	*	**3%p**	*1%*
NET Not at all important/ Not very important		**50**	22	10	7	11	33	17	34	15	3	16	7	12	11	35	3	46
		3%	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	**7%km**	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*
NET Important / Very important		**1531**	424	451	329	327	875	656	1045	464	150	195	364	349	394	908	150	1324
		86%	*85%*	*86%*	*90%*	*84%*	*85%*	*87%*	*86%*	*85%*	*84%*	*85%*	*88%*	*85%*	*86%*	*86%*	*84%*	*86%*
Mean		**4.32**	4.33	4.32	4.35	4.30	4.33	4.32	4.34	4.28	4.35	4.23	4.38	4.33	4.30	4.33	4.35	4.32
Std Dev.		**0.80**	0.86	0.76	0.74	0.82	0.81	0.78	0.80	0.79	0.76	0.94	0.76	0.82	0.76	0.83	0.76	0.81
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.07	0.04	0.04	0.04	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region												
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base		**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base		**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Not at all important	(1)	**12**	11	1	*	10	1	1	-	-	-	5	1	1	-	3	-	-	-	1
		1%	*1%*	*	*	*1%*	*1%*	*1%*	-	-	-	**4%lo**	*1%*	*1%*	-	*1%*	-	-	-	*1%*
Not very important	(2)	**38**	35	3	*	31	4	2	1	1	3	5	5	3	1	10	1	2	*	4
		2%	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*4%*	*4%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*3%*
Neither important nor unimportant	(3)	**182**	161	21	5	153	15	10	4	8	20	11	12	15	11	28	35	13	*	15
		10%	*10%*	*9%*	*6%*	*10%*	*11%*	*11%*	*9%*	*12%*	*11%*	*9%*	*8%*	*10%*	*8%*	*9%*	*15%*	*9%*	*3%*	*12%*
Important	(4)	**664**	573	91	38	565	50	31	18	22	62	29	60	61	61	132	96	41	5	45
		37%	*37%*	*39%*	*43%*	*37%*	*37%*	*35%*	*40%*	*33%*	*32%*	*23%*	**43%j**	**39%j**	**48%jp**	**40%j**	**40%j**	*30%*	*35%*	**37%j**
Very important	(5)	**867**	750	116	43	737	64	44	22	33	102	73	61	75	56	152	105	79	9	55
		49%	*49%*	*49%*	*49%*	*49%*	*47%*	*49%*	*48%*	*51%*	*53%*	*58%*	*44%*	*48%*	*43%*	*47%*	*44%*	*58%*	*61%*	*45%*
Don't know		**18**	14	4	1	13	2	2	*	2	4	3	-	-	-	2	1	2	-	2
		1%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	**3%kl**	*2%*	*2%*	-	-	-	*1%*	*	*1%*	-	*1%*
NET Not at all important/ Not very important		**50**	46	4	1	40	6	3	1	1	3	10	6	4	1	13	1	2	*	6
		3%	*3%*	*2%*	*1%*	*3%*	*4%*	*3%*	*3%*	*1%*	*2%*	**8%o**	*4%*	*2%*	*1%*	*4%*	*1%*	*1%*	*1%*	**5%o**
NET Important / Very important		**1531**	1324	207	81	1302	114	74	40	55	165	103	121	137	117	284	201	121	14	100
		86%	*86%*	*88%*	*92%*	*86%*	*83%*	*84%*	*87%*	*83%*	*86%*	*81%*	*87%*	*88%*	*91%*	*87%*	*84%*	*88%*	*97%*	*82%*
Mean		**4.32**	4.32	4.38	4.43	4.33	4.27	4.32	4.33	4.37	4.41	4.31	4.26	4.33	4.33	4.30	4.28	**4.47r**	4.58	4.23
Std Dev.		**0.80**	0.81	0.73	0.64	0.79	0.86	0.84	0.76	0.75	0.74	1.06	0.82	0.78	0.67	0.82	0.73	0.72	0.59	0.88
Std Error		**0.02**	0.02	0.03	0.04	0.03	0.05	0.05	0.05	0.09	0.08	0.12	0.08	0.08	0.08	0.07	0.08	0.08	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**1693**	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base		**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base		**926**	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Not at all important	(1)	**12**	2	4	3	3	1	6	3	4	2	3	3	-	6	3
		1%	*	*1%*	*2%*	**2%af**	*1%*	*	**2%af**	*1%*	*	*1%*	**3%im**	-	*	*2%*
Not very important	(2)	**38**	17	12	3	3	2	29	6	13	8	9	7	1	21	8
		2%	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*1%*	*3%*	**7%him**	*5%*	*2%*	**7%him**
Neither important nor unimportant	(3)	**182**	49	81	32	12	8	130	20	40	72	52	16	2	113	17
		10%	*6%*	**13%a**	**17%af**	*10%*	*13%*	*9%*	*11%*	*5%*	**11%h**	**21%him**	**17%hm**	*7%*	*8%*	**15%h**
Important	(4)	**664**	210	278	82	65	23	488	88	207	307	92	44	12	514	55
		37%	*28%*	**43%af**	**42%a**	**55%af**	*37%*	**35%a**	**49%af**	*28%*	**47%hm**	*37%*	**48%h**	*42%*	**37%h**	**46%h**
Very important	(5)	**867**	464	266	74	33	26	730	58	469	263	93	23	13	732	36
		49%	**62%bcdefg**	**41%d**	*38%*	*28%*	*41%*	**52%bcdg**	*32%*	**63%ijkmn**	**40%k**	*37%*	*25%*	*46%*	**52%ijkn**	*30%*
Don't know		**18**	7	5	-	2	3	12	4	8	6	3	-	-	14	-
		1%	*1%*	*1%*	-	*2%*	**4%cf**	*1%*	*2%*	*1%*	*1%*	*1%*	-	-	*1%*	-
NET Not at all important/ Not very important		**50**	19	15	6	6	3	35	9	17	10	12	9	1	27	11
		3%	*3%*	*2%*	*3%*	*5%*	*5%*	*2%*	*5%*	*2%*	*2%*	**5%l**	**10%him**	*5%*	*2%*	**9%him**
NET Important / Very important		**1531**	674	544	157	98	48	1218	146	676	569	186	66	25	1246	91
		86%	**90%bceg**	*84%*	*80%*	*83%*	*78%*	**87%c**	*81%*	**91%ijkn**	**86%jkn**	*74%*	*73%*	*88%*	**89%jkn**	*76%*
Mean		**4.32**	**4.50bcdefg**	4.24	4.13	4.05	4.19	**4.38bcdg**	4.10	**4.53ijkmn**	**4.26jkn**	4.06	3.84	4.30	**4.40ijkn**	3.95
Std Dev.		**0.80**	0.74	0.78	0.86	0.85	0.90	0.77	0.86	0.73	0.73	0.91	0.98	0.81	0.74	0.96
Std Error		**0.02**	0.03	0.03	0.07	0.08	0.11	0.02	0.06	0.03	0.03	0.06	0.11	0.15	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Not at all important (1)	**12**	4	8	-	3	9	-	11	1	-	-	12	-
	1%	*2%*	*1%*	-	*1%*	*1%*	-	*1%*	*2%*	-	-	*1%*	-
Not very important (2)	**38**	5	32	2	15	20	2	35	3	-	-	38	-
	2%	*2%*	*2%*	*6%*	*2%*	*2%*	*2%*	*2%*	*6%*	-	-	*2%*	-
Neither important nor unimportant (3)	**182**	15	165	1	50	123	9	176	4	1	-	182	-
	10%	*7%*	*11%*	*6%*	*8%*	**12%d**	*8%*	*10%*	*8%*	*12%*	-	*10%*	-
Important (4)	**664**	83	573	8	244	389	31	624	35	4	*	664	-
	37%	*39%*	*37%*	*32%*	*38%*	*38%*	*28%*	*36%*	*64%*	*48%*	*100%*	*37%*	-
Very important (5)	**867**	101	752	14	324	481	62	856	7	4	-	867	-
	49%	*47%*	*49%*	*56%*	*50%*	*47%*	*57%*	*50%*	*13%*	*39%*	-	*49%*	-
Don't know	**18**	5	13	-	8	5	5	14	3	-	-	18	-
	1%	*2%*	*1%*	-	*1%*	*	**4%e**	*1%*	*6%*	-	-	*1%*	-
NET Not at all important/ Not very important	**50**	9	40	2	19	29	2	46	4	-	-	50	-
	3%	*4%*	*3%*	*6%*	*3%*	*3%*	*2%*	*3%*	*8%*	-	-	*3%*	-
NET Important / Very important	**1531**	184	1325	22	568	870	93	1480	43	8	*	1531	-
	86%	*87%*	*86%*	*88%*	*88%*	*85%*	*85%*	*86%*	*78%*	*88%*	*100%*	*86%*	-
Mean	**4.32**	4.31	4.33	4.38	4.37	4.28	4.46	4.34	3.86	4.27	4.00	4.32	-
Std Dev.	**0.80**	0.85	0.79	0.87	0.77	0.82	0.75	0.79	0.82	0.71	-	0.80	-
Std Error	**0.02**	0.07	0.02	0.17	0.03	0.03	0.08	0.02	0.13	0.22	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base		**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base		**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Not at all important	(1)	**12**	2	1	5	4	-	-	2	-	1	1	1	4	-	4	-	*
		1%	*	*	*1%*	*1%*	-	-	*1%*	-	*	*	*1%*	*3%*	-	*3%*	-	*
Not very important	(2)	**38**	21	3	6	8	6	9	6	1	2	*	2	1	3	-	4	4
		2%	**5%bc**	*1%*	*1%*	*2%*	*4%*	**6%n**	*4%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	-	*3%*	*3%*
Neither important nor unimportant	(3)	**182**	49	43	54	36	12	18	19	16	13	14	16	15	23	12	15	9
		10%	*11%*	*10%*	*12%*	*8%*	*9%*	*13%*	*12%*	*12%*	*8%*	*9%*	*9%*	*12%*	*16%*	*8%*	*10%*	*6%*
Important	(4)	**664**	149	186	168	161	45	49	55	40	76	70	73	48	47	62	43	56
		37%	*34%*	*42%*	*38%*	*36%*	*33%*	*35%*	*35%*	*31%*	**49%ehmo**	**44%o**	*42%*	*37%*	*33%*	*42%*	*28%*	*38%*
Very important	(5)	**867**	214	207	206	239	71	65	77	71	64	72	79	61	66	71	91	77
		49%	*49%*	*47%*	*46%*	*53%*	*52%*	*46%*	*49%*	*55%*	*41%*	*45%*	*46%*	*47%*	*46%*	*48%*	**59%fl**	*52%*
Don't know		**18**	3	4	8	2	3	*	-	1	*	3	1	2	4	*	*	2
		1%	*1%*	*1%*	*2%*	*1%*	*2%*	*	-	*1%*	*	*2%*	*1%*	*2%*	*3%*	*	*	*1%*
NET Not at all important/ Not very important		**50**	22	4	11	13	6	9	8	1	2	1	3	5	3	4	4	4
		3%	**5%b**	*1%*	*2%*	*3%*	*4%*	**6%j**	*5%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*
NET Important / Very important		**1531**	363	394	375	400	116	114	132	111	140	142	152	110	113	133	134	133
		86%	*83%*	*88%*	*84%*	*89%*	*85%*	*81%*	*83%*	*86%*	*90%*	*88%*	*88%*	*83%*	*79%*	*89%*	*87%*	*89%*
Mean		**4.32**	4.27	4.35	4.29	4.39	4.35	4.21	4.26	4.42	4.30	4.35	4.32	4.26	4.27	4.32	4.44	4.40
Std Dev.		**0.80**	0.87	0.71	0.81	0.79	0.82	0.90	0.89	0.74	0.70	0.69	0.75	0.90	0.81	0.84	0.78	0.75
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.07	0.08	0.07	0.07	0.06	0.05	0.06	0.08	0.07	0.07	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1693	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	1780	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	926	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Low cost	1568	-	1568	777	785	280	203	404	193	231	137	119	483	597	487	256	1378	183	1493
	88%	-	*88%*	*86%*	*90%*	*87%*	*82%*	**91%fh**	*83%*	*90%*	**93%f**	**93%f**	*85%*	*88%*	**91%l**	**93%l**	*89%*	*83%*	*88%*
Free delivery	1473	-	1473	735	734	258	193	377	195	210	127	113	451	573	450	240	1290	177	1398
	83%	-	*83%*	*81%*	*84%*	*80%*	*78%*	*85%*	*84%*	*82%*	*86%*	*89%*	*79%*	*85%*	*85%*	**87%l**	*83%*	*80%*	*83%*
Inclusion of insurance	1191	-	1191	632	554	228	175	350	157	155	72	54	404	507	281	126	1032	156	1092
	67%	-	*67%*	**70%d**	*64%*	**71%ijk**	**71%ijk**	**79%hijk**	**67%jk**	**60%k**	*49%*	*42%*	**71%no**	**75%no**	*53%*	*46%*	*66%*	*71%*	*65%*
Guarantee that the parcel will arrive on time	1533	-	1533	772	754	278	202	402	197	225	119	110	479	600	454	229	1339	188	1458
	86%	-	*86%*	*86%*	*87%*	*86%*	*81%*	**90%fj**	*85%*	*87%*	*81%*	*86%*	*84%*	*89%*	*85%*	*83%*	*86%*	*85%*	*86%*
Ability to track the delivery	1569	-	1569	783	779	273	211	408	218	225	122	112	485	626	459	234	1365	198	1481
	88%	-	*88%*	*87%*	*90%*	*85%*	*85%*	**92%efj**	**94%efj**	*87%*	*82%*	*88%*	*85%*	**92%lno**	*86%*	*85%*	*88%*	*90%*	*87%*
Ability to choose an express or next day service	1267	-	1267	670	594	266	191	367	169	140	68	67	457	536	274	134	1077	184	1150
	71%	-	*71%*	**74%d**	*68%*	**82%ijk**	**77%ijk**	**82%hijk**	**73%ijk**	*54%*	*46%*	*52%*	**80%no**	**79%no**	*52%*	*49%*	*69%*	**83%p**	*68%*
Ability to select a specific date/time for delivery	1350	-	1350	684	660	248	204	372	180	171	96	79	452	552	346	175	1159	184	1225
	76%	-	*76%*	*76%*	*76%*	**77%ijk**	**82%ijk**	**84%ijk**	**77%k**	*67%*	*65%*	*62%*	**79%no**	**81%no**	*65%*	*64%*	*75%*	*84%*	*72%*
Fast delivery	1452	-	1452	742	703	286	207	400	188	190	98	83	492	588	372	181	1262	184	1369
	82%	-	*82%*	*82%*	*81%*	**89%ijk**	**83%jk**	**90%hijk**	**81%jk**	*74%*	*66%*	*65%*	**86%no**	**87%no**	*70%*	*66%*	*81%*	*84%*	*81%*
Convenient options for me to accept the delivery	1555	-	1555	771	777	267	211	402	217	220	128	108	478	620	457	237	1363	186	1480
	87%	-	*87%*	*86%*	*89%*	*83%*	*85%*	**90%e**	**94%efi**	*86%*	*87%*	*85%*	*84%*	**92%lm**	*86%*	*86%*	*88%*	*84%*	*87%*
Guarantee that the parcel will arrive intact	1644	-	1644	820	817	272	222	412	224	248	142	124	494	635	514	266	1442	195	1565
	92%	-	*92%*	*91%*	*94%*	*84%*	*89%*	**93%e**	**96%ef**	**96%ef**	**96%e**	**97%e**	*87%*	**94%l**	**97%l**	**97%l**	*93%*	*89%*	*92%*
Ability to select an evening/weekend delivery	1145	-	1145	614	527	246	181	363	144	114	48	49	427	507	211	98	968	170	994
	64%	-	*64%*	**68%d**	*61%*	**76%hijk**	**73%ijk**	**82%hijk**	**62%ijk**	*44%*	*33%*	*39%*	**75%no**	**75%no**	*40%*	*35%*	*62%*	**77%p**	*59%*
Proof of postage/ dispatch	1508	-	1508	761	740	262	207	390	208	213	121	107	469	597	442	229	1321	180	1434
	85%	-	*85%*	*84%*	*85%*	*81%*	*83%*	*88%*	*89%*	*83%*	*82%*	*84%*	*82%*	**88%l**	*83%*	*83%*	*85%*	*82%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Guaranteed delivery to my door	**1624**	-	1624	822	795	285	211	404	226	241	134	124	495	630	499	258	1423	195	1556
	91%	-	*91%*	*91%*	*91%*	*88%*	*85%*	*91%*	**97%efg**	**94%f**	*91%*	**97%f**	*87%*	**93%l**	**94%l**	**94%l**	*92%*	*89%*	*92%*
Availability of nearby collection points in case of failed delivery	**1372**	-	1372	707	660	268	198	381	181	166	97	81	467	561	344	178	1184	182	1264
	77%	-	*77%*	*78%*	*76%*	**83%ijk**	**80%ijk**	**86%ijk**	**78%l**	*65%*	*66%*	*64%*	**82%no**	**83%no**	*65%*	*65%*	*76%*	*83%*	*75%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1533**	-	1533	777	750	278	213	378	209	214	122	118	491	588	454	240	1346	184	1441
	86%	-	*86%*	*86%*	*86%*	*86%*	*86%*	*85%*	*90%*	*83%*	*82%*	*93%*	*86%*	*87%*	*85%*	*87%*	*87%*	*83%*	*85%*
Option to reschedule if I am unable to take the delivery	**1551**	-	1551	762	782	275	204	403	206	226	130	107	479	609	463	237	1345	202	1475
	87%	-	*87%*	*85%*	**90%c**	*85%*	*82%*	**91%f**	*89%*	*88%*	*88%*	*84%*	*84%*	**90%l**	*87%*	*86%*	*87%*	*92%*	*87%*
Ability to provide a specific time slot or SMS notification of delivery time	**1378**	-	1378	694	677	263	198	376	180	180	92	88	461	557	360	180	1197	174	1279
	77%	-	*77%*	*77%*	*78%*	**82%ijk**	**80%j**	**85%ijk**	**77%j**	*70%*	*63%*	*69%*	**81%no**	**82%no**	*68%*	*66%*	*77%*	*79%*	*76%*
Proof and details of delivery receipt sent to me if someone else receives it	**1531**	-	1531	751	773	260	209	389	216	212	133	112	469	605	457	245	1330	197	1453
	86%	-	*86%*	*83%*	**89%c**	*81%*	*84%*	*87%*	**93%efi**	*82%*	*90%*	*88%*	*82%*	**89%l**	*86%*	*89%*	*86%*	*89%*	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 187

QE10B_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onl please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Low cost	**1568**	420	470	326	351	890	677	1050	496	167	203	368	371	381	942	167	1343
	88%	*84%*	**90%a**	*89%*	**91%a**	*87%*	*90%*	*87%*	*91%*	**94%m**	*89%*	*89%*	**90%m**	*83%*	**89%m**	*94%*	*87%*
Free delivery	**1473**	430	426	295	322	857	617	1002	449	146	196	315	343	391	854	146	1265
	83%	*86%*	*81%*	*80%*	*83%*	*83%*	*82%*	*83%*	*82%*	*82%*	**85%k**	*76%*	**84%k**	**85%k**	*81%*	*82%*	*82%*
Inclusion of insurance	**1191**	382	323	243	244	704	487	882	295	106	146	246	282	360	674	106	1046
	67%	**76%bcd**	*61%*	*66%*	*63%*	*69%*	*65%*	**73%h**	*54%*	*59%*	*64%*	*59%*	**69%k**	**78%ijkln**	*64%*	*59%*	*68%*
Guarantee that the parcel will arrive on time	**1533**	429	470	311	324	899	635	1051	462	147	199	344	358	408	900	147	1326
	86%	*86%*	*90%*	*85%*	*84%*	*88%*	*84%*	*87%*	*85%*	*83%*	*87%*	*83%*	*87%*	*89%*	*86%*	*83%*	*86%*
Ability to track the delivery	**1569**	450	470	313	336	920	649	1079	467	150	203	356	357	414	916	150	1355
	88%	*90%*	*89%*	*85%*	*87%*	*90%*	*86%*	*89%*	*86%*	*84%*	*89%*	*86%*	*87%*	*90%*	*87%*	*84%*	*88%*
Ability to choose an express or next day service	**1267**	394	348	277	248	742	524	943	307	116	152	285	274	388	711	116	1106
	71%	**79%bd**	*66%*	**75%bd**	*64%*	*72%*	*70%*	**78%h**	*56%*	*65%*	*66%*	*69%*	*67%*	**85%ijkln**	*68%*	*65%*	*72%*
Ability to select a specific date/time for delivery	**1350**	403	398	276	273	801	549	966	361	119	166	302	307	391	776	119	1180
	76%	**80%d**	*76%*	*75%*	*71%*	*78%*	*73%*	**80%h**	*66%*	*67%*	*73%*	*73%*	*75%*	**85%ijkln**	*74%*	*67%*	**77%o**
Fast delivery	**1452**	425	428	296	303	853	599	1037	395	141	176	318	343	396	837	141	1253
	82%	*85%*	*82%*	*81%*	*78%*	*83%*	*79%*	**86%h**	*72%*	*79%*	*77%*	*77%*	*84%*	**86%jkn**	*80%*	*79%*	*82%*
Convenient options for me to accept the delivery	**1555**	434	453	332	336	887	668	1061	469	156	191	353	369	405	913	156	1342
	87%	*87%*	*86%*	*91%*	*87%*	*86%*	*89%*	*88%*	*86%*	*87%*	*83%*	*85%*	*90%*	*88%*	*87%*	*87%*	*87%*
Guarantee that the parcel will arrive intact	**1644**	449	500	343	352	948	695	1108	512	165	212	380	374	424	965	165	1415
	92%	*89%*	**95%a**	*94%*	*91%*	*92%*	*92%*	*92%*	*94%*	*92%*	*92%*	*92%*	*91%*	*92%*	*92%*	*92%*	*92%*
Ability to select an evening/weekend delivery	**1145**	353	338	234	220	691	454	881	246	115	113	260	257	347	630	115	988
	64%	**70%d**	*64%*	*64%*	*57%*	**67%f**	*60%*	**73%h**	*45%*	**64%j**	*49%*	**63%j**	**63%j**	**76%ijkln**	**60%j**	*64%*	*64%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Proof of postage/ dispatch	**1508**	428	433	322	326	860	647	1021	462	158	199	322	341	402	862	158	1289
	85%	*85%*	*82%*	*88%*	*84%*	*84%*	*86%*	*84%*	*85%*	**89%k**	**87%k**	*78%*	*83%*	**88%k**	*82%*	*89%*	*84%*
Guaranteed delivery to my door	**1624**	445	496	335	348	941	683	1095	506	163	204	383	367	419	954	163	1396
	91%	*89%*	**95%ad**	*92%*	*90%*	*92%*	*91%*	*91%*	*93%*	*91%*	*89%*	*93%*	*90%*	*91%*	*91%*	*91%*	*91%*
Availability of nearby collection points in case of failed delivery	**1372**	405	396	286	286	801	571	983	366	140	156	297	324	382	777	140	1179
	77%	*81%*	*75%*	*78%*	*74%*	*78%*	*76%*	**81%h**	*67%*	*78%*	*68%*	*72%*	**79%j**	**83%jkn**	*74%*	*78%*	*77%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1533**	442	453	319	319	895	638	1056	460	146	184	354	360	411	897	146	1330
	86%	*88%*	*86%*	*87%*	*82%*	*87%*	*85%*	*87%*	*84%*	*82%*	*80%*	*86%*	*88%*	**90%j**	*85%*	*82%*	*87%*
Option to reschedule if I am unable to take the delivery	**1551**	449	445	321	336	894	657	1054	477	157	194	349	357	412	900	157	1334
	87%	*90%*	*85%*	*88%*	*87%*	*87%*	*87%*	*87%*	*87%*	*88%*	*85%*	*84%*	*87%*	*90%*	*86%*	*88%*	*87%*
Ability to provide a specific time slot or SMS notification of delivery time	**1378**	434	389	278	276	823	555	970	388	125	168	296	324	392	788	125	1197
	77%	**87%bcd**	*74%*	*76%*	*71%*	**80%f**	*74%*	**80%h**	*71%*	*70%*	*73%*	*72%*	*79%*	**85%jkn**	*75%*	*70%*	*78%*
Proof and details of delivery receipt sent to me if someone else receives it	**1531**	424	451	329	327	875	656	1045	464	150	195	364	349	394	908	150	1324
	86%	*85%*	*86%*	*90%*	*84%*	*85%*	*87%*	*86%*	*85%*	*84%*	*85%*	*88%*	*85%*	*86%*	*86%*	*84%*	*86%*

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Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Low cost	**1568**	1362	205	69	1328	122	78	39	60	171	109	125	138	114	280	217	114	13	109
	88%	***88%c***	*87%*	*79%*	*88%*	*89%*	*88%*	*86%*	*91%*	*89%*	*86%*	*91%*	*89%*	*88%*	*86%*	*91%*	*83%*	*89%*	*89%*
Free delivery	**1473**	1284	189	64	1253	113	71	36	57	161	98	106	129	110	274	209	110	13	100
	83%	*83%*	*80%*	*73%*	*83%*	*82%*	*80%*	*80%*	*86%*	*84%*	*78%*	*76%*	*83%*	*85%*	*84%*	***88%k***	*80%*	*84%*	*82%*
Inclusion of insurance	**1191**	1045	147	58	1013	92	55	32	44	138	78	86	108	66	241	150	101	13	79
	67%	*68%*	*62%*	*66%*	*67%*	*67%*	*62%*	*69%*	*67%*	***72%m***	*62%*	*63%*	***69%m***	*51%*	***74%m***	*63%*	***74%m***	*86%*	*65%*
Guarantee that the parcel will arrive on time	**1533**	1340	193	75	1301	116	77	40	58	167	102	121	139	106	275	217	115	13	103
	86%	*87%*	*82%*	*85%*	*86%*	*85%*	*87%*	*87%*	*88%*	*87%*	*80%*	*88%*	*89%*	*82%*	*84%*	***91%j***	*84%*	*85%*	*84%*
Ability to track the delivery	**1569**	1366	204	80	1330	121	79	39	61	171	105	118	130	120	295	213	118	14	108
	88%	*88%*	*86%*	*91%*	*88%*	*89%*	*89%*	*86%*	*92%*	*89%*	*83%*	*86%*	*83%*	*93%*	*90%*	*89%*	*86%*	*92%*	*88%*
Ability to choose an express or next day service	**1267**	1121	146	65	1087	90	58	32	49	144	72	93	105	77	271	171	104	12	79
	71%	***73%b***	*62%*	*74%*	*72%*	*66%*	*65%*	*70%*	***74%j***	***75%jm***	*57%*	*68%*	*67%*	*59%*	***83%jklmn***	*72%*	***76%jm***	*78%*	*64%*
Ability to select a specific date/time for delivery	**1350**	1178	171	60	1163	93	58	35	52	138	85	100	114	95	274	192	114	11	82
	76%	*76%*	*73%*	*69%*	***77%ef***	*68%*	*66%*	***77%f***	*78%*	*72%*	*67%*	*72%*	*73%*	*74%*	***84%jjkr***	***81%r***	***83%jr***	*75%*	*67%*
Fast delivery	**1452**	1271	181	70	1236	108	69	39	56	163	95	104	136	101	281	183	117	12	96
	82%	*82%*	*77%*	*80%*	*82%*	*79%*	*78%*	*84%*	*85%*	*85%*	*75%*	*75%*	***87%k***	*78%*	***86%k***	*77%*	*86%*	*81%*	*79%*
Convenient options for me to accept the delivery	**1555**	1355	200	75	1319	120	77	40	61	174	105	112	131	116	282	216	123	14	106
	87%	*88%*	*85%*	*86%*	*87%*	*87%*	*86%*	*87%*	*92%*	*91%*	*83%*	*81%*	*84%*	*90%*	*86%*	*91%*	*90%*	*95%*	*86%*
Guarantee that the parcel will arrive intact	**1644**	1426	218	81	1394	126	82	42	63	179	108	129	145	126	291	229	125	14	112
	92%	*92%*	*93%*	*92%*	*92%*	*92%*	*92%*	*92%*	*95%*	*93%*	*86%*	*93%*	*93%*	***97%j***	*89%*	***96%j***	*91%*	*96%*	*92%*
Ability to select an evening/weekend delivery	**1145**	1015	131	57	992	71	53	28	46	129	70	87	92	81	251	146	91	9	62
	64%	***66%b***	*55%*	*65%*	***66%e***	*52%*	*60%*	*62%*	***69%r***	***67%r***	*55%*	*63%*	*59%*	*63%*	***77%jklmor***	*62%*	***66%r***	*61%*	*51%*

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	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Proof of postage/ dispatch	**1508**	1310	198	78	1274	121	74	38	54	179	102	113	128	111	279	192	116	14	107
	85%	*85%*	*84%*	*89%*	*84%*	*88%*	*84%*	*84%*	*82%*	**93%hjklo**	*81%*	*82%*	*82%*	*86%*	*85%*	*81%*	*84%*	*95%*	*88%*
Guaranteed delivery to my door	**1624**	1406	218	79	1374	127	82	42	60	176	111	123	142	120	290	226	125	15	113
	91%	*91%*	*92%*	*90%*	*91%*	*93%*	*92%*	*91%*	*90%*	*92%*	*88%*	*89%*	*91%*	*93%*	*89%*	*95%*	*91%*	*99%*	*92%*
Availability of nearby collection points in case of failed delivery	**1372**	1217	156	55	1168	104	61	39	54	151	102	99	110	92	282	172	105	10	94
	77%	**79%bc**	*66%*	*62%*	**77%f**	*76%*	*69%*	**85%def**	*81%*	*79%*	*81%*	*72%*	*70%*	*72%*	**86%klmor**	*72%*	*77%*	*69%*	*77%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1533**	1323	210	78	1305	114	75	39	54	169	107	116	138	111	273	215	120	13	101
	86%	*86%*	*89%*	*89%*	*86%*	*83%*	*84%*	*85%*	*82%*	*88%*	*85%*	*84%*	*89%*	*86%*	*84%*	*90%*	*87%*	*90%*	*82%*
Option to reschedule if I am unable to take the delivery	**1551**	1353	198	70	1312	119	81	40	58	164	110	124	138	111	280	204	123	13	106
	87%	*88%*	*84%*	*80%*	*87%*	*87%*	*91%*	*87%*	*88%*	*85%*	*87%*	*90%*	*89%*	*86%*	*86%*	*86%*	*89%*	*88%*	*87%*
Ability to provide a specific time slot or SMS notification of delivery time	**1378**	1202	176	61	1172	109	62	35	53	135	90	103	115	95	290	176	114	13	96
	77%	*78%*	*75%*	*70%*	*78%*	*79%*	*70%*	*77%*	*79%*	*71%*	*71%*	*75%*	*74%*	*74%*	**89%ijklmor**	*74%*	*83%*	*84%*	*79%*
Proof and details of delivery receipt sent to me if someone else receives it	**1531**	1324	207	81	1302	114	74	40	55	165	103	121	137	117	284	201	121	14	100
	86%	*86%*	*88%*	*92%*	*86%*	*83%*	*84%*	*87%*	*83%*	*86%*	*81%*	*87%*	*88%*	*91%*	*87%*	*84%*	*88%*	*97%*	*82%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Low cost	1568	682	568	159	97	53	1250	149	685	588	186	75	26	1272	101
	88%	**91%cdg**	*88%*	*81%*	*82%*	*85%*	**90%cg**	*83%*	**92%jkn**	**89%j**	*74%*	*82%*	*92%*	**91%jk**	*84%*
Free delivery	1473	655	536	140	85	48	1191	132	647	552	178	67	23	1199	90
	83%	**87%cdg**	**83%cdg**	*72%*	*72%*	*77%*	**85%cdg**	*74%*	**87%jkn**	**84%j**	*71%*	*73%*	*80%*	**86%jkn**	*75%*
Inclusion of insurance	1191	537	446	96	67	41	982	108	552	451	127	41	20	1003	61
	67%	**72%cdg**	**69%c**	*49%*	*57%*	*66%*	**70%cdg**	*60%*	**74%jkn**	**68%jkn**	*50%*	*45%*	*70%*	**72%jkn**	*51%*
Guarantee that the parcel will arrive on time	1533	668	574	147	90	45	1242	135	667	586	182	67	26	1252	92
	86%	**89%cdeg**	**89%cdeg**	*75%*	*76%*	*73%*	**89%cdeg**	*75%*	**90%jkn**	**89%jkn**	*72%*	*73%*	*90%*	**89%jkn**	*77%*
Ability to track the delivery	1569	674	594	148	96	47	1268	143	686	598	193	62	22	1284	85
	88%	**90%cdeg**	**92%cdeg**	*76%*	*82%*	*76%*	**91%cdeg**	*80%*	**92%jkn**	**91%jkn**	*77%*	*68%*	*79%*	**92%jkn**	*71%*
Ability to choose an express or next day service	1267	549	475	111	80	47	1024	127	553	486	148	56	17	1039	73
	71%	**73%c**	**74%c**	*57%*	*68%*	**76%c**	**73%c**	**71%c**	**75%jn**	**74%jn**	*59%*	*62%*	*59%*	**74%jn**	*61%*
Ability to select a specific date/time for delivery	1350	590	504	122	83	43	1094	126	601	506	154	62	20	1107	82
	76%	**79%c**	**78%c**	*62%*	*71%*	*70%*	**78%c**	*70%*	**81%jkn**	**77%j**	*61%*	*68%*	*72%*	**79%jn**	*69%*
Fast delivery	1452	630	540	135	90	47	1170	137	652	538	174	62	20	1189	82
	82%	**84%c**	**84%c**	*69%*	*76%*	*76%*	**84%cg**	*76%*	**88%jkn**	**82%jkn**	*69%*	*69%*	*69%*	**85%jkn**	*69%*
Convenient options for me to accept the delivery	1555	673	573	155	91	53	1246	144	680	593	179	70	27	1273	97
	87%	**90%cdg**	**89%cdg**	*79%*	*78%*	*86%*	**89%cdg**	*80%*	**92%jkn**	**90%jkn**	*71%*	*77%*	*95%*	**91%jkn**	*81%*
Guarantee that the parcel will arrive intact	1644	721	602	162	96	53	1323	148	724	624	195	65	27	1348	92
	92%	**96%cdeg**	**93%cdg**	*83%*	*82%*	*85%*	**95%cdeg**	*83%*	**98%jkn**	**95%jkn**	*77%*	*71%*	*96%*	**96%jkn**	*77%*
Ability to select an evening/weekend delivery	1145	473	438	107	84	41	911	125	493	440	140	46	21	933	68
	64%	*63%*	**68%c**	*55%*	**71%c**	*66%*	**65%c**	**70%c**	**67%jk**	**67%jk**	*56%*	*51%*	*75%*	**67%jk**	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Proof of postage/ dispatch	1508	661	544	154	87	51	1205	139	675	558	178	65	24	1233	89
	85%	**88%cdg**	**84%d**	*79%*	*75%*	*83%*	**86%dg**	*77%*	**91%ijkn**	**85%jkn**	*71%*	*71%*	*83%*	**88%jkn**	*74%*
Guaranteed delivery to my door	1624	708	606	159	88	53	1314	141	719	604	203	66	25	1324	91
	91%	**95%cdeg**	**94%cdg**	*81%*	*75%*	*86%*	**94%cdeg**	*79%*	**97%ijkn**	**92%jkn**	*81%*	*72%*	*89%*	**95%jkn**	*76%*
Availability of nearby collection points in case of failed delivery	1372	597	510	126	86	46	1107	132	597	520	158	70	20	1117	90
	77%	**80%c**	**79%c**	*65%*	*74%*	*74%*	**79%c**	*74%*	**80%j**	**79%j**	*63%*	*77%*	*71%*	**80%j**	*75%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	1533	688	550	150	93	43	1238	136	675	574	190	65	26	1248	92
	86%	**92%bcdeg**	**85%ceg**	*77%*	*79%*	*70%*	**89%cdeg**	*76%*	**91%jkn**	**87%jkn**	*76%*	*72%*	*93%*	**89%jkn**	*77%*
Option to reschedule if I am unable to take the delivery	1551	666	583	149	98	46	1249	143	670	600	181	65	26	1270	91
	87%	**89%ceg**	**90%ceg**	*76%*	*83%*	*74%*	**90%ceg**	*80%*	**90%jkn**	**91%jkn**	*72%*	*71%*	*93%*	**91%jkn**	*76%*
Ability to provide a specific time slot or SMS notification of delivery time	1378	596	491	143	88	51	1087	139	590	510	180	66	25	1100	91
	77%	*80%*	*76%*	*73%*	*75%*	*83%*	*78%*	*78%*	*80%*	*77%*	*72%*	*73%*	*89%*	*79%*	*76%*
Proof and details of delivery receipt sent to me if someone else receives it	1531	674	544	157	98	48	1218	146	676	569	186	66	25	1246	91
	86%	**90%bceg**	*84%*	*80%*	*83%*	*78%*	**87%c**	*81%*	**91%ijkn**	**86%jkn**	*74%*	*73%*	*88%*	**89%jkn**	*76%*

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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Low cost	**1568**	182	1362	23	569	895	103	1517	43	7	*	1567	-
	88%	*86%*	*88%*	*92%*	*88%*	*87%*	*95%*	*88%*	*79%*	*80%*	*100%*	*88%*	-
Free delivery	**1473**	185	1266	22	552	827	95	1428	41	5	*	1473	-
	83%	*87%*	*82%*	*88%*	*86%*	*81%*	*87%*	*83%*	*74%*	*52%*	*100%*	*83%*	-
Inclusion of insurance	**1191**	186	985	20	475	639	78	1145	43	4	-	1191	-
	67%	**88%b**	*64%*	*79%*	**74%e**	*62%*	*72%*	*67%*	*78%*	*40%*	-	*67%*	-
Guarantee that the parcel will arrive on time	**1533**	186	1323	25	558	879	96	1485	41	7	-	1533	-
	86%	*88%*	*86%*	*98%*	*87%*	*86%*	*88%*	*87%*	*74%*	*78%*	-	*86%*	-
Ability to track the delivery	**1569**	191	1353	25	578	900	92	1517	45	7	*	1569	-
	88%	*90%*	*88%*	*98%*	*90%*	*88%*	*84%*	*88%*	*81%*	*79%*	*100%*	*88%*	-
Ability to choose an express or next day service	**1267**	180	1064	24	492	685	90	1221	41	5	-	1267	-
	71%	**85%b**	*69%*	*94%*	**76%e**	*67%*	**83%e**	*71%*	*76%*	*51%*	-	*71%*	-
Ability to select a specific date/time for delivery	**1350**	182	1145	22	510	747	92	1307	36	6	-	1350	-
	76%	**86%b**	*74%*	*88%*	**79%e**	*73%*	**84%e**	*76%*	*66%*	*68%*	-	*76%*	-
Fast delivery	**1452**	184	1243	25	547	803	102	1402	42	8	*	1452	-
	82%	*87%*	*81%*	*99%*	**85%e**	*78%*	**94%e**	*82%*	*77%*	*88%*	*100%*	*82%*	-
Convenient options for me to accept the delivery	**1555**	187	1344	24	574	881	100	1506	42	7	*	1555	-
	87%	*88%*	*87%*	*97%*	*89%*	*86%*	*92%*	*88%*	*77%*	*72%*	*100%*	*87%*	-
Guarantee that the parcel will arrive intact	**1644**	199	1423	22	596	949	99	1596	41	7	-	1644	-
	92%	*94%*	*92%*	*87%*	*92%*	*92%*	*91%*	*93%*	*75%*	*71%*	-	*92%*	-
Ability to select an evening/weekend delivery	**1145**	162	962	22	447	604	94	1094	46	6	-	1145	-
	64%	**76%b**	*62%*	*86%*	**69%e**	*59%*	**86%de**	*64%*	*83%*	*61%*	-	*64%*	-

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	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Proof of postage/ dispatch	**1508**	193	1291	24	561	848	98	1464	37	7	*	1508	-
	85%	**91%b**	*84%*	*94%*	*87%*	*83%*	*90%*	*85%*	*68%*	*72%*	*100%*	*85%*	-
Guaranteed delivery to my door	**1624**	194	1407	24	600	925	99	1576	42	6	-	1624	-
	91%	*91%*	*91%*	*94%*	*93%*	*90%*	*91%*	*92%*	*77%*	*68%*	-	*91%*	-
Availability of nearby collection points in case of failed delivery	**1372**	173	1175	24	516	761	96	1323	45	5	*	1372	-
	77%	*82%*	*76%*	*94%*	**80%e**	*74%*	**88%e**	*77%*	*82%*	*51%*	*100%*	*77%*	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1533**	192	1318	22	568	873	92	1488	40	4	*	1533	-
	86%	*91%*	*85%*	*88%*	*88%*	*85%*	*85%*	*87%*	*73%*	*47%*	*100%*	*86%*	-
Option to reschedule if I am unable to take the delivery	**1551**	186	1340	25	577	877	97	1506	40	6	*	1551	-
	87%	*88%*	*87%*	*99%*	*90%*	*85%*	*89%*	*88%*	*73%*	*62%*	*100%*	*87%*	-
Ability to provide a specific time slot or SMS notification of delivery time	**1378**	174	1181	23	523	768	87	1333	40	5	-	1378	-
	77%	*82%*	*77%*	*91%*	**81%e**	*75%*	*80%*	*78%*	*73%*	*58%*	-	*77%*	-
Proof and details of delivery receipt sent to me if someone else receives it	**1531**	184	1325	22	568	870	93	1480	43	8	*	1531	-
	86%	*87%*	*86%*	*88%*	*88%*	*85%*	*85%*	*86%*	*78%*	*88%*	*100%*	*86%*	-

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Low cost	**1568**	373	397	403	395	120	108	145	117	135	145	159	112	132	124	140	131
	88%	*85%*	*89%*	*90%*	*88%*	*87%*	*77%*	**91%f**	**92%f**	*86%*	**90%f**	**92%f**	*85%*	**92%f**	*83%*	**91%f**	*88%*
Free delivery	**1473**	341	373	369	390	117	102	122	118	119	137	147	99	123	123	132	135
	83%	*78%*	*84%*	*83%*	**86%a**	*86%*	*73%*	*77%*	**92%fgil**	*76%*	**85%f**	*85%*	*75%*	**86%f**	*82%*	**87%f**	**91%fgil**
Inclusion of insurance	**1191**	273	324	283	311	85	82	106	100	109	115	122	85	75	99	106	106
	67%	*62%*	**73%ac**	*63%*	*69%*	*62%*	*58%*	*67%*	**78%efm**	**70%m**	**72%m**	**71%m**	*65%*	*53%*	*66%*	**70%m**	**72%m**
Guarantee that the parcel will arrive on time	**1533**	377	393	379	384	118	113	146	117	135	141	153	114	112	133	139	112
	86%	*86%*	*88%*	*85%*	*85%*	*86%*	*80%*	**92%fmp**	**91%mp**	*87%*	**88%p**	**89%p**	*86%*	*79%*	**89%p**	**91%mp**	*75%*
Ability to track the delivery	**1569**	378	394	395	403	124	117	136	113	131	150	154	115	125	132	135	137
	88%	*86%*	*89%*	*88%*	*89%*	*91%*	*83%*	*86%*	*88%*	*84%*	**93%f**	*89%*	*87%*	*88%*	*88%*	*88%*	*92%*
Ability to choose an express or next day service	**1267**	285	331	326	325	88	89	108	104	111	116	138	91	97	102	112	111
	71%	*65%*	**74%a**	*73%*	*72%*	*64%*	*63%*	*68%*	**81%ef**	*71%*	*72%*	**80%ef**	*69%*	*68%*	*68%*	*73%*	*75%*
Ability to select a specific date/time for delivery	**1350**	315	345	343	347	101	96	118	103	118	124	139	101	103	119	124	104
	76%	*72%*	*77%*	*77%*	*77%*	*74%*	*68%*	*74%*	*81%*	*76%*	*77%*	*80%*	*76%*	*72%*	*80%*	*81%*	*70%*
Fast delivery	**1452**	344	375	355	378	107	107	130	115	128	132	143	106	106	122	134	122
	82%	*79%*	*84%*	*79%*	*84%*	*78%*	*76%*	*82%*	**90%fm**	*82%*	*82%*	*83%*	*80%*	*75%*	*82%*	**88%fm**	*82%*
Convenient options for me to accept the delivery	**1555**	368	398	395	395	117	109	142	119	141	138	157	115	122	130	130	136
	87%	*84%*	*89%*	*88%*	*88%*	*86%*	*77%*	**89%f**	**93%f**	**90%f**	*86%*	**91%f**	*87%*	*86%*	*87%*	*85%*	**91%f**
Guarantee that the parcel will arrive intact	**1644**	400	407	408	429	129	122	149	117	144	145	162	118	128	142	150	137
	92%	*92%*	*91%*	*91%*	*95%*	*94%*	*86%*	*94%*	*91%*	*93%*	*90%*	*94%*	*89%*	*90%*	*95%*	**98%fhjlm**	*92%*
Ability to select an evening/weekend delivery	**1145**	271	286	295	293	82	86	103	79	96	112	121	83	91	96	103	93
	64%	*62%*	*64%*	*66%*	*65%*	*60%*	*61%*	*65%*	*62%*	*61%*	*69%*	*70%*	*63%*	*64%*	*64%*	*68%*	*63%*
Proof of postage/ dispatch	**1508**	356	385	381	386	111	106	138	114	131	140	149	112	120	129	127	130
	85%	*81%*	*86%*	*85%*	*86%*	*81%*	*75%*	*87%*	**89%f**	*84%*	*87%*	*87%*	*85%*	*84%*	*86%*	*83%*	*88%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Guaranteed delivery to my door	**1624** ***91%***	386 *88%*	412 *93%*	413 *92%*	413 *92%*	121 *88%*	120 *85%*	145 *91%*	123 **96%f**	141 *91%*	148 *92%*	164 **95%f**	116 *88%*	133 *94%*	137 *91%*	137 *90%*	139 *94%*
Availability of nearby collection points in case of failed delivery	**1372** ***77%***	315 *72%*	349 *78%*	342 *77%*	367 **81%a**	92 *67%*	95 *67%*	128 *81%*	107 **84%efl**	115 *74%*	126 *78%*	141 **82%ef**	90 *68%*	111 *78%*	108 *72%*	132 **86%eflln**	127 **86%eflln**
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1533** ***86%***	366 *84%*	393 *88%*	389 *87%*	385 *85%*	123 **90%f**	107 *76%*	135 *85%*	119 **93%f**	132 *85%*	142 **88%f**	156 **90%f**	112 *84%*	122 *85%*	125 *83%*	137 **89%f**	124 *83%*
Option to reschedule if I am unable to take the delivery	**1551** ***87%***	370 *85%*	392 *88%*	388 *87%*	402 *89%*	116 *85%*	112 *80%*	141 *89%*	120 **94%f**	132 *84%*	140 *87%*	154 *89%*	111 *84%*	122 *86%*	132 *88%*	133 *87%*	138 **93%f**
Ability to provide a specific time slot or SMS notification of delivery time	**1378** ***77%***	312 *71%*	358 **81%a**	345 *77%*	363 **80%a**	98 *72%*	97 *69%*	117 *74%*	106 *83%*	117 *75%*	135 **84%f**	136 *79%*	96 *73%*	112 *79%*	121 *81%*	116 *76%*	126 **85%f**
Proof and details of delivery receipt sent to me if someone else receives it	**1531** ***86%***	363 *83%*	394 *88%*	375 *84%*	400 *89%*	116 *85%*	114 *81%*	132 *83%*	111 *86%*	140 *90%*	142 *88%*	152 *88%*	110 *83%*	113 *79%*	133 *89%*	134 *87%*	133 *89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Low cost	**44**	-	44	28	14	12	12	9	8	1	4	-	24	16	4	4	31	13	36
	2%	-	*2%*	*3%*	*2%*	**4%i**	**5%i**	*2%*	*3%*	*	*2%*	-	**4%n**	*2%*	*1%*	*1%*	*2%*	**6%p**	*2%*
Free delivery	**55**	-	55	26	26	20	9	9	3	9	6	-	29	12	15	6	43	12	53
	3%	-	*3%*	*3%*	*3%*	**6%gh**	*4%*	*2%*	*1%*	*3%*	*4%*	-	**5%m**	*2%*	*3%*	*2%*	*3%*	*5%*	*3%*
Inclusion of insurance	**149**	-	149	64	84	27	19	24	18	22	26	12	46	42	60	38	132	16	158
	8%	-	*8%*	*7%*	*10%*	*9%*	*8%*	*5%*	*8%*	*9%*	**18%efgh**	*9%*	*8%*	*6%*	**11%m**	**14%m**	*9%*	*7%*	*9%*
Guarantee that the parcel will arrive on time	**47**	-	47	18	29	13	8	10	4	1	10	1	21	14	12	11	42	5	39
	3%	-	*3%*	*2%*	*3%*	**4%i**	*3%*	*2%*	*2%*	*	**7%i**	*1%*	*4%*	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*
Ability to track the delivery	**49**	-	49	29	20	14	10	8	*	7	8	2	23	9	17	10	43	5	35
	3%	-	*3%*	*3%*	*2%*	**4%h**	**4%h**	*2%*	*	*3%*	**5%h**	*1%*	**4%m**	*1%*	*3%*	*4%*	*3%*	*2%*	*2%*
Ability to choose an express or next day service	**151**	-	151	58	90	10	12	22	17	39	34	17	22	39	90	51	143	8	166
	9%	-	*9%*	*6%*	**10%c**	*3%*	*5%*	*5%*	*7%*	**15%efgh**	**23%efgh**	**13%efg**	*4%*	*6%*	**17%lm**	**19%lm**	*9%*	*4%*	*10%*
Ability to select a specific date/time for delivery	**117**	-	117	54	63	18	10	14	14	30	23	8	28	28	61	31	103	13	131
	7%	-	*7%*	*6%*	*7%*	*6%*	*4%*	*3%*	*6%*	**11%fg**	**16%efgh**	*6%*	*5%*	*4%*	**11%lm**	**11%lm**	*7%*	*6%*	*8%*
Fast delivery	**76**	-	76	40	36	5	15	9	11	14	14	9	20	20	36	22	72	4	65
	4%	-	*4%*	*4%*	*4%*	*2%*	**6%eg**	*2%*	*5%*	*5%*	**9%eg**	*7%*	*4%*	*3%*	**7%m**	**8%m**	*5%*	*2%*	*4%*
Convenient options for me to accept the delivery	**42**	-	42	21	21	13	9	6	3	2	6	4	22	9	12	10	31	11	37
	2%	-	*2%*	*2%*	*2%*	*4%*	*4%*	*1%*	*1%*	*1%*	*4%*	*3%*	**4%m**	*1%*	*2%*	*4%*	*2%*	*5%*	*2%*
Guarantee that the parcel will arrive intact	**26**	-	26	15	11	15	5	1	2	1	2	1	20	3	3	2	18	8	20
	1%	-	*1%*	*2%*	*1%*	**5%gi**	*2%*	*	*1%*	*	*1%*	*1%*	**3%mn**	*	*1%*	*1%*	*1%*	*3%*	*1%*
Ability to select an evening/weekend delivery	**222**	-	222	76	144	24	18	24	27	55	42	32	42	51	129	74	208	14	257
	12%	-	*12%*	*8%*	**17%c**	*7%*	*7%*	*5%*	**12%g**	**21%efgh**	**29%efgh**	**25%efgh**	*7%*	*8%*	**24%lm**	**27%lm**	*13%*	*6%*	*15%*
Proof of postage/ dispatch	**49**	-	49	30	20	14	10	8	*	6	7	4	24	8	17	11	38	12	53
	3%	-	*3%*	*3%*	*2%*	**4%h**	**4%h**	*2%*	*	*2%*	**5%h**	*3%*	**4%m**	*1%*	*3%*	*4%*	*2%*	*5%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Guaranteed delivery to my door	**42**	-	42	22	19	15	5	9	2	2	8	1	21	10	11	9	35	7	36
	2%	-	*2%*	*2%*	*2%*	**5%l**	*2%*	*2%*	*1%*	*1%*	**6%hi**	*1%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
Availability of nearby collection points in case of failed delivery	**165**	-	165	78	86	23	15	21	20	45	27	14	38	41	86	41	153	12	158
	9%	-	*9%*	*9%*	*10%*	*7%*	*6%*	*5%*	*9%*	**17%efgh**	**19%efg**	*11%*	*7%*	*6%*	**16%lm**	**15%lm**	*10%*	*5%*	*9%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**67**	-	67	31	34	16	13	7	3	12	13	2	29	11	27	15	62	5	72
	4%	-	*4%*	*3%*	*4%*	*5%*	**5%g**	*2%*	*1%*	*5%*	**9%gh**	*1%*	**5%m**	*2%*	**5%m**	**5%m**	*4%*	*2%*	*4%*
Option to reschedule if I am unable to take the delivery	**52**	-	52	31	20	9	12	6	4	7	7	7	21	10	20	13	46	6	53
	3%	-	*3%*	*3%*	*2%*	*3%*	**5%g**	*1%*	*2%*	*3%*	*5%*	*5%*	*4%*	*2%*	*4%*	**5%m**	*3%*	*3%*	*3%*
Ability to provide a specific time slot or SMS notification of delivery time	**126**	-	126	71	55	19	10	23	16	24	24	9	29	39	57	33	111	15	127
	7%	-	*7%*	*8%*	*6%*	*6%*	*4%*	*5%*	*7%*	*9%*	**16%efgh**	*7%*	*5%*	*6%*	**11%lm**	**12%lm**	*7%*	*7%*	*8%*
Proof and details of delivery receipt sent to me if someone else receives it	**50**	-	50	32	18	18	9	8	2	3	4	6	27	10	13	10	45	5	50
	3%	-	*3%*	*4%*	*2%*	**6%ghi**	*3%*	*2%*	*1%*	*1%*	*3%*	*5%*	**5%m**	*1%*	*2%*	*4%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 188

QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1693	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	1780	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	926	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Low cost	44	23	11	8	3	34	10	34	10	2	3	11	15	11	29	2	42
	2%	5%d	2%	2%	1%	3%	1%	3%	2%	1%	1%	3%	4%	2%	3%	1%	3%
Free delivery	55	12	15	16	11	28	27	33	21	7	9	14	12	11	35	7	48
	3%	2%	3%	4%	3%	3%	4%	3%	4%	4%	4%	3%	3%	2%	3%	4%	3%
Inclusion of insurance	149	25	54	29	40	79	69	74	74	16	17	56	30	29	102	16	132
	8%	5%	10%a	8%	10%a	8%	9%	6%	14%g	9%	7%	13%lm	7%	6%	10%	9%	9%
Guarantee that the parcel will arrive on time	47	19	3	13	12	22	25	30	13	6	5	14	5	18	23	6	41
	3%	4%b	1%	3%b	3%b	2%	3%	2%	2%	3%	2%	3%	1%	4%	2%	3%	3%
Ability to track the delivery	49	13	7	12	16	21	28	30	19	3	6	13	7	19	26	3	46
	3%	3%	1%	3%	4%	2%	4%	2%	4%	2%	3%	3%	2%	4%	3%	2%	3%
Ability to choose an express or next day service	151	36	56	19	41	92	60	64	85	18	24	26	50	23	100	18	129
	9%	7%	11%c	5%	11%	9%	8%	5%	16%g	10%	10%	6%	12%km	5%	10%m	10%	8%
Ability to select a specific date/time for delivery	117	22	36	26	32	58	58	52	64	18	15	27	29	26	71	18	99
	7%	4%	7%	7%	8%	6%	8%	4%	12%g	10%	7%	7%	7%	6%	7%	10%	6%
Fast delivery	76	26	17	16	17	43	33	43	29	8	10	20	22	15	52	8	67
	4%	5%	3%	4%	4%	4%	4%	4%	5%	4%	5%	5%	5%	3%	5%	4%	4%
Convenient options for me to accept the delivery	42	14	17	4	7	31	11	28	14	1	11	13	8	9	32	1	41
	2%	3%	3%	1%	2%	3%	1%	2%	3%	1%	5%	3%	2%	2%	3%	1%	3%
Guarantee that the parcel will arrive intact	26	11	-	3	12	11	15	16	10	1	4	9	6	6	19	1	25
	1%	2%b	-	1%	3%b	1%	2%	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%
Ability to select an evening/weekend delivery	222	52	64	47	59	116	106	93	128	26	40	55	57	31	151	26	187
	12%	10%	12%	13%	15%	11%	14%	8%	24%g	15%m	17%m	13%m	14%m	7%	14%m	15%	12%
Proof of postage/ dispatch	49	10	17	10	13	27	22	32	18	3	8	16	7	15	31	3	46
	3%	2%	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%	2%	3%	3%	2%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

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Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	1780	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Guaranteed delivery to my door	42 2%	17 3%	8 2%	4 1%	12 3%	25 2%	17 2%	24 2%	18 3%	4 2%	14 6%kln	7 2%	5 1%	11 2%	26 3%	4 2%	38 2%
Availability of nearby collection points in case of failed delivery	165 9%	36 7%	46 9%	35 10%	48 12%	82 8%	83 11%	93 8%	72 13%g	14 8%	36 16%lm	46 11%	35 8%	32 7%	116 11%	14 8%	149 10%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	67 4%	12 2%	24 5%	11 3%	18 5%	37 4%	30 4%	38 3%	27 5%	10 6%	16 7%m	13 3%	15 4%	10 2%	44 4%	10 6%	55 4%
Option to reschedule if I am unable to take the delivery	52 3%	10 2%	12 2%	13 4%	16 4%	22 2%	30 4%	23 2%	29 5%g	7 4%	11 5%	11 3%	15 4%	7 1%	37 4%	7 4%	44 3%
Ability to provide a specific time slot or SMS notification of delivery time	126 7%	23 5%	39 7%	30 8%	34 9%	62 6%	64 8%	65 5%	56 10%g	14 8%	22 10%	39 9%m	26 6%	21 4%	87 8%	14 8%	110 7%
Proof and details of delivery receipt sent to me if someone else receives it	50 3%	22 4%	10 2%	7 2%	11 3%	33 3%	17 2%	34 3%	15 3%	3 2%	16 7%km	7 2%	12 3%	11 2%	35 3%	3 2%	46 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 188

QE10B_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1693	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	926	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Low cost	44 2%	41 3%	3 1%	1 1%	39 3%	3 2%	2 2%	1 1%	3 4%jo	- -	- -	3 2%	4 3%	1 1%	18 6%io	- -	10 7%ijo	- -	3 2%o
Free delivery	55 3%	52 3%	3 1%	2 2%	46 3%	4 3%	4 4%	1 2%	1 2%	6 3%	1 1%	9 7%o	4 3%	6 4%	15 5%	2 1%	1 1%	- -	4 3%
Inclusion of insurance	149 8%	128 8%	20 9%	8 9%	120 8%	14 10%	11 13%	3 6%	6 9%	11 6%	17 13%	7 5%	18 11%	12 9%	25 8%	17 7%	8 6%	1 8%	13 11%
Guarantee that the parcel will arrive on time	47 3%	41 3%	6 2%	4 5%	37 2%	3 2%	6 7%dg	* 1%	1 1%	3 2%	7 5%	2 1%	3 2%	6 4%	9 3%	4 1%	3 2%	* 3%	3 2%
Ability to track the delivery	49 3%	46 3%	2 1%	* *	42 3%	5 4%	1 1%	1 1%	1 1%	1 1%	3 2%	4 3%	6 4%	1 1%	11 3%	11 5%	3 2%	* 1%	5 4%
Ability to choose an express or next day service	151 9%	125 8%	27 11%	4 5%	119 8%	16 12%	13 14%d	4 8%	4 6%	16 8%	13 10%	12 8%	12 8%	9 7%	17 5%	26 11%	11 8%	1 5%	15 12%n
Ability to select a specific date/time for delivery	117 7%	99 6%	18 8%	3 4%	94 6%	11 8%	9 11%	2 5%	5 8%	7 4%	12 9%	5 4%	20 13%klmn	3 2%	18 5%	17 7%	7 5%	2 10%	10 8%
Fast delivery	76 4%	68 4%	8 4%	4 5%	63 4%	4 3%	7 8%	2 4%	2 2%	- -	10 8%l	7 5%l	5 3%	10 8%l	10 3%	12 5%	8 5%l	* 1%	4 3%l
Convenient options for me to accept the delivery	42 2%	37 2%	5 2%	2 2%	34 2%	5 4%	2 2%	1 2%	- -	1 1%	3 2%	6 4%	4 3%	2 2%	11 4%	4 1%	2 2%	* *	5 4%
Guarantee that the parcel will arrive intact	26 1%	23 1%	3 1%	- -	24 2%	1 1%	1 1%	* *	1 1%	1 1%	5 4%o	1 1%	3 2%	1 1%	11 3%	- -	2 1%	- -	1 1%
Ability to select an evening/weekend delivery	222 12%	189 12%	33 14%	8 9%	180 12%	19 14%	17 19%d	6 13%	11 16%	18 9%	17 13%	17 13%	21 14%	22 17%	28 9%	32 14%	14 11%	2 14%	17 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 188

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Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	1780	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Proof of postage/ dispatch	49 3%	46 3%	4 2%	1 1%	42 3%	3 2%	3 4%	1 3%	2 4%l	- -	4 3%	1 1%	9 6%l	1 1%	14 4%	7 3%	4 3%	* 2%	3 2%
Guaranteed delivery to my door	42 2%	39 3%	3 1%	* *	35 2%	1 1%	4 4%	1 3%	3 5%l	- -	3 2%	4 3%	1 1%	2 2%	10 3%	8 3%	5 3%	- -	1 1%
Availability of nearby collection points in case of failed delivery	165 9%	132 9%	33 14%	8 9%	144 10%g	9 6%	10 11%g	2 4%	3 5%	14 7%	8 7%	18 13%n	24 15%hnr	13 10%	17 5%	34 14%n	12 9%	1 4%	8 7%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	67 4%	60 4%	7 3%	2 2%	56 4%	4 3%	5 5%	1 3%	2 3%	5 3%	8 6%	10 7%	4 2%	4 3%	12 4%	7 3%	4 3%	- -	4 4%
Option to reschedule if I am unable to take the delivery	52 3%	44 3%	7 3%	1 1%	44 3%	4 3%	2 2%	1 3%	4 6%p	3 2%	6 4%	3 2%	8 5%p	1 1%	14 4%	6 3%	- -	* *	4 4%p
Ability to provide a specific time slot or SMS notification of delivery time	126 7%	108 7%	18 8%	7 8%	102 7%	8 6%	14 15%deg	3 6%	6 9%	12 6%	15 12%n	9 6%	12 7%	14 11%n	13 4%	14 6%	6 5%	1 6%	7 6%
Proof and details of delivery receipt sent to me if someone else receives it	50 3%	46 3%	4 2%	1 1%	40 3%	6 4%	3 3%	1 3%	1 1%	3 2%	10 8%o	6 4%	4 2%	1 1%	13 4%	1 1%	2 1%	* 1%	6 5%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Low cost	44	22	13	2	5	2	35	7	17	13	11	4	*	30	4
	2%	3%	2%	1%	4%	3%	3%	4%	2%	2%	4%	4%	*	2%	3%
Free delivery	55	18	17	7	5	9	34	14	20	11	14	5	5	31	10
	3%	2%	3%	4%	4%	14%abcf	2%	8%abf	3%	2%	6%lm	6%	17%	2%	8%hlm
Inclusion of insurance	149	52	50	20	18	8	102	26	53	54	19	19	3	107	22
	8%	7%	8%	10%	15%abf	13%	7%	15%abf	7%	8%	8%	21%hijm	10%	8%	18%hijm
Guarantee that the parcel will arrive on time	47	16	11	10	4	5	27	9	11	13	18	5	-	24	5
	3%	2%	2%	5%f	3%	9%abf	2%	5%bf	1%	2%	7%him	5%	-	2%	4%
Ability to track the delivery	49	20	14	4	8	2	34	11	12	15	10	10	1	27	11
	3%	3%	2%	2%	7%bf	4%	2%	6%bf	2%	2%	4%	11%him	4%	2%	9%hlm
Ability to choose an express or next day service	151	73	52	11	9	5	125	14	61	59	21	7	3	119	10
	9%	10%	8%	5%	8%	8%	9%	8%	8%	9%	8%	8%	9%	9%	8%
Ability to select a specific date/time for delivery	117	55	36	7	11	7	91	19	43	35	24	12	3	77	16
	7%	7%	6%	3%	10%	12%c	7%	10%c	6%	5%	9%	14%him	12%	6%	13%him
Fast delivery	76	30	25	12	6	3	55	9	23	29	14	8	1	52	10
	4%	4%	4%	6%	5%	5%	4%	5%	3%	4%	6%	9%h	5%	4%	8%h
Convenient options for me to accept the delivery	42	13	19	3	4	2	32	7	8	16	18	*	*	23	1
	2%	2%	3%	2%	4%	4%	2%	4%	1%	2%	7%himn	*	1%	2%	*
Guarantee that the parcel will arrive intact	26	7	9	4	2	4	16	6	2	6	13	6	*	8	6
	1%	1%	1%	2%	2%	7%abf	1%	3%	*	1%	5%him	6%him	*	1%	5%him
Ability to select an evening/weekend delivery	222	110	69	17	16	10	179	26	102	72	20	24	4	174	28
	12%	15%	11%	9%	14%	16%	13%	15%	14%	11%	8%	26%hijm	15%	12%	24%hijm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Proof of postage/ dispatch	**49**	16	19	5	7	3	35	9	9	22	12	6	-	31	6
	3%	*2%*	*3%*	*3%*	*6%*	*4%*	*2%*	*5%*	*1%*	*3%*	**5%h**	**7%hm**	-	*2%*	**5%h**
Guaranteed delivery to my door	**42**	12	10	5	9	6	22	15	6	16	10	10	*	22	10
	2%	*2%*	*2%*	*3%*	**8%abf**	**9%abf**	*2%*	**8%abf**	*1%*	*2%*	**4%h**	**11%hlm**	*2%*	*2%*	**9%hlm**
Availability of nearby collection points in case of failed delivery	**165**	71	63	13	10	7	134	17	69	46	32	12	5	115	17
	9%	*9%*	*10%*	*7%*	*9%*	*11%*	*10%*	*9%*	*9%*	*7%*	*13%*	*13%*	*18%*	*8%*	*14%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**67**	19	20	10	11	6	39	17	16	19	16	14	1	35	15
	4%	*3%*	*3%*	*5%*	**9%abf**	**10%abf**	*3%*	**9%abf**	*2%*	*3%*	**6%hm**	**15%hlm**	*4%*	*2%*	**12%hlm**
Option to reschedule if I am unable to take the delivery	**52**	25	9	4	9	5	34	14	25	10	9	7	1	34	8
	3%	*3%*	*1%*	*2%*	**8%bf**	**8%bf**	*2%*	**8%abcf**	*3%*	*1%*	*4%*	**8%lm**	*4%*	*2%*	**7%lm**
Ability to provide a specific time slot or SMS notification of delivery time	**126**	60	45	10	5	4	106	9	55	41	17	11	3	95	13
	7%	*8%*	*7%*	*5%*	*4%*	*7%*	*8%*	*5%*	*7%*	*6%*	*7%*	*12%*	*10%*	*7%*	*11%*
Proof and details of delivery receipt sent to me if someone else receives it	**50**	19	15	6	6	3	35	9	17	10	12	9	1	27	11
	3%	*3%*	*2%*	*3%*	*5%*	*5%*	*2%*	*5%*	*2%*	*2%*	**5%l**	**10%hlm**	*5%*	*2%*	**9%hlm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Low cost	**44**	7	37	*	16	29	-	35	8	1	-	44	-
	2%	*3%*	*2%*	*1%*	*2%*	*3%*	-	*2%*	*15%*	*16%*	-	*2%*	-
Free delivery	**55**	6	49	-	22	32	*	45	8	2	-	55	-
	3%	*3%*	*3%*	-	*3%*	*3%*	*	*3%*	*14%*	*19%*	-	*3%*	-
Inclusion of insurance	**149**	5	140	3	47	95	7	142	3	4	-	149	-
	8%	*2%*	**9%a**	*13%*	*7%*	*9%*	*7%*	*8%*	*6%*	*41%*	-	*8%*	-
Guarantee that the parcel will arrive on time	**47**	6	41	-	22	24	1	41	4	2	-	47	-
	3%	*3%*	*3%*	-	*3%*	*2%*	*1%*	*2%*	*7%*	*19%*	-	*3%*	-
Ability to track the delivery	**49**	6	43	*	9	37	2	44	5	-	-	49	-
	3%	*3%*	*3%*	*1%*	*1%*	*4%*	*2%*	*3%*	*9%*	-	-	*3%*	-
Ability to choose an express or next day service	**151**	7	144	-	28	116	8	141	7	3	-	151	-
	9%	*3%*	**9%a**	-	*4%*	**11%d**	*7%*	*8%*	*12%*	*36%*	-	*9%*	-
Ability to select a specific date/time for delivery	**117**	11	104	1	27	84	6	108	9	-	-	117	-
	7%	*5%*	*7%*	*6%*	*4%*	**8%d**	*6%*	*6%*	*16%*	-	-	*7%*	-
Fast delivery	**76**	7	69	-	16	59	1	72	4	-	-	76	-
	4%	*3%*	*4%*	-	*3%*	**6%d**	*1%*	*4%*	*8%*	-	-	*4%*	-
Convenient options for me to accept the delivery	**42**	*	42	-	8	33	1	37	3	1	-	42	-
	2%	*	*3%*	-	*1%*	*3%*	*1%*	*2%*	*6%*	*16%*	-	*2%*	-
Guarantee that the parcel will arrive intact	**26**	2	24	*	9	17	-	23	1	1	-	26	-
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	*3%*	*16%*	-	*1%*	-
Ability to select an evening/weekend delivery	**222**	19	202	2	66	150	6	216	3	3	-	222	-
	12%	*9%*	*13%*	*6%*	*10%*	*15%*	*6%*	*13%*	*6%*	*36%*	-	*12%*	-

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		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Proof of postage/ dispatch	**49**	8	41	-	12	34	3	47	3	-	-	49	-
	3%	*4%*	*3%*	-	*2%*	*3%*	*3%*	*3%*	*5%*	-	-	*3%*	-
Guaranteed delivery to my door	**42**	1	41	-	14	28	-	41	1	-	-	42	-
	2%	*1%*	*3%*	-	*2%*	*3%*	-	*2%*	*2%*	-	-	*2%*	-
Availability of nearby collection points in case of failed delivery	**165**	21	144	-	52	108	4	159	4	2	-	165	-
	9%	*10%*	*9%*	-	*8%*	*11%*	*4%*	*9%*	*8%*	*20%*	-	*9%*	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**67**	5	61	-	21	44	2	59	6	2	-	67	-
	4%	*2%*	*4%*	-	*3%*	*4%*	*2%*	*3%*	*10%*	*21%*	-	*4%*	-
Option to reschedule if I am unable to take the delivery	**52**	9	43	-	13	37	1	48	3	-	-	52	-
	3%	*4%*	*3%*	-	*2%*	*4%*	*1%*	*3%*	*6%*	-	-	*3%*	-
Ability to provide a specific time slot or SMS notification of delivery time	**126**	12	113	-	36	82	8	115	7	4	-	126	-
	7%	*6%*	*7%*	-	*6%*	*8%*	*7%*	*7%*	*13%*	*39%*	-	*7%*	-
Proof and details of delivery receipt sent to me if someone else receives it	**50**	9	40	2	19	29	2	46	4	-	-	50	-
	3%	*4%*	*3%*	*6%*	*3%*	*3%*	*2%*	*3%*	*8%*	-	-	*3%*	-

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Low cost	**44**	15	9	6	15	3	9	2	*	6	3	*	3	2	9	5	1
	2%	*3%*	*2%*	*1%*	*3%*	*2%*	**7%hk**	*1%*	*	*4%*	*2%*	*	*2%*	*1%*	**6%hk**	*3%*	*1%*
Free delivery	**55**	21	15	9	9	*	11	10	3	6	6	3	5	2	5	3	1
	3%	*5%*	*3%*	*2%*	*2%*	*	**8%ep**	**6%e**	*2%*	*4%*	*4%*	*2%*	*4%*	*1%*	*4%*	*2%*	*1%*
Inclusion of insurance	**149**	42	29	44	33	14	11	17	6	10	13	10	17	17	14	8	12
	8%	*10%*	*6%*	*10%*	*7%*	*10%*	*8%*	*11%*	*4%*	*6%*	*8%*	*6%*	*13%*	*12%*	*9%*	*5%*	*8%*
Guarantee that the parcel will arrive on time	**47**	11	15	14	6	4	4	3	1	9	5	*	4	11	4	*	2
	3%	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	**6%ko**	*3%*	*	*3%*	**7%ko**	*3%*	*	*1%*
Ability to track the delivery	**49**	15	10	13	11	5	5	5	1	7	2	3	4	7	5	6	-
	3%	*3%*	*2%*	*3%*	*2%*	*4%*	*4%*	*3%*	*1%*	*4%*	*1%*	*2%*	*3%*	*5%*	*4%*	*4%*	-
Ability to choose an express or next day service	**151**	42	36	37	36	13	14	15	9	11	16	7	19	12	23	5	8
	9%	*10%*	*8%*	*8%*	*8%*	*9%*	*10%*	*9%*	*7%*	*7%*	*10%*	*4%*	**14%ko**	*8%*	**15%kop**	*3%*	*5%*
Ability to select a specific date/time for delivery	**117**	41	31	22	22	11	20	11	4	13	14	6	8	8	9	6	7
	7%	*9%*	*7%*	*5%*	*5%*	*8%*	**14%hko**	*7%*	*3%*	*8%*	*9%*	*4%*	*6%*	*6%*	*6%*	*4%*	*5%*
Fast delivery	**76**	22	19	18	17	5	12	6	1	6	12	4	5	9	10	3	4
	4%	*5%*	*4%*	*4%*	*4%*	*3%*	**8%h**	*4%*	*1%*	*4%*	*7%*	*3%*	*3%*	*7%*	*7%*	*2%*	*2%*
Convenient options for me to accept the delivery	**42**	19	9	7	7	5	9	5	1	2	6	*	6	*	2	3	2
	2%	*4%*	*2%*	*2%*	*2%*	*4%*	**6%km**	*3%*	*1%*	*1%*	*4%*	*	*5%*	*	*1%*	*2%*	*1%*
Guarantee that the parcel will arrive intact	**26**	5	6	5	9	-	3	2	2	-	5	-	5	*	3	*	6
	1%	*1%*	*1%*	*1%*	*2%*	-	*2%*	*2%*	*1%*	-	*3%*	-	*4%*	*	*2%*	*	*4%*
Ability to select an evening/weekend delivery	**222**	67	55	54	46	16	29	22	14	21	21	17	19	18	23	5	18
	12%	*15%*	*12%*	*12%*	*10%*	*12%*	**20%o**	**14%o**	*11%*	**13%o**	**13%o**	*10%*	**14%o**	**12%o**	**15%o**	*3%*	**12%o**
Proof of postage/ dispatch	**49**	14	19	8	9	6	6	2	3	10	6	*	4	4	4	*	4
	3%	*3%*	*4%*	*2%*	*2%*	*4%*	*4%*	*1%*	*2%*	**6%ko**	*3%*	*	*3%*	*3%*	*3%*	*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
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Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Guaranteed delivery to my door	**42**	15	8	7	12	9	4	2	*	*	7	1	4	2	3	3	6
	2%	*3%*	*2%*	*2%*	*3%*	**6%hl**	*3%*	*2%*	*	*	*4%*	*1%*	*3%*	*1%*	*2%*	*2%*	*4%*
Availability of nearby collection points in case of failed delivery	**165**	48	42	38	37	14	19	15	13	15	14	12	15	11	22	6	9
	9%	*11%*	*9%*	*8%*	*8%*	*10%*	**13%o**	*9%*	*10%*	*9%*	*9%*	*7%*	*11%*	*8%*	**15%o**	*4%*	*6%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**67**	21	13	15	18	*	11	10	1	2	10	3	10	3	5	1	12
	4%	*5%*	*3%*	*3%*	*4%*	*	**8%ehio**	**6%e**	*1%*	*1%*	**6%eo**	*1%*	**7%elo**	*2%*	*3%*	*1%*	**8%ehko**
Option to reschedule if I am unable to take the delivery	**52**	14	9	15	13	4	7	2	1	2	6	5	5	5	9	2	3
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*5%*	*1%*	*1%*	*1%*	*4%*	*3%*	*4%*	*4%*	*6%*	*1%*	*2%*
Ability to provide a specific time slot or SMS notification of delivery time	**126**	34	35	32	25	10	10	14	5	17	12	9	10	13	11	6	8
	7%	*8%*	*8%*	*7%*	*6%*	*7%*	*7%*	*9%*	*4%*	*11%*	*8%*	*5%*	*8%*	*9%*	*8%*	*4%*	*6%*
Proof and details of delivery receipt sent to me if someone else receives it	**50**	22	4	11	13	6	9	8	1	2	1	3	5	3	4	4	4
	3%	**5%b**	*1%*	*2%*	*3%*	*4%*	**6%j**	*5%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1693**	-	1693	782	902	270	229	401	229	301	170	93	499	630	564	263	1566	120	1693
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Effective Base	**926**	-	926	454	467	159	137	233	120	158	70	56	295	353	278	126	833	94	1693
Low cost	**4.34**	-	4.34	4.28	**4.40c**	4.31	4.25	**4.44efhij**	4.25	**4.36fh**	4.33	**4.37h**	4.28	**4.38l**	**4.35l**	4.35	**4.36q**	4.20	4.33
Free delivery	**4.24**	-	4.24	4.21	**4.28c**	4.17	4.11	**4.37efhij**	**4.26f**	4.21	4.22	**4.31ef**	4.15	**4.33ln**	**4.24l**	**4.26l**	4.25	4.19	4.24
Inclusion of insurance	**3.86**	-	3.86	3.93	3.80	**3.94ijk**	**3.90ijk**	**4.16efhijk**	**3.91ijk**	3.65	3.41	3.43	**3.92no**	**4.08lno**	3.53	3.42	3.85	3.95	3.81
Guarantee that the parcel will arrive on time	**4.30**	-	4.30	4.29	4.31	**4.35jk**	4.22	**4.45fijk**	**4.33jk**	4.26	4.08	4.08	**4.29o**	**4.41no**	4.17	4.08	4.29	4.35	4.30
Ability to track the delivery	**4.32**	-	4.32	4.26	**4.38c**	4.28	4.27	**4.42ij**	**4.44ijk**	4.24	4.21	4.22	4.28	**4.43lno**	4.23	4.21	4.30	4.43	4.32
Ability to choose an express or next day service	**3.95**	-	3.95	4.02	3.89	**4.28hijk**	**4.09ijk**	**4.21hijk**	**3.97ijk**	3.56	3.28	3.50	**4.20no**	**4.13no**	3.47	3.38	3.90	**4.28p**	3.87
Ability to select a specific date/time for delivery	**4.05**	-	4.05	4.03	4.07	**4.13ijk**	**4.18ijk**	**4.23ijk**	**4.07ijk**	3.80	3.76	3.76	**4.16no**	**4.17no**	3.78	3.76	4.03	4.18	3.98
Fast delivery	**4.20**	-	4.20	4.23	4.17	**4.42fhijk**	**4.18jk**	**4.42fhijk**	**4.22jk**	4.01	3.76	3.77	**4.32no**	**4.35no**	3.88	3.76	4.18	4.32	4.19
Convenient options for me to accept the delivery	**4.31**	-	4.31	4.26	**4.36c**	4.22	4.25	**4.45efijk**	**4.41j**	4.28	4.14	4.23	4.24	**4.43lno**	4.23	4.18	4.31	4.30	4.30
Guarantee that the parcel will arrive intact	**4.51**	-	4.51	4.45	**4.56c**	4.34	4.42	**4.52e**	**4.60ef**	**4.63ef**	**4.64ef**	4.50	4.37	**4.54l**	**4.60l**	**4.58l**	4.51	4.45	4.54
Ability to select an evening/weekend delivery	**3.81**	-	3.81	**3.90d**	3.71	**4.08hijk**	**4.06hijk**	**4.18hijk**	**3.78ijk**	**3.36j**	2.98	3.21	**4.07no**	**4.04no**	3.22	3.09	3.75	**4.14p**	3.68
Proof of postage/ dispatch	**4.27**	-	4.27	4.24	4.31	4.27	4.24	**4.38ijk**	4.35	4.20	4.14	4.14	4.25	**4.37no**	4.17	4.14	4.27	4.27	4.27
Guaranteed delivery to my door	**4.45**	-	4.45	4.44	4.46	4.37	4.35	4.49	**4.55ef**	4.49	4.39	4.47	4.36	**4.51l**	4.45	4.42	4.45	4.40	4.45

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	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1780**	-**	1780	902	870	322	248	445	233	257	148*	128*	570	677	532	275	1553	220*	1693
Availability of nearby collection points in case of failed delivery	**4.02**	-	4.02	4.03	4.00	**4.21ijk**	**4.13ijk**	**4.23hijk**	**4.02ijk**	3.71	3.54	3.70	**4.18no**	**4.16no**	3.66	3.62	3.98	**4.24p**	3.97
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.30**	-	4.30	4.26	4.35	4.33	4.27	4.33	4.38	4.24	4.17	4.31	4.30	4.35	4.24	4.24	4.30	4.34	4.27
Option to reschedule if I am unable to take the delivery	**4.29**	-	4.29	4.25	4.34	4.29	4.23	**4.43fijk**	4.34	4.23	4.20	4.09	4.27	**4.40lno**	4.19	4.15	4.27	4.42	4.28
Ability to provide a specific time slot or SMS notification of delivery time	**4.09**	-	4.09	4.08	4.11	**4.24ijk**	**4.19ijk**	**4.29ijk**	**4.14ijk**	3.82	3.69	3.79	**4.22no**	**4.24no**	3.78	3.74	4.08	4.15	4.04
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	-	4.32	4.25	**4.41c**	4.22	4.24	**4.45efi**	4.41	4.24	4.39	4.24	4.23	**4.44ln**	4.28	4.32	4.30	4.46	4.33

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Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1693**	523	519	304	347	1042	651	1012	663	170	201	412	426	384	1039	170	1452
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Effective Base	**926**	250	287	188	202	536	391	578	357	90	126	220	221	218	568	90	799
Low cost	**4.34**	4.30	4.34	4.32	**4.42abc**	4.32	**4.37e**	4.33	4.37	**4.48jklmn**	**4.38k**	4.28	**4.36k**	4.33	4.33	**4.48p**	4.33
Free delivery	**4.24**	**4.34bc**	4.20	4.14	**4.27c**	**4.27f**	4.21	**4.26h**	4.19	**4.28k**	**4.27k**	4.12	**4.24k**	**4.29kn**	**4.20k**	4.28	4.23
Inclusion of insurance	**3.86**	**4.06bcd**	3.77	3.82	3.77	3.92	3.80	**4.00h**	3.56	3.75	3.78	3.64	**3.90k**	**4.14ijkln**	3.77	3.75	3.88
Guarantee that the parcel will arrive on time	**4.30**	4.29	4.33	4.28	4.28	4.31	4.28	**4.34h**	4.20	4.30	4.29	4.23	4.31	4.35	4.27	4.30	4.29
Ability to track the delivery	**4.32**	4.38	4.31	4.28	4.29	4.34	4.29	4.34	4.27	4.23	4.35	4.29	4.30	4.37	4.30	4.23	4.32
Ability to choose an express or next day service	**3.95**	**4.12bd**	3.82	**4.04bd**	3.83	3.97	3.93	**4.12h**	3.58	3.92	3.76	3.92	3.82	**4.26ijkln**	3.84	3.92	3.96
Ability to select a specific date/time for delivery	**4.05**	**4.16d**	4.05	4.00	3.96	**4.10f**	3.98	**4.15h**	3.81	3.92	3.97	3.98	4.06	**4.20ijkn**	4.01	3.92	4.06
Fast delivery	**4.20**	4.28	4.14	4.19	4.17	4.21	4.18	**4.30h**	3.97	4.14	4.06	4.11	4.21	**4.34jkn**	4.14	4.14	4.20
Convenient options for me to accept the delivery	**4.31**	4.33	4.26	4.35	4.30	4.30	4.32	4.33	4.25	4.35	4.21	4.22	**4.39jk**	**4.36k**	4.28	4.35	4.30
Guarantee that the parcel will arrive intact	**4.51**	4.47	4.56	4.48	4.51	4.52	4.50	4.48	4.56	4.55	4.54	4.45	4.51	4.51	4.49	4.55	4.50
Ability to select an evening/weekend delivery	**3.81**	**3.97bd**	3.75	3.79	3.67	3.86	3.73	**4.02h**	3.33	3.78	3.48	3.72	**3.77j**	**4.11ijkln**	3.69	3.78	3.81
Proof of postage/ dispatch	**4.27**	**4.35b**	4.17	**4.32b**	4.26	4.26	4.29	4.30	4.20	4.26	4.23	4.12	**4.32k**	**4.36kn**	4.22	4.26	4.27
Guaranteed delivery to my door	**4.45**	4.40	4.48	4.46	4.44	4.44	4.45	4.45	4.44	4.50	4.33	4.44	4.45	4.47	4.42	4.50	4.44

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Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1780**	501	525	366	388	1026	754	1209	546	178*	229	413	410	459	1053	178*	1537
Availability of nearby collection points in case of failed delivery	**4.02**	**4.16bd**	3.97	3.99	3.91	4.07	3.95	**4.13h**	3.74	**4.05j**	3.75	3.89	**4.03j**	**4.21jkn**	3.92	4.05	4.01
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.30**	4.36	4.27	4.30	4.27	4.31	4.29	**4.35h**	4.22	4.22	4.19	4.29	4.35	4.37	4.29	4.22	4.31
Option to reschedule if I am unable to take the delivery	**4.29**	4.38	4.25	4.26	4.28	4.31	4.27	**4.33h**	4.21	4.25	4.16	4.23	4.33	**4.38jk**	4.26	4.25	4.29
Ability to provide a specific time slot or SMS notification of delivery time	**4.09**	**4.30bcd**	4.02	4.03	3.99	**4.16f**	4.01	**4.20h**	3.86	3.98	3.94	3.96	4.11	**4.31ijkln**	4.02	3.98	4.10
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.33	4.32	4.35	4.30	4.33	4.32	4.34	4.28	4.35	4.23	4.38	4.33	4.30	4.33	4.35	4.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1693**	1167	526	237	850	333	300	210	79	98	83	94	94	74	142	93	93	37	296
Weighted Base	**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Effective Base	**926**	790	138	50	701	185	129	157	71	87	73	84	83	66	128	79	84	16	171
Low cost	**4.34**	**4.35c**	4.30	4.18	4.35	4.27	4.35	4.26	4.41	**4.46jnop**	4.31	4.36	4.35	4.36	4.31	**4.38p**	4.21	4.05	4.30
Free delivery	**4.24**	4.24	4.26	4.13	4.25	4.17	4.22	4.20	**4.36jl**	**4.28jl**	4.12	4.24	4.14	4.26	**4.26jl**	**4.33jl**	4.27	4.16	4.17
Inclusion of insurance	**3.86**	3.88	3.78	3.87	3.88	3.77	3.73	3.89	3.90	**4.04mr**	3.73	3.85	3.78	3.63	**4.01mr**	3.78	**4.03mr**	4.07	3.74
Guarantee that the parcel will arrive on time	**4.30**	4.30	4.26	4.34	4.30	4.26	4.28	4.33	4.40	4.40	4.17	4.33	4.35	4.29	4.27	4.26	4.30	4.29	4.25
Ability to track the delivery	**4.32**	4.32	4.30	4.33	4.32	4.32	4.37	4.29	**4.44j**	4.39	4.18	4.24	4.25	4.41	4.34	4.30	4.34	4.44	4.30
Ability to choose an express or next day service	**3.95**	**3.98b**	3.78	4.06	3.98	3.83	3.81	3.87	**4.10m**	4.05	3.79	3.89	3.84	3.76	**4.21jklmor**	3.89	4.03	4.02	3.81
Ability to select a specific date/time for delivery	**4.05**	4.06	3.99	3.98	**4.07ef**	3.88	3.87	**4.14ef**	4.09	**4.14r**	3.88	4.07	3.86	4.06	**4.14lr**	4.11	**4.17lr**	3.80	3.89
Fast delivery	**4.20**	**4.22b**	4.06	4.18	4.20	4.14	4.11	4.26	**4.35jkor**	**4.38jkor**	4.00	3.99	4.24	4.11	**4.34jkor**	4.05	**4.28k**	4.31	4.12
Convenient options for me to accept the delivery	**4.31**	4.32	4.25	4.31	4.31	4.28	4.32	4.28	4.44	4.43	4.27	4.20	4.25	4.30	4.26	4.35	4.35	4.20	4.29
Guarantee that the parcel will arrive intact	**4.51**	4.50	4.55	4.61	4.50	4.49	4.63	4.58	4.60	**4.61n**	4.40	4.57	4.50	4.57	4.37	4.49	**4.59n**	4.39	4.50
Ability to select an evening/weekend delivery	**3.81**	**3.84b**	3.61	3.87	**3.83e**	3.61	3.65	3.76	**3.90r**	**3.90r**	3.67	3.76	3.68	3.60	**4.08jklmor**	3.75	**3.89r**	3.74	3.59
Proof of postage/ dispatch	**4.27**	4.27	4.27	4.30	4.27	4.35	4.27	4.28	4.21	**4.44ho**	4.22	4.25	4.22	4.27	4.29	4.17	4.26	4.41	4.34
Guaranteed delivery to my door	**4.45**	4.45	4.45	4.41	4.45	4.40	4.44	4.45	4.46	4.59	4.41	4.40	4.45	4.46	4.42	4.42	4.44	4.22	4.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1780**	1545	236	88*	1509	137	89	46	66*	192*	126*	138*	156*	129*	326	238*	137*	15**	122
Availability of nearby collection points in case of failed delivery	**4.02**	**4.05b**	3.78	3.83	4.02	4.00	3.91	**4.17f**	**4.25klmo**	**4.10o**	**4.16lo**	3.91	3.83	3.87	**4.26klmopr**	3.77	3.98	3.81	4.02
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.30**	4.29	4.37	4.38	4.31	4.28	4.26	4.27	4.23	4.37	4.25	4.25	4.32	4.33	4.27	4.34	4.35	4.48	4.25
Option to reschedule if I am unable to take the delivery	**4.29**	4.30	4.23	4.25	4.29	4.27	4.36	4.23	4.35	4.37	4.38	4.34	4.24	4.25	4.23	4.24	4.40	4.12	4.29
Ability to provide a specific time slot or SMS notification of delivery time	**4.09**	4.11	3.98	3.87	**4.11f**	4.07	3.90	4.08	4.17	4.07	3.98	4.01	3.96	3.89	**4.36ijklmor**	4.07	4.18	3.96	4.08
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.32	4.38	4.43	4.33	4.27	4.32	4.33	4.37	4.41	4.31	4.26	4.33	4.33	4.30	4.28	**4.47r**	4.58	4.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1693	674	640	174	123	68	1314	191	702	668	205	81	29	1370	110
Weighted Base	1780	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Effective Base	926	376	335	100	73	39	710	112	386	341	126	51	17	728	68
Low cost	4.34	4.44bcdfg	4.28d	4.25	4.16	4.34	4.37bcdg	4.22	4.49ijklmn	4.31jkn	4.08	4.09	4.27	4.40ijkn	4.14
Free delivery	4.24	4.37bcdefg	4.21cdeg	4.04	4.02	4.01	4.30bcdeg	4.02	4.39ijklmn	4.21jkn	4.00	3.99	4.08	4.31ijkn	4.01
Inclusion of insurance	3.86	3.98cdg	3.89cdg	3.53	3.55	3.88	3.94cdg	3.67	4.03ijkn	3.86jkn	3.61	3.32	3.87	3.95jkn	3.45
Guarantee that the parcel will arrive on time	4.30	4.40cdg	4.30cd	4.05	4.09	4.22	4.35cdg	4.14	4.46ijkn	4.28jkn	3.95	3.96	4.35	4.38ijkn	4.06
Ability to track the delivery	4.32	4.41cdeg	4.33cdg	4.14	4.09	4.11	4.37cdeg	4.10	4.48ijkn	4.31jkn	4.06	3.81	4.04	4.40jkn	3.87
Ability to choose an express or next day service	3.95	4.00c	3.98c	3.73	3.80	4.16cd	3.99c	3.92	4.05jk	3.92	3.81	3.74	4.02	3.99	3.81
Ability to select a specific date/time for delivery	4.05	4.14cdg	4.07c	3.81	3.88	3.87	4.10cdg	3.88	4.19ijkn	4.04jk	3.77	3.77	4.06	4.12jkn	3.84
Fast delivery	4.20	4.27c	4.20c	3.93	4.09	4.22	4.24c	4.13	4.37ijkmn	4.14j	3.92	3.93	3.94	4.27ijkn	3.94
Convenient options for me to accept the delivery	4.31	4.44bcdg	4.27cd	4.07	4.06	4.31	4.36cdg	4.14	4.47ijkn	4.30j	3.93	4.11	4.37	4.39ijkn	4.17
Guarantee that the parcel will arrive intact	4.51	4.65bcdefg	4.47cdg	4.27	4.27	4.30	4.57bcdeg	4.28	4.70ijkmn	4.49jkn	4.13	4.00	4.59	4.60ijkn	4.14
Ability to select an evening/weekend delivery	3.81	3.84	3.83	3.65	3.77	3.79	3.83	3.78	3.91kn	3.80kn	3.68k	3.34	3.71	3.86kn	3.42
Proof of postage/ dispatch	4.27	4.41bcdg	4.23cd	4.01	3.99	4.37cd	4.33cdg	4.12	4.47ijkmn	4.26jkn	3.87	3.86	4.21	4.37ijkn	3.95
Guaranteed delivery to my door	4.45	4.60bcdeg	4.43cdg	4.21	4.04	4.27	4.52bcdeg	4.12	4.66ijkmn	4.38jkn	4.18	3.89	4.45	4.53ijkn	4.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1780**	749	645	195	117*	62*	1394	179	742	658	251	91*	28**	1400	120*
Availability of nearby collection points in case of failed delivery	**4.02**	**4.11c**	3.99	3.78	3.90	4.13	**4.06c**	3.98	**4.13j**	**4.03j**	3.67	**4.05j**	3.80	**4.08j**	**3.99j**
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.30**	**4.47bcdefg**	4.23	4.11	4.07	4.01	**4.36bcdeg**	4.05	**4.49ijkmn**	**4.26jkn**	4.04	3.82	4.50	**4.38ijkn**	3.98
Option to reschedule if I am unable to take the delivery	**4.29**	**4.38cdg**	**4.32cdg**	4.04	4.04	4.15	**4.35cdg**	4.08	**4.43ijkn**	**4.30jkn**	3.98	3.85	4.55	**4.37jkn**	4.02
Ability to provide a specific time slot or SMS notification of delivery time	**4.09**	**4.18c**	4.05	3.92	4.00	4.15	**4.12c**	4.05	**4.19ij**	4.04	3.97	3.97	4.32	4.12	4.05
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	**4.50bcdefg**	4.24	4.13	4.05	4.19	**4.38bcdg**	4.10	**4.53ijkmn**	**4.26jkn**	4.06	3.84	4.30	**4.40ijkn**	3.95

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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1693**	170	1497	26	614	984	95	1640	42	10	1	1692	-
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Effective Base	**926**	107	803	16	342	522	63	892	28	6	1	926	-
Low cost	**4.34**	4.33	4.34	4.44	4.35	4.31	**4.54de**	**4.35h**	3.96	3.91	4.00	**4.34h**	-
Free delivery	**4.24**	**4.34b**	4.23	4.19	**4.28e**	4.21	**4.38e**	**4.26h**	3.90	3.51	4.00	**4.24h**	-
Inclusion of insurance	**3.86**	**4.30b**	3.80	4.22	**4.02e**	3.74	**4.09e**	3.86	4.12	2.81	3.00	3.86	-
Guarantee that the parcel will arrive on time	**4.30**	4.35	4.29	4.63	4.31	4.28	4.40	4.31	3.99	3.68	3.00	4.30	-
Ability to track the delivery	**4.32**	4.42	4.30	4.66	**4.39e**	4.27	4.33	4.33	3.96	4.09	5.00	4.32	-
Ability to choose an express or next day service	**3.95**	**4.27b**	3.90	4.37	**4.10e**	3.84	**4.15e**	3.96	3.83	3.44	3.00	3.95	-
Ability to select a specific date/time for delivery	**4.05**	**4.21b**	4.02	4.48	**4.13e**	3.98	**4.23e**	4.06	3.81	3.78	3.00	4.05	-
Fast delivery	**4.20**	4.34	4.17	4.47	**4.28e**	4.11	**4.49de**	4.20	4.05	4.18	4.00	4.20	-
Convenient options for me to accept the delivery	**4.31**	4.39	4.29	4.59	**4.38e**	4.26	4.30	4.32	3.99	3.78	4.00	4.31	-
Guarantee that the parcel will arrive intact	**4.51**	4.49	4.51	4.65	4.49	4.52	4.46	4.53	3.99	4.04	3.00	4.51	-
Ability to select an evening/weekend delivery	**3.81**	**4.07b**	3.76	4.34	**3.91e**	3.69	**4.28de**	3.80	4.08	3.19	3.00	3.81	-
Proof of postage/ dispatch	**4.27**	4.39	4.25	4.52	**4.34e**	4.22	4.40	4.28	3.92	4.21	5.00	4.27	-

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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1780**	212	1543	25**	645	1027	109*	1716	55**	9**	***	1780	-**
Guaranteed delivery to my door	**4.45**	4.52	4.43	4.53	4.48	4.41	4.56	4.46	4.12	4.08	3.00	4.45	-
Availability of nearby collection points in case of failed delivery	**4.02**	4.07	4.00	4.39	4.08	3.95	**4.28e**	4.02	4.09	3.35	4.00	4.02	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.30**	4.42	4.28	4.46	4.36	4.26	4.29	4.32	3.96	3.24	4.00	4.30	-
Option to reschedule if I am unable to take the delivery	**4.29**	4.27	4.29	4.65	4.35	4.25	4.40	4.31	3.85	4.00	4.00	4.29	-
Ability to provide a specific time slot or SMS notification of delivery time	**4.09**	**4.26b**	4.06	4.46	**4.19e**	4.03	4.14	4.10	4.01	3.44	3.00	4.09	-
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.31	4.33	4.38	4.37	4.28	4.46	4.34	3.86	4.27	4.00	4.32	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1693**	414	437	414	428	136	129	149	130	145	162	157	133	124	135	157	136
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Effective Base	**926**	214	260	213	247	67	72	74	78	81	103	77	66	70	77	87	83
Low cost	**4.34**	4.25	**4.35a**	**4.39a**	**4.37a**	**4.33f**	4.13	**4.30f**	**4.48efgijkln**	4.25	**4.34f**	**4.37fin**	**4.33f**	**4.46efgijln**	4.24	**4.45fgin**	**4.40fin**
Free delivery	**4.24**	4.17	4.24	**4.26a**	**4.31a**	**4.41fgijkln**	4.03	4.09	**4.41fgijln**	4.08	**4.25fgi**	**4.29fgil**	4.14	**4.32fgil**	**4.22f**	**4.30fgil**	**4.42fgijklno**
Inclusion of insurance	**3.86**	3.74	**4.00a**	3.84	3.87	3.72	3.77	3.73	**4.11efgm**	3.94	3.98	3.96	3.85	3.69	3.82	3.93	3.87
Guarantee that the parcel will arrive on time	**4.30**	4.28	4.33	4.27	4.31	4.21	4.23	4.37	4.43	4.23	4.35	4.33	4.31	4.17	4.35	4.37	4.20
Ability to track the delivery	**4.32**	4.26	4.36	4.30	4.36	4.27	4.22	4.30	4.40	4.19	**4.48efin**	4.32	4.27	4.29	4.25	4.41	4.41
Ability to choose an express or next day service	**3.95**	3.87	**4.07a**	3.94	3.94	3.80	3.85	3.94	**4.19efln**	4.08	3.95	**4.08n**	3.79	3.91	3.76	4.00	4.07
Ability to select a specific date/time for delivery	**4.05**	3.95	4.08	4.08	4.08	4.04	3.84	3.98	**4.21f**	3.99	4.06	4.13	4.10	4.02	4.12	**4.13f**	3.99
Fast delivery	**4.20**	4.10	**4.30ac**	4.12	**4.26a**	4.10	4.01	4.18	**4.45efgiklmn**	4.18	4.30	4.19	4.14	4.02	4.16	**4.35fm**	4.28
Convenient options for me to accept the delivery	**4.31**	4.23	**4.39a**	4.28	4.33	4.23	4.08	4.36	**4.51eflo**	**4.35f**	4.33	4.34	4.20	4.30	4.34	4.27	**4.39f**
Guarantee that the parcel will arrive intact	**4.51**	4.48	4.54	4.49	4.52	4.50	4.43	4.51	4.51	4.57	4.52	4.51	4.41	4.53	4.50	**4.66flp**	4.41
Ability to select an evening/weekend delivery	**3.81**	3.71	3.85	3.82	3.84	3.71	3.69	3.73	3.82	3.84	3.87	3.86	3.79	3.81	3.78	3.96	3.79
Proof of postage/ dispatch	**4.27**	4.21	4.32	4.28	4.28	4.11	4.16	4.33	4.36	4.27	4.33	4.34	4.19	4.28	4.23	4.35	4.28
Guaranteed delivery to my door	**4.45**	4.36	**4.53a**	4.43	4.46	4.34	4.31	4.42	**4.68efgjklnp**	4.52	4.44	4.43	4.34	4.52	4.43	4.52	4.42

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**1780**	437	445	447	451	137*	141*	159*	128*	156*	161	173*	132*	143*	150*	153*	149*
Availability of nearby collection points in case of failed delivery	**4.02**	3.88	4.07	3.99	**4.12a**	3.74	3.86	4.02	4.09	3.97	**4.15el**	4.07	3.78	4.08	3.84	**4.29efiln**	**4.22efln**
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.30**	4.26	4.34	4.28	4.33	**4.44f**	4.08	4.26	**4.49fjlp**	4.34	4.23	4.33	4.19	4.29	4.33	**4.45f**	4.20
Option to reschedule if I am unable to take the delivery	**4.29**	4.29	4.33	4.26	4.30	4.26	4.18	4.40	**4.48filn**	4.25	4.28	4.30	4.20	4.26	4.19	4.32	4.40
Ability to provide a specific time slot or SMS notification of delivery time	**4.09**	3.97	4.14	4.06	**4.19a**	3.92	3.92	4.05	**4.24ef**	4.01	4.19	4.14	4.05	3.98	4.14	**4.23ef**	4.21
Proof and details of delivery receipt sent to me if someone else receives it	**4.32**	4.27	4.35	4.29	4.39	4.35	4.21	4.26	4.42	4.30	4.35	4.32	4.26	4.27	4.32	4.44	4.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Open everything on the same day it was received	**4239**	-	4239	2036	2186	482	435	795	623	821	577	506	917	1418	1904	1083	3887	327	4352
	82%	-	*82%*	*81%*	*83%*	*70%*	*72%*	*75%*	**83%efg**	**91%efgh**	**91%efgh**	**96%efghij**	*71%*	**79%l**	**93%lm**	**93%lm**	**84%q**	*71%*	*84%*
Open only the things that look important on the same day	**468**	-	468	256	210	99	87	142	68	31	32	9	186	210	73	42	387	74	400
	9%	-	*9%*	**10%d**	*8%*	**14%hijk**	**14%hijk**	**13%hijk**	**9%ijk**	*3%*	**5%k**	*2%*	**14%no**	**12%no**	*4%*	*4%*	*8%*	**16%p**	*8%*
Open only parcels on the same day	**207**	-	207	101	107	58	31	52	29	21	13	4	89	80	38	17	170	36	167
	4%	-	*4%*	*4%*	*4%*	**8%ghijk**	**5%ijk**	**5%ijk**	**4%k**	*2%*	*2%*	*1%*	**7%mno**	**4%no**	*2%*	*1%*	*4%*	**8%p**	*3%*
Put things I've received aside until I have time to open them	**123**	-	123	74	50	13	25	38	20	17	8	3	38	58	27	11	108	11	124
	2%	-	*2%*	*3%*	*2%*	*2%*	**4%jk**	**4%jk**	**3%k**	*2%*	*1%*	*1%*	**3%no**	**3%no**	*1%*	*1%*	*2%*	*2%*	*2%*
Don't know	**123**	-	123	49	74	37	31	33	7	7	4	4	67	40	15	8	102	16	118
	2%	-	*2%*	*2%*	*3%*	**5%hijk**	**5%hijk**	**3%hijk**	*1%*	*1%*	*1%*	*1%*	**5%mno**	**2%no**	*1%*	*1%*	*2%*	*3%*	*2%*
NET: Open at least some post on the same day	**4915**	-	4915	2393	2502	639	553	989	719	873	622	520	1192	1708	2015	1141	4444	437	4919
	95%	-	*95%*	*95%*	*95%*	*93%*	*91%*	*93%*	**96%efg**	**97%efg**	**98%efg**	**99%efg**	*92%*	**95%l**	**98%lm**	**98%lm**	*95%*	*94%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Open everything on the same day it was received	**4239**	797	1338	972	1132	2135	2104	2423	1762	547	537	1089	1047	730	2673	553	3459
	82%	*80%*	*84%*	*82%*	*82%*	*82%*	*82%*	*79%*	**88%g**	*80%*	*82%*	*84%*	*83%*	*79%*	**83%m**	*80%*	*83%*
Open only the things that look important on the same day	**468**	113	133	109	113	246	223	348	115	58	61	98	108	120	267	58	389
	9%	*11%*	*8%*	*9%*	*8%*	*9%*	*9%*	**11%h**	*6%*	*9%*	*9%*	*8%*	*9%*	**13%ikln**	*8%*	*8%*	*9%*
Open only parcels on the same day	**207**	30	65	56	57	95	112	146	56	41	24	64	41	27	128	41	156
	4%	*3%*	*4%*	*5%*	*4%*	*4%*	*4%*	**5%h**	*3%*	**6%lm**	*4%*	*5%*	*3%*	*3%*	*4%*	**6%p**	*4%*
Put things I've received aside until I have time to open them	**123**	33	38	21	31	71	52	83	35	13	17	29	30	22	76	13	100
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Don't know	**123**	18	25	25	54	44	79	72	40	25	12	19	31	20	62	25	84
	2%	*2%*	*2%*	*2%*	**4%ab**	*2%*	**3%e**	*2%*	*2%*	**4%kn**	*2%*	*1%*	*2%*	*2%*	*2%*	**4%p**	*2%*
NET: Open at least some post on the same day	**4915**	940	1536	1137	1302	2476	2439	2916	1933	646	621	1252	1195	877	3068	652	4004
	95%	*95%*	**96%d**	*96%*	*94%*	*96%*	*95%*	*95%*	*96%*	*94%*	*95%*	*96%*	*95%*	*95%*	*96%*	*94%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Open everything on the same day it was received	**4239** *82%*	3603 *81%*	636 **88%a**	205 *87%*	3542 *82%*	361 *83%*	214 **87%d**	122 *85%*	172 *82%*	448 *79%*	356 *84%*	308 *82%*	376 *83%*	430 **90%hiklnopr**	540 *80%*	567 *80%*	347 *78%*	53 *84%*	308 *83%*
Open only the things that look important on the same day	**468** *9%*	427 **10%bc**	41 *6%*	10 *4%*	401 *9%*	39 *9%*	17 *7%*	12 *8%*	18 **9%m**	65 **11%m**	38 **9%m**	29 *8%*	40 **9%m**	20 *4%*	68 **10%m**	71 **10%m**	53 **12%m**	3 *5%*	35 **10%m**
Open only parcels on the same day	**207** *4%*	194 **4%b**	13 *2%*	8 *3%*	185 *4%*	12 *3%*	6 *3%*	4 *3%*	10 *5%*	21 *4%*	13 *3%*	17 *5%*	20 *4%*	17 *4%*	29 *4%*	38 *5%*	20 *5%*	1 *2%*	11 *3%*
Put things I've received aside until I have time to open them	**123** *2%*	108 *2%*	15 *2%*	7 *3%*	101 *2%*	13 *3%*	6 *2%*	3 *2%*	5 *2%*	8 *1%*	9 *2%*	9 *2%*	12 *3%*	5 *1%*	25 *4%*	17 *2%*	12 *3%*	4 **6%lm**	10 *3%*
Don't know	**123** *2%*	104 *2%*	19 *3%*	8 *3%*	109 *3%*	8 *2%*	4 *2%*	2 *1%*	5 *3%*	24 *4%*	11 *3%*	12 *3%*	7 *2%*	8 *2%*	15 *2%*	15 *2%*	11 *3%*	2 *3%*	7 *2%*
NET: Open at least some post on the same day	**4915** *95%*	4225 *95%*	690 *95%*	222 *94%*	4128 *95%*	412 *95%*	237 *96%*	138 *96%*	199 *95%*	534 *94%*	406 *95%*	354 *94%*	436 *96%*	466 **97%q**	637 *94%*	676 *96%*	420 *95%*	58 *92%*	354 *96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Open everything on the same day it was received	4239	1644	1589	565	275	130	3233	405	1609	1620	655	215	87	3229	302
	82%	**89%bcdefg**	**81%c**	*72%*	*77%*	*80%*	**85%bcdg**	*78%*	**87%ijkn**	**83%j**	*72%*	**81%j**	**85%j**	**85%j**	**82%j**
Open only the things that look important on the same day	468	137	207	70	37	14	343	52	152	195	91	16	10	347	25
	9%	*7%*	**11%a**	*9%*	*11%*	*9%*	*9%*	*10%*	*8%*	*10%*	*10%*	*6%*	*10%*	*9%*	*7%*
Open only parcels on the same day	207	24	88	63	18	8	112	25	30	78	74	18	2	108	20
	4%	*1%*	**4%af**	**8%abf**	**5%a**	**5%a**	**3%a**	**5%a**	*2%*	**4%h**	**8%him**	**7%hm**	*2%*	**3%h**	**5%hm**
Put things I've received aside until I have time to open them	123	32	50	18	17	6	82	23	39	46	24	11	3	85	14
	2%	*2%*	*3%*	*2%*	**5%af**	*4%*	*2%*	**5%af**	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*	*4%*
Don't know	123	8	21	67	9	4	29	13	15	20	67	7	1	34	7
	2%	*	*1%*	**9%abdefg**	**2%af**	**3%af**	*1%*	**3%af**	*1%*	*1%*	**7%hiklmn**	**3%h**	*1%*	*1%*	*2%*
NET: Open at least some post on the same day	4915	1804	1884	698	330	152	3688	482	1791	1893	819	249	99	3684	348
	95%	**98%bcdeg**	**96%cdg**	*89%*	*93%*	*93%*	**97%cdeg**	*93%*	**97%jkn**	**97%j**	*90%*	*93%*	*96%*	**97%jkn**	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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Table 190

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Open everything on the same day it was received	**4239**	308	3869	61	1266	2767	205	4190	23	14	6	4227	6
	82%	*77%*	**83%a**	*73%*	**81%f**	**84%f**	*63%*	**84%h**	*26%*	*64%*	*57%*	**82%h**	*27%*
Open only the things that look important on the same day	**468**	55	404	10	167	254	48	439	26	3	-	468	-
	9%	**14%b**	*9%*	*11%*	**11%e**	*8%*	**15%e**	*9%*	**30%gk**	*16%*	-	*9%*	-
Open only parcels on the same day	**207**	16	186	6	58	120	29	167	32	4	2	204	2
	4%	*4%*	*4%*	*7%*	*4%*	*4%*	**9%de**	*3%*	**36%gk**	*18%*	*19%*	*4%*	*8%*
Put things I've received aside until I have time to open them	**123**	11	109	3	46	70	8	119	4	*	-	123	-
	2%	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	-	*2%*	-
Don't know	**123**	12	106	5	19	67	37	103	3	-	2	106	15
	2%	*3%*	*2%*	*6%*	*1%*	*2%*	**11%de**	*2%*	*4%*	-	*23%*	*2%*	*65%*
NET: Open at least some post on the same day	**4915**	379	4459	77	1491	3141	283	4796	82	21	8	4899	8
	95%	*94%*	*95%*	*90%*	**96%f**	**96%f**	*86%*	*96%*	*92%*	*98%*	*77%*	*96%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Open everything on the same day it was received	**4239**	1064	1063	1053	1060	368	330	366	359	386	318	364	343	346	390	341	329
	82%	*82%*	*82%*	*82%*	*82%*	*85%*	*80%*	*83%*	*83%*	*84%*	*80%*	*84%*	*79%*	*81%*	*84%*	*83%*	*79%*
Open only the things that look important on the same day	**468**	109	126	114	119	27	51	31	39	40	47	26	44	44	36	37	46
	9%	*8%*	*10%*	*9%*	*9%*	*6%*	**12%ek**	*7%*	*9%*	*9%*	**12%ek**	*6%*	*10%*	*10%*	*8%*	*9%*	*11%*
Open only parcels on the same day	**207**	54	44	52	57	20	17	17	7	14	24	19	19	14	21	18	18
	4%	*4%*	*3%*	*4%*	*4%*	*5%*	*4%*	*4%*	*2%*	*3%*	**6%h**	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*
Put things I've received aside until I have time to open them	**123**	26	29	41	28	7	6	12	12	8	10	15	16	11	9	7	12
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*3%*
Don't know	**123**	38	28	30	27	10	10	18	14	13	1	8	10	13	7	9	11
	2%	*3%*	*2%*	*2%*	*2%*	**2%j**	**2%j**	**4%j**	**3%j**	**3%j**	*	*2%*	**2%j**	**3%j**	*2%*	**2%j**	**3%j**
NET: Open at least some post on the same day	**4915**	1226	1233	1219	1236	415	398	413	405	440	389	410	406	404	447	396	393
	95%	*95%*	*96%*	*95%*	*96%*	*96%*	*96%*	*93%*	*94%*	*95%*	**97%g**	*95%*	*94%*	*95%*	*96%*	*96%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**691**	-	691	341	348	133	122	188	96	74	57	21	255	284	152	78	608	74	691
Weighted Base	**799**	-**	799	430	366	170*	142*	232	116*	70*	53**	16**	313	348	139*	69*	665	120*	691
Effective Base	**418**	-	418	212	207	86	76	119	65	42	22	13	162	184	73	32	359	56	691
As soon as possible - likely the following day	**307** *38%*	- -	307 *38%*	155 *36%*	151 *41%*	43 *25%*	45 *31%*	95 **41%e**	48 **41%e**	33 **48%e**	34 *64%*	9 *56%*	88 *28%*	143 **41%l**	77 **55%lm**	43 **63%lm**	271 *41%*	33 *27%*	272 *39%*
Within a few days of receiving them	**353** *44%*	- -	353 *44%*	195 *45%*	155 *42%*	96 **56%gi**	60 *42%*	98 *42%*	54 *47%*	22 *32%*	16 *30%*	6 *37%*	156 **50%n**	152 *44%*	44 *32%*	22 *32%*	276 *42%*	66 *55%*	301 *44%*
At the end of the week/ within the week	**89** *11%*	- -	89 *11%*	48 *11%*	41 *11%*	19 *11%*	23 *16%*	26 *11%*	11 *9%*	9 *12%*	2 *4%*	* *1%*	42 *14%*	37 *11%*	11 *8%*	2 *3%*	74 *11%*	15 *12%*	74 *11%*
At least a week later	**30** *4%*	- -	30 *4%*	21 *5%*	9 *2%*	8 *5%*	11 **7%h**	8 *3%*	- -	3 *5%*	* *1%*	- -	18 *6%*	8 *2%*	4 *3%*	* *	26 *4%*	3 *3%*	19 *3%*
Don't know	**21** *3%*	- -	21 *3%*	11 *3%*	10 *3%*	4 *3%*	3 *2%*	5 *2%*	4 *3%*	2 *3%*	1 *1%*	1 *6%*	8 *3%*	9 *3%*	4 *3%*	2 *2%*	17 *3%*	3 *3%*	25 *4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**691**	173	199	150	169	372	319	440	236	90	99	166	163	129	428	90	563
Weighted Base	**799**	176*	236	186*	201	412	387	576	206	112*	102*	191	178	168*	471	112*	645
Effective Base	**418**	95	129	94	101	225	194	274	147	50	65	105	100	79	270	50	349
As soon as possible - likely the following day	**307**	58	90	68	90	149	158	219	78	59	41	58	60	72	159	59	234
	38%	*33%*	*38%*	*36%*	*45%*	*36%*	*41%*	*38%*	*38%*	***52%kln***	*40%*	*30%*	*34%*	*43%*	*34%*	***52%p***	*36%*
Within a few days of receiving them	**353**	88	111	74	80	199	154	259	90	37	41	93	88	73	223	37	297
	44%	*50%*	*47%*	*40%*	*40%*	*48%*	*40%*	*45%*	*44%*	*33%*	*40%*	*49%*	*49%*	*44%*	*47%*	*33%*	*46%*
At the end of the week/ within the week	**89**	17	24	29	20	41	48	58	28	11	10	29	20	13	58	11	73
	11%	*10%*	*10%*	*15%*	*10%*	*10%*	*12%*	*10%*	*14%*	*10%*	*9%*	*15%*	*11%*	*8%*	*12%*	*10%*	*11%*
At least a week later	**30**	9	4	10	7	13	17	27	3	3	4	7	7	7	18	3	25
	4%	*5%*	*2%*	*5%*	*4%*	*3%*	*4%*	*5%*	*2%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*
Don't know	**21**	4	7	6	4	10	10	14	7	2	6	4	4	3	13	2	16
	3%	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*6%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**691**	532	159	71	395	122	92	82	38	49	41	39	43	24	53	53	55	14	108
Weighted Base	**799**	730	69*	24**	687	64*	29*	19*	32*	94*	59*	55*	72*	42**	123*	126*	85*	8**	56*
Effective Base	**418**	373	49	19	326	72	55	58	35	44	36	35	39	23	47	44	50	9	63
As soon as possible - likely the following day	**307**	274	32	7	260	24	14	8	10	45	20	15	22	24	48	40	37	3	21
	38%	*38%*	*47%*	*28%*	*38%*	*37%*	*50%*	*44%*	*31%*	*47%*	*34%*	*26%*	*31%*	*57%*	*39%*	*32%*	*44%*	*37%*	*37%*
Within a few days of receiving them	**353**	330	23	11	306	30	8	8	15	36	29	20	34	16	55	64	38	5	25
	44%	*45%*	*33%*	*48%*	***45%f***	*46%*	*29%*	*44%*	*47%*	*38%*	*49%*	*37%*	*47%*	*39%*	*45%*	*51%*	*45%*	*54%*	*45%*
At the end of the week/ within the week	**89**	78	12	4	78	6	3	2	4	11	4	14	12	2	9	17	5	-	6
	11%	*11%*	*17%*	*16%*	*11%*	*10%*	*11%*	*9%*	*13%*	*12%*	*7%*	***25%np***	*16%*	*5%*	*8%*	*13%*	*6%*	-	*11%*
At least a week later	**30**	29	*	*	26	3	1	-	-	2	1	3	2	-	11	4	3	-	3
	4%	*4%*	*1%*	*	*4%*	*5%*	*2%*	-	-	*2%*	*2%*	*5%*	*3%*	-	*9%*	*3%*	*3%*	-	*6%*
Don't know	**21**	19	2	2	17	1	2	1	3	-	5	4	2	-	-	2	2	1	*
	3%	*3%*	*3%*	*8%*	*2%*	*2%*	***8%d***	*3%*	***8%in***	-	***8%in***	***8%in***	*3%*	-	-	*1%*	*2%*	*9%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**691**	170	293	131	63	26	463	89	214	266	147	37	17	480	54
Weighted Base	**799**	193	344	151*	72*	28**	537	100*	221	319	188*	44**	15**	540	59*
Effective Base	**418**	102	169	84	40	19	271	59	128	152	99	26	9	278	35
As soon as possible - likely the following day	**307** *38%*	97 *50%bcdg*	126 *37%*	51 *34%*	20 *27%*	7 *25%*	223 *42%g*	27 *27%*	105 *48%jn*	140 *44%jn*	45 *24%*	8 *19%*	3 *17%*	245 *45%jn*	11 *19%*
Within a few days of receiving them	**353** *44%*	77 *40%*	180 *52%ac*	52 *35%*	29 *40%*	12 *42%*	256 *48%c*	41 *41%*	95 *43%*	136 *43%*	96 *51%*	14 *31%*	8 *52%*	231 *43%*	21 *36%*
At the end of the week/ within the week	**89** *11%*	11 *6%*	27 *8%*	31 *20%abf*	15 *21%abf*	5 *19%*	38 *7%*	20 *20%abf*	11 *5%*	32 *10%*	25 *13%h*	17 *39%*	1 *7%*	44 *8%*	18 *31%hijm*
At least a week later	**30** *4%*	4 *2%*	7 *2%*	9 *6%f*	8 *11%abf*	2 *8%*	10 *2%*	10 *10%abf*	5 *2%*	7 *2%*	13 *7%m*	3 *7%*	2 *10%*	12 *2%*	5 *8%m*
Don't know	**21** *3%*	4 *2%*	5 *1%*	8 *5%*	* *1%*	2 *5%*	9 *2%*	2 *2%*	4 *2%*	4 *1%*	8 *4%*	2 *4%*	2 *13%*	8 *1%*	4 *6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**691**	68	605	18	251	377	63	635	43	10	1	688	2
Weighted Base	**799**	82*	699	18**	270	444	85*	725	63*	8**	2**	795	2**
Effective Base	**418**	48	361	10	155	219	46	376	34	7	1	416	1
As soon as possible - likely the following day	**307**	37	269	*	109	172	26	293	9	3	2	305	-
	38%	*46%*	*38%*	*1%*	*40%*	*39%*	*31%*	**40%h**	*14%*	*42%*	*100%*	**38%h**	-
Within a few days of receiving them	**353**	31	309	12	117	204	32	322	27	3	-	353	-
	44%	*38%*	*44%*	*68%*	*43%*	*46%*	*37%*	*44%*	*43%*	*45%*	-	*44%*	-
At the end of the week/ within the week	**89**	10	78	2	31	40	18	64	24	1	-	89	*
	11%	*13%*	*11%*	*8%*	*11%*	*9%*	**21%e**	*9%*	**38%gk**	*13%*	-	*11%*	*17%*
At least a week later	**30**	3	24	3	8	16	6	27	3	-	-	30	-
	4%	*3%*	*3%*	*18%*	*3%*	*4%*	*7%*	*4%*	*5%*	-	-	*4%*	-
Don't know	**21**	-	20	1	7	11	3	19	-	-	-	19	2
	3%	-	*3%*	*5%*	*2%*	*2%*	*4%*	*3%*	-	-	-	*2%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**691**	154	187	180	170	44	57	53	56	52	79	54	72	54	51	55	64
Weighted Base	**799**	188*	199	207*	204	54**	74*	60*	58*	61*	80*	60**	79*	68*	67*	62*	76*
Effective Base	**418**	92	121	98	112	26	35	31	36	35	49	27	42	30	36	33	43
As soon as possible - likely the following day	**307**	64	83	81	79	23	20	21	26	23	34	24	32	25	31	25	24
	38%	*34%*	*41%*	*39%*	*39%*	*42%*	*27%*	*36%*	*45%*	*38%*	*42%*	*40%*	*40%*	*36%*	*46%*	*40%*	*32%*
Within a few days of receiving them	**353**	106	86	83	78	20	53	32	28	29	30	25	29	29	27	20	31
	44%	**56%cd**	*43%*	*40%*	*38%*	*37%*	**71%jlmnop**	*54%*	*48%*	*47%*	*37%*	*42%*	*37%*	*42%*	*40%*	*32%*	*42%*
At the end of the week/ within the week	**89**	10	18	26	36	5	1	4	1	5	12	5	12	8	7	11	18
	11%	*5%*	*9%*	*13%*	**18%ab**	*9%*	*1%*	*6%*	*1%*	*8%*	**15%fh**	*9%*	**16%fh**	*12%*	*11%*	**17%fh**	**24%fgh**
At least a week later	**30**	4	6	11	9	4	-	-	*	3	2	5	1	6	3	6	*
	4%	*2%*	*3%*	*5%*	*4%*	*7%*	-	-	*1%*	*6%*	*3%*	*7%*	*1%*	*8%*	*4%*	**10%p**	*
Don't know	**21**	6	7	6	2	3	1	2	3	1	3	1	5	1	-	*	1
	3%	*3%*	*4%*	*3%*	*1%*	*5%*	*1%*	*4%*	*5%*	*2%*	*4%*	*1%*	*6%*	*1%*	-	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	**110**	-	110	66	44	34	20	36	12	2	1	4	54	49	7	5	97	12	69
		4%	-	*4%*	*5%*	*3%*	**9%hijk**	**7%ijk**	**7%ijk**	**3%ij**	*	*	*2%*	**8%no**	**5%no**	*1%*	*1%*	*4%*	*5%*	*3%*
Slightly more	(4)	**159**	-	159	92	67	59	16	32	21	14	14	3	75	52	31	17	140	18	128
		6%	-	*6%*	*7%*	*5%*	**16%fghijk**	**6%k**	**6%k**	**6%k**	*3%*	*4%*	*1%*	**12%mno**	**6%n**	*3%*	*3%*	*6%*	*8%*	*5%*
No change	(3)	**1388**	-	1388	688	696	157	162	307	205	243	164	150	319	512	557	314	1243	130	1362
		53%	-	*53%*	*54%*	*52%*	*43%*	**57%e**	**57%e**	**54%e**	**53%e**	*51%*	**56%e**	*49%*	*56%*	*53%*	*53%*	*53%*	*54%*	*53%*
Slightly less	(2)	**487**	-	487	215	272	49	63	97	71	89	53	66	112	168	208	119	446	36	521
		19%	-	*19%*	*17%*	*20%*	*14%*	**22%e**	*18%*	*19%*	*19%*	*17%*	**25%e**	*17%*	*18%*	*20%*	*20%*	*19%*	*15%*	*20%*
Much less	(1)	**449**	-	449	209	239	56	21	66	68	106	88	44	77	133	238	132	407	39	484
		17%	-	*17%*	*16%*	*18%*	**15%f**	*7%*	*12%*	**18%f**	**23%efg**	**28%efghk**	**16%f**	*12%*	*15%*	**23%lm**	**22%lm**	*17%*	*16%*	*19%*
Don't know		**15**	-	15	4	11	6	4	2	-	2	-	-	10	2	2	-	11	3	16
		1%	-	*1%*	*	*1%*	*2%*	*1%*	*	-	*	-	-	**2%mno**	*	*	-	*	*1%*	*1%*
NET Much/Slightly more		**269**	-	269	158	111	93	36	68	33	16	15	8	129	101	39	22	238	30	197
		10%	-	*10%*	**12%d**	*8%*	**26%fghijk**	**13%ijk**	**13%ijk**	**9%ik**	*4%*	*5%*	*3%*	**20%mno**	**11%no**	*4%*	*4%*	*10%*	*13%*	*8%*
NET Much/Slightly less		**936**	-	936	425	511	104	84	163	138	195	142	109	189	301	446	251	854	75	1005
		36%	-	*36%*	*33%*	**38%c**	*29%*	*29%*	*30%*	*37%*	**43%efg**	**44%efg**	**41%efg**	*29%*	*33%*	**43%lm**	**43%lm**	*36%*	*32%*	*39%*
Mean		**2.61**	-	2.61	**2.68d**	2.55	**2.91hijk**	**2.82hijk**	**2.77hijk**	**2.57ij**	2.38	2.33	2.47	**2.87mno**	**2.69no**	2.39	2.40	2.60	2.69	2.52
Std Dev.		**0.98**	-	0.98	1.00	0.96	1.14	0.91	0.97	0.96	0.89	0.94	0.84	1.05	0.97	0.89	0.90	0.98	1.00	0.94
Std Error		**0.02**	-	0.02	0.03	0.03	0.07	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	110	57	17	19	16	75	35	90	18	8	5	13	21	59	39	8	98
		4%	**11%bcd**	*2%*	*3%*	*2%*	**6%f**	*3%*	**6%h**	*2%*	*3%*	*2%*	*2%*	*3%*	**13%ijkln**	*2%*	*3%*	*5%*
Slightly more	(4)	159	37	39	50	33	76	83	114	39	18	19	37	37	39	93	18	133
		6%	*7%*	*5%*	*8%*	*5%*	*6%*	*6%*	**7%h**	*4%*	*5%*	*6%*	*5%*	*6%*	*9%*	*6%*	*5%*	*6%*
No change	(3)	1388	212	460	355	361	672	715	833	538	192	167	361	370	191	898	192	1096
		53%	*42%*	**57%a**	**55%a**	**56%a**	*51%*	*55%*	*53%*	*54%*	**59%m**	*53%*	**53%m**	**57%m**	*43%*	**55%m**	*58%*	*52%*
Slightly less	(2)	487	102	163	100	122	265	222	293	188	54	65	154	110	70	330	56	409
		19%	*20%*	*20%*	*15%*	*19%*	*20%*	*17%*	*19%*	*19%*	*17%*	*21%*	**23%m**	*17%*	*16%*	*20%*	*17%*	*19%*
Much less	(1)	449	91	128	122	108	219	230	240	200	52	59	116	103	84	278	56	371
		17%	*18%*	*16%*	*19%*	*17%*	*17%*	*18%*	*15%*	**20%g**	*16%*	*18%*	*17%*	*16%*	*19%*	*17%*	*17%*	*18%*
Don't know		15	1	4	2	8	5	10	7	5	3	2	1	5	1	8	3	12
		1%	*	*	*	*1%*	*	*1%*	*	*	*1%*	*	*	*1%*	*	*	*1%*	*1%*
NET Much/Slightly more		269	94	57	68	49	151	118	204	58	26	24	49	58	98	132	26	231
		10%	**19%bcd**	*7%*	*11%*	*8%*	*11%*	*9%*	**13%h**	*6%*	*8%*	*8%*	*7%*	*9%*	**22%ijkln**	*8%*	*8%*	*11%*
NET Much/Slightly less		936	193	291	222	230	484	452	532	389	107	124	271	213	153	607	111	780
		36%	*39%*	*36%*	*34%*	*36%*	*37%*	*35%*	*34%*	**39%g**	*33%*	*39%*	*40%*	*33%*	*35%*	*37%*	*34%*	*37%*
Mean		2.61	**2.73b**	2.57	2.60	2.57	2.63	2.59	**2.70h**	2.48	2.62	2.52	2.52	2.63	**2.82jkln**	2.56	2.60	2.61
Std Dev.		0.98	1.18	0.89	0.97	0.92	1.01	0.94	1.00	0.92	0.91	0.92	0.90	0.93	1.23	0.92	0.92	1.00
Std Error		0.02	0.05	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.06	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**110**	105	5	5	100	4	4	2	2	11	6	7	7	5	34	27	1	1	2
		4%	**5%b**	*1%*	*4%*	**5%e**	*2%*	*4%*	*2%*	*2%*	*4%*	*3%*	*4%*	*3%*	*2%*	**10%hjlmpr**	**8%mpr**	*	**4%p**	*1%*
Slightly more	(4)	**159**	138	21	14	134	13	7	4	5	5	13	11	20	11	25	23	21	*	13
		6%	*6%*	*6%*	**12%a**	*6%*	*6%*	*5%*	*6%*	*4%*	*2%*	*6%*	*5%*	**9%l**	*5%*	**7%l**	*7%*	**10%l**	*	**7%l**
No change	(3)	**1388**	1204	184	58	1169	118	68	33	53	167	121	99	129	141	164	177	117	23	94
		53%	*53%*	*53%*	*50%*	**54%g**	*51%*	*54%*	*45%*	*49%*	*57%*	*57%*	*51%*	*57%*	*58%*	*49%*	*51%*	*54%*	**67%hnr**	*49%*
Slightly less	(2)	**487**	408	80	28	393	57	20	18	25	61	34	35	33	41	57	69	38	8	49
		19%	*18%*	*23%*	*24%*	*18%*	**25%df**	*16%*	**24%df**	*23%*	*21%*	*16%*	*18%*	*15%*	*17%*	*17%*	*20%*	*18%*	*22%*	**25%l**
Much less	(1)	**449**	392	57	11	371	36	26	16	23	47	38	42	34	45	54	49	38	2	34
		17%	*17%*	*16%*	*9%*	*17%*	*16%*	*21%*	*22%*	**21%cl**	*16%*	*18%*	**22%q**	*15%*	*19%*	*16%*	*14%*	*18%*	*6%*	*17%*
Don't know		**15**	13	2	1	13	2	*	*	1	2	-	-	2	-	3	3	2	*	2
		1%	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*1%*	*	*1%*
NET Much/Slightly more		**269**	242	26	18	234	17	11	6	7	16	19	18	28	16	59	50	22	1	16
		10%	*11%*	*7%*	**16%b**	*11%*	*8%*	*9%*	*8%*	*6%*	*5%*	*9%*	*9%*	**12%l**	*7%*	**18%hlmqr**	**14%l**	*10%*	*4%*	*8%*
NET Much/Slightly less		**936**	799	137	39	764	92	46	34	48	108	72	78	67	86	111	118	77	10	83
		36%	*35%*	*39%*	*33%*	*35%*	*40%*	*37%*	**46%df**	**44%l**	*37%*	*34%*	*40%*	*30%*	*35%*	*33%*	*34%*	*35%*	*28%*	**42%l**
Mean		**2.61**	2.62	2.53	**2.77b**	**2.63g**	2.53	2.55	2.42	2.43	2.56	2.60	2.51	**2.70hr**	2.54	**2.79hr**	**2.74hr**	2.57	**2.74h**	2.49
Std Dev.		**0.98**	0.99	0.89	0.92	0.99	0.89	1.00	0.98	0.95	0.92	0.94	1.01	0.95	0.91	1.12	1.04	0.91	0.76	0.91
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.08	0.08	0.09	0.08	0.08	0.10	0.09	0.08	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	110	85	16	3	6	-	101	6	71	33	3	2	1	103	3
		4%	**10%bcdefg**	*2%*	*1%*	*3%*	-	**5%bc**	*2%*	**8%ijkn**	**3%j**	*1%*	*2%*	*2%*	**5%j**	*2%*
Slightly more	(4)	159	58	77	10	9	5	135	14	69	69	15	5	*	138	6
		6%	**7%c**	**8%c**	*2%*	*5%*	*6%*	**7%c**	*5%*	**8%j**	**7%j**	*3%*	*4%*	*1%*	**7%j**	*3%*
No change	(3)	1388	442	507	305	75	31	949	107	415	533	306	81	28	948	109
		53%	*50%*	**51%dg**	**71%abdefg**	*41%*	*40%*	**50%g**	*41%*	*47%*	**54%h**	**64%him**	*55%*	*48%*	*50%*	*53%*
Slightly less	(2)	487	155	203	55	55	16	358	71	177	194	70	34	9	372	43
		19%	*17%*	**21%c**	*13%*	**30%abcf**	*21%*	**19%c**	**27%acf**	*20%*	*19%*	*15%*	*23%*	*16%*	*20%*	*21%*
Much less	(1)	449	148	184	54	37	25	331	62	155	165	81	24	20	320	43
		17%	*17%*	**19%c**	*13%*	*20%*	**32%abcf**	*18%*	**24%ac**	*17%*	*17%*	*17%*	*16%*	**34%hijkm**	*17%*	*21%*
Don't know		15	4	1	3	2	1	5	4	2	3	6	-	-	5	-
		1%	*	*	*1%*	**1%b**	**2%b**	*	**1%bf**	*	*	**1%m**	-	-	*	-
NET Much/Slightly more		269	143	93	13	15	5	236	19	140	101	18	8	1	241	9
		10%	**16%bcdg**	**9%c**	*3%*	**8%c**	*6%*	**13%c**	**7%c**	**16%ijkln**	**10%j**	*4%*	*5%*	*2%*	**13%jkn**	*4%*
NET Much/Slightly less		936	302	387	109	92	41	689	134	332	360	151	58	29	692	86
		36%	**34%c**	**39%c**	*25%*	**50%abcf**	**53%acf**	**37%c**	**51%abcf**	*37%*	*36%*	*31%*	*39%*	**50%j**	*37%*	**42%j**
Mean		2.61	**2.75bdeg**	**2.53eg**	**2.65deg**	2.40	2.20	**2.64deg**	2.34	**2.69ln**	**2.61l**	**2.56l**	2.51	2.21	**2.64ln**	2.43
Std Dev.		0.98	1.11	0.94	0.75	0.97	0.97	1.03	0.97	1.10	0.95	0.83	0.86	0.98	1.02	0.91
Std Error		0.02	0.04	0.03	0.04	0.07	0.10	0.02	0.06	0.04	0.03	0.04	0.07	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	**110**	29	77	3	59	42	9	110	-	*	-	110	-
		4%	***16%b***	*3%*	*8%*	***8%e***	*2%*	*5%*	*4%*	-	*	-	*4%*	-
Slightly more	(4)	**159**	22	134	2	54	84	20	145	11	2	-	158	1
		6%	***12%b***	*6%*	*5%*	*7%*	*5%*	***12%e***	*6%*	*28%*	*19%*	-	*6%*	*4%*
No change	(3)	**1388**	76	1295	16	357	943	87	1353	13	6	4	1372	11
		53%	*42%*	***54%a***	*38%*	*47%*	***56%d***	*50%*	*53%*	*33%*	*48%*	*98%*	*53%*	*73%*
Slightly less	(2)	**487**	30	445	13	151	306	30	471	14	2	-	487	*
		19%	*16%*	*19%*	*31%*	*20%*	*18%*	*17%*	*19%*	*34%*	*15%*	-	*19%*	*3%*
Much less	(1)	**449**	25	417	6	136	294	19	444	2	2	*	448	1
		17%	*14%*	*18%*	*15%*	*18%*	*18%*	*11%*	*18%*	*5%*	*17%*	*2%*	*17%*	*3%*
Don't know		**15**	1	13	1	2	5	8	12	*	-	-	13	2
		1%	*1%*	*1%*	*3%*	*	*	***5%de***	*	*	-	-	*	*16%*
NET Much/Slightly more		**269**	51	212	6	113	126	29	254	11	2	-	268	1
		10%	***28%b***	*9%*	*13%*	***15%e***	*8%*	***17%e***	*10%*	*28%*	*20%*	-	*10%*	*4%*
NET Much/Slightly less		**936**	55	862	20	288	600	48	915	16	4	*	935	1
		36%	*30%*	*36%*	*46%*	*38%*	*36%*	*28%*	*36%*	*39%*	*33%*	*2%*	*36%*	*7%*
Mean		**2.61**	**3.00b**	2.58	2.59	2.67	2.56	**2.83e**	2.61	2.84	2.70	2.97	2.61	2.93
Std Dev.		**0.98**	1.22	0.95	1.09	1.09	0.92	0.98	0.98	0.90	1.03	0.29	0.98	0.52
Std Error		**0.02**	0.09	0.02	0.17	0.04	0.02	0.08	0.02	0.17	0.29	0.15	0.02	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**110**	34	25	42	9	11	-	24	-	25	-	32	-	10	-	9	-
		4%	*4%*	*5%*	*5%*	*2%*	*2%*	-	*5%*	-	*5%*	-	**7%emo**	-	*2%*	-	*2%*	-
Slightly more	(4)	**159**	37	33	62	26	15	-	22	-	33	-	31	-	32	-	26	-
		6%	*4%*	*7%*	*7%*	*6%*	*3%*	-	*5%*	-	*7%*	-	*7%*	-	*7%*	-	*6%*	-
No change	(3)	**1388**	491	246	423	227	244	-	247	-	246	-	193	-	231	-	227	-
		53%	**56%c**	*53%*	*49%*	*55%*	**56%k**	-	**56%k**	-	*53%*	-	*45%*	-	**54%k**	-	**55%k**	-
Slightly less	(2)	**487**	155	84	177	70	80	-	75	-	84	-	84	-	93	-	70	-
		19%	*18%*	*18%*	*21%*	*17%*	*18%*	-	*17%*	-	*18%*	-	*19%*	-	*22%*	-	*17%*	-
Much less	(1)	**449**	152	70	149	79	79	-	73	-	70	-	92	-	57	-	79	-
		17%	*17%*	*15%*	*17%*	*19%*	*18%*	-	*16%*	-	*15%*	-	**21%m**	-	*13%*	-	*19%*	-
Don't know		**15**	6	3	5	1	4	-	2	-	3	-	1	-	5	-	1	-
		1%	*1%*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*	-
NET Much/Slightly more		**269**	72	58	104	35	25	-	46	-	58	-	62	-	42	-	35	-
		10%	*8%*	*13%*	*12%*	*8%*	*6%*	-	*10%*	-	**13%o**	-	**14%eo**	-	*10%*	-	*8%*	-
NET Much/Slightly less		**936**	307	154	326	149	159	-	148	-	154	-	176	-	150	-	149	-
		36%	*35%*	*33%*	*38%*	*36%*	*37%*	-	*33%*	-	*33%*	-	*41%*	-	*35%*	-	*36%*	-
Mean		**2.61**	2.60	2.69	2.61	2.55	2.53	-	2.66	-	2.69	-	2.59	-	2.63	-	2.55	-
Std Dev.		**0.98**	0.96	0.99	1.01	0.94	0.91	-	0.99	-	0.99	-	1.12	-	0.89	-	0.94	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.04	-	0.05	-	0.05	-	0.05	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more (5)	89	-	89	58	31	17	14	28	7	6	9	7	31	35	22	16	80	9	70
	3%	-	3%	5%d	2%	5%i	5%i	5%i	2%	1%	3%	3%	5%n	4%	2%	3%	3%	4%	3%
Slightly more (4)	337	-	337	185	151	63	36	75	48	34	28	51	99	124	113	79	290	43	319
	13%	-	13%	15%	11%	18%ij	13%	14%i	13%	7%	9%	19%ij	15%n	14%	11%	13%	12%	18%	12%
No change (3)	1425	-	1425	710	714	157	166	306	200	258	186	152	322	506	596	338	1307	104	1368
	55%	-	55%	56%	54%	43%	58%e	57%e	53%	56%e	58%e	57%e	50%	55%	57%l	58%	56%q	44%	53%
Slightly less (2)	425	-	425	174	250	55	47	80	61	90	54	38	102	141	182	92	391	32	498
	16%	-	16%	14%	19%c	15%	16%	15%	16%	20%	17%	14%	16%	15%	17%	16%	17%	13%	19%
Much less (1)	309	-	309	142	165	66	18	46	59	66	39	16	84	104	121	55	263	44	300
	12%	-	12%	11%	12%	18%fgk	6%	8%	16%fgk	14%fgk	12%	6%	13%	11%	12%	9%	11%	18%p	12%
Don't know	23	-	23	6	17	3	5	4	1	2	5	2	8	6	9	7	15	7	25
	1%	-	1%	*	1%	1%	2%	1%	*	*	2%	1%	1%	1%	1%	1%	1%	3%p	1%
NET Much/Slightly more	425	-	425	243	182	80	50	104	55	40	37	58	131	159	136	95	370	52	389
	16%	-	16%	19%d	14%	22%ij	18%i	19%ij	15%	9%	12%	22%ij	20%n	17%	13%	16%	16%	22%	15%
NET Much/Slightly less	734	-	734	315	415	120	65	126	120	156	93	54	185	246	303	147	654	76	798
	28%	-	28%	25%	31%c	33%fgk	23%	23%	32%gk	34%fgk	29%	20%	29%	27%	29%	25%	28%	32%	31%
Mean	2.80	-	2.80	2.88d	2.72	2.75	2.94hij	2.93hij	2.69	2.61	2.73	2.98ehij	2.83	2.83	2.74	2.84	2.80	2.74	2.75
Std Dev.	0.93	-	0.93	0.95	0.91	1.09	0.87	0.92	0.95	0.87	0.89	0.83	1.00	0.94	0.88	0.87	0.92	1.08	0.91
Std Error	0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	89	38	21	23	6	59	30	66	18	8	9	20	13	38	42	8	80
		3%	**8%bcd**	*3%*	**4%d**	*1%*	**5%f**	*2%*	**4%h**	*2%*	*2%*	*3%*	*3%*	*2%*	**9%ijkln**	*3%*	*2%*	*4%*
Slightly more	(4)	337	119	90	71	56	209	127	224	107	29	26	89	75	87	190	30	278
		13%	**24%bcd**	*11%*	*11%*	*9%*	**16%f**	*10%*	*14%*	*11%*	*9%*	*8%*	*13%*	*12%*	**20%ijkln**	*12%*	*9%*	*13%*
No change	(3)	1425	209	478	343	395	687	738	823	581	187	179	388	361	202	929	187	1144
		55%	*42%*	**59%a**	**53%a**	**61%ac**	*52%*	*57%*	*52%*	**59%g**	**57%m**	**57%m**	**57%m**	**56%m**	*45%*	**56%m**	*56%*	*54%*
Slightly less	(2)	425	63	134	115	113	197	228	252	170	59	69	108	107	57	285	60	350
		16%	*13%*	*17%*	*18%*	*17%*	*15%*	*18%*	*16%*	*17%*	*18%*	**22%m**	*16%*	*17%*	*13%*	*17%*	*18%*	*17%*
Much less	(1)	309	68	85	88	67	153	156	203	103	40	32	75	82	58	188	43	252
		12%	*14%*	*10%*	*14%*	*10%*	*12%*	*12%*	*13%*	*10%*	*12%*	*10%*	*11%*	*13%*	*13%*	*11%*	*13%*	*12%*
Don't know		23	4	3	6	11	6	17	8	11	5	1	3	8	2	11	5	15
		1%	*1%*	*	*1%*	*2%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*
NET Much/Slightly more		425	157	111	95	62	269	157	290	125	37	35	109	88	125	232	38	358
		16%	**31%bcd**	*14%*	**15%d**	*10%*	**20%f**	*12%*	**18%h**	*13%*	*11%*	*11%*	*16%*	*14%*	**28%ijkln**	*14%*	*11%*	*17%*
NET Much/Slightly less		734	131	219	204	180	350	384	456	273	99	101	183	189	115	473	103	602
		28%	*26%*	*27%*	*31%*	*28%*	*27%*	*30%*	*29%*	*28%*	*30%*	*32%*	*27%*	*29%*	*26%*	*29%*	*31%*	*28%*
Mean		2.80	**2.99bcd**	2.79	2.73	2.72	**2.87f**	2.72	2.81	2.76	2.71	2.72	2.81	2.73	**2.98ijln**	2.76	2.69	2.80
Std Dev.		0.93	1.11	0.87	0.96	0.80	0.97	0.88	0.98	0.85	0.88	0.87	0.90	0.90	1.09	0.89	0.90	0.94
Std Error		0.02	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.02	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**89**	70	19	10	75	7	6	2	2	4	8	2	5	11	27	9	5	1	5
		3%	*3%*	*6%*	**9%a**	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	*4%*	*1%*	*2%*	*4%*	**8%ikl**	*3%*	*2%*	*4%*	*3%*
Slightly more	(4)	**337**	284	53	18	283	30	14	10	11	40	27	27	34	11	55	46	33	2	27
		13%	*13%*	*15%*	*15%*	*13%*	*13%*	*11%*	*14%*	*10%*	**14%m**	**13%m**	**14%m**	**15%m**	*4%*	**16%m**	**13%m**	**15%m**	*7%*	**14%m**
No change	(3)	**1425**	1251	173	64	1213	120	59	33	69	151	124	109	124	143	174	214	105	21	99
		55%	*55%*	*50%*	*55%*	**56%fg**	*52%*	*47%*	*45%*	**63%pr**	*51%*	*58%*	*56%*	*55%*	*59%*	*52%*	**62%p**	*48%*	*61%*	*51%*
Slightly less	(2)	**425**	363	62	11	329	47	29	20	13	54	31	41	29	52	41	36	31	8	39
		16%	*16%*	*18%*	*9%*	*15%*	**21%d**	**23%d**	**27%d**	*12%*	*18%*	*15%*	**21%o**	*13%*	**22%o**	*12%*	*10%*	*14%*	**24%no**	**20%o**
Much less	(1)	**309**	271	38	10	259	25	16	8	11	39	22	14	27	23	37	42	43	1	23
		12%	*12%*	*11%*	*9%*	*12%*	*11%*	*13%*	*11%*	*10%*	*13%*	*10%*	*7%*	*12%*	*10%*	*11%*	*12%*	**20%hjkmnq**	*4%*	*12%*
Don't know		**23**	19	4	3	21	1	1	1	2	5	-	2	6	2	3	-	-	-	1
		1%	*1%*	*1%*	*3%*	*1%*	*	*1%*	*1%*	**2%o**	*2%*	-	*1%*	**3%o**	*1%*	*1%*	-	-	-	*
NET Much/Slightly more		**425**	353	72	28	358	36	19	12	13	44	35	29	39	21	82	55	38	4	33
		16%	*16%*	*21%*	**24%a**	*16%*	*16%*	*16%*	*16%*	*12%*	*15%*	*17%*	*15%*	**17%m**	*9%*	**24%hm**	*16%*	**17%m**	*11%*	**17%m**
NET Much/Slightly less		**734**	634	100	21	588	72	46	28	24	93	53	54	57	75	78	78	75	10	62
		28%	**28%c**	*29%*	*18%*	*27%*	*31%*	**36%d**	**38%d**	*22%*	*32%*	*25%*	*28%*	*25%*	*31%*	*23%*	*23%*	**34%hc**	*28%*	*32%*
Mean		**2.80**	2.78	2.87	**3.06a**	2.81	2.76	2.70	2.69	2.81	2.71	2.85	2.81	2.82	2.72	**2.99impr**	2.84	2.65	2.83	2.75
Std Dev.		**0.93**	0.92	0.99	0.99	0.93	0.92	0.98	0.94	0.84	0.92	0.91	0.80	0.92	0.87	1.03	0.90	1.03	0.79	0.94
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.07	0.08	0.08	0.07	0.08	0.07	0.09	0.07	0.09	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	89	63	18	2	3	3	80	6	58	21	7	2	1	79	3
		3%	**7%bcdfg**	*2%*	*	*1%*	**4%c**	**4%bc**	*2%*	**6%ijn**	*2%*	*1%*	*2%*	*2%*	**4%ij**	*2%*
Slightly more	(4)	337	169	111	27	20	10	280	30	136	152	28	13	6	289	20
		13%	**19%bcdg**	**11%c**	*6%*	*11%*	*13%*	**15%c**	*11%*	**15%j**	**15%j**	*6%*	*9%*	*11%*	**15%j**	*10%*
No change	(3)	1425	438	558	280	88	33	997	120	464	518	324	69	23	982	92
		55%	*49%*	**57%aeg**	**65%abdefg**	*47%*	*41%*	*53%*	*46%*	*52%*	*52%*	**67%hiklmn**	*47%*	*40%*	*52%*	*45%*
Slightly less	(2)	425	134	173	62	45	9	308	54	138	170	62	43	10	307	54
		16%	*15%*	*18%*	*14%*	**24%acf**	*12%*	*16%*	*21%*	*16%*	*17%*	*13%*	**30%hijm**	*18%*	*16%*	**26%hijm**
Much less	(1)	309	84	121	54	27	21	205	48	90	130	50	18	17	221	35
		12%	*9%*	*12%*	*13%*	*15%*	**27%abcf**	*11%*	**18%af**	*10%*	*13%*	*10%*	*12%*	**29%hijkm**	*12%*	**17%h**
Don't know		23	3	6	6	2	2	9	5	3	5	11	-	*	9	*
		1%	*	*1%*	*1%*	*1%*	**3%af**	*1%*	*2%*	*	*1%*	**2%him**	-	*	*	*
NET Much/Slightly more		425	232	129	28	22	13	360	36	194	173	35	16	7	367	23
		16%	**26%bcdfg**	**13%c**	*7%*	*12%*	**17%c**	**19%bc**	**14%c**	**22%jkn**	**17%j**	*7%*	*11%*	*13%*	**19%jn**	*11%*
NET Much/Slightly less		734	218	295	116	72	30	513	103	228	300	112	61	28	528	89
		28%	*24%*	*30%*	*27%*	**39%acf**	**39%a**	*27%*	**39%abcf**	*26%*	*30%*	*23%*	**42%hijm**	**47%hijm**	*28%*	**43%hijm**
Mean		2.80	**2.99bcdefg**	2.73	2.67	2.59	2.54	**2.85bcdeg**	2.58	**2.92ijkln**	**2.76ln**	**2.74ln**	2.58	2.38	**2.84kln**	2.52
Std Dev.		0.93	1.00	0.88	0.79	0.92	1.16	0.95	0.99	0.99	0.94	0.78	0.88	1.08	0.96	0.94
Std Error		0.02	0.03	0.03	0.04	0.07	0.13	0.02	0.06	0.03	0.03	0.04	0.08	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	89	15	70	4	41	41	7	87	2	-	-	89	-
		3%	8%b	3%	10%	5%e	2%	4%	3%	4%	-	-	3%	-
Slightly more	(4)	337	45	291	1	124	189	24	327	6	3	-	336	1
		13%	24%b	12%	3%	16%e	11%	14%	13%	14%	28%	-	13%	4%
No change	(3)	1425	74	1330	20	374	954	96	1385	19	5	4	1409	11
		55%	41%	56%a	48%	49%	57%d	56%	55%	47%	42%	98%	54%	76%
Slightly less	(2)	425	27	388	11	131	271	22	412	10	3	-	425	*
		16%	15%	16%	25%	17%	16%	13%	16%	25%	26%	-	16%	1%
Much less	(1)	309	20	285	5	86	209	13	304	4	*	*	308	1
		12%	11%	12%	11%	11%	13%	8%	12%	9%	1%	2%	12%	3%
Don't know		23	3	19	1	3	10	10	20	-	*	-	21	2
		1%	2%	1%	3%	*	1%	6%de	1%	-	4%	-	1%	16%
NET Much/Slightly more		425	60	360	6	165	230	31	414	8	3	-	425	1
		16%	33%b	15%	13%	22%e	14%	18%	16%	19%	28%	-	16%	4%
NET Much/Slightly less		734	46	673	15	218	481	36	716	14	3	*	733	1
		28%	25%	28%	36%	29%	29%	21%	28%	35%	27%	2%	28%	5%
Mean		2.80	3.05b	2.78	2.76	2.87e	2.75	2.93	2.79	2.79	3.01	2.97	2.79	2.95
Std Dev.		0.93	1.08	0.92	1.06	1.00	0.90	0.88	0.93	0.96	0.81	0.29	0.93	0.49
Std Error		0.02	0.08	0.02	0.16	0.04	0.02	0.07	0.02	0.18	0.23	0.15	0.02	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**89**	26	26	23	14	14	-	12	-	26	-	11	-	12	-	14	-
		3%	*3%*	*6%*	*3%*	*3%*	*3%*	-	*3%*	-	*6%*	-	*2%*	-	*3%*	-	*3%*	-
Slightly more	(4)	**337**	83	66	129	59	34	-	49	-	66	-	69	-	60	-	59	-
		13%	*10%*	*14%*	**15%a**	*14%*	*8%*	-	*11%*	-	**14%e**	-	**16%e**	-	**14%e**	-	**14%e**	-
No change	(3)	**1425**	515	260	434	216	254	-	261	-	260	-	203	-	231	-	216	-
		55%	**59%c**	*56%*	*51%*	*52%*	**59%k**	-	**59%k**	-	**56%k**	-	*47%*	-	*54%*	-	*52%*	-
Slightly less	(2)	**425**	142	63	141	79	69	-	73	-	63	-	75	-	66	-	79	-
		16%	*16%*	*14%*	*16%*	*19%*	*16%*	-	*17%*	-	*14%*	-	*17%*	-	*15%*	-	*19%*	-
Much less	(1)	**309**	105	41	126	37	61	-	43	-	41	-	72	-	54	-	37	-
		12%	*12%*	*9%*	**15%bd**	*9%*	*14%*	-	*10%*	-	*9%*	-	**17%gio**	-	*13%*	-	*9%*	-
Don't know		**23**	4	5	6	8	1	-	3	-	5	-	2	-	5	-	8	-
		1%	*	*1%*	*1%*	*2%*	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*2%*	-
NET Much/Slightly more		**425**	110	92	151	73	48	-	62	-	92	-	80	-	71	-	73	-
		16%	*13%*	**20%a**	**18%a**	*18%*	*11%*	-	*14%*	-	**20%e**	-	**18%e**	-	*17%*	-	**18%e**	-
NET Much/Slightly less		**734**	247	104	267	115	130	-	117	-	104	-	148	-	120	-	115	-
		28%	*28%*	*23%*	**31%b**	*28%*	*30%*	-	*26%*	-	*23%*	-	**34%l**	-	*28%*	-	*28%*	-
Mean		**2.80**	2.75	**2.94ac**	2.74	2.84	2.70	-	2.80	-	**2.94ek**	-	2.70	-	2.79	-	2.84	-
Std Dev.		**0.93**	0.90	0.93	0.97	0.91	0.92	-	0.87	-	0.93	-	1.01	-	0.94	-	0.91	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.04	-	0.04	-	0.05	-	0.05	-	0.05	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more (5)	143	-	143	87	56	17	23	36	16	21	10	21	40	52	52	31	133	10	117
	5%	-	5%	7%d	4%	5%	8%	7%	4%	5%	3%	8%	6%	6%	5%	5%	6%	4%	5%
Slightly more (4)	401	-	401	222	180	74	32	91	43	61	50	51	106	134	161	100	356	41	364
	15%	-	15%	17%d	14%	21%fhi	11%	17%	11%	13%	16%	19%	16%	15%	15%	17%	15%	17%	14%
No change (3)	1350	-	1350	666	683	163	168	288	196	241	164	130	331	484	536	294	1232	103	1343
	52%	-	52%	52%	51%	45%	59%e	53%	52%	53%	51%	49%	51%	53%	51%	50%	53%	43%	52%
Slightly less (2)	380	-	380	152	229	51	39	73	66	64	45	42	90	139	151	87	349	31	415
	15%	-	15%	12%	17%c	14%	14%	13%	18%	14%	14%	16%	14%	15%	14%	15%	15%	13%	16%
Much less (1)	270	-	270	129	139	48	14	43	47	60	38	19	62	90	117	57	225	43	293
	10%	-	10%	10%	10%	13%f	5%	8%	12%f	13%f	12%f	7%	10%	10%	11%	10%	10%	18%p	11%
Don't know	62	-	62	19	43	8	10	10	8	10	13	4	18	18	27	17	50	11	48
	2%	-	2%	1%	3%c	2%	3%	2%	2%	2%	4%	2%	3%	2%	3%	3%	2%	5%	2%
NET Much/Slightly more	545	-	545	309	235	91	54	127	59	81	60	72	146	186	213	132	489	51	481
	21%	-	21%	24%d	18%	25%h	19%	23%h	16%	18%	19%	27%hi	23%	20%	20%	22%	21%	21%	19%
NET Much/Slightly less	650	-	650	281	367	98	54	116	113	124	84	61	152	229	268	144	574	74	708
	25%	-	25%	22%	28%c	27%	19%	21%	30%fg	27%f	26%	23%	24%	25%	26%	25%	24%	31%	27%
Mean	2.91	-	2.91	2.99d	2.83	2.89	3.03hi	3.01hi	2.77	2.82	2.83	3.05hi	2.95	2.91	2.88	2.93	2.92	2.75	2.84
Std Dev.	0.97	-	0.97	0.99	0.95	1.04	0.89	0.95	0.96	0.98	0.96	0.98	0.98	0.96	0.98	0.97	0.96	1.09	0.96
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	143	60	36	27	21	96	47	102	36	22	17	28	16	47	61	22	113
		5%	12%bcd	4%	4%	3%	7%f	4%	6%h	4%	7%l	5%	4%	3%	11%kln	4%	6%	5%
Slightly more	(4)	401	125	119	88	70	243	158	261	133	42	34	98	88	108	221	43	330
		15%	25%bcd	15%	14%	11%	19%f	12%	17%	13%	13%	11%	14%	14%	24%ijkln	13%	13%	16%
No change	(3)	1350	207	440	342	362	646	704	803	532	160	182	359	358	192	898	160	1103
		52%	41%	54%a	53%a	56%a	49%	54%	51%	54%	49%	57%m	53%m	55%m	43%	55%m	48%	52%
Slightly less	(2)	380	57	114	106	103	171	209	217	161	46	53	122	104	45	279	47	326
		15%	11%	14%	16%	16%	13%	16%	14%	16%	14%	17%	18%m	16%m	10%	17%m	14%	15%
Much less	(1)	270	36	87	74	72	124	146	165	100	41	30	67	56	47	152	44	205
		10%	7%	11%	11%	11%	9%	11%	10%	10%	12%	9%	10%	9%	11%	9%	13%	10%
Don't know		62	15	16	10	20	32	31	30	28	17	2	8	24	4	33	17	42
		2%	3%	2%	2%	3%	2%	2%	2%	3%	5%jkmn	1%	1%	4%jkm	1%	2%	5%p	2%
NET Much/Slightly more		545	185	154	115	90	339	205	363	169	64	51	127	104	155	282	65	442
		21%	37%bcd	19%	18%	14%	26%f	16%	23%h	17%	20%	16%	19%	16%	35%ijkln	17%	20%	21%
NET Much/Slightly less		650	93	201	180	175	295	355	382	261	87	82	189	160	93	431	91	531
		25%	19%	25%	28%a	27%a	22%	27%e	24%	26%	27%	26%	28%	25%	21%	26%	27%	25%
Mean		2.91	3.24bcd	2.88	2.82	2.78	3.01f	2.80	2.95h	2.84	2.86	2.86	2.85	2.85	3.14ijkln	2.85	2.85	2.91
Std Dev.		0.97	1.06	0.95	0.95	0.90	1.01	0.93	1.00	0.92	1.04	0.92	0.93	0.87	1.09	0.90	1.05	0.96
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.03	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**143**	120	23	9	120	17	3	4	9	14	20	9	7	12	31	12	5	*	16
		5%	*5%*	*7%*	*8%*	*5%*	**7%f**	*3%*	*5%*	**8%p**	*5%*	**9%lp**	*5%*	*3%*	*5%*	**9%p**	*4%*	*2%*	*1%*	**8%lp**
Slightly more	(4)	**401**	338	63	18	335	34	18	14	18	55	30	27	29	21	78	42	35	2	32
		15%	*15%*	*18%*	*16%*	*15%*	*15%*	*14%*	*19%*	*17%*	**19%mq**	*14%*	*14%*	*13%*	*9%*	**23%lmoq**	*12%*	*16%*	*6%*	**17%m**
No change	(3)	**1350**	1172	178	61	1139	115	64	32	52	146	116	102	121	133	161	194	115	23	93
		52%	*52%*	*51%*	*52%*	**52%g**	*50%*	*51%*	*44%*	*48%*	*50%*	*55%*	*52%*	*53%*	*55%*	*48%*	*56%*	*53%*	**66%hnr**	*48%*
Slightly less	(2)	**380**	337	44	14	309	34	24	13	14	36	25	32	41	38	26	64	33	7	27
		15%	*15%*	*12%*	*12%*	*14%*	*15%*	*19%*	*18%*	*13%*	*12%*	*12%*	**17%n**	**18%n**	*16%*	*8%*	**18%n**	*15%*	**20%n**	*14%*
Much less	(1)	**270**	236	34	11	226	20	14	10	12	31	15	24	23	36	30	26	28	1	19
		10%	*10%*	*10%*	*10%*	*10%*	*9%*	*11%*	*14%*	*11%*	*11%*	*7%*	*12%*	*10%*	**15%q**	*9%*	*8%*	*13%*	*3%*	*10%*
Don't know		**62**	56	7	3	51	9	2	*	3	12	6	-	6	3	11	8	2	2	7
		2%	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	**3%k**	**4%k**	*3%*	-	*3%*	*1%*	*3%*	*2%*	*1%*	**5%kp**	**4%k**
NET Much/Slightly more		**545**	458	86	27	455	51	21	17	27	69	50	36	36	33	109	55	40	2	49
		21%	*20%*	*25%*	*24%*	*21%*	*22%*	*17%*	*24%*	**25%mq**	**23%q**	**23%mq**	*19%*	*16%*	*14%*	**32%klmopq**	*16%*	*18%*	*7%*	**25%lmoq**
NET Much/Slightly less		**650**	573	77	25	535	54	38	23	26	67	41	57	63	74	56	90	61	8	46
		25%	*25%*	*22%*	*22%*	*25%*	*24%*	*30%*	**32%d**	*24%*	*23%*	*19%*	**29%n**	**28%n**	**30%jn**	*17%*	*26%*	**28%n**	*23%*	*24%*
Mean		**2.91**	2.90	3.00	3.00	2.91	**2.97f**	2.78	2.83	2.99	2.94	**3.07lmp**	2.82	2.81	2.74	**3.16klmop**	2.85	2.79	2.82	**3.00m**
Std Dev.		**0.97**	0.97	0.99	1.01	0.97	0.99	0.93	1.05	1.06	0.98	0.97	0.98	0.91	0.99	1.02	0.87	0.94	0.64	1.04
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.09	0.08	0.08	0.08	0.08	0.08	0.09	0.07	0.08	0.07	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	143	82	38	13	6	4	120	10	76	47	8	11	1	123	13
		5%	**9%bcdg**	*4%*	*3%*	*3%*	*5%*	**6%bc**	*4%*	**9%ij**	**5%j**	*2%*	**8%j**	*2%*	**7%j**	**6%j**
Slightly more	(4)	401	161	158	47	28	7	319	35	151	162	62	13	14	313	26
		15%	**18%c**	*16%*	*11%*	*15%*	*9%*	**17%c**	*13%*	*17%*	*16%*	*13%*	*9%*	**23%k**	*17%*	*13%*
No change	(3)	1350	429	505	258	88	43	934	131	439	491	299	69	26	930	95
		52%	*48%*	*51%*	**60%abdfg**	*48%*	*54%*	*50%*	*50%*	*49%*	*49%*	**62%hiklmn**	*47%*	*44%*	*49%*	*46%*
Slightly less	(2)	380	118	157	61	35	7	275	42	111	166	63	32	7	276	39
		15%	*13%*	*16%*	*14%*	*19%*	*9%*	*15%*	*16%*	*12%*	*17%*	*13%*	**22%h**	*11%*	*15%*	*19%*
Much less	(1)	270	93	93	44	23	16	187	39	98	103	41	16	9	201	25
		10%	*10%*	*9%*	*10%*	*13%*	**20%abcf**	*10%*	*15%*	*11%*	*10%*	*8%*	*11%*	*15%*	*11%*	*12%*
Don't know		62	8	37	8	4	3	45	6	15	28	9	5	2	43	7
		2%	*1%*	**4%a**	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*4%*	*2%*	*4%*
NET Much/Slightly more		545	243	196	60	34	11	439	45	227	209	69	24	15	436	39
		21%	**27%bceg**	*20%*	*14%*	*19%*	*14%*	**23%c**	*17%*	**25%ij**	**21%j**	*14%*	*16%*	*26%*	**23%j**	*19%*
NET Much/Slightly less		650	212	250	105	58	23	462	81	209	268	104	49	15	477	64
		25%	*24%*	*25%*	*24%*	*32%*	*29%*	*25%*	*31%*	*23%*	*27%*	*22%*	**33%j**	*26%*	*25%*	**31%j**
Mean		2.91	**3.02bcdeg**	2.88	2.82	2.77	2.69	**2.95g**	2.75	3.00	2.88	2.86	2.79	2.87	2.94	2.81
Std Dev.		0.97	1.05	0.93	0.87	0.98	1.07	1.00	1.00	1.05	0.97	0.81	1.03	1.04	1.01	1.03
Std Error		0.02	0.04	0.03	0.04	0.07	0.12	0.02	0.06	0.04	0.03	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	143	30	113	-	65	68	10	138	4	1	-	143	-
		5%	16%b	5%	-	9%e	4%	6%	5%	10%	12%	-	6%	-
Slightly more	(4)	401	43	357	1	146	226	30	391	8	2	-	401	1
		15%	23%b	15%	3%	19%e	13%	17%	15%	19%	15%	-	15%	4%
No change	(3)	1350	68	1264	19	351	919	80	1315	13	7	4	1335	12
		52%	37%	53%a	44%	46%	55%d	46%	52%	33%	57%	79%	52%	80%
Slightly less	(2)	380	17	355	8	103	246	32	367	13	*	1	379	-
		15%	9%	15%	18%	14%	15%	19%	14%	31%	1%	20%	15%	-
Much less	(1)	270	22	235	13	77	182	10	265	3	2	*	269	-
		10%	12%	10%	30%	10%	11%	6%	10%	7%	16%	2%	10%	-
Don't know		62	3	57	2	18	34	11	60	-	-	-	60	2
		2%	2%	2%	5%	2%	2%	6%de	2%	-	-	-	2%	16%
NET Much/Slightly more		545	73	471	1	211	294	39	529	12	3	-	544	1
		21%	40%b	20%	3%	28%e	18%	23%	21%	29%	27%	-	21%	4%
NET Much/Slightly less		650	40	590	20	180	427	43	632	15	2	1	649	-
		25%	22%	25%	48%	24%	26%	25%	25%	38%	17%	21%	25%	-
Mean		2.91	3.23b	2.90	2.22	3.03e	2.85	2.98	2.91	2.93	3.06	2.77	2.91	3.05
Std Dev.		0.97	1.20	0.95	0.94	1.05	0.94	0.94	0.97	1.10	1.18	0.52	0.98	0.22
Std Error		0.02	0.09	0.02	0.15	0.04	0.02	0.07	0.02	0.21	0.33	0.26	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**143**	49	32	47	16	23	-	26	-	32	-	14	-	33	-	16	-
		5%	*6%*	*7%*	*5%*	*4%*	*5%*	-	*6%*	-	*7%*	-	*3%*	-	**8%k**	-	*4%*	-
Slightly more	(4)	**401**	134	80	126	62	54	-	80	-	80	-	66	-	60	-	62	-
		15%	*15%*	*17%*	*15%*	*15%*	*12%*	-	*18%*	-	*17%*	-	*15%*	-	*14%*	-	*15%*	-
No change	(3)	**1350**	481	244	415	210	244	-	237	-	244	-	194	-	221	-	210	-
		52%	*55%*	*53%*	*48%*	*51%*	**56%k**	-	*53%*	-	*53%*	-	*45%*	-	*52%*	-	*51%*	-
Slightly less	(2)	**380**	119	56	135	71	58	-	60	-	56	-	73	-	62	-	71	-
		15%	*14%*	*12%*	*16%*	*17%*	*13%*	-	*14%*	-	*12%*	-	*17%*	-	*15%*	-	*17%*	-
Much less	(1)	**270**	83	36	106	45	53	-	31	-	36	-	70	-	36	-	45	-
		10%	*9%*	*8%*	*12%*	*11%*	*12%*	-	*7%*	-	*8%*	-	**16%gim**	-	*8%*	-	*11%*	-
Don't know		**62**	10	13	30	9	1	-	9	-	13	-	15	-	15	-	9	-
		2%	*1%*	*3%*	**3%a**	*2%*	*	-	*2%*	-	**3%e**	-	**3%e**	-	**3%e**	-	*2%*	-
NET Much/Slightly more		**545**	182	112	173	77	77	-	106	-	112	-	80	-	93	-	77	-
		21%	*21%*	*24%*	*20%*	*19%*	*18%*	-	*24%*	-	*24%*	-	*18%*	-	*22%*	-	*19%*	-
NET Much/Slightly less		**650**	202	91	241	116	111	-	91	-	91	-	144	-	98	-	116	-
		25%	*23%*	*20%*	**28%b**	**28%b**	*26%*	-	*21%*	-	*20%*	-	**33%gim**	-	*23%*	-	**28%l**	-
Mean		**2.91**	2.94	**3.04cd**	2.85	2.83	2.85	-	**3.02ko**	-	**3.04eko**	-	2.71	-	**2.98k**	-	2.83	-
Std Dev.		**0.97**	0.95	0.95	1.01	0.95	0.97	-	0.92	-	0.95	-	1.03	-	0.98	-	0.95	-
Std Error		**0.02**	0.03	0.05	0.04	0.05	0.05	-	0.04	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	68	-	68	56	12	15	9	36	5	2	-	1	24	41	3	1	62	6	45
		3%	-	3%	4%d	1%	4%ijk	3%ij	7%hijk	1%	1%	-	*	4%no	5%no	*	*	3%	2%	2%
Slightly more	(4)	195	-	195	127	68	70	33	62	15	12	2	*	103	77	15	2	161	34	149
		7%	-	7%	10%d	5%	19%ghijk	12%hijk	11%hijk	4%jk	3%	1%	*	16%mno	8%no	1%	*	7%	14%p	6%
No change	(3)	1571	-	1571	757	814	169	159	320	217	293	230	183	328	537	705	412	1426	127	1528
		60%	-	60%	59%	61%	47%	56%	59%e	58%e	64%e	72%efgh	68%ef	51%	59%l	68%lm	70%lm	61%	53%	59%
Slightly less	(2)	430	-	430	189	241	72	43	61	67	85	50	52	115	129	187	102	397	33	485
		17%	-	17%	15%	18%	20%g	15%	11%	18%g	19%g	16%	19%g	18%	14%	18%	17%	17%	14%	19%
Much less	(1)	317	-	317	136	176	22	36	56	71	63	39	31	57	127	132	70	276	38	348
		12%	-	12%	11%	13%	6%	12%e	10%	19%eg	14%e	12%e	12%	9%	14%l	13%	12%	12%	16%	13%
Don't know		26	-	26	10	16	12	7	4	1	1	1	-	19	5	2	1	23	2	25
		1%	-	1%	1%	1%	3%ghijk	2%i	1%	*	*	*	-	3%mno	1%	*	*	1%	1%	1%
NET Much/Slightly more		263	-	263	183	81	85	42	98	20	15	2	1	127	118	18	3	223	40	194
		10%	-	10%	14%d	6%	24%ghijk	15%hijk	18%hijk	5%jk	3%	1%	1%	20%mno	13%no	2%	1%	10%	17%p	8%
NET Much/Slightly less		747	-	747	325	418	94	78	118	138	148	89	83	172	256	319	171	673	71	833
		29%	-	29%	26%	31%c	26%	27%	22%	37%eg	32%g	28%	31%g	27%	28%	31%	29%	29%	29%	32%
Mean		2.72	-	2.72	2.82d	2.62	2.96hijk	2.77hi	2.93hijk	2.51	2.58	2.61	2.58	2.87no	2.75no	2.59	2.60	2.71	2.74	2.63
Std Dev.		0.87	-	0.87	0.91	0.82	0.91	0.92	0.96	0.89	0.78	0.70	0.71	0.92	0.95	0.74	0.70	0.86	0.98	0.85
Std Error		0.02	-	0.02	0.03	0.02	0.05	0.06	0.04	0.05	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	68	43	12	9	4	55	13	66	3	3	5	8	8	45	21	3	66
		3%	9%bcd	1%	1%	1%	4%f	1%	4%h	*	1%	2%	1%	1%	10%ijkln	1%	1%	3%
Slightly more	(4)	195	70	44	51	30	114	81	168	26	17	12	42	54	62	108	17	174
		7%	14%bcd	5%	8%	5%	9%	6%	11%h	3%	5%	4%	6%	8%	14%ijkln	7%	5%	8%
No change	(3)	1571	257	512	387	415	769	802	880	664	211	196	405	391	237	991	214	1241
		60%	51%	63%a	60%a	64%a	59%	62%	56%	67%g	64%m	62%	59%	60%	53%	60%	64%	59%
Slightly less	(2)	430	79	131	120	100	210	221	247	179	56	56	125	109	65	290	58	360
		17%	16%	16%	19%	15%	16%	17%	16%	18%	17%	18%	18%	17%	15%	18%	17%	17%
Much less	(1)	317	46	112	71	87	159	158	202	109	35	43	100	79	33	223	35	262
		12%	9%	14%	11%	13%	12%	12%	13%	11%	11%	14%m	15%m	12%	7%	14%m	11%	12%
Don't know		26	5	1	9	12	6	20	14	9	5	5	3	4	3	12	5	16
		1%	1%	*	1%b	2%b	*	2%e	1%	1%	2%	2%	*	1%	1%	1%	2%	1%
NET Much/Slightly more		263	114	55	61	34	169	94	234	29	20	17	49	62	107	129	20	239
		10%	23%bcd	7%	9%d	5%	13%f	7%	15%h	3%	6%	5%	7%	10%	24%ijkln	8%	6%	11%o
NET Much/Slightly less		747	125	244	191	187	368	379	449	288	92	98	225	189	98	512	93	622
		29%	25%	30%	30%	29%	28%	29%	28%	29%	28%	31%m	33%m	29%	22%	31%m	28%	29%
Mean		2.72	2.97bcd	2.64	2.70	2.63	2.77f	2.66	2.77h	2.63	2.68	2.62	2.60	2.69	3.05ijkln	2.64	2.68	2.72
Std Dev.		0.87	1.01	0.84	0.83	0.80	0.92	0.81	0.95	0.73	0.77	0.83	0.85	0.84	1.00	0.84	0.77	0.90
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**68**	62	6	6	60	4	3	2	5	6	4	2	3	2	34	3	1	1	3
		3%	*3%*	*2%*	*5%*	*3%*	*2%*	*2%*	*3%*	**4%p**	*2%*	*2%*	*1%*	*1%*	*1%*	**10%ijklmopr**	*1%*	*	*3%*	*1%*
Slightly more	(4)	**195**	179	15	4	172	12	8	3	6	20	22	14	20	3	47	27	12	1	11
		7%	*8%*	*4%*	*3%*	**8%g**	*5%*	*7%*	*4%*	*5%*	**7%m**	**10%m**	**7%m**	**9%m**	*1%*	**14%hmpqr**	**8%m**	*6%*	*2%*	**6%m**
No change	(3)	**1571**	1341	230	66	1325	130	76	39	62	179	136	122	128	174	182	210	132	24	105
		60%	*59%*	*66%*	*57%*	*61%*	*57%*	*61%*	*54%*	*57%*	*61%*	*64%*	*63%*	*57%*	**72%hlnr**	*54%*	*61%*	*61%*	**71%nr**	*54%*
Slightly less	(2)	**430**	377	54	22	340	55	21	15	18	53	35	28	42	30	31	71	32	7	49
		17%	*17%*	*15%*	*19%*	*16%*	**24%d**	*17%*	*20%*	*17%*	**18%n**	*16%*	*14%*	**19%n**	*12%*	*9%*	**20%n**	*15%*	*19%*	**25%kmnp**
Much less	(1)	**317**	276	40	15	261	25	17	13	17	33	16	28	27	28	43	35	35	2	24
		12%	*12%*	*12%*	*13%*	*12%*	*11%*	*14%*	**18%de**	*15%*	*11%*	*8%*	*15%*	*12%*	*12%*	*13%*	*10%*	**16%j**	*5%*	*12%*
Don't know		**26**	23	3	2	22	3	-	1	1	3	-	-	6	4	1	1	4	-	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	-	**2%f**	*1%*	*1%*	-	-	*3%*	*2%*	*	*	*2%*	-	*2%*
NET Much/Slightly more		**263**	242	21	10	232	15	11	5	11	26	26	16	23	6	81	30	14	2	14
		10%	**11%b**	*6%*	*8%*	*11%*	*7%*	*9%*	*7%*	**10%m**	**9%m**	**12%m**	**8%m**	**10%m**	*2%*	**24%hijklmopqr**	**9%m**	*6%*	*5%*	**7%m**
NET Much/Slightly less		**747**	653	94	38	601	81	38	28	35	86	51	56	69	58	73	105	67	8	72
		29%	*29%*	*27%*	*32%*	*28%*	**35%d**	*30%*	**38%d**	*32%*	*29%*	*24%*	*29%*	*30%*	*24%*	*22%*	*30%*	*31%*	*24%*	**37%jmn**
Mean		**2.72**	2.72	2.69	2.67	**2.74g**	2.62	2.67	2.54	2.66	2.70	**2.82pr**	2.66	2.68	2.67	**3.00hiklmopr**	2.69	2.59	2.80	2.58
Std Dev.		**0.87**	0.88	0.80	0.93	0.87	0.82	0.88	0.94	0.95	0.83	0.79	0.85	0.85	0.74	1.07	0.79	0.85	0.70	0.83
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.08	0.07	0.07	0.07	0.07	0.06	0.09	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	68	54	12	*	2	-	67	2	48	14	6	*	-	62	*
		3%	**6%bcdfg**	*1%*	*	*1%*	-	**4%bc**	*1%*	**5%ijkn**	*1%*	*1%*	*	-	**3%i**	*
Slightly more	(4)	195	68	88	20	8	10	156	18	56	103	25	7	4	159	11
		7%	*8%*	**9%c**	*5%*	*5%*	**12%c**	*8%*	*7%*	*6%*	**10%hj**	*5%*	*5%*	*7%*	*8%*	*5%*
No change	(3)	1571	557	586	276	87	39	1143	126	534	587	326	68	31	1120	99
		60%	**63%dg**	**59%dg**	**64%deg**	*47%*	*49%*	**61%dg**	*48%*	**60%kn**	**59%kn**	**68%hikmn**	*47%*	*53%*	**59%kn**	*48%*
Slightly less	(2)	430	129	181	75	33	11	310	43	142	185	55	37	9	327	46
		17%	*14%*	*18%*	*17%*	*18%*	*13%*	*16%*	*16%*	*16%*	**19%j**	*11%*	**25%hj**	*16%*	**17%j**	**22%j**
Much less	(1)	317	79	117	55	47	19	195	65	105	101	62	33	14	206	47
		12%	*9%*	*12%*	*13%*	**25%abcf**	**24%abcf**	*10%*	**25%abcf**	*12%*	*10%*	*13%*	**22%hijm**	**24%him**	*11%*	**23%hijm**
Don't know		26	4	4	4	8	1	8	9	5	8	7	1	-	13	1
		1%	*	*	*1%*	**4%abcf**	*2%*	*	**4%abf**	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
NET Much/Slightly more		263	122	100	20	10	10	223	20	104	117	32	7	4	221	11
		10%	**14%cdg**	**10%c**	*5%*	*5%*	**12%c**	**12%cd**	*7%*	**12%jn**	**12%jn**	*7%*	*5%*	*7%*	**12%jn**	*5%*
NET Much/Slightly less		747	207	298	130	79	29	505	109	247	285	117	69	24	532	93
		29%	*23%*	**30%a**	**30%a**	**43%abcf**	**37%a**	*27%*	**41%abcf**	*28%*	*29%*	*24%*	**47%hijm**	**41%j**	*28%*	**46%hijm**
Mean		2.72	**2.88bcdeg**	**2.69dg**	**2.61dg**	2.35	2.51	**2.78cdeg**	2.40	**2.77kln**	**2.74kln**	**2.70kln**	2.34	2.42	**2.76kln**	2.37
Std Dev.		0.87	0.90	0.84	0.77	0.96	1.00	0.87	0.97	0.93	0.83	0.81	0.89	0.94	0.88	0.90
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	**68**	27	38	3	37	21	11	60	8	-	-	68	-
		3%	***15%b***	*2%*	*8%*	***5%e***	*1%*	***6%e***	*2%*	*21%*	-	-	*3%*	-
Slightly more	(4)	**195**	31	159	4	73	109	13	183	9	2	-	194	1
		7%	***17%b***	*7%*	*10%*	*10%*	*6%*	*8%*	*7%*	*22%*	*16%*	-	*8%*	*4%*
No change	(3)	**1571**	85	1462	23	409	1059	103	1538	11	5	4	1554	12
		60%	*47%*	***61%a***	*54%*	*54%*	***63%d***	*59%*	*61%*	*27%*	*46%*	*98%*	*60%*	*80%*
Slightly less	(2)	**430**	14	412	4	129	279	22	422	7	2	-	430	-
		17%	*8%*	***17%a***	*10%*	*17%*	*17%*	*13%*	*17%*	*17%*	*15%*	-	*17%*	-
Much less	(1)	**317**	20	290	7	101	201	14	312	2	3	*	316	-
		12%	*11%*	*12%*	*15%*	*13%*	*12%*	*8%*	*12%*	*4%*	*23%*	*2%*	*12%*	-
Don't know		**26**	5	20	1	11	6	9	21	3	-	-	24	2
		1%	*3%*	*1%*	*3%*	***1%e***	*	***5%de***	*1%*	*8%*	-	-	*1%*	*16%*
NET Much/Slightly more		**263**	59	197	8	109	129	25	243	17	2	-	263	1
		10%	***32%b***	*8%*	*18%*	***14%e***	*8%*	***14%e***	*10%*	*43%*	*16%*	-	*10%*	*4%*
NET Much/Slightly less		**747**	34	702	11	231	480	37	734	9	4	*	747	-
		29%	*19%*	***29%a***	*25%*	*30%*	*29%*	*21%*	*29%*	*21%*	*38%*	*2%*	*29%*	-
Mean		**2.72**	**3.18b**	2.68	2.85	2.75	2.68	**2.91e**	2.70	3.43	2.56	2.97	2.71	3.05
Std Dev.		**0.87**	1.14	0.83	1.08	0.97	0.81	0.91	0.86	1.17	1.06	0.29	0.87	0.22
Std Error		**0.02**	0.09	0.02	0.17	0.04	0.02	0.07	0.02	0.23	0.29	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**68**	21	15	21	11	3	-	18	-	15	-	11	-	10	-	11	-
		3%	*2%*	*3%*	*2%*	*3%*	*1%*	-	***4%e***	-	*3%*	-	*3%*	-	*2%*	-	*3%*	-
Slightly more	(4)	**195**	52	46	61	36	24	-	28	-	46	-	34	-	27	-	36	-
		7%	*6%*	*10%*	*7%*	*9%*	*6%*	-	*6%*	-	*10%*	-	*8%*	-	*6%*	-	*9%*	-
No change	(3)	**1571**	558	271	504	237	279	-	279	-	271	-	240	-	265	-	237	-
		60%	*64%*	*59%*	*59%*	*57%*	*64%*	-	*63%*	-	*59%*	-	*56%*	-	*62%*	-	*57%*	-
Slightly less	(2)	**430**	135	73	158	66	65	-	70	-	73	-	82	-	76	-	66	-
		17%	*15%*	*16%*	*18%*	*16%*	*15%*	-	*16%*	-	*16%*	-	*19%*	-	*18%*	-	*16%*	-
Much less	(1)	**317**	101	53	104	58	60	-	42	-	53	-	58	-	46	-	58	-
		12%	*12%*	*12%*	*12%*	*14%*	*14%*	-	*9%*	-	*12%*	-	*13%*	-	*11%*	-	*14%*	-
Don't know		**26**	8	3	11	5	2	-	6	-	3	-	7	-	4	-	5	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**263**	74	61	82	47	28	-	46	-	61	-	45	-	37	-	47	-
		10%	*8%*	***13%a***	*10%*	*11%*	*6%*	-	*10%*	-	***13%e***	-	*10%*	-	*9%*	-	*11%*	-
NET Much/Slightly less		**747**	236	126	262	123	124	-	112	-	126	-	140	-	122	-	123	-
		29%	*27%*	*27%*	*30%*	*30%*	*29%*	-	*25%*	-	*27%*	-	*32%*	-	*29%*	-	*30%*	-
Mean		**2.72**	2.72	2.77	2.69	2.70	2.64	-	2.80	-	2.77	-	2.67	-	2.71	-	2.70	-
Std Dev.		**0.87**	0.84	0.90	0.87	0.91	0.82	-	0.86	-	0.90	-	0.90	-	0.83	-	0.91	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	**86**	-	86	66	20	24	5	48	5	4	-	-	29	53	4	-	68	17	48
		3%	-	*3%*	**5%d**	*1%*	**7%fhijk**	*2%*	**9%fhijk**	*1%*	*1%*	-	-	**4%no**	**6%no**	*	-	*3%*	**7%p**	*2%*
Slightly more	(4)	**175**	-	175	103	72	56	26	56	18	11	3	5	82	75	19	8	149	26	125
		7%	-	*7%*	*8%*	*5%*	**16%hijk**	**9%ijk**	**10%hijk**	**5%j**	*2%*	*1%*	*2%*	**13%mno**	**8%no**	*2%*	*1%*	*6%*	*11%*	*5%*
No change	(3)	**1549**	-	1549	771	779	182	178	306	223	286	208	167	360	529	660	375	1412	119	1519
		59%	-	*59%*	*60%*	*59%*	*50%*	**62%e**	*57%*	*59%*	**63%e**	**65%e**	**62%e**	*56%*	*58%*	**63%l**	**64%l**	**60%q**	*50%*	*59%*
Slightly less	(2)	**344**	-	344	174	167	54	35	77	26	57	50	45	89	103	152	95	312	31	375
		13%	-	*13%*	*14%*	*13%*	**15%h**	*12%*	**14%h**	*7%*	**12%h**	**16%h**	**17%h**	*14%*	*11%*	*15%*	**16%m**	*13%*	*13%*	*15%*
Much less	(1)	**431**	-	431	156	273	40	37	49	98	98	60	50	77	147	207	109	387	41	484
		17%	-	*17%*	*12%*	**21%c**	*11%*	*13%*	*9%*	**26%efg**	**21%efg**	**19%eg**	**19%g**	*12%*	*16%*	**20%l**	**19%l**	*16%*	*17%*	*19%*
Don't know		**22**	-	22	6	17	6	5	5	5	2	*	-	11	10	2	*	18	4	29
		1%	-	*1%*	*	*1%*	*2%*	*2%*	*1%*	*1%*	*	*	-	**2%no**	*1%*	*	*	*1%*	*2%*	*1%*
NET Much/Slightly more		**261**	-	261	169	92	79	31	104	24	15	3	5	111	127	23	8	217	44	173
		10%	-	*10%*	**13%d**	*7%*	**22%fhijk**	**11%ijk**	**19%fhijk**	**6%j**	*3%*	*1%*	*2%*	**17%no**	**14%no**	*2%*	*1%*	*9%*	**18%p**	*7%*
NET Much/Slightly less		**775**	-	775	330	441	94	72	126	124	155	110	95	166	250	359	205	699	72	859
		30%	-	*30%*	*26%*	**33%c**	*26%*	*25%*	*23%*	**33%g**	**34%g**	**34%g**	**36%g**	*26%*	*27%*	**34%lm**	**35%lm**	*30%*	*30%*	*33%*
Mean		**2.67**	-	2.67	**2.80d**	2.54	**2.92hijk**	**2.74hijk**	**2.96fhijk**	2.48	2.49	2.48	2.48	**2.84no**	**2.76no**	2.48	2.48	2.66	2.78	2.56
Std Dev.		**0.94**	-	0.94	0.94	0.93	1.01	0.87	0.98	0.98	0.88	0.80	0.81	0.95	1.01	0.84	0.81	0.93	1.09	0.91
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.04	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	86	43	13	19	10	56	29	82	4	3	7	12	15	48	34	3	83
		3%	**9%bcd**	*2%*	*3%*	*2%*	**4%f**	*2%*	**5%h**	*	*1%*	*2%*	*2%*	*2%*	**11%ijkln**	*2%*	*1%*	**4%o**
Slightly more	(4)	175	69	30	45	31	99	76	147	27	22	10	39	46	53	95	22	152
		7%	**14%bcd**	*4%*	**7%b**	*5%*	*8%*	*6%*	**9%h**	*3%*	*7%*	*3%*	*6%*	*7%*	**12%jkn**	*6%*	*6%*	*7%*
No change	(3)	1549	254	507	390	398	761	788	886	634	209	179	416	385	235	979	209	1229
		59%	*51%*	**63%a**	**60%a**	**61%a**	*58%*	*61%*	*56%*	**64%g**	**64%m**	*56%*	*61%*	*60%*	*53%*	*60%*	*63%*	*58%*
Slightly less	(2)	344	64	105	84	91	168	175	201	142	41	51	82	98	57	231	43	290
		13%	*13%*	*13%*	*13%*	*14%*	*13%*	*14%*	*13%*	*14%*	*13%*	*16%*	*12%*	*15%*	*13%*	*14%*	*13%*	*14%*
Much less	(1)	431	66	154	104	106	221	211	253	171	49	67	131	98	48	295	52	352
		17%	*13%*	**19%a**	*16%*	*16%*	*17%*	*16%*	*16%*	*17%*	*15%*	**21%m**	**19%m**	*15%*	*11%*	**18%m**	*16%*	*17%*
Don't know		22	4	2	4	11	7	16	8	11	5	3	4	4	2	10	5	14
		1%	*1%*	*	*1%*	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Much/Slightly more		261	113	43	64	42	155	105	229	31	24	17	50	62	102	129	24	235
		10%	**22%bcd**	*5%*	**10%b**	*6%*	**12%f**	*8%*	**14%h**	*3%*	*7%*	*5%*	*7%*	*10%*	**23%ijkln**	*8%*	*7%*	*11%*
NET Much/Slightly less		775	130	259	189	197	389	386	454	313	90	118	213	196	104	526	95	642
		30%	*26%*	*32%*	*29%*	*30%*	*30%*	*30%*	*29%*	*32%*	*27%*	**37%m**	*31%*	*30%*	*24%*	**32%m**	*28%*	*30%*
Mean		2.67	**2.92bcd**	2.56	2.67	2.60	2.69	2.64	**2.75h**	2.54	2.65	2.49	2.59	**2.66j**	**3.00ijkln**	2.60	2.64	2.68
Std Dev.		0.94	1.07	0.89	0.93	0.88	0.98	0.90	1.01	0.82	0.85	0.94	0.92	0.90	1.06	0.92	0.86	0.97
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.02	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**86**	81	5	5	79	5	1	1	2	7	5	2	2	2	47	12	-	1	3
		3%	*4%*	*1%*	*4%*	*4%*	*2%*	*1%*	*1%*	**2%p**	*2%*	*2%*	*1%*	*1%*	*1%*	**14%hijklmopr**	*3%*	-	**3%p**	*2%*
Slightly more	(4)	**175**	162	13	1	152	13	7	3	6	19	16	7	18	4	46	23	13	1	12
		7%	**7%c**	*4%*	*1%*	*7%*	*6%*	*5%*	*4%*	*5%*	*6%*	**7%m**	*4%*	**8%m**	*2%*	**14%hkmpr**	*7%*	*6%*	*3%*	**6%m**
No change	(3)	**1549**	1323	226	75	1306	136	73	35	61	179	136	117	144	161	161	216	130	23	113
		59%	*59%*	*65%*	*65%*	**60%g**	**59%g**	**58%g**	*48%*	*56%*	**61%n**	**64%n**	*60%*	**64%n**	**67%n**	*48%*	**62%n**	*60%*	**68%n**	*58%*
Slightly less	(2)	**344**	297	46	17	272	42	15	14	17	34	29	36	22	34	26	51	24	6	36
		13%	*13%*	*13%*	*14%*	*12%*	**19%d**	*12%*	**19%df**	**15%n**	*12%*	*14%*	**18%n**	*10%*	*14%*	*8%*	*15%*	*11%*	**18%n**	**19%n**
Much less	(1)	**431**	378	54	17	353	31	28	19	22	48	25	33	35	41	56	45	49	2	29
		17%	*17%*	*15%*	*15%*	*16%*	*14%*	**23%de**	**26%de**	**20%d**	*16%*	*12%*	*17%*	*16%*	*17%*	*17%*	*13%*	**22%jq**	*5%*	*15%*
Don't know		**22**	18	4	1	18	2	2	1	1	7	1	1	5	-	1	-	3	1	1
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*2%*	-	*	-	*1%*	**2%mo**	*1%*
NET Much/Slightly more		**261**	242	18	6	231	18	8	4	8	26	21	9	20	6	93	35	13	2	15
		10%	**11%b**	*5%*	*5%*	**11%g**	*8%*	*6%*	*6%*	**8%m**	**9%m**	**10%m**	*5%*	**9%m**	*3%*	**28%hijklmopqr**	**10%m**	*6%*	*6%*	**8%m**
NET Much/Slightly less		**775**	675	100	34	625	74	43	33	39	82	54	68	58	75	82	96	72	8	65
		30%	*30%*	*29%*	*29%*	*29%*	*32%*	*34%*	**45%def**	**36%n**	*28%*	*25%*	*35%*	*25%*	*31%*	*24%*	*28%*	*33%*	*24%*	*34%*
Mean		**2.67**	2.67	2.62	2.65	**2.69fg**	**2.64g**	2.50	2.35	2.54	2.66	**2.75kp**	2.53	2.68	2.56	**3.01hiklmopr**	**2.73p**	2.50	**2.80p**	2.61
Std Dev.		**0.94**	0.96	0.84	0.89	0.95	0.86	0.94	0.96	0.96	0.91	0.85	0.85	0.87	0.82	1.20	0.89	0.91	0.74	0.88
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.08	0.07	0.07	0.07	0.07	0.10	0.07	0.08	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	86	59	20	6	*	-	79	*	50	22	10	3	-	73	3
		3%	7%bcdg	2%	1%	*	-	4%bdg	*	6%ijn	2%	2%	2%	-	4%	1%
Slightly more	(4)	175	70	75	17	9	4	145	13	54	88	23	7	4	141	11
		7%	8%c	8%	4%	5%	6%	8%c	5%	6%	9%	5%	5%	6%	7%	5%
No change	(3)	1549	527	575	297	83	41	1102	124	513	581	329	73	30	1094	103
		59%	59%dg	58%dg	69%abdefg	45%	52%	59%dg	47%	58%	58%	68%hiklmn	50%	51%	58%	50%
Slightly less	(2)	344	107	138	46	42	8	245	50	117	136	49	30	8	254	38
		13%	12%	14%	11%	23%abcf	10%	13%	19%acf	13%	14%	10%	20%j	14%	13%	19%j
Much less	(1)	431	122	176	62	47	23	299	70	151	163	63	34	16	314	51
		17%	14%	18%	14%	26%acf	29%acf	16%	27%abcf	17%	16%	13%	23%j	28%j	17%	25%ijm
Don't know		22	6	4	2	3	2	10	6	5	6	6	-	-	11	-
		1%	1%	*	*	2%	3%bf	1%	2%bf	1%	1%	1%	-	-	1%	-
NET Much/Slightly more		261	129	95	23	9	4	224	14	104	110	34	9	4	214	13
		10%	14%bcdg	10%	5%	5%	6%	12%cdg	5%	12%j	11%	7%	6%	6%	11%j	6%
NET Much/Slightly less		775	230	314	109	89	31	543	120	268	299	112	64	25	567	89
		30%	26%	32%a	25%	48%abcf	39%ac	29%	46%abcf	30%	30%	23%	44%hijm	42%j	30%j	43%hijm
Mean		2.67	2.81bdeg	2.62dg	2.67deg	2.30	2.36	2.71deg	2.32	2.70kln	2.67kln	2.73kln	2.41	2.36	2.68kln	2.40
Std Dev.		0.94	0.99	0.93	0.82	0.92	0.98	0.97	0.94	1.01	0.93	0.83	0.96	0.97	0.97	0.96
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	86	27	52	6	39	38	9	83	2	-	-	86	-
		3%	15%b	2%	15%	5%e	2%	5%	3%	5%	-	-	3%	-
Slightly more	(4)	175	27	148	*	45	112	18	163	10	2	-	174	1
		7%	15%b	6%	*	6%	7%	11%	6%	24%	16%	-	7%	4%
No change	(3)	1549	86	1444	19	414	1039	96	1515	13	5	4	1533	12
		59%	47%	61%a	45%	55%	62%d	56%	60%	33%	47%	98%	59%	77%
Slightly less	(2)	344	14	320	9	117	204	23	330	11	3	-	344	-
		13%	8%	13%	22%	15%	12%	14%	13%	27%	26%	-	13%	-
Much less	(1)	431	23	404	5	138	275	18	426	3	1	*	431	1
		17%	13%	17%	11%	18%	16%	11%	17%	8%	12%	2%	17%	3%
Don't know		22	5	14	3	7	8	8	19	1	-	-	20	2
		1%	3%b	1%	8%	1%	*	4%de	1%	2%	-	-	1%	16%
NET Much/Slightly more		261	54	200	6	84	150	27	246	12	2	-	260	1
		10%	30%b	8%	15%	11%	9%	16%e	10%	30%	16%	-	10%	4%
NET Much/Slightly less		775	38	724	14	255	478	42	756	14	4	*	774	1
		30%	20%	30%a	32%	34%	29%	24%	30%	35%	38%	2%	30%	3%
Mean		2.67	3.12b	2.63	2.86	2.64	2.66	2.85	2.66	2.92	2.66	2.97	2.67	2.96
Std Dev.		0.94	1.17	0.91	1.16	1.01	0.91	0.95	0.94	1.05	0.92	0.29	0.95	0.48
Std Error		0.02	0.09	0.02	0.19	0.04	0.02	0.07	0.02	0.20	0.26	0.15	0.02	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**86**	29	16	21	20	9	-	20	-	16	-	13	-	8	-	20	-
		3%	*3%*	*4%*	*2%*	*5%*	*2%*	-	*4%*	-	*4%*	-	*3%*	-	*2%*	-	*5%*	-
Slightly more	(4)	**175**	43	40	74	18	25	-	18	-	40	-	35	-	40	-	18	-
		7%	*5%*	*9%*	**9%ad**	*4%*	*6%*	-	*4%*	-	**9%q**	-	*8%*	-	**9%go**	-	*4%*	-
No change	(3)	**1549**	549	276	497	227	264	-	285	-	276	-	242	-	255	-	227	-
		59%	*63%*	*60%*	*58%*	*55%*	*61%*	-	**64%o**	-	*60%*	-	*56%*	-	*60%*	-	*55%*	-
Slightly less	(2)	**344**	114	53	114	63	50	-	64	-	53	-	47	-	67	-	63	-
		13%	*13%*	*12%*	*13%*	*15%*	*12%*	-	*14%*	-	*12%*	-	*11%*	-	*16%*	-	*15%*	-
Much less	(1)	**431**	137	72	142	79	83	-	54	-	72	-	93	-	50	-	79	-
		17%	*16%*	*16%*	*17%*	*19%*	**19%gm**	-	*12%*	-	*16%*	-	**21%gm**	-	*12%*	-	**19%gm**	-
Don't know		**22**	4	3	11	5	1	-	3	-	3	-	3	-	8	-	5	-
		1%	*	*1%*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**261**	72	56	95	38	34	-	38	-	56	-	48	-	47	-	38	-
		10%	*8%*	*12%*	*11%*	*9%*	*8%*	-	*8%*	-	*12%*	-	*11%*	-	*11%*	-	*9%*	-
NET Much/Slightly less		**775**	251	125	256	142	133	-	118	-	125	-	140	-	116	-	142	-
		30%	*29%*	*27%*	*30%*	*35%*	*31%*	-	*27%*	-	*27%*	-	*32%*	-	*27%*	-	*35%*	-
Mean		**2.67**	2.67	2.73	2.67	2.60	2.60	-	2.74	-	2.73	-	2.60	-	2.73	-	2.60	-
Std Dev.		**0.94**	0.91	0.95	0.94	1.01	0.93	-	0.89	-	0.95	-	1.01	-	0.86	-	1.01	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.04	-	0.05	-	0.05	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	73	-	73	57	16	23	10	29	7	2	*	-	34	36	3	*	65	7	48
		3%	-	3%	4%d	1%	7%hijk	4%ijk	5%ijk	2%	*	*	-	5%no	4%no	*	*	3%	3%	2%
Slightly more	(4)	237	-	237	158	78	58	41	60	30	17	12	19	99	91	47	31	200	36	194
		9%	-	9%	12%d	6%	16%hijk	14%ijk	11%ij	8%i	4%	4%	7%	15%mno	10%no	5%	5%	9%	15%p	8%
No change	(3)	1587	-	1587	777	809	195	174	327	229	305	192	166	368	556	663	358	1440	127	1572
		61%	-	61%	61%	61%	54%	61%	61%	61%	67%e	60%	62%	57%	61%	64%	61%	61%	53%	61%
Slightly less	(2)	419	-	419	168	252	43	36	84	62	71	75	48	79	146	194	123	384	35	452
		16%	-	16%	13%	19%c	12%	13%	16%	17%	16%	23%efgj	18%	12%	16%	19%l	21%l	16%	15%	18%
Much less	(1)	261	-	261	105	155	30	18	34	47	57	41	34	48	81	132	75	232	28	282
		10%	-	10%	8%	12%c	8%	6%	6%	12%g	12%fg	13%fg	13%g	7%	9%	13%lm	13%l	10%	12%	11%
Don't know		30	-	30	11	19	11	7	6	1	5	*	-	18	7	5	*	24	6	32
		1%	-	1%	1%	1%	3%hjk	2%j	1%	*	1%	*	-	3%mno	1%	*	*	1%	2%	1%
NET Much/Slightly more		309	-	309	215	94	81	52	90	37	19	12	19	133	127	50	31	265	43	242
		12%	-	12%	17%d	7%	23%hijk	18%hijk	17%hijk	10%ij	4%	4%	7%	21%mno	14%no	5%	5%	11%	18%p	9%
NET Much/Slightly less		680	-	680	272	406	73	54	118	109	127	116	82	127	227	326	198	616	63	734
		26%	-	26%	21%	31%c	20%	19%	22%	29%f	28%f	36%efg	31%ef	20%	25%	31%lm	34%lm	26%	26%	28%
Mean		2.78	-	2.78	2.92d	2.66	3.00hijk	2.96hijk	2.94hijk	2.70	2.64	2.55	2.63	2.99mno	2.84no	2.61	2.59	2.78	2.83	2.72
Std Dev.		0.85	-	0.85	0.87	0.81	0.95	0.83	0.86	0.86	0.77	0.77	0.79	0.90	0.87	0.77	0.78	0.85	0.94	0.83
Std Error		0.02	-	0.02	0.02	0.02	0.06	0.05	0.04	0.05	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	73	44	9	16	4	53	20	65	7	7	4	5	6	51	15	7	66
		3%	9%bcd	1%	2%	1%	4%f	2%	4%h	1%	2%	1%	1%	1%	11%ijkln	1%	2%	3%
Slightly more	(4)	237	74	64	55	43	139	98	176	57	25	20	53	59	70	132	26	203
		9%	15%bcd	8%	9%	7%	11%	8%	11%h	6%	8%	6%	8%	9%	16%ijkln	8%	8%	10%
No change	(3)	1587	262	504	397	425	766	822	933	629	202	198	423	401	227	1022	202	1268
		61%	52%	62%a	61%a	66%a	58%	63%	59%	64%	62%m	62%m	62%m	62%m	51%	62%m	61%	60%
Slightly less	(2)	419	85	145	89	100	230	189	238	179	47	63	125	104	57	292	48	354
		16%	17%	18%	14%	15%	18%	15%	15%	18%	14%	20%	18%	16%	13%	18%	14%	17%
Much less	(1)	261	30	80	86	65	110	151	151	104	42	28	71	64	36	163	45	204
		10%	6%	10%	13%a	10%	8%	12%e	10%	11%	13%	9%	10%	10%	8%	10%	14%	10%
Don't know		30	6	9	4	11	15	15	14	13	4	4	6	10	2	21	4	24
		1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
NET Much/Slightly more		309	118	73	71	47	192	118	242	64	32	24	57	66	121	147	33	269
		12%	24%bcd	9%	11%	7%	15%f	9%	15%h	6%	10%	8%	8%	10%	27%ijkln	9%	10%	13%
NET Much/Slightly less		680	115	225	175	165	340	340	388	283	89	91	195	169	93	455	93	558
		26%	23%	28%	27%	25%	26%	26%	25%	29%	27%	29%	29%m	26%	21%	28%	28%	26%
Mean		2.78	3.04bcd	2.72	2.73	2.72	2.84f	2.72	2.85h	2.68	2.72	2.71	2.70	2.75	3.10ijkln	2.72	2.70	2.80
Std Dev.		0.85	0.96	0.79	0.89	0.76	0.87	0.83	0.89	0.77	0.87	0.77	0.79	0.80	1.03	0.79	0.88	0.86
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**73**	68	5	4	64	4	4	1	4	6	6	4	4	4	29	6	1	1	3
		3%	*3%*	*1%*	*4%*	*3%*	*2%*	*3%*	*2%*	**4%p**	*2%*	*3%*	*2%*	*2%*	*2%*	**9%iklmopr**	*2%*	*	**4%p**	*1%*
Slightly more	(4)	**237**	219	17	7	205	18	7	7	7	20	19	16	29	10	51	36	17	1	17
		9%	**10%b**	*5%*	*6%*	*9%*	*8%*	*5%*	*9%*	*7%*	*7%*	*9%*	*8%*	**13%m**	*4%*	**15%lmq**	*10%*	*8%*	*3%*	*9%*
No change	(3)	**1587**	1371	216	65	1327	147	75	39	65	177	132	116	139	154	195	221	129	26	121
		61%	*61%*	*62%*	*56%*	**61%g**	**64%g**	*60%*	*53%*	*60%*	*60%*	*62%*	*60%*	*61%*	*64%*	*58%*	*64%*	*59%*	**75%n**	*62%*
Slightly less	(2)	**419**	348	71	28	340	39	24	16	17	53	35	38	34	36	37	47	45	6	33
		16%	*15%*	*20%*	**24%a**	*16%*	*17%*	*19%*	**22%d**	*16%*	*18%*	*16%*	*19%*	*15%*	*15%*	*11%*	*13%*	**21%n**	*16%*	*17%*
Much less	(1)	**261**	225	36	9	218	19	16	9	13	32	19	19	17	37	25	33	22	1	18
		10%	*10%*	*10%*	*8%*	*10%*	*8%*	*12%*	*13%*	**12%d**	*11%*	*9%*	*10%*	*8%*	**15%nq**	*7%*	*10%*	*10%*	*2%*	*9%*
Don't know		**30**	27	3	3	27	2	1	1	2	6	2	1	4	2	1	4	3	-	2
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	-	*1%*
NET Much/Slightly more		**309**	287	22	11	269	22	10	8	11	26	24	21	32	13	80	42	18	2	20
		12%	**13%b**	*6%*	*10%*	*12%*	*10%*	*8%*	*11%*	*10%*	*9%*	*12%*	*11%*	**14%m**	*6%*	**24%hijkmopqr**	*12%*	*8%*	*7%*	*10%*
NET Much/Slightly less		**680**	573	107	37	557	58	40	26	30	85	54	56	51	73	61	80	67	6	51
		26%	*25%*	*31%*	*32%*	*26%*	*25%*	*32%*	**35%de**	*28%*	**29%n**	*25%*	**29%n**	*22%*	**30%n**	*18%*	*23%*	**31%n**	*18%*	*26%*
Mean		**2.78**	**2.80b**	2.66	2.72	**2.79g**	2.78	2.67	2.64	2.73	2.70	2.80	2.74	**2.86m**	2.61	**3.07hijkmopr**	2.81	2.67	**2.91m**	2.76
Std Dev.		**0.85**	0.86	0.78	0.85	0.86	0.78	0.87	0.89	0.89	0.84	0.83	0.83	0.80	0.85	0.95	0.82	0.78	0.65	0.80
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.05	0.08	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	73	58	6	*	3	5	64	9	52	15	4	-	3	66	3
		3%	**6%bcf**	*1%*	*	**2%c**	**7%bc**	**3%bc**	**3%bc**	**6%ijkm**	*1%*	*1%*	-	**5%ijk**	**4%ij**	*1%*
Slightly more	(4)	237	92	113	15	11	6	205	17	75	119	28	11	3	194	15
		9%	**10%c**	**11%c**	*4%*	*6%*	*8%*	**11%c**	*6%*	*8%*	**12%j**	*6%*	*8%*	*5%*	**10%j**	*7%*
No change	(3)	1587	532	588	297	103	41	1120	145	541	587	327	77	33	1128	110
		61%	*60%*	*59%*	**69%abdefg**	*56%*	*52%*	*60%*	*55%*	*61%*	*59%*	**68%lkmn**	*53%*	*56%*	*60%*	*54%*
Slightly less	(2)	419	133	173	72	32	7	306	38	128	171	72	40	5	299	46
		16%	*15%*	*18%*	*17%*	*17%*	*8%*	*16%*	*15%*	*14%*	*17%*	*15%*	**28%hijlm**	*9%*	*16%*	**22%h**
Much less	(1)	261	71	98	43	32	17	168	49	89	97	41	16	14	186	30
		10%	*8%*	*10%*	*10%*	**17%abf**	**22%abcf**	*9%*	**19%abcf**	*10%*	*10%*	*8%*	*11%*	**25%hijkm**	*10%*	*15%*
Don't know		30	6	10	3	4	3	16	6	5	7	10	1	-	12	1
		1%	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	**2%m**	*1%*	-	*1%*	*1%*
NET Much/Slightly more		309	150	119	15	14	11	269	25	127	134	31	11	6	260	18
		12%	**17%bcdg**	**12%c**	*4%*	*8%*	**14%c**	**14%c**	**10%c**	**14%j**	**13%j**	*7%*	*8%*	*10%*	**14%j**	*9%*
NET Much/Slightly less		680	204	271	115	64	24	475	87	217	268	113	56	19	485	76
		26%	*23%*	*27%*	*27%*	**34%af**	*30%*	*25%*	**33%af**	*24%*	*27%*	*23%*	**38%hijm**	*33%*	*26%*	**37%hijm**
Mean		2.78	**2.92bcdg**	**2.75d**	2.67	2.57	2.68	**2.83cdg**	2.60	**2.86kn**	**2.78kn**	2.75	2.58	2.57	**2.82kn**	2.58
Std Dev.		0.85	0.91	0.81	0.71	0.91	1.12	0.86	0.98	0.92	0.83	0.73	0.79	1.08	0.88	0.88
Std Error		0.02	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.03	0.07	0.13	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	73	24	45	3	40	22	10	70	2	-	-	73	-
		3%	13%b	2%	8%	5%e	1%	6%e	3%	6%	-	-	3%	-
Slightly more	(4)	237	35	197	5	76	145	16	223	11	2	-	236	1
		9%	19%b	8%	11%	10%	9%	9%	9%	27%	16%	-	9%	4%
No change	(3)	1587	88	1475	24	441	1045	101	1544	19	8	4	1571	12
		61%	48%	62%a	56%	58%	62%	59%	61%	48%	64%	98%	61%	80%
Slightly less	(2)	419	19	394	6	119	277	23	414	5	-	-	419	-
		16%	10%	17%	14%	16%	17%	13%	16%	12%	-	-	16%	-
Much less	(1)	261	13	245	3	77	171	13	258	2	2	*	261	-
		10%	7%	10%	8%	10%	10%	7%	10%	4%	16%	2%	10%	-
Don't know		30	4	24	1	6	14	9	26	1	*	-	28	2
		1%	2%	1%	3%	1%	1%	5%de	1%	3%	4%	-	1%	16%
NET Much/Slightly more		309	59	243	8	116	167	26	294	13	2	-	309	1
		12%	32%b	10%	19%	15%e	10%	15%	12%	33%	16%	-	12%	4%
NET Much/Slightly less		680	32	639	9	196	448	36	672	6	2	*	680	-
		26%	17%	27%a	22%	26%	27%	21%	27%	16%	16%	2%	26%	-
Mean		2.78	3.21b	2.75	2.97	2.85e	2.74	2.92e	2.77	3.20	2.83	2.97	2.78	3.05
Std Dev.		0.85	1.04	0.82	0.97	0.93	0.81	0.89	0.85	0.88	0.94	0.29	0.85	0.22
Std Error		0.02	0.08	0.02	0.15	0.03	0.02	0.07	0.02	0.17	0.27	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**73**	28	18	18	8	6	-	22	-	18	-	11	-	7	-	8	-
		3%	*3%*	*4%*	*2%*	*2%*	*1%*	-	***5%em***	-	*4%*	-	*3%*	-	*2%*	-	*2%*	-
Slightly more	(4)	**237**	70	46	82	38	28	-	42	-	46	-	41	-	41	-	38	-
		9%	*8%*	*10%*	*10%*	*9%*	*6%*	-	*10%*	-	*10%*	-	*9%*	-	*10%*	-	*9%*	-
No change	(3)	**1587**	553	286	503	245	288	-	266	-	286	-	251	-	252	-	245	-
		61%	*63%*	*62%*	*59%*	*59%*	*67%*	-	*60%*	-	*62%*	-	*58%*	-	*59%*	-	*59%*	-
Slightly less	(2)	**419**	144	64	139	72	68	-	76	-	64	-	66	-	73	-	72	-
		16%	*16%*	*14%*	*16%*	*18%*	*16%*	-	*17%*	-	*14%*	-	*15%*	-	*17%*	-	*18%*	-
Much less	(1)	**261**	67	43	108	44	36	-	31	-	43	-	60	-	48	-	44	-
		10%	*8%*	*9%*	***13%a***	*11%*	*8%*	-	*7%*	-	*9%*	-	***14%g***	-	*11%*	-	*11%*	-
Don't know		**30**	13	3	10	4	7	-	6	-	3	-	3	-	6	-	4	-
		1%	*2%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**309**	98	65	100	47	34	-	64	-	65	-	52	-	48	-	47	-
		12%	*11%*	*14%*	*12%*	*11%*	*8%*	-	***15%e***	-	***14%e***	-	*12%*	-	*11%*	-	*11%*	-
NET Much/Slightly less		**680**	211	107	247	116	104	-	107	-	107	-	126	-	121	-	116	-
		26%	*24%*	*23%*	*29%*	*28%*	*24%*	-	*24%*	-	*23%*	-	*29%*	-	*28%*	-	*28%*	-
Mean		**2.78**	2.83	2.86	2.72	2.74	2.77	-	**2.88k**	-	2.86	-	2.71	-	2.73	-	2.74	-
Std Dev.		**0.85**	0.81	0.87	0.88	0.85	0.75	-	0.86	-	0.87	-	0.91	-	0.85	-	0.85	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	115	-	115	91	24	27	14	35	16	12	3	9	41	51	23	11	105	10	94
		4%	-	*4%*	**7%d**	*2%*	**7%ij**	**5%j**	**6%ij**	**4%j**	*3%*	*1%*	*3%*	**6%no**	**6%no**	*2%*	*2%*	*4%*	*4%*	*4%*
Slightly more	(4)	339	-	339	166	172	67	39	67	37	39	36	55	106	104	129	91	304	35	321
		13%	-	*13%*	*13%*	*13%*	**19%hi**	*13%*	*12%*	*10%*	*8%*	*11%*	**21%ghij**	**16%m**	*11%*	*12%*	*15%*	*13%*	*15%*	*12%*
No change	(3)	1346	-	1346	668	678	166	159	290	190	227	174	141	325	480	542	315	1212	116	1290
		52%	-	*52%*	*52%*	*51%*	*46%*	*56%*	*54%*	*50%*	*50%*	*54%*	*53%*	*50%*	*52%*	*52%*	*54%*	*52%*	*49%*	*50%*
Slightly less	(2)	403	-	403	179	224	43	36	72	59	109	52	31	79	132	192	83	388	13	464
		15%	-	*15%*	*14%*	*17%*	*12%*	*13%*	*13%*	*16%*	**24%efghk**	*16%*	*12%*	*12%*	*14%*	**18%l**	*14%*	**17%q**	*5%*	*18%*
Much less	(1)	365	-	365	158	204	39	29	73	73	69	51	31	69	146	151	82	313	50	377
		14%	-	*14%*	*12%*	*15%*	*11%*	*10%*	*14%*	**19%ef**	*15%*	*16%*	*11%*	*11%*	**16%l**	*14%*	*14%*	*13%*	**21%p**	*15%*
Don't know		38	-	38	13	25	18	8	4	1	1	5	-	27	5	7	5	23	15	34
		1%	-	*1%*	*1%*	*2%*	**5%ghik**	**3%hik**	*1%*	*	*	*2%*	-	**4%mno**	*1%*	*1%*	*1%*	*1%*	**6%p**	*1%*
NET Much/Slightly more		454	-	454	257	197	94	53	101	53	51	38	64	147	155	153	102	409	45	415
		17%	-	*17%*	**20%d**	*15%*	**26%hij**	**18%i**	**19%i**	*14%*	*11%*	*12%*	**24%hij**	**23%mn**	*17%*	*15%*	*17%*	*17%*	*19%*	*16%*
NET Much/Slightly less		768	-	768	336	428	82	65	145	133	177	103	62	148	278	343	165	701	63	841
		29%	-	*29%*	*26%*	**32%c**	*23%*	*23%*	*27%*	**35%efk**	**39%efgk**	*32%*	*23%*	*23%*	**30%l**	**33%l**	*28%*	*30%*	*26%*	*33%*
Mean		2.78	-	2.78	**2.88d**	2.68	**3.00hij**	**2.90hij**	**2.85hij**	2.64	2.60	2.64	**2.92hij**	**2.95mno**	2.76	2.69	2.77	2.78	2.75	2.72
Std Dev.		0.99	-	0.99	1.02	0.95	1.05	0.94	1.02	1.04	0.93	0.91	0.96	1.00	1.03	0.94	0.94	0.99	1.10	0.99
Std Error		0.02	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.04	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.10	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	**115**	58	23	20	14	82	34	100	14	8	16	13	19	59	49	8	107
		4%	**12%bcd**	*3%*	*3%*	*2%*	**6%f**	*3%*	**6%h**	*1%*	*2%*	**5%k**	*2%*	*3%*	**13%ijkln**	*3%*	*2%*	*5%*
Slightly more	(4)	**339**	89	101	87	62	190	149	198	133	34	28	99	90	58	217	35	279
		13%	**18%d**	*12%*	*13%*	*10%*	*14%*	*12%*	*13%*	*13%*	*10%*	*9%*	*15%*	*14%*	*13%*	*13%*	*11%*	*13%*
No change	(3)	**1346**	230	441	332	343	672	675	799	529	179	169	349	333	216	851	179	1082
		52%	*46%*	**54%a**	*51%*	*53%*	*51%*	*52%*	*51%*	*53%*	*55%*	*53%*	*51%*	*52%*	*49%*	*52%*	*54%*	*51%*
Slightly less	(2)	**403**	67	129	96	110	197	206	237	163	55	52	110	111	49	273	56	324
		15%	*13%*	*16%*	*15%*	*17%*	*15%*	*16%*	*15%*	*16%*	*17%*	*16%*	*16%*	*17%*	*11%*	**17%m**	*17%*	*15%*
Much less	(1)	**365**	49	111	109	96	160	205	221	137	40	47	103	87	55	237	43	302
		14%	*10%*	*14%*	**17%a**	*15%*	*12%*	*16%*	*14%*	*14%*	*12%*	*15%*	*15%*	*14%*	*12%*	*14%*	*13%*	*14%*
Don't know		**38**	7	5	4	23	12	26	21	14	12	5	8	5	6	18	12	25
		1%	*1%*	*1%*	*1%*	**4%bc**	*1%*	*2%*	*1%*	*1%*	**4%ln**	*2%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET Much/Slightly more		**454**	147	125	106	76	272	183	298	147	42	44	113	109	117	266	43	386
		17%	**29%bcd**	*15%*	*16%*	*12%*	**21%f**	*14%*	**19%h**	*15%*	*13%*	*14%*	*17%*	*17%*	**26%ijkln**	*16%*	*13%*	*18%*
NET Much/Slightly less		**768**	116	241	206	206	357	411	458	300	95	99	213	199	104	510	99	626
		29%	*23%*	*30%*	**32%a**	**32%a**	*27%*	*32%*	*29%*	*30%*	*29%*	*31%*	*31%*	*31%*	*24%*	**31%m**	*30%*	*30%*
Mean		**2.78**	**3.08bcd**	2.75	2.71	2.66	**2.87f**	2.68	2.82	2.72	2.73	2.72	2.72	2.75	**3.04ijkln**	2.73	2.72	2.79
Std Dev.		**0.99**	1.09	0.94	1.00	0.93	1.01	0.97	1.04	0.92	0.90	1.00	0.96	0.96	1.13	0.97	0.91	1.01
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.06	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**115**	101	15	9	98	10	4	3	4	11	13	7	6	3	33	14	7	2	8
		4%	*4%*	*4%*	*8%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	**6%m**	*4%*	*3%*	*1%*	**10%lmp**	*4%*	*3%*	*5%*	*4%*
Slightly more	(4)	**339**	284	55	19	274	31	21	14	13	35	22	18	23	26	59	52	26	2	28
		13%	*13%*	*16%*	*16%*	*13%*	*13%*	*16%*	**19%d**	*12%*	*12%*	*10%*	*9%*	*10%*	*11%*	*18%*	*15%*	*12%*	*6%*	*15%*
No change	(3)	**1346**	1194	153	56	1149	111	59	28	51	148	120	104	134	136	167	177	110	21	89
		52%	**53%b**	*44%*	*48%*	**53%g**	**48%g**	*47%*	*38%*	*47%*	*51%*	*57%*	*54%*	**59%r**	*56%*	*50%*	*51%*	*50%*	*62%*	*46%*
Slightly less	(2)	**403**	331	72	21	327	40	21	14	22	47	32	30	30	40	34	53	38	8	33
		15%	*15%*	**21%a**	*18%*	*15%*	*18%*	*17%*	*19%*	**21%n**	*16%*	*15%*	*16%*	*13%*	*17%*	*10%*	*15%*	*17%*	**22%n**	*17%*
Much less	(1)	**365**	316	49	11	297	36	19	13	16	40	23	31	28	37	40	47	34	1	35
		14%	*14%*	*14%*	*9%*	*14%*	*16%*	*15%*	*18%*	**15%q**	**14%q**	*11%*	**16%q**	*12%*	**15%q**	*12%*	**14%q**	**16%q**	*2%*	**18%q**
Don't know		**38**	33	5	1	35	2	1	1	1	12	2	4	5	-	3	4	3	1	1
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**4%mr**	*1%*	*2%*	*2%*	-	*1%*	*1%*	*1%*	**3%m**	*
NET Much/Slightly more		**454**	385	69	28	372	40	24	17	18	46	35	25	29	29	92	66	33	4	36
		17%	*17%*	*20%*	*24%*	*17%*	*18%*	*20%*	**24%d**	*16%*	*16%*	*16%*	*13%*	*13%*	*12%*	**27%hijklmpq**	*19%*	*15%*	*12%*	*19%*
NET Much/Slightly less		**768**	647	122	32	625	76	40	27	39	87	56	61	58	77	74	100	72	8	68
		29%	*29%*	*35%*	*27%*	*29%*	*33%*	*32%*	**37%d**	**36%n**	*29%*	*26%*	*31%*	*26%*	*32%*	*22%*	*29%*	*33%*	*24%*	**35%n**
Mean		**2.78**	2.79	2.75	2.95	2.79	2.73	2.75	2.73	2.69	2.76	2.85	2.68	2.77	2.66	**3.03hiklmpr**	2.80	2.69	2.91	2.70
Std Dev.		**0.99**	0.99	1.03	1.02	0.99	1.02	1.01	1.12	1.01	0.98	0.96	0.98	0.90	0.91	1.08	0.99	0.98	0.77	1.06
Std Error		**0.02**	0.02	0.04	0.05	0.03	0.04	0.05	0.06	0.09	0.08	0.08	0.08	0.07	0.08	0.09	0.08	0.08	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	115	82	26	3	3	2	107	5	63	46	4	2	*	109	2
		4%	**9%bcdfg**	*3%*	*1%*	*1%*	*2%*	**6%bcg**	*2%*	**7%jkn**	**5%j**	*1%*	*1%*	*1%*	**6%jn**	*1%*
Slightly more	(4)	339	115	160	34	17	12	275	29	130	130	52	16	10	260	26
		13%	**13%c**	**16%c**	*8%*	*9%*	*16%*	**15%c**	*11%*	*15%*	*13%*	*11%*	*11%*	*17%*	*14%*	*13%*
No change	(3)	1346	424	492	293	79	35	917	113	424	497	312	66	25	921	91
		52%	*48%*	*50%*	**68%abdefg**	*43%*	*44%*	*49%*	*43%*	*48%*	*50%*	**65%hiklmn**	*45%*	*43%*	*49%*	*44%*
Slightly less	(2)	403	130	167	53	38	11	297	49	129	175	53	34	9	304	44
		15%	*15%*	*17%*	*12%*	*20%*	*14%*	*16%*	*19%*	*15%*	**18%j**	*11%*	**24%hj**	*16%*	**16%j**	**21%j**
Much less	(1)	365	129	134	46	38	17	264	56	137	134	53	24	13	271	37
		14%	*15%*	*14%*	*11%*	**21%c**	**22%c**	*14%*	**21%bcf**	*15%*	*13%*	*11%*	*16%*	**23%j**	*14%*	*18%*
Don't know		38	11	9	2	11	1	19	12	7	14	6	5	-	21	5
		1%	*1%*	*1%*	*	**6%abcf**	*2%*	*1%*	**5%abcf**	*1%*	*1%*	*1%*	*3%*	-	*1%*	*2%*
NET Much/Slightly more		454	197	186	37	19	14	383	34	193	176	57	18	10	369	28
		17%	**22%cdg**	**19%cd**	*9%*	*10%*	**18%c**	**20%cdg**	*13%*	**22%j**	**18%j**	*12%*	*12%*	*18%*	**20%j**	*14%*
NET Much/Slightly less		768	259	302	99	76	29	561	105	266	309	106	58	23	575	81
		29%	*29%*	**31%c**	*23%*	**41%abcf**	**36%c**	**30%c**	**40%abcf**	**30%j**	**31%j**	*22%*	**40%j**	**39%j**	**30%j**	**39%hjm**
Mean		2.78	**2.87dg**	**2.77dg**	**2.76dg**	2.47	2.62	**2.82dg**	2.52	**2.83kn**	**2.78n**	**2.79kn**	2.56	2.57	**2.80kn**	2.56
Std Dev.		0.99	1.11	0.97	0.78	0.99	1.08	1.04	1.02	1.08	1.00	0.82	0.94	1.06	1.04	0.97
Std Error		0.02	0.04	0.03	0.04	0.07	0.12	0.02	0.06	0.04	0.03	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	115	35	77	3	54	58	3	110	5	-	-	115	-
		4%	19%b	3%	8%	7%e	3%	2%	4%	12%	-	-	4%	-
Slightly more	(4)	339	35	299	4	117	199	23	330	8	-	-	338	1
		13%	19%	13%	10%	15%	12%	13%	13%	20%	-	-	13%	4%
No change	(3)	1346	71	1252	23	366	893	87	1306	15	9	4	1330	12
		52%	39%	53%a	54%	48%	53%	51%	51%	38%	75%	98%	51%	80%
Slightly less	(2)	403	14	384	5	107	275	21	394	6	3	-	403	-
		15%	8%	16%a	12%	14%	16%	12%	16%	16%	23%	-	16%	-
Much less	(1)	365	25	335	6	105	235	25	361	4	*	*	365	-
		14%	14%	14%	13%	14%	14%	15%	14%	10%	2%	2%	14%	-
Don't know		38	2	35	1	11	14	13	35	1	*	-	36	2
		1%	1%	1%	3%	1%	1%	7%de	1%	3%	*	-	1%	16%
NET Much/Slightly more		454	70	376	8	171	257	26	441	13	-	-	454	1
		17%	38%b	16%	18%	22%e	15%	15%	17%	33%	-	-	18%	4%
NET Much/Slightly less		768	39	718	11	212	510	46	755	10	3	*	768	-
		29%	22%	30%	25%	28%	30%	27%	30%	26%	24%	2%	30%	-
Mean		2.78	3.22b	2.74	2.88	2.88e	2.74	2.74	2.77	3.09	2.74	2.97	2.78	3.05
Std Dev.		0.99	1.25	0.96	1.06	1.07	0.96	0.96	1.00	1.15	0.49	0.29	1.00	0.22
Std Error		0.02	0.10	0.02	0.16	0.04	0.02	0.08	0.02	0.22	0.14	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**115**	39	29	32	15	11	-	28	-	29	-	19	-	13	-	15	-
		4%	*4%*	*6%*	*4%*	*4%*	*3%*	-	*6%*	-	*6%*	-	*4%*	-	*3%*	-	*4%*	-
Slightly more	(4)	**339**	110	63	118	48	46	-	64	-	63	-	54	-	64	-	48	-
		13%	*13%*	*14%*	*14%*	*12%*	*11%*	-	*15%*	-	*14%*	-	*13%*	-	*15%*	-	*12%*	-
No change	(3)	**1346**	464	248	432	202	238	-	226	-	248	-	204	-	228	-	202	-
		52%	*53%*	*54%*	*50%*	*49%*	*55%*	-	*51%*	-	*54%*	-	*47%*	-	*53%*	-	*49%*	-
Slightly less	(2)	**403**	135	70	133	64	71	-	64	-	70	-	68	-	65	-	64	-
		15%	*15%*	*15%*	*16%*	*16%*	*16%*	-	*14%*	-	*15%*	-	*16%*	-	*15%*	-	*16%*	-
Much less	(1)	**365**	113	46	132	75	61	-	52	-	46	-	79	-	53	-	75	-
		14%	*13%*	*10%*	*15%*	**18%b**	*14%*	-	*12%*	-	*10%*	-	**18%l**	-	*12%*	-	**18%l**	-
Don't know		**38**	15	5	12	7	7	-	8	-	5	-	7	-	5	-	7	-
		1%	*2%*	*1%*	*1%*	*2%*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-
NET Much/Slightly more		**454**	149	92	150	63	57	-	92	-	92	-	73	-	76	-	63	-
		17%	*17%*	*20%*	*17%*	*15%*	*13%*	-	**21%e**	-	*20%*	-	*17%*	-	*18%*	-	*15%*	-
NET Much/Slightly less		**768**	248	117	265	139	131	-	116	-	117	-	147	-	118	-	139	-
		29%	*28%*	*25%*	*31%*	**34%b**	*30%*	-	*26%*	-	*25%*	-	**34%l**	-	*28%*	-	**34%l**	-
Mean		**2.78**	2.80	**2.91cd**	2.75	2.67	2.71	-	**2.89ko**	-	**2.91eko**	-	2.68	-	2.81	-	2.67	-
Std Dev.		**0.99**	0.98	0.97	1.00	1.03	0.93	-	1.01	-	0.97	-	1.06	-	0.94	-	1.03	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	65	-	65	44	21	14	7	30	10	4	-	-	21	40	4	-	55	10	43
		3%	-	3%	3%d	2%	4%ijk	2%j	6%ijk	3%j	1%	-	-	3%no	4%no	*	-	2%	4%	2%
Slightly more	(4)	181	-	181	118	63	48	21	58	25	8	9	11	69	83	28	20	156	25	124
		7%	-	7%	9%d	5%	13%hijk	7%i	11%ijk	7%i	2%	3%	4%	11%no	9%no	3%	3%	7%	10%	5%
No change	(3)	1648	-	1648	798	848	201	182	323	235	311	212	184	383	558	706	395	1505	125	1647
		63%	-	63%	63%	64%	56%	64%	60%	63%	68%gg	66%	69%o	59%	61%	68%lm	67%l	64%q	52%	64%
Slightly less	(2)	201	-	201	97	104	30	32	51	27	31	18	12	62	78	61	30	183	18	206
		8%	-	8%	8%	8%	8%	11%k	9%	7%	7%	6%	4%	10%no	8%	6%	5%	8%	7%	8%
Much less	(1)	336	-	336	155	179	51	30	49	58	63	44	41	81	107	148	85	291	40	372
		13%	-	13%	12%	13%	14%	10%	9%	16%g	14%	14%	15%	12%	12%	14%	14%	12%	17%	14%
Don't know		177	-	177	64	114	16	15	29	21	39	37	20	31	50	96	58	156	20	188
		7%	-	7%	5%	9%c	4%	5%	5%	6%	8%	12%efgh	8%	5%	5%	9%lm	10%lm	7%	9%	7%
NET Much/Slightly more		246	-	246	162	84	62	28	89	35	13	9	11	90	123	32	20	210	35	167
		9%	-	9%	13%d	6%	17%fhijk	10%ij	16%fhijk	9%ij	3%	3%	4%	14%no	13%no	3%	3%	9%	15%	6%
NET Much/Slightly less		536	-	536	252	283	81	62	99	85	94	62	52	143	185	209	115	474	58	578
		21%	-	21%	20%	21%	22%	22%	18%	23%	21%	19%	20%	22%	20%	20%	20%	20%	24%	22%
Mean		2.77	-	2.77	2.83d	2.71	2.84	2.79	2.94hijk	2.72	2.66	2.66	2.67	2.82no	2.85no	2.66	2.66	2.77	2.76	2.69
Std Dev.		0.87	-	0.87	0.90	0.84	0.98	0.83	0.91	0.91	0.79	0.78	0.80	0.92	0.92	0.79	0.79	0.86	1.03	0.86
Std Error		0.02	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	65	39	8	13	5	48	17	62	3	3	3	13	5	42	20	3	62
		3%	8%bcd	1%	2%	1%	4%f	1%	4%h	*	1%	1%	2%	1%	9%ijkln	1%	1%	3%
Slightly more	(4)	181	78	43	41	18	121	59	150	27	8	18	44	45	62	107	8	170
		7%	16%bcd	5%	6%d	3%	9%f	5%	10%h	3%	3%	6%	6%	7%l	14%ijkln	7%l	3%	8%o
No change	(3)	1648	268	569	384	428	837	811	953	673	221	214	426	418	233	1059	222	1314
		63%	53%	70%ac	59%	66%a	64%	63%	60%	68%g	68%m	68%m	63%m	65%m	52%	64%m	67%	62%
Slightly less	(2)	201	35	52	62	52	87	114	136	64	23	23	58	50	42	131	24	173
		8%	7%	6%	10%	8%	7%	9%	9%	6%	7%	7%	9%	8%	9%	8%	7%	8%
Much less	(1)	336	52	99	97	88	151	184	197	133	49	40	95	82	46	218	49	267
		13%	10%	12%	15%	14%	12%	14%	13%	13%	15%	13%	14%	13%	10%	13%	15%	13%
Don't know		177	29	40	51	57	69	108	78	90	22	19	46	45	20	110	25	133
		7%	6%	5%	8%	9%b	5%	8%e	5%	9%g	7%	6%	7%	7%	4%	7%	8%	6%
NET Much/Slightly more		246	117	52	53	23	169	77	213	30	12	21	56	50	103	127	12	232
		9%	23%bcd	6%	8%d	4%	13%f	6%	13%h	3%	4%	7%	8%l	8%	23%ijkln	8%	4%	11%o
NET Much/Slightly less		536	87	151	159	140	238	298	334	197	72	63	154	132	88	349	73	440
		21%	17%	19%	25%ab	22%	18%	23%e	21%	20%	22%	20%	23%	20%	20%	21%	22%	21%
Mean		2.77	3.04bcd	2.75	2.68	2.66	2.86f	2.67	2.83h	2.67	2.65	2.73	2.72	2.74	3.02ijkln	2.73	2.65	2.79
Std Dev.		0.87	1.01	0.79	0.90	0.80	0.89	0.85	0.92	0.77	0.82	0.80	0.87	0.82	1.04	0.84	0.82	0.89
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**65**	57	8	5	60	2	2	1	3	4	6	6	2	2	21	10	6	*	2
		3%	*3%*	*2%*	*4%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*3%*	*1%*	*1%*	**6%ilmr**	*3%*	*3%*	*1%*	*1%*
Slightly more	(4)	**181**	167	13	5	161	8	7	4	7	15	13	8	10	4	59	25	18	2	6
		7%	*7%*	*4%*	*5%*	**7%e**	*4%*	*6%*	*5%*	**7%m**	*5%*	*6%*	*4%*	*5%*	*2%*	**18%hijklmopr**	*7%*	**8%m**	*7%*	*3%*
No change	(3)	**1648**	1422	226	74	1376	150	81	41	60	183	149	127	142	169	194	227	123	23	128
		63%	*63%*	*65%*	*64%*	**63%g**	**66%g**	*65%*	*55%*	*55%*	*62%*	**70%hnp**	*65%*	*63%*	**70%hnp**	*58%*	*65%*	*56%*	*65%*	*66%*
Slightly less	(2)	**201**	167	34	9	165	20	9	6	11	26	15	11	13	19	13	34	24	5	15
		8%	*7%*	*10%*	*7%*	*8%*	*9%*	*7%*	*9%*	**10%n**	*9%*	*7%*	*6%*	*6%*	*8%*	*4%*	*10%*	**11%n**	**14%n**	*8%*
Much less	(1)	**336**	294	42	13	274	30	17	15	19	44	17	27	41	29	30	33	34	2	27
		13%	*13%*	*12%*	*11%*	*13%*	*13%*	*14%*	**20%de**	**18%jno**	*15%*	*8%*	*14%*	**18%jno**	*12%*	*9%*	*9%*	*16%*	*6%*	*14%*
Don't know		**177**	152	25	11	143	19	9	7	7	21	12	14	18	19	20	19	13	2	17
		7%	*7%*	*7%*	*9%*	*7%*	*8%*	*7%*	*9%*	*6%*	*7%*	*6%*	*7%*	*8%*	*8%*	*6%*	*5%*	*6%*	*7%*	*9%*
NET Much/Slightly more		**246**	224	22	10	222	10	9	5	11	19	19	14	12	7	81	35	24	3	8
		9%	*10%*	*6%*	*9%*	**10%e**	*4%*	*7%*	*7%*	**10%mr**	*7%*	**9%m**	*7%*	*5%*	*3%*	**24%hijklmopqr**	**10%mr**	**11%mr**	*7%*	*4%*
NET Much/Slightly less		**536**	460	76	22	440	50	26	21	31	70	33	38	54	48	42	66	58	7	43
		21%	*20%*	*22%*	*19%*	*20%*	*22%*	*21%*	**29%d**	**28%jn**	**24%n**	*15%*	*20%*	**24%n**	*20%*	*12%*	*19%*	**26%jn**	*20%*	**22%n**
Mean		**2.77**	2.78	2.73	2.81	**2.79g**	2.68	2.72	2.55	2.65	2.67	**2.87hlr**	2.75	2.61	2.70	**3.10hiklmopr**	**2.83l**	2.70	2.80	2.66
Std Dev.		**0.87**	0.88	0.83	0.88	0.88	0.80	0.85	0.96	0.98	0.86	0.77	0.89	0.88	0.76	0.93	0.82	0.95	0.72	0.81
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.09	0.07	0.07	0.08	0.08	0.07	0.08	0.07	0.08	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	65	49	16	1	-	-	64	-	48	10	4	3	*	58	3
		3%	5%bcdg	2%	*	-	-	3%bcg	-	5%ijm	1%	1%	2%	*	3%l	2%
Slightly more	(4)	181	72	71	26	8	3	143	11	53	89	30	6	4	141	10
		7%	8%	7%	6%	4%	4%	8%	4%	6%	9%	6%	4%	6%	7%	5%
No change	(3)	1648	533	631	305	104	49	1164	153	541	621	334	93	36	1162	129
		63%	60%	64%	71%adfg	56%	62%	62%	58%	61%	62%	69%hm	64%	62%	62%	63%
Slightly less	(2)	201	60	74	39	17	7	134	24	60	84	36	12	5	144	17
		8%	7%	7%	9%	9%	9%	7%	9%	7%	8%	8%	8%	9%	8%	8%
Much less	(1)	336	121	122	35	41	17	242	58	129	127	43	26	11	256	37
		13%	14%c	12%	8%	22%abcf	22%c	13%c	22%abcf	14%j	13%	9%	17%j	19%j	14%j	18%j
Don't know		177	57	75	24	14	2	132	17	59	66	34	7	2	125	8
		7%	6%	8%	6%	8%	3%	7%	6%	7%	7%	7%	4%	3%	7%	4%
NET Much/Slightly more		246	121	86	27	8	3	207	11	101	98	34	9	4	199	13
		9%	14%bcdg	9%	6%	4%	4%	11%cdg	4%	11%	10%	7%	6%	6%	11%	6%
NET Much/Slightly less		536	180	196	74	58	24	376	82	189	211	79	37	17	400	54
		21%	20%	20%	17%	32%abcf	31%c	20%	31%abcf	21%	21%	16%	25%	28%	21%	26%j
Mean		2.77	2.84deg	2.76deg	2.80deg	2.47	2.50	2.80deg	2.48	2.80	2.75	2.81n	2.64	2.58	2.77	2.62
Std Dev.		0.87	0.97	0.84	0.69	0.91	0.89	0.91	0.90	0.97	0.84	0.73	0.91	0.90	0.91	0.90
Std Error		0.02	0.03	0.03	0.04	0.07	0.10	0.02	0.06	0.03	0.03	0.04	0.08	0.11	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	65	19	43	3	35	25	6	63	2	-	-	65	-
		3%	**10%b**	*2%*	*8%*	**5%e**	*1%*	*3%*	*2%*	*5%*	-	-	*3%*	-
Slightly more	(4)	181	29	145	6	65	103	13	173	6	1	-	180	1
		7%	**16%b**	*6%*	*15%*	*9%*	*6%*	*7%*	*7%*	*15%*	*11%*	-	*7%*	*4%*
No change	(3)	1648	86	1546	16	447	1102	99	1604	19	8	4	1631	12
		63%	*47%*	**65%a**	*38%*	*59%*	**66%d**	*57%*	*63%*	*47%*	*72%*	*98%*	*63%*	*80%*
Slightly less	(2)	201	12	186	2	47	137	16	192	8	1	-	201	-
		8%	*7%*	*8%*	*5%*	*6%*	*8%*	*9%*	*8%*	*20%*	*6%*	-	*8%*	-
Much less	(1)	336	24	304	8	113	204	19	330	5	*	*	336	-
		13%	*13%*	*13%*	*20%*	*15%*	*12%*	*11%*	*13%*	*13%*	*1%*	*2%*	*13%*	-
Don't know		177	13	158	6	53	104	20	174	-	1	-	175	2
		7%	*7%*	*7%*	*14%*	*7%*	*6%*	**11%e**	*7%*	-	*12%*	-	*7%*	*16%*
NET Much/Slightly more		246	48	188	10	100	128	18	236	8	1	-	245	1
		9%	**26%b**	*8%*	*23%*	**13%e**	*8%*	*11%*	*9%*	*21%*	*11%*	-	*9%*	*4%*
NET Much/Slightly less		536	36	490	10	160	341	35	523	13	1	*	536	-
		21%	*20%*	*21%*	*25%*	*21%*	*20%*	*21%*	*21%*	*32%*	*6%*	*2%*	*21%*	-
Mean		2.77	**3.04b**	2.75	2.84	2.80	2.75	2.80	2.77	2.82	3.04	2.97	2.77	3.05
Std Dev.		0.87	1.12	0.84	1.24	0.98	0.82	0.90	0.88	1.03	0.49	0.29	0.88	0.22
Std Error		0.02	0.09	0.02	0.20	0.04	0.02	0.07	0.02	0.19	0.15	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**65**	21	21	21	2	8	-	13	-	21	-	14	-	7	-	2	-
		3%	*2%*	*4%d*	*2%*	*1%*	*2%*	-	*3%*	-	*4%o*	-	*3%o*	-	*2%*	-	*1%*	-
Slightly more	(4)	**181**	53	24	67	37	18	-	34	-	24	-	39	-	28	-	37	-
		7%	*6%*	*5%*	*8%*	*9%*	*4%*	-	*8%*	-	*5%*	-	*9%o*	-	*6%*	-	*9%o*	-
No change	(3)	**1648**	583	302	508	254	287	-	297	-	302	-	238	-	270	-	254	-
		63%	*67%c*	*66%*	*59%*	*62%*	*66%k*	-	*67%k*	-	*66%k*	-	*55%*	-	*63%*	-	*62%*	-
Slightly less	(2)	**201**	52	39	77	34	34	-	18	-	39	-	37	-	40	-	34	-
		8%	*6%*	*8%*	*9%*	*8%*	*8%*	-	*4%*	-	*8%*	-	*8%*	-	*9%g*	-	*8%*	-
Much less	(1)	**336**	111	54	111	60	61	-	50	-	54	-	59	-	51	-	60	-
		13%	*13%*	*12%*	*13%*	*15%*	*14%*	-	*11%*	-	*12%*	-	*14%*	-	*12%*	-	*15%*	-
Don't know		**177**	56	21	75	24	25	-	31	-	21	-	44	-	31	-	24	-
		7%	*6%*	*5%*	*9%b*	*6%*	*6%*	-	*7%*	-	*5%*	-	*10%i*	-	*7%*	-	*6%*	-
NET Much/Slightly more		**246**	74	45	88	40	27	-	47	-	45	-	54	-	34	-	40	-
		9%	*8%*	*10%*	*10%*	*10%*	*6%*	-	*11%*	-	*10%*	-	*12%o*	-	*8%*	-	*10%*	-
NET Much/Slightly less		**536**	162	93	188	94	94	-	68	-	93	-	96	-	92	-	94	-
		21%	*19%*	*20%*	*22%*	*23%*	*22%*	-	*15%*	-	*20%*	-	*22%*	-	*21%*	-	*23%g*	-
Mean		**2.77**	2.78	2.81	2.76	2.71	2.70	-	2.86	-	2.81	-	2.77	-	2.74	-	2.71	-
Std Dev.		**0.87**	0.85	0.89	0.89	0.86	0.85	-	0.85	-	0.89	-	0.95	-	0.83	-	0.86	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more (5)	101	-	101	65	36	40	15	30	6	8	1	1	55	36	11	2	92	9	90
	4%	-	*4%*	**5%d**	*3%*	**11%ghijk**	**5%hjk**	**6%hijk**	*1%*	*2%*	*	*	**8%mno**	**4%no**	*1%*	*	*4%*	*4%*	*3%*
Slightly more (4)	489	-	489	222	266	96	63	91	85	78	44	33	159	176	154	76	437	52	465
	19%	-	*19%*	*17%*	*20%*	**27%gijk**	**22%jk**	*17%*	**23%jk**	*17%*	*14%*	*12%*	**25%no**	**19%o**	*15%*	*13%*	*19%*	*22%*	*18%*
No change (3)	1604	-	1604	803	799	157	166	346	234	293	221	189	323	579	702	409	1450	136	1614
	62%	-	*62%*	*63%*	*60%*	*43%*	**58%e**	**64%e**	**62%e**	**64%e**	**69%ef**	**71%ef**	*50%*	**63%l**	**67%l**	**70%l**	*62%*	*57%*	*63%*
Slightly less (2)	242	-	242	107	135	40	27	46	19	46	33	30	67	66	109	63	214	28	239
	9%	-	*9%*	*8%*	*10%*	**11%h**	*10%*	*9%*	*5%*	*10%*	*10%*	**11%h**	*10%*	*7%*	*10%*	*11%*	*9%*	*12%*	*9%*
Much less (1)	148	-	148	74	73	26	7	23	31	26	20	14	33	55	59	34	131	14	144
	6%	-	*6%*	*6%*	*6%*	*7%*	*3%*	*4%*	**8%f**	*6%*	*6%*	*5%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*
Don't know	23	-	23	3	20	3	7	3	2	5	3	*	10	5	8	3	21	1	28
	1%	-	*1%*	*	**1%c**	*1%*	*2%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Much/Slightly more	591	-	591	287	302	135	79	122	90	86	45	34	214	212	165	78	529	61	555
	23%	-	*23%*	*22%*	*23%*	**37%ghijk**	**27%ijk**	**23%jk**	**24%jk**	*19%*	*14%*	*13%*	**33%mno**	**23%no**	*16%*	*13%*	*23%*	*25%*	*22%*
NET Much/Slightly less	389	-	389	182	208	66	34	70	51	72	53	44	100	121	168	97	345	41	383
	15%	-	*15%*	*14%*	*16%*	*18%*	*12%*	*13%*	*14%*	*16%*	*16%*	*16%*	*16%*	*13%*	*16%*	*16%*	*15%*	*17%*	*15%*
Mean	3.06	-	3.06	3.08	3.04	**3.23hijk**	**3.19ijk**	**3.11jk**	3.04	2.99	2.91	2.92	**3.21mno**	**3.08no**	2.95	2.91	3.06	3.06	3.05
Std Dev.	0.82	-	0.82	0.83	0.80	1.03	0.78	0.80	0.82	0.76	0.71	0.67	0.93	0.81	0.72	0.69	0.81	0.85	0.80
Std Error	0.02	-	0.02	0.02	0.02	0.06	0.05	0.04	0.04	0.03	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	101	52	19	13	18	71	30	84	16	9	8	8	27	48	43	9	91
		4%	10%bcd	2%	2%	3%	5%f	2%	5%h	2%	3%	2%	1%	4%k	11%ijkln	3%	3%	4%
Slightly more	(4)	489	132	164	102	92	296	194	337	151	36	52	149	126	97	328	36	436
		19%	26%cd	20%d	16%	14%	23%f	15%	21%h	15%	11%	16%	22%l	20%l	22%l	20%l	11%	21%o
No change	(3)	1604	252	514	418	421	766	838	912	666	212	201	416	405	241	1021	213	1280
		62%	50%	63%a	65%a	65%a	58%	65%e	58%	67%g	65%m	63%	61%	63%	54%	62%m	64%	60%
Slightly less	(2)	242	35	71	74	62	106	136	136	98	43	35	64	54	29	154	46	183
		9%	7%	9%	11%	10%	8%	11%	9%	10%	13%m	11%	9%	8%	7%	9%	14%p	9%
Much less	(1)	148	27	42	37	42	69	79	100	47	22	20	43	28	25	91	22	116
		6%	5%	5%	6%	6%	5%	6%	6%	5%	7%	6%	6%	4%	6%	6%	6%	5%
Don't know		23	4	2	4	13	6	17	8	12	6	1	2	6	3	9	6	13
		1%	1%	*	1%	2%b	*	1%	1%	1%	2%	*	*	1%	1%	1%	2%	1%
NET Much/Slightly more		591	184	183	114	110	366	224	420	167	46	60	158	153	145	370	46	526
		23%	37%bcd	23%	18%	17%	28%f	17%	27%h	17%	14%	19%	23%l	24%l	33%ijkln	23%l	14%	25%o
NET Much/Slightly less		389	61	113	111	104	174	215	236	144	64	56	107	81	55	244	68	299
		15%	12%	14%	17%	16%	13%	17%	15%	15%	20%l	18%	16%	13%	12%	15%	20%p	14%
Mean		3.06	3.30bcd	3.06	2.97	2.97	3.15f	2.97	3.11h	2.99	2.91	2.97	3.02	3.11l	3.26ijkn	3.05l	2.90	3.10o
Std Dev.		0.82	0.94	0.77	0.76	0.79	0.84	0.77	0.87	0.72	0.79	0.79	0.78	0.78	0.94	0.79	0.79	0.82
Std Error		0.02	0.04	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2580	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		2607	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		1369	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	101	90	12	8	86	7	4	4	6	7	7	2	4	5	33	16	6	1	6
		4%	4%	3%	7%	4%	3%	3%	6%	6%k	3%	3%	1%	2%	2%	10%iklmpr	5%	3%	4%	3%
Slightly more	(4)	489	433	56	18	409	45	21	14	21	59	42	18	46	22	94	63	44	5	40
		19%	19%	16%	15%	19%	20%	17%	19%	19%km	20%km	20%km	9%	20%km	9%	28%km	18%m	20%km	13%	21%km
No change	(3)	1604	1376	228	75	1346	139	77	42	62	188	136	133	141	171	173	222	120	25	115
		62%	61%	65%	64%	62%	61%	62%	57%	57%	64%n	64%n	68%np	62%	71%hnpr	51%	64%n	55%	71%n	59%
Slightly less	(2)	242	214	28	8	200	19	14	9	9	26	18	24	24	31	15	30	24	1	18
		9%	9%	8%	6%	9%	8%	11%	12%	8%	9%	8%	12%n	10%	13%n	4%	9%	11%n	3%	9%
Much less	(1)	148	125	23	7	120	16	7	5	9	11	7	17	7	12	20	16	21	2	14
		6%	6%	7%	6%	6%	7%	6%	6%	8%l	4%	3%	9%l	3%	5%	6%	5%	10%jl	6%	7%
Don't know		23	21	2	1	19	2	2	*	2	2	2	-	5	1	3	-	3	1	1
		1%	1%	*	1%	1%	1%	1%	1%	2%o	1%	1%	-	2%	1%	1%	-	1%	3%ko	1%
NET Much/Slightly more		591	523	68	25	495	52	25	18	27	66	49	20	50	27	127	79	50	6	46
		23%	23%	20%	22%	23%	23%	20%	25%	25%km	23%km	23%km	10%	22%km	11%	38%hijklmopqr	23%km	23%km	17%	24%km
NET Much/Slightly less		389	339	51	15	320	35	21	13	18	37	25	42	30	43	34	46	45	3	32
		15%	15%	15%	13%	15%	15%	17%	18%	16%	13%	12%	21%jn	13%	18%	10%	13%	21%n	9%	17%
Mean		3.06	3.07	3.02	3.10	3.07	3.04	3.01	3.06	3.06k	3.09km	3.12km	2.81	3.08k	2.90	3.32hiklmopr	3.09km	2.95	3.07	3.03k
Std Dev.		0.82	0.82	0.80	0.86	0.81	0.83	0.81	0.89	0.92	0.74	0.74	0.76	0.71	0.70	0.93	0.79	0.90	0.76	0.85
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.08	0.06	0.06	0.07	0.06	0.06	0.08	0.07	0.08	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	101	64	24	7	5	1	88	6	60	35	4	2	*	95	2
		4%	**7%bcg**	*2%*	*2%*	*2%*	*1%*	**5%bc**	*2%*	**7%ijn**	**4%j**	*1%*	*1%*	*1%*	**5%j**	*1%*
Slightly more	(4)	489	182	214	55	32	7	396	38	205	209	46	25	5	414	29
		19%	**20%ce**	**22%ce**	*13%*	*17%*	*9%*	**21%ce**	*15%*	**23%jln**	**21%j**	*10%*	*17%*	*8%*	**22%jl**	*14%*
No change	(3)	1604	534	596	305	96	49	1130	145	511	602	350	80	39	1113	119
		62%	*60%*	*60%*	**71%abdfg**	*52%*	*62%*	*60%*	*55%*	*57%*	*60%*	**73%hikmn**	*54%*	*67%*	*59%*	*58%*
Slightly less	(2)	242	72	97	31	32	5	169	38	70	97	40	24	5	167	30
		9%	*8%*	*10%*	*7%*	**18%abcf**	*7%*	*9%*	**14%acf**	*8%*	*10%*	*8%*	**17%hjm**	*9%*	*9%*	**14%hm**
Much less	(1)	148	36	51	28	18	15	87	32	42	48	32	16	9	90	24
		6%	*4%*	*5%*	*7%*	**10%af**	**18%abcf**	*5%*	**12%abf**	*5%*	*5%*	*7%*	**11%him**	**15%him**	*5%*	**12%him**
Don't know		23	4	6	4	3	2	10	5	2	6	10	-	-	8	-
		1%	*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*	*1%*	**2%hm**	-	-	*	-
NET Much/Slightly more		591	246	238	63	36	8	484	44	264	244	50	27	5	509	32
		23%	**28%ceg**	**24%ce**	*15%*	*20%*	*10%*	**26%ceg**	*17%*	**30%jkln**	**25%jln**	*10%*	*18%*	*9%*	**27%jln**	*16%*
NET Much/Slightly less		389	108	148	59	50	20	256	70	112	144	72	40	14	256	54
		15%	*12%*	*15%*	*14%*	**27%abcf**	**25%acf**	*14%*	**27%abcf**	*13%*	*14%*	*15%*	**27%hijm**	*24%*	*14%*	**26%hijm**
Mean		3.06	**3.19bcdeg**	**3.06deg**	**2.96e**	2.85	2.67	**3.12cdeg**	2.80	**3.19jkln**	**3.09jkln**	2.89	2.82	2.71	**3.14jkln**	2.79
Std Dev.		0.82	0.84	0.79	0.73	0.91	0.93	0.81	0.92	0.86	0.80	0.69	0.89	0.85	0.83	0.88
Std Error		0.02	0.03	0.03	0.04	0.07	0.10	0.02	0.06	0.03	0.03	0.03	0.08	0.11	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	101	23	71	7	49	43	9	101	-	-	-	101	-
		4%	12%b	3%	18%	7%e	3%	5%	4%	-	-	-	4%	-
Slightly more	(4)	489	55	428	6	175	291	24	477	12	-	-	489	1
		19%	30%b	18%	15%	23%ef	17%	14%	19%	29%	-	-	19%	4%
No change	(3)	1604	77	1507	20	401	1094	109	1560	18	10	5	1588	12
		62%	42%	63%a	46%	53%	65%d	63%	62%	44%	83%	100%	61%	80%
Slightly less	(2)	242	15	220	6	82	140	20	235	6	1	-	242	-
		9%	8%	9%	15%	11%	8%	11%	9%	16%	6%	-	9%	-
Much less	(1)	148	8	138	1	47	95	6	142	5	1	-	148	-
		6%	4%	6%	3%	6%	6%	3%	6%	12%	11%	-	6%	-
Don't know		23	5	16	1	6	12	6	21	-	*	-	21	2
		1%	3%b	1%	3%	1%	1%	3%de	1%	-	*	-	1%	16%
NET Much/Slightly more		591	78	499	14	225	334	32	579	12	-	-	590	1
		23%	42%b	21%	33%	30%ef	20%	19%	23%	29%	-	-	23%	4%
NET Much/Slightly less		389	23	359	8	129	235	26	376	11	2	-	389	-
		15%	13%	15%	18%	17%	14%	15%	15%	28%	17%	-	15%	-
Mean		3.06	3.39b	3.03	3.30	3.13e	3.03	3.06	3.06	2.89	2.72	3.00	3.06	3.05
Std Dev.		0.82	0.97	0.79	1.05	0.91	0.77	0.78	0.82	0.96	0.68	*	0.82	0.22
Std Error		0.02	0.08	0.02	0.16	0.03	0.02	0.06	0.02	0.18	0.20	*	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 200

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**101**	48	18	22	14	17	-	30	-	18	-	9	-	12	-	14	-
		4%	***5%c***	*4%*	*3%*	*3%*	*4%*	-	***7%k***	-	*4%*	-	*2%*	-	*3%*	-	*3%*	-
Slightly more	(4)	**489**	179	81	178	52	90	-	89	-	81	-	88	-	90	-	52	-
		19%	***20%d***	*18%*	***21%d***	*13%*	***21%o***	-	***20%o***	-	*18%*	-	***20%o***	-	***21%o***	-	*13%*	-
No change	(3)	**1604**	537	300	510	257	273	-	264	-	300	-	253	-	257	-	257	-
		62%	*61%*	*65%*	*59%*	*62%*	*63%*	-	*60%*	-	*65%*	-	*59%*	-	*60%*	-	*62%*	-
Slightly less	(2)	**242**	68	41	83	50	29	-	39	-	41	-	42	-	41	-	50	-
		9%	*8%*	*9%*	*10%*	*12%*	*7%*	-	*9%*	-	*9%*	-	*10%*	-	*9%*	-	***12%e***	-
Much less	(1)	**148**	38	18	59	32	20	-	18	-	18	-	37	-	21	-	32	-
		6%	*4%*	*4%*	*7%*	*8%*	*5%*	-	*4%*	-	*4%*	-	***9%l***	-	*5%*	-	*8%*	-
Don't know		**23**	6	3	9	6	3	-	3	-	3	-	3	-	6	-	6	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**591**	226	99	199	66	107	-	119	-	99	-	97	-	102	-	66	-
		23%	***26%d***	*21%*	***23%d***	*16%*	***25%o***	-	***27%o***	-	*21%*	-	*22%*	-	***24%o***	-	*16%*	-
NET Much/Slightly less		**389**	106	59	141	83	49	-	57	-	59	-	79	-	62	-	83	-
		15%	*12%*	*13%*	*16%*	***20%ab***	*11%*	-	*13%*	-	*13%*	-	***18%e***	-	*15%*	-	***20%egl***	-
Mean		**3.06**	***3.15cd***	***3.09d***	3.02	2.91	***3.13o***	-	***3.17ko***	-	***3.09o***	-	2.98	-	***3.07o***	-	2.91	-
Std Dev.		**0.82**	0.81	0.76	0.83	0.84	0.78	-	0.84	-	0.76	-	0.86	-	0.79	-	0.84	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more (5)	**169**	-	169	95	74	44	32	43	20	15	10	4	76	63	30	15	149	19	155
	6%	-	*6%*	*7%*	*6%*	**12%hijk**	**11%hijk**	**8%ijk**	*5%*	*3%*	*3%*	*2%*	**12%mno**	**7%no**	*3%*	*2%*	*6%*	*8%*	*6%*
Slightly more (4)	**451**	-	451	214	234	94	48	107	59	72	43	27	143	166	142	71	393	56	433
	17%	-	*17%*	*17%*	*18%*	**26%fhijk**	*17%*	**20%k**	*16%*	*16%*	*14%*	*10%*	**22%no**	**18%no**	*14%*	*12%*	*17%*	*24%*	*17%*
No change (3)	**1553**	-	1553	770	781	155	167	313	240	292	208	178	321	553	679	387	1406	130	1566
	60%	-	*60%*	*60%*	*59%*	*43%*	**58%e**	**58%e**	**64%e**	**64%e**	**65%e**	**67%e**	*50%*	**60%l**	**65%l**	**66%l**	*60%*	*54%*	*61%*
Slightly less (2)	**220**	-	220	95	125	36	25	50	26	32	27	23	61	76	82	50	202	18	217
	8%	-	*8%*	*7%*	*9%*	*10%*	*9%*	*9%*	*7%*	*7%*	*8%*	*9%*	*9%*	*8%*	*8%*	*9%*	*9%*	*7%*	*8%*
Much less (1)	**189**	-	189	95	93	28	7	24	29	40	28	33	35	53	101	61	172	14	181
	7%	-	*7%*	*7%*	*7%*	**8%f**	*3%*	*4%*	**8%f**	**9%fg**	**9%f**	**12%fg**	*5%*	*6%*	**10%lm**	**10%lm**	*7%*	*6%*	*7%*
Don't know	**26**	-	26	5	21	3	7	4	2	6	4	-	10	6	10	4	24	1	28
	1%	-	*1%*	*	**2%c**	*1%*	*2%*	*1%*	*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Much/Slightly more	**620**	-	620	310	308	139	80	149	80	87	54	32	219	229	172	85	542	76	588
	24%	-	*24%*	*24%*	*23%*	**39%fghijk**	**28%ijk**	**28%ijk**	**21%k**	*19%*	*17%*	*12%*	**34%mno**	**25%no**	*16%*	*15%*	*23%*	*32%*	*23%*
NET Much/Slightly less	**408**	-	408	190	218	64	33	74	56	71	55	57	96	129	183	111	373	32	398
	16%	-	*16%*	*15%*	*16%*	*18%*	*11%*	*14%*	*15%*	*16%*	*17%*	**21%f**	*15%*	*14%*	*17%*	*19%*	*16%*	*13%*	*15%*
Mean	**3.07**	-	3.07	3.09	3.05	**3.26hijk**	**3.26hijk**	**3.18ijk**	**3.04k**	**2.98k**	2.94	2.80	**3.26mno**	**3.12no**	2.92	2.88	3.06	3.20	3.06
Std Dev.	**0.90**	-	0.90	0.91	0.89	1.05	0.87	0.87	0.87	0.85	0.84	0.85	0.98	0.87	0.85	0.84	0.90	0.92	0.88
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
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Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	169	61	49	35	23	111	58	131	36	22	10	37	41	53	88	22	143
		6%	12%bcd	6%	5%	4%	8%f	4%	8%h	4%	7%	3%	5%	6%	12%jkln	5%	7%	7%
Slightly more	(4)	451	130	135	94	92	265	186	308	139	31	42	120	118	115	280	31	407
		17%	26%bcd	17%	15%	14%	20%f	14%	20%h	14%	9%	13%	18%l	18%l	26%ijkln	17%l	9%	19%o
No change	(3)	1553	239	500	394	420	739	814	897	631	199	197	414	391	218	1001	200	1235
		60%	48%	62%a	61%a	65%a	56%	63%e	57%	64%g	61%m	62%m	61%m	61%m	49%	61%m	60%	58%
Slightly less	(2)	220	41	62	66	50	103	117	126	89	34	35	58	47	38	140	38	178
		8%	8%	8%	10%	8%	8%	9%	8%	9%	10%	11%	8%	7%	9%	9%	11%	8%
Much less	(1)	189	27	60	53	49	86	102	106	82	35	32	50	41	17	124	35	141
		7%	5%	7%	8%	8%	7%	8%	7%	8%	11%m	10%m	7%	6%	4%	8%	11%	7%
Don't know		26	3	5	5	13	8	18	10	13	7	1	3	7	3	11	7	15
		1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	*	1%	1%	1%	1%	2%	1%
NET Much/Slightly more		620	191	185	129	115	376	244	438	174	53	52	157	159	168	368	53	549
		24%	38%bcd	23%	20%	18%	29%f	19%	28%h	18%	16%	16%	23%	25%ij	38%ijkln	22%	16%	26%o
NET Much/Slightly less		408	67	122	119	100	190	219	232	171	69	67	108	89	55	264	73	320
		16%	13%	15%	18%	15%	14%	17%	15%	17%	21%lm	21%lm	16%	14%	12%	16%	22%p	15%
Mean		3.07	3.32bcd	3.06	2.99	2.98	3.16f	2.99	3.15h	2.96	2.91	2.88	3.05j	3.11ij	3.34ijkln	3.04j	2.90	3.11o
Std Dev.		0.90	0.97	0.89	0.89	0.82	0.93	0.86	0.93	0.85	0.95	0.87	0.88	0.87	0.93	0.88	0.95	0.90
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
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Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**169**	152	17	12	144	9	9	7	13	20	10	9	11	10	32	31	8	1	8
		6%	*7%*	*5%*	*11%*	*7%*	*4%*	*7%*	**10%e**	**12%jklmpr**	*7%*	*5%*	*5%*	*5%*	*4%*	*9%*	*9%*	*4%*	*3%*	*4%*
Slightly more	(4)	**451**	389	62	22	373	44	20	14	17	50	44	25	39	11	94	57	36	4	40
		17%	*17%*	*18%*	*19%*	*17%*	*19%*	*16%*	*19%*	**16%m**	**17%m**	**21%m**	**13%m**	**17%m**	*5%*	**28%hikmopq**	**16%m**	**16%m**	*12%*	**20%m**
No change	(3)	**1553**	1336	217	66	1306	135	74	38	63	183	128	118	131	170	179	201	134	23	112
		60%	*59%*	*62%*	*57%*	**60%g**	*59%*	*59%*	*52%*	*58%*	*62%*	*60%*	*61%*	*58%*	**70%hlnr**	*53%*	*58%*	*61%*	*66%*	*58%*
Slightly less	(2)	**220**	189	31	10	183	18	11	8	9	27	14	21	29	25	13	32	13	3	15
		8%	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*10%*	*8%*	*9%*	*7%*	**11%n**	**13%n**	**10%n**	*4%*	*9%*	*6%*	*8%*	*8%*
Much less	(1)	**189**	171	18	5	153	20	10	6	5	11	15	19	11	24	17	26	24	3	17
		7%	*8%*	*5%*	*4%*	*7%*	*9%*	*8%*	*8%*	*5%*	*4%*	*7%*	*10%*	*5%*	*10%*	*5%*	*8%*	**11%l**	*8%*	*9%*
Don't know		**26**	22	4	1	21	4	1	*	2	2	1	2	5	1	3	-	3	1	3
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	**2%o**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	**3%o**	*2%*
NET Much/Slightly more		**620**	541	79	35	517	53	29	21	30	70	54	34	50	22	126	87	44	5	48
		24%	*24%*	*23%*	*30%*	*24%*	*23%*	*23%*	*29%*	**27%m**	**24%m**	**25%m**	**18%m**	**22%m**	*9%*	**37%ijklmopqr**	**25%m**	**20%m**	*14%*	**25%m**
NET Much/Slightly less		**408**	359	49	14	336	37	21	14	14	38	29	40	40	49	30	58	37	6	32
		16%	*16%*	*14%*	*12%*	*15%*	*16%*	*17%*	*19%*	*13%*	*13%*	*14%*	**21%n**	**18%n**	**20%n**	*9%*	*17%*	**17%n**	*17%*	**16%n**
Mean		**3.07**	3.07	3.08	3.25	3.08	3.02	3.05	3.11	**3.22kmp**	**3.14km**	**3.09m**	2.92	**3.05m**	2.83	**3.33jklmopqr**	**3.10m**	2.96	2.92	**3.04m**
Std Dev.		**0.90**	0.91	0.82	0.91	0.89	0.89	0.93	1.01	0.93	0.82	0.86	0.90	0.84	0.84	0.89	0.95	0.91	0.82	0.90
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.08	0.07	0.07	0.08	0.07	0.07	0.08	0.08	0.08	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	169	96	43	20	6	2	139	8	104	46	16	3	*	150	3
		6%	11%bcdfg	4%	5%	3%	3%	7%b	3%	12%ijklmn	5%	3%	2%	1%	8%ijkn	2%
Slightly more	(4)	451	157	203	46	36	8	361	44	181	195	44	25	6	376	30
		17%	18%c	21%c	11%	19%c	10%	19%c	17%	20%j	20%j	9%	17%j	10%	20%j	15%
No change	(3)	1553	515	578	296	96	44	1093	141	490	591	333	79	38	1081	117
		60%	58%	58%	69%abdfg	52%	56%	58%	53%	55%	59%	69%hikmn	54%	66%	57%	57%
Slightly less	(2)	220	66	85	36	23	6	152	29	57	94	39	20	4	151	24
		8%	7%	9%	8%	12%	8%	8%	11%	6%	9%	8%	14%h	6%	8%	12%
Much less	(1)	189	48	75	28	21	17	123	38	54	63	41	20	10	117	30
		7%	5%	8%	6%	11%a	22%abcf	7%	14%abcf	6%	6%	8%	13%him	18%him	6%	15%him
Don't know		26	8	4	5	3	1	12	4	4	8	9	-	-	11	-
		1%	1%	*	1%	2%	2%	1%	2%	*	1%	2%	-	-	1%	-
NET Much/Slightly more		620	254	246	66	42	10	500	52	285	240	60	28	6	526	34
		24%	28%ceg	25%c	15%	23%	13%	27%ce	20%	32%ijkln	24%j	12%	19%	10%	28%jln	16%
NET Much/Slightly less		408	114	160	64	44	23	274	67	110	157	80	40	14	267	54
		16%	13%	16%	15%	24%af	29%abcf	15%	25%abcf	12%	16%	17%	27%hijm	24%h	14%	26%hijm
Mean		3.07	3.21bcdeg	3.06eg	2.98e	2.91	2.64	3.13cdeg	2.83	3.25ijkln	3.07jkln	2.90	2.80	2.69	3.16jkln	2.77
Std Dev.		0.90	0.93	0.88	0.80	0.96	1.03	0.91	0.98	0.96	0.85	0.80	0.94	0.91	0.91	0.93
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.11	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	169	31	133	5	81	72	16	164	5	*	-	169	-
		6%	17%b	6%	11%	11%e	4%	9%e	6%	13%	*	-	7%	-
Slightly more	(4)	451	53	390	8	155	268	28	440	7	3	*	450	1
		17%	29%b	16%	18%	20%	16%	16%	17%	18%	26%	2%	17%	4%
No change	(3)	1553	67	1473	13	376	1082	95	1522	11	4	4	1537	12
		60%	37%	62%a	31%	50%	65%d	55%	60%	26%	38%	98%	59%	80%
Slightly less	(2)	220	16	196	7	79	121	20	203	14	2	-	220	-
		8%	9%	8%	17%	10%	7%	12%	8%	36%	21%	-	8%	-
Much less	(1)	189	11	170	8	64	118	7	185	3	1	-	189	-
		7%	6%	7%	20%	8%	7%	4%	7%	7%	11%	-	7%	-
Don't know		26	5	20	1	6	15	6	23	-	*	-	23	2
		1%	3%b	1%	3%	1%	1%	3%de	1%	-	4%	-	1%	16%
NET Much/Slightly more		620	84	523	12	236	340	44	604	12	3	*	619	1
		24%	46%b	22%	29%	31%e	20%	26%	24%	31%	27%	2%	24%	4%
NET Much/Slightly less		408	27	366	16	142	239	27	387	17	4	-	408	-
		16%	15%	15%	37%	19%e	14%	16%	15%	43%	32%	-	16%	-
Mean		3.07	3.44b	3.05	2.83	3.15e	3.03	3.16	3.08	2.94	2.84	3.02	3.07	3.05
Std Dev.		0.90	1.07	0.87	1.28	1.03	0.83	0.91	0.90	1.16	1.02	0.15	0.90	0.22
Std Error		0.02	0.08	0.02	0.20	0.04	0.02	0.07	0.02	0.22	0.29	0.07	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**169**	56	32	66	15	23	-	33	-	32	-	41	-	25	-	15	-
		6%	*6%*	*7%*	**8%d**	*4%*	*5%*	-	*8%*	-	*7%*	-	**10%o**	-	*6%*	-	*4%*	-
Slightly more	(4)	**451**	185	72	140	54	85	-	100	-	72	-	63	-	77	-	54	-
		17%	**21%d**	*16%*	*16%*	*13%*	*20%*	-	**23%kd**	-	*16%*	-	*15%*	-	*18%*	-	*13%*	-
No change	(3)	**1553**	511	288	492	262	260	-	251	-	288	-	238	-	254	-	262	-
		60%	*58%*	*62%*	*57%*	*64%*	*60%*	-	*57%*	-	*62%*	-	*55%*	-	*60%*	-	*64%*	-
Slightly less	(2)	**220**	60	38	80	42	30	-	30	-	38	-	44	-	36	-	42	-
		8%	*7%*	*8%*	*9%*	*10%*	*7%*	-	*7%*	-	*8%*	-	*10%*	-	*8%*	-	*10%*	-
Much less	(1)	**189**	59	26	70	33	34	-	25	-	26	-	41	-	29	-	33	-
		7%	*7%*	*6%*	*8%*	*8%*	*8%*	-	*6%*	-	*6%*	-	*9%*	-	*7%*	-	*8%*	-
Don't know		**26**	5	4	11	6	1	-	4	-	4	-	4	-	6	-	6	-
		1%	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**620**	241	104	206	69	107	-	134	-	104	-	104	-	101	-	69	-
		24%	**28%d**	*23%*	**24%d**	*17%*	**25%o**	-	**30%o**	-	*23%*	-	*24%*	-	*24%*	-	*17%*	-
NET Much/Slightly less		**408**	119	65	150	75	64	-	55	-	65	-	85	-	65	-	75	-
		16%	*14%*	*14%*	*17%*	*18%*	*15%*	-	*12%*	-	*14%*	-	**20%g**	-	*15%*	-	*18%*	-
Mean		**3.07**	**3.14d**	**3.10d**	3.06	2.94	3.07	-	**3.20o**	-	**3.10o**	-	3.05	-	3.08	-	2.94	-
Std Dev.		**0.90**	0.89	0.86	0.95	0.84	0.89	-	0.89	-	0.86	-	1.01	-	0.88	-	0.84	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base		**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base		**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Much more	(5)	**89**	-	89	64	26	25	13	33	10	1	6	1	39	43	8	7	81	9	66
		3%	-	*3%*	**5%d**	*2%*	**7%ijk**	**5%ik**	**6%ijk**	**3%l**	*	*2%*	*	**6%no**	**5%no**	*1%*	*1%*	*3%*	*4%*	*3%*
Slightly more	(4)	**291**	-	291	175	114	63	43	68	51	38	18	10	106	119	66	28	246	45	242
		11%	-	*11%*	**14%d**	*9%*	**17%ijk**	**15%ijk**	**13%jk**	**13%jk**	*8%*	*5%*	*4%*	**16%no**	**13%no**	*6%*	*5%*	*10%*	**19%p**	*9%*
No change	(3)	**1685**	-	1685	821	862	188	178	356	260	324	208	171	366	616	703	379	1536	130	1704
		65%	-	*65%*	*64%*	*65%*	*52%*	*62%*	**66%e**	**69%e**	**71%e**	**65%e**	**64%e**	*57%*	**67%l**	**67%l**	**65%l**	**65%q**	*54%*	*66%*
Slightly less	(2)	**266**	-	266	116	150	50	27	53	20	45	39	31	77	73	115	70	231	35	268
		10%	-	*10%*	*9%*	*11%*	**14%h**	*9%*	*10%*	*5%*	*10%*	**12%h**	**12%h**	*12%*	*8%*	*11%*	*12%*	*10%*	*15%*	*10%*
Much less	(1)	**226**	-	226	86	140	23	17	25	33	42	39	47	40	58	128	86	208	15	257
		9%	-	*9%*	*7%*	**11%c**	*6%*	*6%*	*5%*	*9%*	**9%g**	**12%g**	**18%efghl**	*6%*	*6%*	**12%lm**	**15%lm**	*9%*	*6%*	*10%*
Don't know		**50**	-	50	14	37	10	7	6	3	7	11	5	18	9	24	17	44	5	43
		2%	-	*2%*	*1%*	**3%c**	*3%*	*3%*	*1%*	*1%*	*1%*	*4%*	*2%*	*3%*	*1%*	*2%*	**3%m**	*2%*	*2%*	*2%*
NET Much/Slightly more		**381**	-	381	239	140	88	57	101	61	39	23	11	145	162	74	35	327	54	308
		15%	-	*15%*	**19%d**	*11%*	**24%hijk**	**20%ijk**	**19%ijk**	**16%ijk**	*9%*	*7%*	*4%*	**22%no**	**18%no**	*7%*	*6%*	*14%*	**23%p**	*12%*
NET Much/Slightly less		**491**	-	491	202	290	74	44	78	53	87	78	78	118	130	243	156	439	50	525
		19%	-	*19%*	*16%*	**22%c**	*20%*	*15%*	*14%*	*14%*	*19%*	**24%fgh**	**29%fghi**	*18%*	*14%*	**23%m**	**27%lm**	*19%*	*21%*	*20%*
Mean		**2.90**	-	2.90	**3.01d**	2.80	**3.05ijk**	**3.03ijk**	**3.06ijk**	**2.96ijk**	**2.80k**	2.72	2.57	**3.04no**	**3.02no**	2.72	2.65	2.90	2.99	2.84
Std Dev.		**0.84**	-	0.84	0.84	0.82	0.94	0.83	0.81	0.80	0.73	0.83	0.84	0.89	0.81	0.79	0.84	0.84	0.86	0.83
Std Error		**0.02**	-	0.02	0.02	0.02	0.06	0.05	0.04	0.04	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base		2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base		1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Much more	(5)	89	49	15	15	12	63	26	76	13	10	6	11	13	48	30	10	78
		3%	10%bcd	2%	2%	2%	5%f	2%	5%h	1%	3%	2%	2%	2%	11%ijkln	2%	3%	4%
Slightly more	(4)	291	73	84	78	56	157	134	235	55	24	27	84	74	78	185	24	263
		11%	15%d	10%	12%	9%	12%	10%	15%h	6%	7%	8%	12%	11%	18%ijln	11%	7%	12%
No change	(3)	1685	288	554	414	429	842	843	1001	660	199	215	433	445	261	1093	200	1375
		65%	57%	68%a	64%	66%a	64%	65%	63%	67%	61%	68%	63%	69%m	59%	66%m	60%	65%
Slightly less	(2)	266	41	85	68	72	126	140	141	115	42	29	86	56	28	172	43	207
		10%	8%	10%	10%	11%	10%	11%	9%	12%	13%m	9%	13%m	9%	6%	10%	13%	10%
Much less	(1)	226	40	67	64	54	108	118	109	116	43	37	63	43	20	143	43	164
		9%	8%	8%	10%	8%	8%	9%	7%	12%g	13%lm	12%m	9%m	7%	4%	9%m	13%p	8%
Don't know		50	10	7	9	25	17	34	15	31	9	3	5	14	9	23	12	32
		2%	2%	1%	1%	4%bc	1%	3%	1%	3%g	3%	1%	1%	2%	2%	1%	4%p	2%
NET Much/Slightly more		381	122	99	93	67	220	160	311	68	34	33	95	86	126	215	34	342
		15%	24%bcd	12%	14%	10%	17%f	12%	20%h	7%	10%	10%	14%	13%	28%ijkln	13%	10%	16%o
NET Much/Slightly less		491	81	152	132	127	233	258	250	231	86	66	149	100	48	314	86	371
		19%	16%	19%	20%	20%	18%	20%	16%	23%g	26%lmn	21%m	22%lm	15%	11%	19%m	26%p	17%
Mean		2.90	3.10bcd	2.87	2.86	2.84	2.96f	2.85	3.02h	2.72	2.73	2.80	2.85	2.93i	3.25ijkln	2.87i	2.73	2.95o
Std Dev.		0.84	0.97	0.77	0.84	0.78	0.86	0.81	0.84	0.80	0.90	0.83	0.82	0.75	0.90	0.79	0.89	0.83
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base		**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base		**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Much more	(5)	**89**	77	13	12	78	5	5	2	4	8	3	5	7	2	27	17	4	-	5
		3%	*3%*	*4%*	**10%ab**	*4%*	*2%*	*4%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*1%*	**8%jmpr**	*5%*	*2%*	*-*	*2%*
Slightly more	(4)	**291**	258	33	12	249	23	12	7	15	31	36	19	29	12	53	27	27	2	21
		11%	*11%*	*10%*	*11%*	*11%*	*10%*	*9%*	*10%*	**14%m**	*10%*	**17%mo**	*10%*	**13%m**	*5%*	**16%m**	*8%*	**12%m**	*7%*	*11%*
No change	(3)	**1685**	1456	229	68	1409	150	80	45	71	197	141	125	138	166	214	225	131	24	126
		65%	*64%*	*66%*	*58%*	*65%*	*66%*	*64%*	*62%*	*65%*	*67%*	*66%*	*64%*	*61%*	*69%*	*63%*	*65%*	*60%*	*70%*	*65%*
Slightly less	(2)	**266**	222	44	16	224	22	11	10	8	29	14	23	23	37	20	42	28	4	17
		10%	*10%*	*13%*	*14%*	*10%*	*9%*	*8%*	*13%*	*7%*	*10%*	*7%*	*12%*	*10%*	**15%jn**	*6%*	*12%*	*13%*	*13%*	*9%*
Much less	(1)	**226**	201	25	7	172	28	17	9	9	19	15	18	24	20	16	29	21	3	25
		9%	*9%*	*7%*	*6%*	*8%*	**12%d**	**13%d**	*12%*	*9%*	*7%*	*7%*	*9%*	*11%*	*8%*	*5%*	*8%*	*9%*	*8%*	**13%n**
Don't know		**50**	45	5	1	47	2	1	*	1	10	3	4	4	5	7	7	6	1	1
		2%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*
NET Much/Slightly more		**381**	335	46	24	328	28	16	9	19	38	39	24	36	14	80	44	31	2	25
		15%	*15%*	*13%*	*21%*	*15%*	*12%*	*13%*	*13%*	**18%m**	*13%*	**19%m**	*12%*	**16%m**	*6%*	**24%ikmoqr**	*13%*	**14%m**	*7%*	**13%m**
NET Much/Slightly less		**491**	423	69	23	396	49	27	18	17	49	29	41	47	57	35	71	48	7	42
		19%	*19%*	*20%*	*20%*	*18%*	*22%*	*22%*	**25%d**	*16%*	*17%*	*14%*	**21%n**	**21%n**	**24%jn**	*11%*	**21%n**	**22%n**	*21%*	**22%n**
Mean		**2.90**	2.90	2.90	3.06	**2.92eg**	2.80	2.81	2.78	**2.97m**	2.92	**2.99m**	2.84	2.87	2.74	**3.17iklmopqr**	2.88	2.84	2.77	2.81
Std Dev.		**0.84**	0.84	0.81	0.95	0.83	0.86	0.92	0.88	0.86	0.77	0.77	0.83	0.89	0.72	0.85	0.86	0.84	0.71	0.88
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.08	0.06	0.07	0.07	0.07	0.06	0.07	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base		2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base		1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Much more	(5)	89	70	9	3	5	2	79	7	64	20	2	3	*	84	3
		3%	**8%bcfg**	*1%*	*1%*	*3%*	*2%*	**4%bc**	*3%*	**7%ijmn**	*2%*	*	*2%*	*1%*	**4%ji**	*2%*
Slightly more	(4)	291	104	135	31	19	3	239	22	125	125	32	5	5	250	10
		11%	*12%*	**14%ce**	*7%*	*10%*	*4%*	**13%c**	*8%*	**14%jkn**	**13%jkn**	*7%*	*3%*	*8%*	**13%jkn**	*5%*
No change	(3)	1685	552	649	309	102	50	1201	153	536	647	342	101	37	1184	137
		65%	*62%*	**66%d**	**72%adfg**	*55%*	*64%*	*64%*	*58%*	*60%*	*65%*	**71%hm**	*69%*	*63%*	*63%*	*67%*
Slightly less	(2)	266	88	87	49	31	4	175	36	81	118	47	14	3	199	17
		10%	*10%*	*9%*	*11%*	**17%abi**	*5%*	*9%*	*13%*	*9%*	*12%*	*10%*	*9%*	*5%*	*11%*	*8%*
Much less	(1)	226	59	93	35	24	14	153	38	65	76	45	24	14	141	38
		9%	*7%*	*9%*	*8%*	**13%a**	**18%acf**	*8%*	**15%acf**	*7%*	*8%*	*9%*	**16%him**	**24%hijm**	*7%*	**18%hijm**
Don't know		50	18	15	4	3	5	33	8	18	11	13	-	-	28	-
		2%	*2%*	*2%*	*1%*	*2%*	**7%abcf**	*2%*	*3%*	*2%*	*1%*	*3%*	-	-	*1%*	-
NET Much/Slightly more		381	174	144	34	24	5	318	29	189	145	34	8	5	334	13
		15%	**19%bceg**	**15%c**	*8%*	*13%*	*6%*	**17%ce**	*11%*	**21%ijkn**	**15%jkn**	*7%*	*5%*	*9%*	**18%jkn**	*6%*
NET Much/Slightly less		491	147	181	84	56	18	328	74	146	194	92	38	16	340	54
		19%	*17%*	*18%*	*19%*	**30%abcf**	*23%*	*17%*	**28%abcf**	*16%*	*19%*	*19%*	**26%h**	*28%*	*18%*	**27%hm**
Mean		2.90	**3.04bcdeg**	**2.88g**	2.81	2.72	2.64	**2.95cdeg**	2.70	**3.05ijkln**	**2.89kln**	2.78	2.65	2.58	**2.97jkln**	2.63
Std Dev.		0.84	0.90	0.80	0.71	0.92	0.91	0.85	0.92	0.91	0.79	0.73	0.86	0.97	0.85	0.89
Std Error		0.02	0.03	0.03	0.04	0.07	0.10	0.02	0.06	0.03	0.03	0.04	0.07	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base		2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base		1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Much more	(5)	89	24	60	6	46	36	8	87	3	*	-	89	-
		3%	13%b	3%	15%	6%e	2%	4%	3%	7%	*	-	3%	-
Slightly more	(4)	291	40	246	5	94	176	21	280	11	-	*	291	1
		11%	22%b	10%	12%	12%	11%	12%	11%	27%	-	2%	11%	4%
No change	(3)	1685	85	1587	13	459	1134	92	1648	14	6	4	1668	12
		65%	46%	67%a	30%	60%	68%df	53%	65%	35%	53%	98%	64%	80%
Slightly less	(2)	266	22	235	8	68	171	26	253	9	4	-	266	-
		10%	12%	10%	20%	9%	10%	15%	10%	22%	31%	-	10%	-
Much less	(1)	226	9	209	8	81	136	8	221	4	1	-	226	-
		9%	5%	9%	19%	11%	8%	5%	9%	9%	11%	-	9%	-
Don't know		50	4	44	2	11	21	18	48	-	*	-	48	2
		2%	2%	2%	4%	1%	1%	11%de	2%	-	4%	-	2%	16%
NET Much/Slightly more		381	64	306	11	140	212	28	366	14	*	*	380	1
		15%	35%b	13%	26%	18%e	13%	17%	14%	34%	*	2%	15%	4%
NET Much/Slightly less		491	30	444	16	150	308	34	474	13	5	-	491	-
		19%	17%	19%	39%	20%	18%	19%	19%	31%	43%	-	19%	-
Mean		2.90	3.27b	2.88	2.82	2.94	2.88	2.97	2.90	3.01	2.45	3.02	2.90	3.05
Std Dev.		0.84	1.00	0.81	1.32	0.95	0.78	0.84	0.84	1.08	0.75	0.15	0.84	0.22
Std Error		0.02	0.08	0.02	0.21	0.03	0.02	0.07	0.02	0.20	0.22	0.07	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base		**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base		**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Much more	(5)	**89**	30	16	32	13	5	-	25	-	16	-	22	-	10	-	13	-
		3%	*3%*	*3%*	*4%*	*3%*	*1%*	-	***6%e***	-	*3%*	-	***5%e***	-	*2%*	-	*3%*	-
Slightly more	(4)	**291**	102	55	98	36	54	-	49	-	55	-	50	-	47	-	36	-
		11%	*12%*	*12%*	*11%*	*9%*	*12%*	-	*11%*	-	*12%*	-	*12%*	-	*11%*	-	*9%*	-
No change	(3)	**1685**	593	303	518	270	294	-	300	-	303	-	249	-	270	-	270	-
		65%	***68%c***	*66%*	*60%*	*66%*	***68%k***	-	***68%k***	-	*66%*	-	*58%*	-	*63%*	-	*66%*	-
Slightly less	(2)	**266**	79	39	98	49	41	-	37	-	39	-	47	-	52	-	49	-
		10%	*9%*	*8%*	*11%*	*12%*	*10%*	-	*8%*	-	*8%*	-	*11%*	-	*12%*	-	*12%*	-
Much less	(1)	**226**	62	41	86	37	32	-	30	-	41	-	49	-	37	-	37	-
		9%	*7%*	*9%*	*10%*	*9%*	*7%*	-	*7%*	-	*9%*	-	*11%*	-	*9%*	-	*9%*	-
Don't know		**50**	10	7	27	6	7	-	3	-	7	-	15	-	12	-	6	-
		2%	*1%*	*1%*	***3%a***	*2%*	*2%*	-	*1%*	-	*1%*	-	***4%g***	-	*3%*	-	*2%*	-
NET Much/Slightly more		**381**	132	71	129	49	58	-	74	-	71	-	72	-	57	-	49	-
		15%	*15%*	*15%*	*15%*	*12%*	*14%*	-	*17%*	-	*15%*	-	*17%*	-	*13%*	-	*12%*	-
NET Much/Slightly less		**491**	140	80	184	87	74	-	67	-	80	-	96	-	88	-	87	-
		19%	*16%*	*17%*	***21%a***	*21%*	*17%*	-	*15%*	-	*17%*	-	*22%*	-	*21%*	-	*21%*	-
Mean		**2.90**	2.95	2.92	2.87	2.85	2.90	-	**3.01o**	-	2.92	-	2.88	-	2.86	-	2.85	-
Std Dev.		**0.84**	0.79	0.84	0.89	0.83	0.75	-	0.83	-	0.84	-	0.95	-	0.82	-	0.83	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2580	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	2607	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	1369	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Bills, invoices and statements	269	-	269	158	111	93	36	68	33	16	15	8	129	101	39	22	238	30	197
	10%	-	*10%*	**12%d**	*8%*	**26%fghijk**	**13%ijk**	**13%ijk**	**9%ik**	*4%*	*5%*	*3%*	**20%mno**	**11%no**	*4%*	*4%*	*10%*	*13%*	*8%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	425	-	425	243	182	80	50	104	55	40	37	58	131	159	136	95	370	52	389
	16%	-	*16%*	**19%d**	*14%*	**22%ij**	**18%i**	**19%ij**	*15%*	*9%*	*12%*	**22%ij**	**20%n**	*17%*	*13%*	*16%*	*16%*	*22%*	*15%*
Addressed direct mail from organisations that you don't have a relationship with	545	-	545	309	235	91	54	127	59	81	60	72	146	186	213	132	489	51	481
	21%	-	*21%*	**24%d**	*18%*	**25%h**	*19%*	**23%h**	*16%*	*18%*	*19%*	**27%hi**	*23%*	*20%*	*20%*	*22%*	*21%*	*21%*	*19%*
Invitations, greetings cards and postcards	263	-	263	183	81	85	42	98	20	15	2	1	127	118	18	3	223	40	194
	10%	-	*10%*	**14%d**	*6%*	**24%fhijk**	**15%hijk**	**18%hijk**	**5%jk**	*3%*	*1%*	*1%*	**20%mno**	**13%no**	*2%*	*1%*	*10%*	**17%p**	*8%*
Personal letters (e.g. from a friend)	261	-	261	169	92	79	31	104	24	15	3	5	111	127	23	8	217	44	173
	10%	-	*10%*	**13%d**	*7%*	**22%fhijk**	**11%ijk**	**19%fhijk**	**6%j**	*3%*	*1%*	*2%*	**17%no**	**14%no**	*2%*	*1%*	*9%*	**18%p**	*7%*
Letters from organisations that you have a relationship with	309	-	309	215	94	81	52	90	37	19	12	19	133	127	50	31	265	43	242
	12%	-	*12%*	**17%d**	*7%*	**23%hijk**	**18%hijk**	**17%hijk**	**10%ij**	*4%*	*4%*	*7%*	**21%mno**	**14%no**	*5%*	*5%*	*11%*	**18%p**	*9%*
Catalogues and brochures	454	-	454	257	197	94	53	101	53	51	38	64	147	155	153	102	409	45	415
	17%	-	*17%*	**20%d**	*15%*	**26%hij**	**18%i**	**19%i**	*14%*	*11%*	*12%*	**24%hij**	**23%mn**	*17%*	*15%*	*17%*	*17%*	*19%*	*16%*
Magazines you subscribe to	246	-	246	162	84	62	28	89	35	13	9	11	90	123	32	20	210	35	167
	9%	-	*9%*	**13%d**	*6%*	**17%fhijk**	**10%ij**	**16%fhijk**	**9%ij**	*3%*	*3%*	*4%*	**14%no**	**13%no**	*3%*	*3%*	*9%*	*15%*	*6%*
Smaller parcels - that fit through a letterbox	591	-	591	287	302	135	79	122	90	86	45	34	214	212	165	78	529	61	555
	23%	-	*23%*	*22%*	*23%*	**37%ghijk**	**27%ijk**	**23%jk**	**24%jk**	*19%*	*14%*	*13%*	**33%mno**	**23%no**	*16%*	*13%*	*23%*	*25%*	*22%*
Larger parcels - that do not fit through a letterbox	620	-	620	310	308	139	80	149	80	87	54	32	219	229	172	85	542	76	588
	24%	-	*24%*	*24%*	*23%*	**39%fghijk**	**28%ijk**	**28%ijk**	**21%k**	*19%*	*17%*	*12%*	**34%mno**	**25%no**	*16%*	*15%*	*23%*	*32%*	*23%*
Items requiring a signature	381	-	381	239	140	88	57	101	61	39	23	11	145	162	74	35	327	54	308
	15%	-	*15%*	**19%d**	*11%*	**24%hijk**	**20%ijk**	**19%ijk**	**16%ijk**	*9%*	*7%*	*4%*	**22%no**	**18%no**	*7%*	*6%*	*14%*	**23%p**	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Bills, invoices and statements	269	94	57	68	49	151	118	204	58	26	24	49	58	98	132	26	231
	10%	**19%bcd**	*7%*	*11%*	*8%*	*11%*	*9%*	**13%h**	*6%*	*8%*	*8%*	*7%*	*9%*	**22%ijkln**	*8%*	*8%*	*11%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	425	157	111	95	62	269	157	290	125	37	35	109	88	125	232	38	358
	16%	**31%bcd**	*14%*	**15%d**	*10%*	**20%f**	*12%*	**18%h**	*13%*	*11%*	*11%*	*16%*	*14%*	**28%ijkln**	*14%*	*11%*	*17%*
Addressed direct mail from organisations that you don't have a relationship with	545	185	154	115	90	339	205	363	169	64	51	127	104	155	282	65	442
	21%	**37%bcd**	*19%*	*18%*	*14%*	**26%f**	*16%*	**23%h**	*17%*	*20%*	*16%*	*19%*	*16%*	**35%ijkln**	*17%*	*20%*	*21%*
Invitations, greetings cards and postcards	263	114	55	61	34	169	94	234	29	20	17	49	62	107	129	20	239
	10%	**23%bcd**	*7%*	**9%d**	*5%*	**13%f**	*7%*	**15%h**	*3%*	*6%*	*5%*	*7%*	*10%*	**24%ijkln**	*8%*	*6%*	**11%o**
Personal letters (e.g. from a friend)	261	113	43	64	42	155	105	229	31	24	17	50	62	102	129	24	235
	10%	**22%bcd**	*5%*	**10%b**	*6%*	**12%f**	*8%*	**14%h**	*3%*	*7%*	*5%*	*7%*	*10%*	**23%ijkln**	*8%*	*7%*	*11%*
Letters from organisations that you have a relationship with	309	118	73	71	47	192	118	242	64	32	24	57	66	121	147	33	269
	12%	**24%bcd**	*9%*	*11%*	*7%*	**15%f**	*9%*	**15%h**	*6%*	*10%*	*8%*	*8%*	*10%*	**27%ijkln**	*9%*	*10%*	*13%*
Catalogues and brochures	454	147	125	106	76	272	183	298	147	42	44	113	109	117	266	43	386
	17%	**29%bcd**	*15%*	*16%*	*12%*	**21%f**	*14%*	**19%h**	*15%*	*13%*	*14%*	*17%*	*17%*	**26%ijkln**	*16%*	*13%*	*18%*
Magazines you subscribe to	246	117	52	53	23	169	77	213	30	12	21	56	50	103	127	12	232
	9%	**23%bcd**	*6%*	**8%d**	*4%*	**13%f**	*6%*	**13%h**	*3%*	*4%*	*7%*	**8%i**	*8%*	**23%ijkln**	*8%*	*4%*	**11%o**
Smaller parcels - that fit through a letterbox	591	184	183	114	110	366	224	420	167	46	60	158	153	145	370	46	526
	23%	**37%bcd**	*23%*	*18%*	*17%*	**28%f**	*17%*	**27%h**	*17%*	*14%*	*19%*	**23%i**	**24%i**	**33%ijkln**	**23%i**	*14%*	**25%o**
Larger parcels - that do not fit through a letterbox	620	191	185	129	115	376	244	438	174	53	52	157	159	168	368	53	549
	24%	**38%bcd**	*23%*	*20%*	*18%*	**29%f**	*19%*	**28%h**	*18%*	*16%*	*16%*	*23%*	**25%ij**	**38%ijkln**	*22%*	*16%*	**26%o**
Items requiring a signature	381	122	99	93	67	220	160	311	68	34	33	95	86	126	215	34	342
	15%	**24%bcd**	*12%*	*14%*	*10%*	**17%f**	*12%*	**20%h**	*7%*	*10%*	*10%*	*14%*	*13%*	**28%ijkln**	*13%*	*10%*	**16%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Bills, invoices and statements	**269**	242	26	18	234	17	11	6	7	16	19	18	28	16	59	50	22	1	16
	10%	*11%*	*7%*	**16%b**	*11%*	*8%*	*9%*	*8%*	*6%*	*5%*	*9%*	*9%*	**12%l**	*7%*	**18%himqr**	**14%l**	*10%*	*4%*	*8%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**425**	353	72	28	358	36	19	12	13	44	35	29	39	21	82	55	38	4	33
	16%	*16%*	*21%*	**24%a**	*16%*	*16%*	*16%*	*16%*	*12%*	*15%*	*17%*	*15%*	**17%m**	*9%*	**24%hm**	*16%*	**17%m**	*11%*	**17%m**
Addressed direct mail from organisations that you don't have a relationship with	**545**	458	86	27	455	51	21	17	27	69	50	36	36	33	109	55	40	2	49
	21%	*20%*	*25%*	*24%*	*21%*	*22%*	*17%*	*24%*	**25%mq**	**23%q**	**23%mq**	*19%*	*16%*	*14%*	**32%klmopq**	*16%*	*18%*	*7%*	**25%lmoq**
Invitations, greetings cards and postcards	**263**	242	21	10	232	15	11	5	11	26	26	16	23	6	81	30	14	2	14
	10%	**11%b**	*6%*	*8%*	*11%*	*7%*	*9%*	*7%*	**10%m**	**9%m**	**12%m**	**8%m**	**10%m**	*2%*	**24%hijklmopqr**	**9%m**	*6%*	*5%*	**7%m**
Personal letters (e.g. from a friend)	**261**	242	18	6	231	18	8	4	8	26	21	9	20	6	93	35	13	2	15
	10%	**11%b**	*5%*	*5%*	**11%q**	*8%*	*6%*	*6%*	**8%m**	**9%m**	**10%m**	*5%*	**9%m**	*3%*	**28%hijklmopqr**	**10%m**	*6%*	*6%*	**8%m**
Letters from organisations that you have a relationship with	**309**	287	22	11	269	22	10	8	11	26	24	21	32	13	80	42	18	2	20
	12%	**13%b**	*6%*	*10%*	*12%*	*10%*	*8%*	*11%*	*10%*	*9%*	*12%*	*11%*	**14%m**	*6%*	**24%hijkmopqr**	*12%*	*8%*	*7%*	*10%*
Catalogues and brochures	**454**	385	69	28	372	40	24	17	18	46	35	25	29	29	92	66	33	4	36
	17%	*17%*	*20%*	*24%*	*17%*	*18%*	*20%*	**24%d**	*16%*	*16%*	*16%*	*13%*	*13%*	*12%*	**27%hijklmpq**	*19%*	*15%*	*12%*	*19%*
Magazines you subscribe to	**246**	224	22	10	222	10	9	5	11	19	19	14	12	7	81	35	24	3	8
	9%	*10%*	*6%*	*9%*	**10%e**	*4%*	*7%*	*7%*	**10%mr**	*7%*	**9%m**	*7%*	*5%*	*3%*	**24%hijklmopqr**	**10%mr**	**11%mr**	*7%*	*4%*
Smaller parcels - that fit through a letterbox	**591**	523	68	25	495	52	25	18	27	66	49	20	50	27	127	79	50	6	46
	23%	*23%*	*20%*	*22%*	*23%*	*23%*	*20%*	*25%*	**25%km**	**23%km**	**23%km**	*10%*	**22%km**	*11%*	**38%hijklmopqr**	**23%km**	**23%km**	*17%*	**24%km**
Larger parcels - that do not fit through a letterbox	**620**	541	79	35	517	53	29	21	30	70	54	34	50	22	126	87	44	5	48
	24%	*24%*	*23%*	*30%*	*24%*	*23%*	*23%*	*29%*	**27%m**	**24%m**	**25%m**	**18%m**	**22%m**	*9%*	**37%ijklmopqr**	**25%m**	**20%m**	*14%*	**25%m**
Items requiring a signature	**381**	335	46	24	328	28	16	9	19	38	39	24	36	14	80	44	31	2	25
	15%	*15%*	*13%*	*21%*	*15%*	*12%*	*13%*	*13%*	**18%m**	*13%*	**19%m**	*12%*	**16%m**	*6%*	**24%klmoqr**	*13%*	**14%m**	*7%*	**13%m**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Bills, invoices and statements	269	143	93	13	15	5	236	19	140	101	18	8	1	241	9
	10%	**16%bcdg**	**9%c**	*3%*	**8%c**	*6%*	**13%c**	**7%c**	**16%ijkln**	**10%j**	*4%*	*5%*	*2%*	**13%jkn**	*4%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	425	232	129	28	22	13	360	36	194	173	35	16	7	367	23
	16%	**26%bcdfg**	**13%c**	*7%*	*12%*	**17%c**	**19%bc**	**14%c**	**22%jkn**	**17%j**	*7%*	*11%*	*13%*	**19%jn**	*11%*
Addressed direct mail from organisations that you don't have a relationship with	545	243	196	60	34	11	439	45	227	209	69	24	15	436	39
	21%	**27%bceg**	*20%*	*14%*	*19%*	*14%*	**23%c**	*17%*	**25%j**	**21%j**	*14%*	*16%*	*26%*	**23%j**	*19%*
Invitations, greetings cards and postcards	263	122	100	20	10	10	223	20	104	117	32	7	4	221	11
	10%	**14%cdg**	**10%c**	*5%*	*5%*	**12%c**	**12%cd**	*7%*	**12%jn**	**12%jn**	*7%*	*5%*	*7%*	**12%jn**	*5%*
Personal letters (e.g. from a friend)	261	129	95	23	9	4	224	14	104	110	34	9	4	214	13
	10%	**14%bcdg**	*10%*	*5%*	*5%*	*6%*	**12%cdg**	*5%*	**12%j**	*11%*	*7%*	*6%*	*6%*	**11%j**	*6%*
Letters from organisations that you have a relationship with	309	150	119	15	14	11	269	25	127	134	31	11	6	260	18
	12%	**17%bcdg**	**12%c**	*4%*	*8%*	**14%c**	**14%c**	**10%c**	**14%j**	**13%j**	*7%*	*8%*	*10%*	**14%j**	*9%*
Catalogues and brochures	454	197	186	37	19	14	383	34	193	176	57	18	10	369	28
	17%	**22%cdg**	**19%cd**	*9%*	*10%*	**18%c**	**20%cdg**	*13%*	**22%j**	**18%j**	*12%*	*12%*	*18%*	**20%j**	*14%*
Magazines you subscribe to	246	121	86	27	8	3	207	11	101	98	34	9	4	199	13
	9%	**14%bcdg**	*9%*	*6%*	*4%*	*4%*	**11%cdg**	*4%*	*11%*	*10%*	*7%*	*6%*	*6%*	*11%*	*6%*
Smaller parcels - that fit through a letterbox	591	246	238	63	36	8	484	44	264	244	50	27	5	509	32
	23%	**28%ceg**	**24%ce**	*15%*	*20%*	*10%*	**26%ceg**	*17%*	**30%jkln**	**25%jln**	*10%*	*18%*	*9%*	**27%jln**	*16%*
Larger parcels - that do not fit through a letterbox	620	254	246	66	42	10	500	52	285	240	60	28	6	526	34
	24%	**28%ceg**	**25%c**	*15%*	*23%*	*13%*	**27%ce**	*20%*	**32%ijkln**	**24%j**	*12%*	*19%*	*10%*	**28%jln**	*16%*
Items requiring a signature	381	174	144	34	24	5	318	29	189	145	34	8	5	334	13
	15%	**19%bceg**	**15%c**	*8%*	*13%*	*6%*	**17%ce**	*11%*	**21%ijkn**	**15%jkn**	*7%*	*5%*	*9%*	**18%jkn**	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	2607	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	1369	98	1248	23	412	857	102	1334	20	8	3	1361	6
Bills, invoices and statements	269	51	212	6	113	126	29	254	11	2	-	268	1
	10%	**28%b**	*9%*	*13%*	**15%e**	*8%*	**17%e**	*10%*	*28%*	*20%*	-	*10%*	*4%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	425	60	360	6	165	230	31	414	8	3	-	425	1
	16%	**33%b**	*15%*	*13%*	**22%e**	*14%*	*18%*	*16%*	*19%*	*28%*	-	*16%*	*4%*
Addressed direct mail from organisations that you don't have a relationship with	545	73	471	1	211	294	39	529	12	3	-	544	1
	21%	**40%b**	*20%*	*3%*	**28%e**	*18%*	*23%*	*21%*	*29%*	*27%*	-	*21%*	*4%*
Invitations, greetings cards and postcards	263	59	197	8	109	129	25	243	17	2	-	263	1
	10%	**32%b**	*8%*	*18%*	**14%e**	*8%*	**14%e**	*10%*	*43%*	*16%*	-	*10%*	*4%*
Personal letters (e.g. from a friend)	261	54	200	6	84	150	27	246	12	2	-	260	1
	10%	**30%b**	*8%*	*15%*	*11%*	*9%*	**16%e**	*10%*	*30%*	*16%*	-	*10%*	*4%*
Letters from organisations that you have a relationship with	309	59	243	8	116	167	26	294	13	2	-	309	1
	12%	**32%b**	*10%*	*19%*	**15%e**	*10%*	*15%*	*12%*	*33%*	*16%*	-	*12%*	*4%*
Catalogues and brochures	454	70	376	8	171	257	26	441	13	-	-	454	1
	17%	**38%b**	*16%*	*18%*	**22%e**	*15%*	*15%*	*17%*	*33%*	-	-	*18%*	*4%*
Magazines you subscribe to	246	48	188	10	100	128	18	236	8	1	-	245	1
	9%	**26%b**	*8%*	*23%*	**13%e**	*8%*	*11%*	*9%*	*21%*	*11%*	-	*9%*	*4%*
Smaller parcels - that fit through a letterbox	591	78	499	14	225	334	32	579	12	-	-	590	1
	23%	**42%b**	*21%*	*33%*	**30%ef**	*20%*	*19%*	*23%*	*29%*	-	-	*23%*	*4%*
Larger parcels - that do not fit through a letterbox	620	84	523	12	236	340	44	604	12	3	*	619	1
	24%	**46%b**	*22%*	*29%*	**31%e**	*20%*	*26%*	*24%*	*31%*	*27%*	*2%*	*24%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Items requiring a signature	**381**	64	306	11	140	212	28	366	14	*	*	380	1
	15%	**35%b**	*13%*	*26%*	**18%e**	*13%*	*17%*	*14%*	*34%*	*	*2%*	*15%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Bills, invoices and statements	**269**	72	58	104	35	25	-	46	-	58	-	62	-	42	-	35	-
	10%	*8%*	*13%*	*12%*	*8%*	*6%*	-	*10%*	-	**13%e**	-	**14%eo**	-	*10%*	-	*8%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**425**	110	92	151	73	48	-	62	-	92	-	80	-	71	-	73	-
	16%	*13%*	**20%a**	**18%a**	*18%*	*11%*	-	*14%*	-	**20%e**	-	**18%e**	-	*17%*	-	**18%e**	-
Addressed direct mail from organisations that you don't have a relationship with	**545**	182	112	173	77	77	-	106	-	112	-	80	-	93	-	77	-
	21%	*21%*	*24%*	*20%*	*19%*	*18%*	-	*24%*	-	*24%*	-	*18%*	-	*22%*	-	*19%*	-
Invitations, greetings cards and postcards	**263**	74	61	82	47	28	-	46	-	61	-	45	-	37	-	47	-
	10%	*8%*	**13%a**	*10%*	*11%*	*6%*	-	*10%*	-	**13%e**	-	*10%*	-	*9%*	-	*11%*	-
Personal letters (e.g. from a friend)	**261**	72	56	95	38	34	-	38	-	56	-	48	-	47	-	38	-
	10%	*8%*	*12%*	*11%*	*9%*	*8%*	-	*8%*	-	*12%*	-	*11%*	-	*11%*	-	*9%*	-
Letters from organisations that you have a relationship with	**309**	98	65	100	47	34	-	64	-	65	-	52	-	48	-	47	-
	12%	*11%*	*14%*	*12%*	*11%*	*8%*	-	**15%e**	-	**14%e**	-	*12%*	-	*11%*	-	*11%*	-
Catalogues and brochures	**454**	149	92	150	63	57	-	92	-	92	-	73	-	76	-	63	-
	17%	*17%*	*20%*	*17%*	*15%*	*13%*	-	**21%e**	-	*20%*	-	*17%*	-	*18%*	-	*15%*	-
Magazines you subscribe to	**246**	74	45	88	40	27	-	47	-	45	-	54	-	34	-	40	-
	9%	*8%*	*10%*	*10%*	*10%*	*6%*	-	*11%*	-	*10%*	-	**12%e**	-	*8%*	-	*10%*	-
Smaller parcels - that fit through a letterbox	**591**	226	99	199	66	107	-	119	-	99	-	97	-	102	-	66	-
	23%	**26%d**	*21%*	**23%d**	*16%*	**25%o**	-	**27%o**	-	*21%*	-	*22%*	-	**24%o**	-	*16%*	-
Larger parcels - that do not fit through a letterbox	**620**	241	104	206	69	107	-	134	-	104	-	104	-	101	-	69	-
	24%	**28%d**	*23%*	**24%d**	*17%*	**25%o**	-	**30%o**	-	*23%*	-	*24%*	-	*24%*	-	*17%*	-
Items requiring a signature	**381**	132	71	129	49	58	-	74	-	71	-	72	-	57	-	49	-
	15%	*15%*	*15%*	*15%*	*12%*	*14%*	-	*17%*	-	*15%*	-	*17%*	-	*13%*	-	*12%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Bills, invoices and statements	**1388**	-	1388	688	696	157	162	307	205	243	164	150	319	512	557	314	1243	130	1362
	53%	-	*53%*	*54%*	*52%*	*43%*	**57%e**	**57%e**	**54%e**	**53%e**	*51%*	**56%e**	*49%*	*56%*	*53%*	*53%*	*53%*	*54%*	*53%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1425**	-	1425	710	714	157	166	306	200	258	186	152	322	506	596	338	1307	104	1368
	55%	-	*55%*	*56%*	*54%*	*43%*	**58%e**	**57%e**	*53%*	**56%e**	**58%e**	**57%e**	*50%*	*55%*	**57%l**	*58%*	**56%q**	*44%*	*53%*
Addressed direct mail from organisations that you don't have a relationship with	**1350**	-	1350	666	683	163	168	288	196	241	164	130	331	484	536	294	1232	103	1343
	52%	-	*52%*	*52%*	*51%*	*45%*	**59%e**	*53%*	*52%*	*53%*	*51%*	*49%*	*51%*	*53%*	*51%*	*50%*	*53%*	*43%*	*52%*
Invitations, greetings cards and postcards	**1571**	-	1571	757	814	169	159	320	217	293	230	183	328	537	705	412	1426	127	1528
	60%	-	*60%*	*59%*	*61%*	*47%*	*56%*	**59%e**	**58%e**	**64%e**	**72%efgh**	**68%ef**	*51%*	**59%l**	**68%lm**	**70%lm**	*61%*	*53%*	*59%*
Personal letters (e.g. from a friend)	**1549**	-	1549	771	779	182	178	306	223	286	208	167	360	529	660	375	1412	119	1519
	59%	-	*59%*	*60%*	*59%*	*50%*	**62%e**	*57%*	*59%*	**63%e**	**65%e**	**62%e**	*56%*	*58%*	**63%l**	**64%l**	**60%q**	*50%*	*59%*
Letters from organisations that you have a relationship with	**1587**	-	1587	777	809	195	174	327	229	305	192	166	368	556	663	358	1440	127	1572
	61%	-	*61%*	*61%*	*61%*	*54%*	*61%*	*61%*	*61%*	**67%e**	*60%*	*62%*	*57%*	*61%*	*64%*	*61%*	*61%*	*53%*	*61%*
Catalogues and brochures	**1346**	-	1346	668	678	166	159	290	190	227	174	141	325	480	542	315	1212	116	1290
	52%	-	*52%*	*52%*	*51%*	*46%*	*56%*	*54%*	*50%*	*50%*	*54%*	*53%*	*50%*	*52%*	*52%*	*54%*	*52%*	*49%*	*50%*
Magazines you subscribe to	**1648**	-	1648	798	848	201	182	323	235	311	212	184	383	558	706	395	1505	125	1647
	63%	-	*63%*	*63%*	*64%*	*56%*	*64%*	*60%*	*63%*	**68%eg**	*66%*	**69%e**	*59%*	*61%*	**68%lm**	**67%l**	**64%q**	*52%*	*64%*
Smaller parcels - that fit through a letterbox	**1604**	-	1604	803	799	157	166	346	234	293	221	189	323	579	702	409	1450	136	1614
	62%	-	*62%*	*63%*	*60%*	*43%*	**58%e**	**64%e**	**62%e**	**64%e**	**69%ef**	**71%ef**	*50%*	**63%l**	**67%l**	**70%l**	*62%*	*57%*	*63%*
Larger parcels - that do not fit through a letterbox	**1553**	-	1553	770	781	155	167	313	240	292	208	178	321	553	679	387	1406	130	1566
	60%	-	*60%*	*60%*	*59%*	*43%*	**58%e**	**58%e**	**64%e**	**64%e**	**65%e**	**67%e**	*50%*	**60%l**	**65%l**	**66%l**	*60%*	*54%*	*61%*
Items requiring a signature	**1685**	-	1685	821	862	188	178	356	260	324	208	171	366	616	703	379	1536	130	1704
	65%	-	*65%*	*64%*	*65%*	*52%*	*62%*	**66%e**	**69%e**	**71%e**	**65%e**	**64%e**	*57%*	**67%l**	**67%l**	**65%l**	**65%q**	*54%*	*66%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Bills, invoices and statements	**1388**	212	460	355	361	672	715	833	538	192	167	361	370	191	898	192	1096
	53%	*42%*	**57%a**	**55%a**	**56%a**	*51%*	*55%*	*53%*	*54%*	**59%m**	*53%*	**53%m**	**57%m**	*43%*	**55%m**	*58%*	*52%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1425**	209	478	343	395	687	738	823	581	187	179	388	361	202	929	187	1144
	55%	*42%*	**59%a**	**53%a**	**61%ac**	*52%*	*57%*	*52%*	**59%g**	**57%m**	**57%m**	**57%m**	**56%m**	*45%*	**56%m**	*56%*	*54%*
Addressed direct mail from organisations that you don't have a relationship with	**1350**	207	440	342	362	646	704	803	532	160	182	359	358	192	898	160	1103
	52%	*41%*	**54%a**	**53%a**	**56%a**	*49%*	*54%*	*51%*	*54%*	*49%*	**57%m**	**53%m**	**55%m**	*43%*	**55%m**	*48%*	*52%*
Invitations, greetings cards and postcards	**1571**	257	512	387	415	769	802	880	664	211	196	405	391	237	991	214	1241
	60%	*51%*	**63%a**	**60%a**	**64%a**	*59%*	*62%*	*56%*	**67%g**	**64%m**	*62%*	*59%*	*60%*	*53%*	*60%*	*64%*	*59%*
Personal letters (e.g. from a friend)	**1549**	254	507	390	398	761	788	886	634	209	179	416	385	235	979	209	1229
	59%	*51%*	**63%a**	**60%a**	**61%a**	*58%*	*61%*	*56%*	**64%g**	**64%m**	*56%*	*61%*	*60%*	*53%*	*60%*	*63%*	*58%*
Letters from organisations that you have a relationship with	**1587**	262	504	397	425	766	822	933	629	202	198	423	401	227	1022	202	1268
	61%	*52%*	**62%a**	**61%a**	**66%a**	*58%*	*63%*	*59%*	*64%*	**62%m**	**62%m**	**62%m**	**62%m**	*51%*	**62%m**	*61%*	*60%*
Catalogues and brochures	**1346**	230	441	332	343	672	675	799	529	179	169	349	333	216	851	179	1082
	52%	*46%*	**54%a**	*51%*	*53%*	*51%*	*52%*	*51%*	*53%*	*55%*	*53%*	*51%*	*52%*	*49%*	*52%*	*54%*	*51%*
Magazines you subscribe to	**1648**	268	569	384	428	837	811	953	673	221	214	426	418	233	1059	222	1314
	63%	*53%*	**70%ac**	*59%*	**66%a**	*64%*	*63%*	*60%*	**68%g**	**68%m**	**68%m**	**63%m**	**65%m**	*52%*	**64%m**	*67%*	*62%*
Smaller parcels - that fit through a letterbox	**1604**	252	514	418	421	766	838	912	666	212	201	416	405	241	1021	213	1280
	62%	*50%*	**63%a**	**65%a**	**65%a**	*58%*	**65%e**	*58%*	**67%g**	**65%m**	*63%*	*61%*	*63%*	*54%*	**62%m**	*64%*	*60%*
Larger parcels - that do not fit through a letterbox	**1553**	239	500	394	420	739	814	897	631	199	197	414	391	218	1001	200	1235
	60%	*48%*	**62%a**	**61%a**	**65%a**	*56%*	**63%e**	*57%*	**64%g**	**61%m**	**62%m**	**61%m**	**61%m**	*49%*	**61%m**	*60%*	*58%*
Items requiring a signature	**1685**	288	554	414	429	842	843	1001	660	199	215	433	445	261	1093	200	1375
	65%	*57%*	**68%a**	*64%*	**66%a**	*64%*	*65%*	*63%*	*67%*	*61%*	*68%*	*63%*	**69%m**	*59%*	**66%m**	*60%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Bills, invoices and statements	**1388** *53%*	1204 *53%*	184 *53%*	58 *50%*	1169 **54%g**	118 *51%*	68 *54%*	33 *45%*	53 *49%*	167 *57%*	121 *57%*	99 *51%*	129 *57%*	141 *58%*	164 *49%*	177 *51%*	117 *54%*	23 **67%hnr**	94 *49%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1425** *55%*	1251 *55%*	173 *50%*	64 *55%*	1213 **56%fg**	120 *52%*	59 *47%*	33 *45%*	69 **63%pr**	151 *51%*	124 *58%*	109 *56%*	124 *55%*	143 *59%*	174 *52%*	214 **62%p**	105 *48%*	21 *61%*	99 *51%*
Addressed direct mail from organisations that you don't have a relationship with	**1350** *52%*	1172 *52%*	178 *51%*	61 *52%*	1139 **52%g**	115 *50%*	64 *51%*	32 *44%*	52 *48%*	146 *50%*	116 *55%*	102 *52%*	121 *53%*	133 *55%*	161 *48%*	194 *56%*	115 *53%*	23 **66%hnr**	93 *48%*
Invitations, greetings cards and postcards	**1571** *60%*	1341 *59%*	230 *66%*	66 *57%*	1325 *61%*	130 *57%*	76 *61%*	39 *54%*	62 *57%*	179 *61%*	136 *64%*	122 *63%*	128 *57%*	174 **72%hlnr**	182 *54%*	210 *61%*	132 *61%*	24 **71%nr**	105 *54%*
Personal letters (e.g. from a friend)	**1549** *59%*	1323 *59%*	226 *65%*	75 *65%*	1306 **60%g**	136 **59%g**	73 **58%g**	35 *48%*	61 *56%*	179 **61%n**	136 **64%n**	117 *60%*	144 **64%n**	161 **67%n**	161 *48%*	216 **62%n**	130 *60%*	23 **68%n**	113 *58%*
Letters from organisations that you have a relationship with	**1587** *61%*	1371 *61%*	216 *62%*	65 *56%*	1327 **61%g**	147 **64%g**	75 *60%*	39 *53%*	65 *60%*	177 *60%*	132 *62%*	116 *60%*	139 *61%*	154 *64%*	195 *58%*	221 *64%*	129 *59%*	26 **75%n**	121 *62%*
Catalogues and brochures	**1346** *52%*	1194 **53%b**	153 *44%*	56 *48%*	1149 **53%g**	111 **48%g**	59 *47%*	28 *38%*	51 *47%*	148 *51%*	120 *57%*	104 *54%*	134 **59%r**	136 *56%*	167 *50%*	177 *51%*	110 *50%*	21 *62%*	89 *46%*
Magazines you subscribe to	**1648** *63%*	1422 *63%*	226 *65%*	74 *64%*	1376 **63%g**	150 **66%g**	81 *65%*	41 *55%*	60 *55%*	183 *62%*	149 **70%hnp**	127 *65%*	142 *63%*	169 **70%hnp**	194 *58%*	227 *65%*	123 *56%*	23 *65%*	128 *66%*
Smaller parcels - that fit through a letterbox	**1604** *62%*	1376 *61%*	228 *65%*	75 *64%*	1346 *62%*	139 *61%*	77 *62%*	42 *57%*	62 *57%*	188 **64%n**	136 **64%n**	133 **68%np**	141 *62%*	171 **71%hnpr**	173 *51%*	222 **64%n**	120 *55%*	25 **71%n**	115 *59%*
Larger parcels - that do not fit through a letterbox	**1553** *60%*	1336 *59%*	217 *62%*	66 *57%*	1306 **60%g**	135 *59%*	74 *59%*	38 *52%*	63 *58%*	183 *62%*	128 *60%*	118 *61%*	131 *58%*	170 **70%hlnr**	179 *53%*	201 *58%*	134 *61%*	23 *66%*	112 *58%*
Items requiring a signature	**1685** *65%*	1456 *64%*	229 *66%*	68 *58%*	1409 *65%*	150 *66%*	80 *64%*	45 *62%*	71 *65%*	197 *67%*	141 *66%*	125 *64%*	138 *61%*	166 *69%*	214 *63%*	225 *65%*	131 *60%*	24 *70%*	126 *65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Bills, invoices and statements	1388	442	507	305	75	31	949	107	415	533	306	81	28	948	109
	53%	50%	51%dg	71%abdefg	41%	40%	50%g	41%	47%	54%h	64%him	55%	48%	50%	53%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1425	438	558	280	88	33	997	120	464	518	324	69	23	982	92
	55%	49%	57%aeg	65%abdefg	47%	41%	53%	46%	52%	52%	67%hiklmn	47%	40%	52%	45%
Addressed direct mail from organisations that you don't have a relationship with	1350	429	505	258	88	43	934	131	439	491	299	69	26	930	95
	52%	48%	51%	60%abdfg	48%	54%	50%	50%	49%	49%	62%hiklmn	47%	44%	49%	46%
Invitations, greetings cards and postcards	1571	557	586	276	87	39	1143	126	534	587	326	68	31	1120	99
	60%	63%dg	59%dg	64%deg	47%	49%	61%dg	48%	60%kn	59%kn	68%hikmn	47%	53%	59%kn	48%
Personal letters (e.g. from a friend)	1549	527	575	297	83	41	1102	124	513	581	329	73	30	1094	103
	59%	59%dg	58%dg	69%abdefg	45%	52%	59%dg	47%	58%	58%	68%hiklmn	50%	51%	58%	50%
Letters from organisations that you have a relationship with	1587	532	588	297	103	41	1120	145	541	587	327	77	33	1128	110
	61%	60%	59%	69%abdefg	56%	52%	60%	55%	61%	59%	68%ikmn	53%	56%	60%	54%
Catalogues and brochures	1346	424	492	293	79	35	917	113	424	497	312	66	25	921	91
	52%	48%	50%	68%abdefg	43%	44%	49%	43%	48%	50%	65%hiklmn	45%	43%	49%	44%
Magazines you subscribe to	1648	533	631	305	104	49	1164	153	541	621	334	93	36	1162	129
	63%	60%	64%	71%adfg	56%	62%	62%	58%	61%	62%	69%hm	64%	62%	62%	63%
Smaller parcels - that fit through a letterbox	1604	534	596	305	96	49	1130	145	511	602	350	80	39	1113	119
	62%	60%	60%	71%abdfg	52%	62%	60%	55%	57%	60%	73%hikmn	54%	67%	59%	58%
Larger parcels - that do not fit through a letterbox	1553	515	578	296	96	44	1093	141	490	591	333	79	38	1081	117
	60%	58%	58%	69%abdfg	52%	56%	58%	53%	55%	59%	69%hikmn	54%	66%	57%	57%
Items requiring a signature	1685	552	649	309	102	50	1201	153	536	647	342	101	37	1184	137
	65%	62%	66%d	72%adfg	55%	64%	64%	58%	60%	65%	71%hm	69%	63%	63%	67%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Bills, invoices and statements	**1388**	76	1295	16	357	943	87	1353	13	6	4	1372	11
	53%	*42%*	**54%a**	*38%*	*47%*	**56%d**	*50%*	*53%*	*33%*	*48%*	*98%*	*53%*	*73%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1425**	74	1330	20	374	954	96	1385	19	5	4	1409	11
	55%	*41%*	**56%a**	*48%*	*49%*	**57%d**	*56%*	*55%*	*47%*	*42%*	*98%*	*54%*	*76%*
Addressed direct mail from organisations that you don't have a relationship with	**1350**	68	1264	19	351	919	80	1315	13	7	4	1335	12
	52%	*37%*	**53%a**	*44%*	*46%*	**55%d**	*46%*	*52%*	*33%*	*57%*	*79%*	*52%*	*80%*
Invitations, greetings cards and postcards	**1571**	85	1462	23	409	1059	103	1538	11	5	4	1554	12
	60%	*47%*	**61%a**	*54%*	*54%*	**63%d**	*59%*	*61%*	*27%*	*46%*	*98%*	*60%*	*80%*
Personal letters (e.g. from a friend)	**1549**	86	1444	19	414	1039	96	1515	13	5	4	1533	12
	59%	*47%*	**61%a**	*45%*	*55%*	**62%d**	*56%*	*60%*	*33%*	*47%*	*98%*	*59%*	*77%*
Letters from organisations that you have a relationship with	**1587**	88	1475	24	441	1045	101	1544	19	8	4	1571	12
	61%	*48%*	**62%a**	*56%*	*58%*	*62%*	*59%*	*61%*	*48%*	*64%*	*98%*	*61%*	*80%*
Catalogues and brochures	**1346**	71	1252	23	366	893	87	1306	15	9	4	1330	12
	52%	*39%*	**53%a**	*54%*	*48%*	*53%*	*51%*	*51%*	*38%*	*75%*	*98%*	*51%*	*80%*
Magazines you subscribe to	**1648**	86	1546	16	447	1102	99	1604	19	8	4	1631	12
	63%	*47%*	**65%a**	*38%*	*59%*	**66%d**	*57%*	*63%*	*47%*	*72%*	*98%*	*63%*	*80%*
Smaller parcels - that fit through a letterbox	**1604**	77	1507	20	401	1094	109	1560	18	10	5	1588	12
	62%	*42%*	**63%a**	*46%*	*53%*	**65%d**	*63%*	*62%*	*44%*	*83%*	*100%*	*61%*	*80%*
Larger parcels - that do not fit through a letterbox	**1553**	67	1473	13	376	1082	95	1522	11	4	4	1537	12
	60%	*37%*	**62%a**	*31%*	*50%*	**65%d**	*55%*	*60%*	*26%*	*38%*	*98%*	*59%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Items requiring a signature	**1685**	85	1587	13	459	1134	92	1648	14	6	4	1668	12
	65%	*46%*	**67%a**	*30%*	*60%*	**68%df**	*53%*	*65%*	*35%*	*53%*	*98%*	*64%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Bills, invoices and statements	**1388**	491	246	423	227	244	-	247	-	246	-	193	-	231	-	227	-
	53%	**56%c**	*53%*	*49%*	*55%*	**56%k**	-	**56%k**	-	*53%*	-	*45%*	-	**54%k**	-	**55%k**	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1425**	515	260	434	216	254	-	261	-	260	-	203	-	231	-	216	-
	55%	**59%c**	*56%*	*51%*	*52%*	**59%k**	-	**59%k**	-	**56%k**	-	*47%*	-	*54%*	-	*52%*	-
Addressed direct mail from organisations that you don't have a relationship with	**1350**	481	244	415	210	244	-	237	-	244	-	194	-	221	-	210	-
	52%	*55%*	*53%*	*48%*	*51%*	**56%k**	-	*53%*	-	*53%*	-	*45%*	-	*52%*	-	*51%*	-
Invitations, greetings cards and postcards	**1571**	558	271	504	237	279	-	279	-	271	-	240	-	265	-	237	-
	60%	*64%*	*59%*	*59%*	*57%*	*64%*	-	*63%*	-	*59%*	-	*56%*	-	*62%*	-	*57%*	-
Personal letters (e.g. from a friend)	**1549**	549	276	497	227	264	-	285	-	276	-	242	-	255	-	227	-
	59%	*63%*	*60%*	*58%*	*55%*	*61%*	-	**64%o**	-	*60%*	-	*56%*	-	*60%*	-	*55%*	-
Letters from organisations that you have a relationship with	**1587**	553	286	503	245	288	-	266	-	286	-	251	-	252	-	245	-
	61%	*63%*	*62%*	*59%*	*59%*	*67%*	-	*60%*	-	*62%*	-	*58%*	-	*59%*	-	*59%*	-
Catalogues and brochures	**1346**	464	248	432	202	238	-	226	-	248	-	204	-	228	-	202	-
	52%	*53%*	*54%*	*50%*	*49%*	*55%*	-	*51%*	-	*54%*	-	*47%*	-	*53%*	-	*49%*	-
Magazines you subscribe to	**1648**	583	302	508	254	287	-	297	-	302	-	238	-	270	-	254	-
	63%	**67%c**	*66%*	*59%*	*62%*	**66%k**	-	**67%k**	-	**66%k**	-	*55%*	-	*63%*	-	*62%*	-
Smaller parcels - that fit through a letterbox	**1604**	537	300	510	257	273	-	264	-	300	-	253	-	257	-	257	-
	62%	*61%*	*65%*	*59%*	*62%*	*63%*	-	*60%*	-	*65%*	-	*59%*	-	*60%*	-	*62%*	-
Larger parcels - that do not fit through a letterbox	**1553**	511	288	492	262	260	-	251	-	288	-	238	-	254	-	262	-
	60%	*58%*	*62%*	*57%*	*64%*	*60%*	-	*57%*	-	*62%*	-	*55%*	-	*60%*	-	*64%*	-
Items requiring a signature	**1685**	593	303	518	270	294	-	300	-	303	-	249	-	270	-	270	-
	65%	**68%c**	*66%*	*60%*	*66%*	**68%k**	-	**68%k**	-	*66%*	-	*58%*	-	*63%*	-	*66%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 205

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Bills, invoices and statements	**936**	-	936	425	511	104	84	163	138	195	142	109	189	301	446	251	854	75	1005
	36%	-	*36%*	*33%*	**38%c**	*29%*	*29%*	*30%*	*37%*	**43%efg**	**44%efg**	**41%efg**	*29%*	*33%*	**43%lm**	**43%lm**	*36%*	*32%*	*39%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**734**	-	734	315	415	120	65	126	120	156	93	54	185	246	303	147	654	76	798
	28%	-	*28%*	*25%*	**31%c**	**33%fgk**	*23%*	*23%*	**32%gk**	**34%fgk**	*29%*	*20%*	*29%*	*27%*	*29%*	*25%*	*28%*	*32%*	*31%*
Addressed direct mail from organisations that you don't have a relationship with	**650**	-	650	281	367	98	54	116	113	124	84	61	152	229	268	144	574	74	708
	25%	-	*25%*	*22%*	**28%c**	*27%*	*19%*	*21%*	**30%fg**	**27%f**	*26%*	*23%*	*24%*	*25%*	*26%*	*25%*	*24%*	*31%*	*27%*
Invitations, greetings cards and postcards	**747**	-	747	325	418	94	78	118	138	148	89	83	172	256	319	171	673	71	833
	29%	-	*29%*	*26%*	**31%c**	*26%*	*27%*	*22%*	**37%eg**	**32%g**	*28%*	**31%g**	*27%*	*28%*	*31%*	*29%*	*29%*	*29%*	*32%*
Personal letters (e.g. from a friend)	**775**	-	775	330	441	94	72	126	124	155	110	95	166	250	359	205	699	72	859
	30%	-	*30%*	*26%*	**33%c**	*26%*	*25%*	*23%*	**33%g**	**34%g**	**34%g**	**36%g**	*26%*	*27%*	**34%lm**	**35%lm**	*30%*	*30%*	*33%*
Letters from organisations that you have a relationship with	**680**	-	680	272	406	73	54	118	109	127	116	82	127	227	326	198	616	63	734
	26%	-	*26%*	*21%*	**31%c**	*20%*	*19%*	*22%*	**29%f**	**28%f**	**36%efg**	**31%ef**	*20%*	*25%*	**31%lm**	**34%lm**	*26%*	*26%*	*28%*
Catalogues and brochures	**768**	-	768	336	428	82	65	145	133	177	103	62	148	278	343	165	701	63	841
	29%	-	*29%*	*26%*	**32%c**	*23%*	*23%*	*27%*	**35%efk**	**39%efgk**	*32%*	*23%*	*23%*	**30%l**	**33%l**	*28%*	*30%*	*26%*	*33%*
Magazines you subscribe to	**536**	-	536	252	283	81	62	99	85	94	62	52	143	185	209	115	474	58	578
	21%	-	*21%*	*20%*	*21%*	*22%*	*22%*	*18%*	*23%*	*21%*	*19%*	*20%*	*22%*	*20%*	*20%*	*20%*	*20%*	*24%*	*22%*
Smaller parcels - that fit through a letterbox	**389**	-	389	182	208	66	34	70	51	72	53	44	100	121	168	97	345	41	383
	15%	-	*15%*	*14%*	*16%*	*18%*	*12%*	*13%*	*14%*	*16%*	*16%*	*16%*	*16%*	*13%*	*16%*	*16%*	*15%*	*17%*	*15%*
Larger parcels - that do not fit through a letterbox	**408**	-	408	190	218	64	33	74	56	71	55	57	96	129	183	111	373	32	398
	16%	-	*16%*	*15%*	*16%*	*18%*	*11%*	*14%*	*15%*	*16%*	*17%*	**21%f**	*15%*	*14%*	*17%*	*19%*	*16%*	*13%*	*15%*
Items requiring a signature	**491**	-	491	202	290	74	44	78	53	87	78	78	118	130	243	156	439	50	525
	19%	-	*19%*	*16%*	**22%c**	*20%*	*15%*	*14%*	*14%*	*19%*	**24%fgh**	**29%fghi**	*18%*	*14%*	**23%m**	**27%lm**	*19%*	*21%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2580	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	2607	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	1369	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Bills, invoices and statements	936	193	291	222	230	484	452	532	389	107	124	271	213	153	607	111	780
	36%	39%	36%	34%	36%	37%	35%	34%	39%g	33%	39%	40%	33%	35%	37%	34%	37%
Newsletters, leaflets and promotions from organisations that you have a relationship with	734	131	219	204	180	350	384	456	273	99	101	183	189	115	473	103	602
	28%	26%	27%	31%	28%	27%	30%	29%	28%	30%	32%	27%	29%	26%	29%	31%	28%
Addressed direct mail from organisations that you don't have a relationship with	650	93	201	180	175	295	355	382	261	87	82	189	160	93	431	91	531
	25%	19%	25%	28%a	27%a	22%	27%e	24%	26%	27%	26%	28%	25%	21%	26%	27%	25%
Invitations, greetings cards and postcards	747	125	244	191	187	368	379	449	288	92	98	225	189	98	512	93	622
	29%	25%	30%	30%	29%	28%	29%	28%	29%	28%	31%m	33%m	29%	22%	31%m	28%	29%
Personal letters (e.g. from a friend)	775	130	259	189	197	389	386	454	313	90	118	213	196	104	526	95	642
	30%	26%	32%	29%	30%	30%	30%	29%	32%	27%	37%m	31%	30%	24%	32%m	28%	30%
Letters from organisations that you have a relationship with	680	115	225	175	165	340	340	388	283	89	91	195	169	93	455	93	558
	26%	23%	28%	27%	25%	26%	26%	25%	29%	27%	29%	29%m	26%	21%	28%	28%	26%
Catalogues and brochures	768	116	241	206	206	357	411	458	300	95	99	213	199	104	510	99	626
	29%	23%	30%	32%a	32%a	27%	32%	29%	30%	29%	31%	31%	31%	24%	31%m	30%	30%
Magazines you subscribe to	536	87	151	159	140	238	298	334	197	72	63	154	132	88	349	73	440
	21%	17%	19%	25%ab	22%	18%	23%e	21%	20%	22%	20%	23%	20%	20%	21%	22%	21%
Smaller parcels - that fit through a letterbox	389	61	113	111	104	174	215	236	144	64	56	107	81	55	244	68	299
	15%	12%	14%	17%	16%	13%	17%	15%	15%	20%l	18%	16%	13%	12%	15%	20%p	14%
Larger parcels - that do not fit through a letterbox	408	67	122	119	100	190	219	232	171	69	67	108	89	55	264	73	320
	16%	13%	15%	18%	15%	14%	17%	15%	17%	21%lm	21%lm	16%	14%	12%	16%	22%p	15%
Items requiring a signature	491	81	152	132	127	233	258	250	231	86	66	149	100	48	314	86	371
	19%	16%	19%	20%	20%	18%	20%	16%	23%g	26%lmn	21%m	22%lm	15%	11%	19%m	26%p	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 205

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Bills, invoices and statements	**936**	799	137	39	764	92	46	34	48	108	72	78	67	86	111	118	77	10	83
	36%	*35%*	*39%*	*33%*	*35%*	*40%*	*37%*	**46%df**	**44%l**	*37%*	*34%*	*40%*	*30%*	*35%*	*33%*	*34%*	*35%*	*28%*	**42%l**
Newsletters, leaflets and promotions from organisations that you have a relationship with	**734**	634	100	21	588	72	46	28	24	93	53	54	57	75	78	78	75	10	62
	28%	**28%c**	*29%*	*18%*	*27%*	*31%*	**36%d**	**38%d**	*22%*	*32%*	*25%*	*28%*	*25%*	*31%*	*23%*	*23%*	**34%hq**	*28%*	*32%*
Addressed direct mail from organisations that you don't have a relationship with	**650**	573	77	25	535	54	38	23	26	67	41	57	63	74	56	90	61	8	46
	25%	*25%*	*22%*	*22%*	*25%*	*24%*	*30%*	**32%d**	*24%*	*23%*	*19%*	**29%n**	**28%n**	**30%jn**	*17%*	*26%*	**28%n**	*23%*	*24%*
Invitations, greetings cards and postcards	**747**	653	94	38	601	81	38	28	35	86	51	56	69	58	73	105	67	8	72
	29%	*29%*	*27%*	*32%*	*28%*	**35%d**	*30%*	**38%d**	*32%*	*29%*	*24%*	*29%*	*30%*	*24%*	*22%*	*30%*	*31%*	*24%*	**37%jmn**
Personal letters (e.g. from a friend)	**775**	675	100	34	625	74	43	33	39	82	54	68	58	75	82	96	72	8	65
	30%	*30%*	*29%*	*29%*	*29%*	*32%*	*34%*	**45%def**	**36%n**	*28%*	*25%*	*35%*	*25%*	*31%*	*24%*	*28%*	*33%*	*24%*	*34%*
Letters from organisations that you have a relationship with	**680**	573	107	37	557	58	40	26	30	85	54	56	51	73	61	80	67	6	51
	26%	*25%*	*31%*	*32%*	*26%*	*25%*	*32%*	**35%de**	*28%*	**29%n**	*25%*	**29%n**	*22%*	**30%n**	*18%*	*23%*	**31%n**	*18%*	*26%*
Catalogues and brochures	**768**	647	122	32	625	76	40	27	39	87	56	61	58	77	74	100	72	8	68
	29%	*29%*	*35%*	*27%*	*29%*	*33%*	*32%*	**37%d**	**36%n**	*29%*	*26%*	*31%*	*26%*	*32%*	*22%*	*29%*	*33%*	*24%*	**35%n**
Magazines you subscribe to	**536**	460	76	22	440	50	26	21	31	70	33	38	54	48	42	66	58	7	43
	21%	*20%*	*22%*	*19%*	*20%*	*22%*	*21%*	**29%d**	**28%jn**	**24%n**	*15%*	*20%*	**24%n**	*20%*	*12%*	*19%*	**26%jn**	*20%*	**22%n**
Smaller parcels - that fit through a letterbox	**389**	339	51	15	320	35	21	13	18	37	25	42	30	43	34	46	45	3	32
	15%	*15%*	*15%*	*13%*	*15%*	*15%*	*17%*	*18%*	*16%*	*13%*	*12%*	**21%jn**	*13%*	*18%*	*10%*	*13%*	**21%n**	*9%*	*17%*
Larger parcels - that do not fit through a letterbox	**408**	359	49	14	336	37	21	14	14	38	29	40	40	49	30	58	37	6	32
	16%	*16%*	*14%*	*12%*	*15%*	*16%*	*17%*	*19%*	*13%*	*13%*	*14%*	**21%n**	**18%n**	**20%n**	*9%*	*17%*	**17%n**	*17%*	**16%n**
Items requiring a signature	**491**	423	69	23	396	49	27	18	17	49	29	41	47	57	35	71	48	7	42
	19%	*19%*	*20%*	*20%*	*18%*	*22%*	*22%*	**25%d**	*16%*	*17%*	*14%*	**21%n**	**21%n**	**24%jn**	*11%*	**21%n**	**22%n**	*21%*	**22%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Bills, invoices and statements	936	302	387	109	92	41	689	134	332	360	151	58	29	692	86
	36%	**34%c**	**39%c**	*25%*	**50%abcf**	**53%acf**	**37%c**	**51%abcf**	*37%*	*36%*	*31%*	*39%*	**50%j**	*37%*	**42%j**
Newsletters, leaflets and promotions from organisations that you have a relationship with	734	218	295	116	72	30	513	103	228	300	112	61	28	528	89
	28%	*24%*	*30%*	*27%*	**39%acf**	**39%a**	*27%*	**39%abcf**	*26%*	*30%*	*23%*	**42%hijm**	**47%hijm**	*28%*	**43%hijm**
Addressed direct mail from organisations that you don't have a relationship with	650	212	250	105	58	23	462	81	209	268	104	49	15	477	64
	25%	*24%*	*25%*	*24%*	*32%*	*29%*	*25%*	*31%*	*23%*	*27%*	*22%*	**33%j**	*26%*	*25%*	**31%j**
Invitations, greetings cards and postcards	747	207	298	130	79	29	505	109	247	285	117	69	24	532	93
	29%	*23%*	**30%a**	**30%a**	**43%abcf**	**37%a**	*27%*	**41%abcf**	*28%*	*29%*	*24%*	**47%hijm**	**41%j**	*28%*	**46%hijm**
Personal letters (e.g. from a friend)	775	230	314	109	89	31	543	120	268	299	112	64	25	567	89
	30%	*26%*	**32%a**	*25%*	**48%abcf**	**39%ac**	*29%*	**46%abcf**	*30%*	*30%*	*23%*	**44%hijm**	**42%j**	**30%j**	**43%hijm**
Letters from organisations that you have a relationship with	680	204	271	115	64	24	475	87	217	268	113	56	19	485	76
	26%	*23%*	*27%*	*27%*	**34%af**	*30%*	*25%*	**33%af**	*24%*	*27%*	*23%*	**38%hijm**	*33%*	*26%*	**37%hijm**
Catalogues and brochures	768	259	302	99	76	29	561	105	266	309	106	58	23	575	81
	29%	*29%*	**31%c**	*23%*	**41%abcf**	**36%c**	**30%c**	**40%abcf**	**30%j**	**31%j**	*22%*	**40%j**	**39%j**	**30%j**	**39%hjm**
Magazines you subscribe to	536	180	196	74	58	24	376	82	189	211	79	37	17	400	54
	21%	*20%*	*20%*	*17%*	**32%abcf**	**31%c**	*20%*	**31%abcf**	*21%*	*21%*	*16%*	*25%*	*28%*	*21%*	**26%j**
Smaller parcels - that fit through a letterbox	389	108	148	59	50	20	256	70	112	144	72	40	14	256	54
	15%	*12%*	*15%*	*14%*	**27%abcf**	**25%acf**	*14%*	**27%abcf**	*13%*	*14%*	*15%*	**27%hijm**	*24%*	*14%*	**26%hijm**
Larger parcels - that do not fit through a letterbox	408	114	160	64	44	23	274	67	110	157	80	40	14	267	54
	16%	*13%*	*16%*	*15%*	**24%af**	**29%abcf**	*15%*	**25%abcf**	*12%*	*16%*	*17%*	**27%hijm**	**24%h**	*14%*	**26%hijm**
Items requiring a signature	491	147	181	84	56	18	328	74	146	194	92	38	16	340	54
	19%	*17%*	*18%*	*19%*	**30%abcf**	*23%*	*17%*	**28%abcf**	*16%*	*19%*	*19%*	**26%h**	*28%*	*18%*	**27%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Bills, invoices and statements	**936**	55	862	20	288	600	48	915	16	4	*	935	1
	36%	*30%*	*36%*	*46%*	*38%*	*36%*	*28%*	*36%*	*39%*	*33%*	*2%*	*36%*	*7%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**734**	46	673	15	218	481	36	716	14	3	*	733	1
	28%	*25%*	*28%*	*36%*	*29%*	*29%*	*21%*	*28%*	*35%*	*27%*	*2%*	*28%*	*5%*
Addressed direct mail from organisations that you don't have a relationship with	**650**	40	590	20	180	427	43	632	15	2	1	649	-
	25%	*22%*	*25%*	*48%*	*24%*	*26%*	*25%*	*25%*	*38%*	*17%*	*21%*	*25%*	-
Invitations, greetings cards and postcards	**747**	34	702	11	231	480	37	734	9	4	*	747	-
	29%	*19%*	***29%a***	*25%*	*30%*	*29%*	*21%*	*29%*	*21%*	*38%*	*2%*	*29%*	-
Personal letters (e.g. from a friend)	**775**	38	724	14	255	478	42	756	14	4	*	774	1
	30%	*20%*	***30%a***	*32%*	*34%*	*29%*	*24%*	*30%*	*35%*	*38%*	*2%*	*30%*	*3%*
Letters from organisations that you have a relationship with	**680**	32	639	9	196	448	36	672	6	2	*	680	-
	26%	*17%*	***27%a***	*22%*	*26%*	*27%*	*21%*	*27%*	*16%*	*16%*	*2%*	*26%*	-
Catalogues and brochures	**768**	39	718	11	212	510	46	755	10	3	*	768	-
	29%	*22%*	*30%*	*25%*	*28%*	*30%*	*27%*	*30%*	*26%*	*24%*	*2%*	*30%*	-
Magazines you subscribe to	**536**	36	490	10	160	341	35	523	13	1	*	536	-
	21%	*20%*	*21%*	*25%*	*21%*	*20%*	*21%*	*21%*	*32%*	*6%*	*2%*	*21%*	-
Smaller parcels - that fit through a letterbox	**389**	23	359	8	129	235	26	376	11	2	-	389	-
	15%	*13%*	*15%*	*18%*	*17%*	*14%*	*15%*	*15%*	*28%*	*17%*	-	*15%*	-
Larger parcels - that do not fit through a letterbox	**408**	27	366	16	142	239	27	387	17	4	-	408	-
	16%	*15%*	*15%*	*37%*	***19%e***	*14%*	*16%*	*15%*	*43%*	*32%*	-	*16%*	-
Items requiring a signature	**491**	30	444	16	150	308	34	474	13	5	-	491	-
	19%	*17%*	*19%*	*39%*	*20%*	*18%*	*19%*	*19%*	*31%*	*43%*	-	*19%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Bills, invoices and statements	**936**	307	154	326	149	159	-	148	-	154	-	176	-	150	-	149	-
	36%	*35%*	*33%*	*38%*	*36%*	*37%*	-	*33%*	-	*33%*	-	*41%*	-	*35%*	-	*36%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**734**	247	104	267	115	130	-	117	-	104	-	148	-	120	-	115	-
	28%	*28%*	*23%*	**31%b**	*28%*	*30%*	-	*26%*	-	*23%*	-	**34%i**	-	*28%*	-	*28%*	-
Addressed direct mail from organisations that you don't have a relationship with	**650**	202	91	241	116	111	-	91	-	91	-	144	-	98	-	116	-
	25%	*23%*	*20%*	**28%b**	**28%b**	*26%*	-	*21%*	-	*20%*	-	**33%gim**	-	*23%*	-	**28%i**	-
Invitations, greetings cards and postcards	**747**	236	126	262	123	124	-	112	-	126	-	140	-	122	-	123	-
	29%	*27%*	*27%*	*30%*	*30%*	*29%*	-	*25%*	-	*27%*	-	*32%*	-	*29%*	-	*30%*	-
Personal letters (e.g. from a friend)	**775**	251	125	256	142	133	-	118	-	125	-	140	-	116	-	142	-
	30%	*29%*	*27%*	*30%*	*35%*	*31%*	-	*27%*	-	*27%*	-	*32%*	-	*27%*	-	*35%*	-
Letters from organisations that you have a relationship with	**680**	211	107	247	116	104	-	107	-	107	-	126	-	121	-	116	-
	26%	*24%*	*23%*	*29%*	*28%*	*24%*	-	*24%*	-	*23%*	-	*29%*	-	*28%*	-	*28%*	-
Catalogues and brochures	**768**	248	117	265	139	131	-	116	-	117	-	147	-	118	-	139	-
	29%	*28%*	*25%*	*31%*	**34%b**	*30%*	-	*26%*	-	*25%*	-	**34%i**	-	*28%*	-	**34%i**	-
Magazines you subscribe to	**536**	162	93	188	94	94	-	68	-	93	-	96	-	92	-	94	-
	21%	*19%*	*20%*	*22%*	*23%*	*22%*	-	*15%*	-	*20%*	-	*22%*	-	*21%*	-	**23%g**	-
Smaller parcels - that fit through a letterbox	**389**	106	59	141	83	49	-	57	-	59	-	79	-	62	-	83	-
	15%	*12%*	*13%*	*16%*	**20%ab**	*11%*	-	*13%*	-	*13%*	-	**18%e**	-	*15%*	-	**20%egl**	-
Larger parcels - that do not fit through a letterbox	**408**	119	65	150	75	64	-	55	-	65	-	85	-	65	-	75	-
	16%	*14%*	*14%*	*17%*	*18%*	*15%*	-	*12%*	-	*14%*	-	**20%g**	-	*15%*	-	*18%*	-
Items requiring a signature	**491**	140	80	184	87	74	-	67	-	80	-	96	-	88	-	87	-
	19%	*16%*	*17%*	**21%a**	*21%*	*17%*	-	*15%*	-	*17%*	-	*22%*	-	*21%*	-	*21%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2580**	-	2580	1237	1340	298	284	494	349	519	389	247	582	843	1155	636	2418	142	2580
Weighted Base	**2607**	-**	2607	1275	1328	360	286	540	377	456	321	267	646	917	1044	588	2346	239	2580
Effective Base	**1369**	-	1369	652	716	169	163	272	202	270	174	128	329	473	568	301	1264	101	2580
Bills, invoices and statements	**2.61**	-	2.61	**2.68d**	2.55	**2.91ghijk**	**2.82hijk**	**2.77hijk**	**2.57ijk**	2.38	2.33	**2.47j**	**2.87mno**	**2.69no**	2.39	2.40	2.60	**2.69p**	2.52
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.80**	-	2.80	**2.88d**	2.72	**2.75i**	**2.94ehij**	**2.93ehij**	2.69	2.61	**2.73i**	**2.98ehij**	**2.83n**	**2.83n**	2.74	**2.84n**	2.80	2.74	2.75
Addressed direct mail from organisations that you don't have a relationship with	**2.91**	-	2.91	**2.99d**	2.83	2.89	**3.03hi**	**3.01hi**	2.77	2.82	2.83	**3.05hi**	2.95	2.91	2.88	2.93	2.92	2.75	2.84
Invitations, greetings cards and postcards	**2.72**	-	2.72	**2.82d**	2.62	**2.96hijk**	**2.77hi**	**2.93hijk**	2.51	2.58	2.61	2.58	**2.87no**	**2.75no**	2.59	2.60	2.71	2.74	2.63
Personal letters (e.g. from a friend)	**2.67**	-	2.67	**2.80d**	2.54	**2.92hijk**	**2.74hijk**	**2.96hijk**	2.48	2.49	2.48	2.48	**2.84no**	**2.76no**	2.48	2.48	2.66	2.78	2.56
Letters from organisations that you have a relationship with	**2.78**	-	2.78	**2.92d**	2.66	**3.00hijk**	**2.96hijk**	**2.94hijk**	2.70	2.64	2.55	2.63	**2.99mno**	**2.84no**	2.61	2.59	2.78	2.83	2.72
Catalogues and brochures	**2.78**	-	2.78	**2.88d**	2.68	**3.00hij**	**2.90hij**	**2.85hij**	2.64	2.60	2.64	**2.92hij**	**2.95mno**	2.76	2.69	2.77	2.78	2.75	2.72
Magazines you subscribe to	**2.77**	-	2.77	**2.83d**	2.71	2.84	2.79	**2.94hijk**	2.72	2.66	2.66	2.67	**2.82no**	**2.85no**	2.66	2.66	2.77	2.76	2.69
Smaller parcels - that fit through a letterbox	**3.06**	-	3.06	3.08	3.04	**3.23hijk**	**3.19ijk**	**3.11jk**	3.04	2.99	2.91	2.92	**3.21mno**	**3.08no**	2.95	2.91	3.06	3.06	3.05
Larger parcels - that do not fit through a letterbox	**3.07**	-	3.07	3.09	3.05	**3.26hijk**	**3.26hijk**	**3.18ijk**	**3.04k**	**2.98k**	2.94	2.80	**3.26mno**	**3.12no**	2.92	2.88	3.06	3.20	3.06
Items requiring a signature	**2.90**	-	2.90	**3.01d**	2.80	**3.05ijk**	**3.03ijk**	**3.06ijk**	**2.96ijk**	**2.80k**	2.72	2.57	**3.04no**	**3.02no**	2.72	2.65	2.90	2.99	2.84

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2580**	675	777	546	582	1452	1128	1322	1218	298	312	648	675	444	1635	301	2123
Weighted Base	**2607**	501	811	647	648	1312	1295	1577	990	328	317	682	646	444	1645	332	2119
Effective Base	**1369**	261	443	326	340	704	666	737	648	167	183	354	355	208	890	169	1115
Bills, invoices and statements	**2.61**	**2.73bcd**	2.57	2.60	2.57	2.63	2.59	**2.70h**	2.48	**2.62k**	2.52	2.52	**2.63jkn**	**2.82ijkln**	2.56	2.60	2.61
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.80**	**2.99bcd**	**2.79d**	2.73	2.72	**2.87f**	2.72	2.81	2.76	2.71	2.72	**2.81il**	2.73	**2.98ijkln**	2.76	2.69	**2.80o**
Addressed direct mail from organisations that you don't have a relationship with	**2.91**	**3.24bcd**	2.88	2.82	2.78	**3.01f**	2.80	**2.95h**	2.84	2.86	2.86	2.85	2.85	**3.14ijkln**	2.85	2.85	2.91
Invitations, greetings cards and postcards	**2.72**	**2.97bcd**	2.64	2.70	2.63	**2.77f**	2.66	**2.77h**	2.63	2.68	2.62	2.60	2.69	**3.05ijkln**	2.64	2.68	2.72
Personal letters (e.g. from a friend)	**2.67**	**2.92bcd**	2.56	2.67	2.60	2.69	2.64	**2.75h**	2.54	2.65	2.49	2.59	**2.66j**	**3.00ijkln**	2.60	2.64	2.68
Letters from organisations that you have a relationship with	**2.78**	**3.04bcd**	2.72	2.73	2.72	**2.84f**	2.72	**2.85h**	2.68	2.72	2.71	2.70	2.75	**3.10ijkln**	2.72	2.70	2.80
Catalogues and brochures	**2.78**	**3.08bcd**	2.75	2.71	2.66	**2.87f**	2.68	2.82	2.72	2.73	2.72	2.72	2.75	**3.04ijkln**	2.73	2.72	2.79
Magazines you subscribe to	**2.77**	**3.04bcd**	2.75	2.68	2.66	**2.86f**	2.67	**2.83h**	2.67	2.65	2.73	2.72	2.74	**3.02ijkln**	2.73	2.65	2.79
Smaller parcels - that fit through a letterbox	**3.06**	**3.30bcd**	3.06	2.97	2.97	**3.15f**	2.97	**3.11h**	2.99	2.91	2.97	3.02	**3.11i**	**3.26ijkn**	**3.05i**	2.90	**3.10o**
Larger parcels - that do not fit through a letterbox	**3.07**	**3.32bcd**	3.06	2.99	2.98	**3.16f**	2.99	**3.15h**	2.96	2.91	2.88	**3.05j**	**3.11ij**	**3.34ijkln**	**3.04j**	2.90	**3.11o**
Items requiring a signature	**2.90**	**3.10bcd**	2.87	2.86	2.84	**2.96f**	2.85	**3.02h**	2.72	2.73	2.80	2.85	**2.93i**	**3.25ijkln**	**2.87i**	2.73	**2.95o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 206

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2580**	1727	853	369	1261	539	462	318	131	144	143	135	149	140	135	146	138	84	455
Weighted Base	**2607**	2259	349	116*	2180	229	125	73	109	294	212	194	226	242	337	347	217	34*	195
Effective Base	**1369**	1153	225	84	1023	240	210	188	116	127	126	116	129	123	121	123	122	47	195
Bills, invoices and statements	**2.61**	**2.62b**	2.53	**2.77b**	2.63	2.53	2.55	2.42	2.43	2.56	2.60	2.51	**2.70hikmpr**	2.54	**2.79hijkmpr**	**2.74hijkmpr**	2.57	2.74	2.49
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.80**	2.78	2.87	**3.06ab**	2.81	2.76	2.70	2.69	2.81	2.71	**2.85imp**	**2.81p**	**2.82p**	2.72	**2.99ijklmopr**	**2.84imp**	2.65	2.83	2.75
Addressed direct mail from organisations that you don't have a relationship with	**2.91**	2.90	3.00	3.00	2.91	**2.97f**	2.78	2.83	2.99	2.94	**3.07imp**	2.82	2.81	2.74	**3.16klmop**	2.85	2.79	2.82	**3.00m**
Invitations, greetings cards and postcards	**2.72**	2.72	2.69	2.67	**2.74g**	2.62	2.67	2.54	2.66	2.70	**2.82pr**	2.66	2.68	2.67	**3.00hiklmopr**	2.69	2.59	2.80	2.58
Personal letters (e.g. from a friend)	**2.67**	2.67	2.62	2.65	**2.69fg**	**2.64g**	2.50	2.35	2.54	2.66	**2.75kp**	2.53	2.68	2.56	**3.01hiklmopr**	**2.73p**	2.50	**2.89p**	2.61
Letters from organisations that you have a relationship with	**2.78**	**2.80b**	2.66	2.72	**2.79g**	2.78	2.67	2.64	2.73	2.70	2.80	2.74	**2.86m**	2.61	**3.07hijklmopr**	2.81	2.67	**2.91m**	2.76
Catalogues and brochures	**2.78**	2.79	2.75	2.95	2.79	2.73	2.75	2.73	2.69	2.76	2.85	2.68	2.77	2.66	**3.03hiklmpr**	2.80	2.69	2.91	2.70
Magazines you subscribe to	**2.77**	2.78	2.73	2.81	**2.79g**	2.68	2.72	2.55	2.65	2.67	**2.87hlr**	2.75	2.61	2.70	**3.10hiklmopr**	**2.83l**	2.70	2.80	2.66
Smaller parcels - that fit through a letterbox	**3.06**	3.07	3.02	3.10	3.07	3.04	3.01	3.06	**3.06k**	**3.09km**	**3.12km**	2.81	**3.08k**	2.90	**3.32hiklmopr**	**3.09km**	2.95	3.07	**3.03k**
Larger parcels - that do not fit through a letterbox	**3.07**	3.07	3.08	3.25	3.08	3.02	3.05	3.11	**3.22kmp**	**3.14km**	**3.09m**	2.92	**3.05m**	2.83	**3.33jklmopqr**	**3.10m**	2.96	2.92	**3.04m**
Items requiring a signature	**2.90**	2.90	2.90	3.06	**2.92eg**	2.80	2.81	2.78	**2.97m**	2.92	**2.99m**	2.84	2.87	2.74	**3.17iklmopqr**	2.88	2.84	2.77	2.81

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2580	886	979	408	184	87	1865	271	909	993	441	137	64	1902	201
Weighted Base	2607	891	988	430	185	79*	1879	264	889	996	481	146*	58*	1886	205
Effective Base	1369	461	507	227	106	50	969	156	474	507	249	82	38	981	119
Bills, invoices and statements	2.61	2.75bcdefg	2.53deg	2.65bdeg	2.40	2.20	2.64bdeg	2.34	2.69ijkln	2.61ln	2.56ln	2.51l	2.21	2.64jkln	2.43l
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.80	2.99bcdefg	2.73deg	2.67	2.59	2.54	2.85bcdeg	2.58	2.92ijklmn	2.76kln	2.74kln	2.58	2.38	2.84ijkln	2.52
Addressed direct mail from organisations that you don't have a relationship with	2.91	3.02bcdeg	2.88	2.82	2.77	2.69	2.95g	2.75	3.00	2.88	2.86	2.79	2.87	2.94	2.81
Invitations, greetings cards and postcards	2.72	2.88bcdeg	2.69dg	2.61dg	2.35	2.51	2.78cdeg	2.40	2.77kln	2.74kln	2.70kln	2.34	2.42	2.76kln	2.37
Personal letters (e.g. from a friend)	2.67	2.81bdeg	2.62dg	2.67deg	2.30	2.36	2.71deg	2.32	2.70kln	2.67kln	2.73kln	2.41	2.36	2.68kln	2.40
Letters from organisations that you have a relationship with	2.78	2.92bcdg	2.75d	2.67	2.57	2.68	2.83cdg	2.60	2.86kn	2.78kn	2.75	2.58	2.57	2.82kn	2.58
Catalogues and brochures	2.78	2.87dg	2.77dg	2.76dg	2.47	2.62	2.82dg	2.52	2.83kn	2.78n	2.79kn	2.56	2.57	2.80kn	2.56
Magazines you subscribe to	2.77	2.84deg	2.76deg	2.80deg	2.47	2.50	2.80deg	2.48	2.80	2.75	2.81n	2.64	2.58	2.77	2.62
Smaller parcels - that fit through a letterbox	3.06	3.19bcdeg	3.06deg	2.96e	2.85	2.67	3.12cdeg	2.80	3.19jkln	3.09jkln	2.89	2.82	2.71	3.14jkln	2.79
Larger parcels - that do not fit through a letterbox	3.07	3.21bcdeg	3.06eg	2.98e	2.91	2.64	3.13cdeg	2.83	3.25ijkln	3.07jkln	2.90	2.80	2.69	3.16jkln	2.77
Items requiring a signature	2.90	3.04bcdeg	2.88g	2.81	2.72	2.64	2.95cdeg	2.70	3.05ijkln	2.89kln	2.78	2.65	2.58	2.97jkln	2.63

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2580**	172	2364	44	776	1634	170	2524	28	13	4	2565	11
Weighted Base	**2607**	183*	2382	42**	760	1675	173	2536	40**	12**	5**	2588	15**
Effective Base	**1369**	98	1248	23	412	857	102	1334	20	8	3	1361	6
Bills, invoices and statements	**2.61**	**3.00bc**	2.58	2.59	**2.67e**	2.56	**2.83de**	2.61	**2.84gk**	2.70	2.97	2.61	2.93
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.80**	**3.05bc**	2.78	2.76	**2.87e**	2.75	**2.93e**	2.79	2.79	3.01	2.97	2.79	2.95
Addressed direct mail from organisations that you don't have a relationship with	**2.91**	**3.23b**	2.90	2.22	**3.03e**	2.85	2.98	2.91	2.93	3.06	2.77	2.91	3.05
Invitations, greetings cards and postcards	**2.72**	**3.18b**	2.68	2.85	2.75	2.68	**2.91e**	2.70	3.43	2.56	2.97	2.71	3.05
Personal letters (e.g. from a friend)	**2.67**	**3.12b**	2.63	2.86	2.64	2.66	2.85	2.66	2.92	2.66	2.97	2.67	2.96
Letters from organisations that you have a relationship with	**2.78**	**3.21b**	2.75	2.97	**2.85e**	2.74	**2.92e**	2.77	3.20	2.83	2.97	2.78	3.05
Catalogues and brochures	**2.78**	**3.22b**	2.74	2.88	**2.88e**	2.74	2.74	2.77	3.09	2.74	2.97	2.78	3.05
Magazines you subscribe to	**2.77**	**3.04b**	2.75	2.84	2.80	2.75	2.80	2.77	2.82	3.04	2.97	2.77	3.05
Smaller parcels - that fit through a letterbox	**3.06**	**3.39b**	3.03	3.30	**3.13e**	3.03	3.06	3.06	2.89	2.72	3.00	3.06	3.05
Larger parcels - that do not fit through a letterbox	**3.07**	**3.44b**	3.05	2.83	**3.15e**	3.03	3.16	3.08	2.94	2.84	3.02	3.07	3.05
Items requiring a signature	**2.90**	**3.27b**	2.88	2.82	2.94	2.88	2.97	2.90	3.01	2.45	3.02	2.90	3.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2580**	860	430	860	430	430	-	430	-	430	-	430	-	430	-	430	-
Weighted Base	**2607**	876	461	859	412	433	-**	443	-**	461	-**	432	-**	427	-**	412	-**
Effective Base	**1369**	443	249	441	240	221	-	222	-	249	-	215	-	226	-	240	-
Bills, invoices and statements	**2.61**	2.60	**2.69ad**	2.61	2.55	2.53	-	**2.66eo**	-	**2.69eo**	-	2.59	-	**2.63e**	-	2.55	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.80**	2.75	**2.94acd**	2.74	**2.84ac**	2.70	-	**2.80ek**	-	**2.94egkmo**	-	2.70	-	2.79	-	**2.84ek**	-
Addressed direct mail from organisations that you don't have a relationship with	**2.91**	2.94	**3.04cd**	2.85	2.83	2.85	-	**3.02ko**	-	**3.04eko**	-	2.71	-	**2.98k**	-	2.83	-
Invitations, greetings cards and postcards	**2.72**	2.72	2.77	2.69	2.70	2.64	-	2.80	-	2.77	-	2.67	-	2.71	-	2.70	-
Personal letters (e.g. from a friend)	**2.67**	2.67	2.73	2.67	2.60	2.60	-	2.74	-	2.73	-	2.60	-	2.73	-	2.60	-
Letters from organisations that you have a relationship with	**2.78**	2.83	2.86	2.72	2.74	2.77	-	**2.88k**	-	2.86	-	2.71	-	2.73	-	2.74	-
Catalogues and brochures	**2.78**	2.80	**2.91cd**	2.75	2.67	2.71	-	**2.89ko**	-	**2.91eko**	-	2.68	-	2.81	-	2.67	-
Magazines you subscribe to	**2.77**	2.78	2.81	2.76	2.71	2.70	-	2.86	-	2.81	-	2.77	-	2.74	-	2.71	-
Smaller parcels - that fit through a letterbox	**3.06**	**3.15cd**	**3.09d**	3.02	2.91	**3.13o**	-	**3.17ko**	-	**3.09o**	-	2.98	-	**3.07o**	-	2.91	-
Larger parcels - that do not fit through a letterbox	**3.07**	**3.14d**	**3.10d**	3.06	2.94	3.07	-	**3.20o**	-	**3.10o**	-	3.05	-	3.08	-	2.94	-
Items requiring a signature	**2.90**	2.95	2.92	2.87	2.85	2.90	-	**3.01o**	-	2.92	-	2.88	-	2.86	-	2.85	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**1004**	-	1004	588	408	221	172	327	126	82	49	28	393	452	159	78	824	175	816
	19%	-	*19%*	**23%d**	*16%*	**32%hijk**	**28%hijk**	**31%hijk**	**17%ijk**	*9%*	*8%*	*5%*	**30%mno**	**25%no**	*8%*	*7%*	*18%*	**38%p**	*16%*
No	**3933**	-	3933	1831	2092	414	400	682	599	781	565	492	814	1281	1839	1058	3644	258	4129
	76%	-	*76%*	*73%*	**80%c**	*60%*	*66%*	*64%*	**80%efg**	**87%efgh**	**89%efgh**	**94%efghi**	*63%*	**71%l**	**89%lm**	**91%lm**	**78%q**	*56%*	*80%*
I don't know	**223**	-	223	96	126	54	37	51	21	35	20	5	91	73	60	25	186	30	216
	4%	-	*4%*	*4%*	*5%*	**8%hijk**	**6%hk**	**5%k**	*3%*	**4%k**	*3%*	*1%*	**7%mno**	**4%o**	*3%*	*2%*	*4%*	*7%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**1004**	323	236	219	226	559	445	779	206	136	120	219	181	312	520	136	836
	19%	**33%bcd**	*15%*	*19%*	*16%*	**22%f**	*17%*	**25%h**	*10%*	**20%l**	*18%*	*17%*	*14%*	**34%jkln**	*16%*	*20%*	*20%*
No	**3933**	633	1311	929	1060	1944	1989	2171	1714	502	507	1027	1033	582	2567	508	3204
	76%	*64%*	**82%ad**	**79%a**	**76%a**	*75%*	*77%*	*71%*	**85%g**	**73%m**	**78%m**	**79%lm**	**82%lm**	*63%*	**80%lm**	*74%*	*77%*
I don't know	**223**	35	52	35	102	87	137	122	88	47	24	53	42	25	119	47	148
	4%	*4%*	*3%*	*3%*	**7%abc**	*3%*	**5%e**	*4%*	*4%*	**7%lmn**	*4%*	*4%*	*3%*	*3%*	*4%*	**7%p**	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	1004	903	101	38	886	55	40	22	39	105	67	59	98	58	273	123	65	12	44
	19%	**20%b**	*14%*	*16%*	**20%eg**	*13%*	*16%*	*16%*	**18%mr**	**19%mr**	*16%*	*16%*	**22%mpr**	*12%*	**40%hijklmopqr**	*17%*	*15%*	*18%*	*12%*
No	3933	3340	594	189	3257	362	198	117	161	434	337	297	337	408	369	549	366	50	311
	76%	*75%*	**82%a**	*80%*	*75%*	**83%d**	**80%d**	**82%d**	**77%n**	**77%n**	**79%n**	**79%n**	**74%n**	**85%hilno**	*54%*	**78%n**	**83%ln**	**80%n**	**84%hilno**
I don't know	223	194	30	9	195	16	9	4	10	26	22	20	19	13	36	36	12	1	15
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	*5%*	*5%*	*5%*	*4%*	*3%*	*5%*	*5%*	*3%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	**1004**	404	385	120	56	33	788	90	386	420	128	32	24	807	56
	19%	**22%c**	*20%*	*15%*	*16%*	*20%*	**21%c**	*17%*	**21%jk**	**21%jkn**	*14%*	*12%*	**23%jk**	**21%jkn**	*15%*
No	**3933**	1407	1492	600	279	121	2899	400	1408	1468	707	228	78	2876	305
	76%	*76%*	*76%*	*77%*	*78%*	*74%*	*76%*	*77%*	*76%*	*75%*	*78%*	**85%hijm**	*76%*	*76%*	**83%him**
I don't know	**223**	34	78	62	21	8	112	29	50	70	75	7	1	120	8
	4%	*2%*	**4%a**	**8%abf**	**6%af**	**5%a**	*3%*	**6%af**	*3%*	*4%*	**8%hiklmn**	*3%*	*1%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**1004**	167	815	22	442	458	104	958	41	5	-	1004	1
	19%	**41%b**	*17%*	*26%*	**28%e**	*14%*	**32%e**	*19%*	**46%gk**	*23%*	-	*20%*	*3%*
No	**3933**	209	3674	50	1042	2710	182	3858	39	15	7	3912	14
	76%	*52%*	**79%ac**	*59%*	**67%f**	**83%df**	*56%*	**77%h**	*43%*	*73%*	*72%*	**76%h**	*62%*
I don't know	**223**	26	185	12	72	111	41	202	10	1	3	213	8
	4%	*7%*	*4%*	**15%b**	*5%*	*3%*	**12%de**	*4%*	**11%gk**	*5%*	*28%*	*4%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	1004	174	253	252	325	32	76	66	93	84	77	89	79	84	119	97	109
	19%	*13%*	**20%a**	**20%a**	**25%abc**	*7%*	**18%e**	**15%e**	**22%e**	**18%e**	**19%e**	**21%e**	**18%e**	**20%e**	**26%egi**	**24%eg**	**26%efgil**
No	3933	1067	981	968	917	389	317	361	321	355	306	323	327	317	331	300	286
	76%	**83%bcd**	**76%d**	*75%*	*71%*	**90%fghijklmnop**	*77%*	**81%nop**	*75%*	**77%p**	*77%*	*75%*	*76%*	*74%*	*72%*	*73%*	*69%*
I don't know	223	49	55	70	49	12	21	16	17	22	17	20	25	25	13	15	20
	4%	*4%*	*4%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*4%*	*5%*	*6%*	*6%*	*3%*	*4%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	771	-	771	493	272	194	146	291	74	37	25	4	339	365	66	29	638	127	571
	15%	-	*15%*	20%d	*10%*	28%hijk	24%hijk	27%hijk	10%ijk	4%k	4%k	*1%*	26%mno	20%no	*3%*	*3%*	*14%*	27%p	*11%*
No	4187	-	4187	1930	2242	440	433	719	647	833	598	519	872	1366	1949	1116	3849	306	4409
	81%	-	*81%*	*77%*	85%c	*64%*	71%e	*68%*	87%efg	93%efgh	94%efgh	99%efghij	*67%*	76%l	95%lm	96%lm	83%q	*66%*	*85%*
I don't know	203	-	203	92	111	56	30	50	25	28	11	3	86	75	42	14	167	31	181
	4%	-	*4%*	*4%*	*4%*	8%ghijk	5%jk	5%jk	3%k	3%k	*2%*	*1%*	7%mno	4%no	*2%*	*1%*	*4%*	7%p	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**771**	287	161	192	131	448	323	642	113	90	67	153	157	283	377	90	663
	15%	**29%bcd**	*10%*	**16%bd**	*9%*	**17%f**	*13%*	**21%h**	*6%*	*13%*	*10%*	*12%*	*13%*	**31%jkln**	*12%*	*13%*	*16%*
No	**4187**	674	1398	952	1164	2071	2116	2306	1827	544	563	1098	1072	607	2734	550	3398
	81%	*68%*	**87%acd**	**80%a**	**84%a**	*80%*	*82%*	*75%*	**91%g**	**80%m**	**87%lm**	**85%lm**	**85%lm**	*66%*	**85%lm**	*80%*	*81%*
I don't know	**203**	31	40	39	93	71	132	122	67	50	21	48	26	30	95	50	127
	4%	*3%*	*3%*	*3%*	**7%abc**	*3%*	**5%e**	*4%*	*3%*	**7%jklmn**	*3%*	*4%*	*2%*	*3%*	*3%*	**7%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	771	706	64	31	689	42	23	17	31	97	50	39	62	43	210	106	50	8	34
	15%	**16%b**	*9%*	*13%*	**16%efg**	*10%*	*9%*	*12%*	**15%mr**	**17%kmr**	*12%*	*10%*	*14%*	*9%*	**31%hijklmopqr**	**15%mr**	*11%*	*13%*	*9%*
No	4187	3549	638	198	3474	375	214	124	170	449	354	311	375	429	432	572	381	54	322
	81%	*80%*	**88%a**	*84%*	*80%*	**87%d**	**87%d**	**87%d**	**81%n**	**79%n**	**83%n**	**83%n**	**83%n**	**89%hijklnq**	*64%*	**81%n**	**86%in**	**85%n**	**87%ino**
I don't know	203	181	22	7	175	16	10	2	8	19	21	25	17	7	36	30	11	1	15
	4%	*4%*	*3%*	*3%*	**4%g**	*4%*	**4%g**	*2%*	*4%*	*3%*	**5%m**	**7%mp**	*4%*	*2%*	**5%m**	*4%*	*2%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	**771**	294	297	104	44	30	591	73	281	331	107	35	12	613	47
	15%	*16%*	*15%*	*13%*	*12%*	*18%*	*16%*	*14%*	*15%*	**17%j**	*12%*	*13%*	*12%*	**16%j**	*13%*
No	**4187**	1522	1609	605	285	129	3131	414	1522	1580	725	219	86	3102	305
	81%	**83%c**	**82%c**	*77%*	*80%*	*79%*	**82%c**	*80%*	*83%*	*81%*	*80%*	*82%*	*84%*	*82%*	*83%*
I don't know	**203**	28	50	73	27	4	77	31	41	47	78	12	4	88	16
	4%	*2%*	*3%*	**9%abef**	**8%abf**	*3%*	*2%*	**6%abf**	*2%*	*2%*	**9%himn**	*5%*	*4%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**771**	137	617	17	313	369	88	724	41	3	2	767	2
	15%	**34%b**	*13%*	*20%*	**20%e**	*11%*	**27%de**	*14%*	**46%gk**	*13%*	*19%*	*15%*	*7%*
No	**4187**	244	3884	59	1179	2806	202	4113	41	17	7	4170	10
	81%	*61%*	**83%ac**	*70%*	**76%f**	**86%df**	*62%*	**82%h**	*46%*	*80%*	*72%*	**81%h**	*42%*
I don't know	**203**	21	173	9	63	103	37	181	8	1	1	191	12
	4%	*5%*	*4%*	**11%b**	*4%*	*3%*	**11%de**	*4%*	*9%*	*7%*	*9%*	*4%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	771	131	224	190	225	29	62	40	86	66	72	73	62	54	83	71	71
	15%	*10%*	**17%a**	**15%a**	**17%a**	*7%*	**15%e**	*9%*	**20%egm**	**14%e**	**18%eg**	**17%eg**	**14%e**	**13%e**	**18%eg**	**17%eg**	**17%eg**
No	4187	1108	1021	1032	1026	390	331	387	331	376	314	338	350	344	372	320	333
	81%	**86%bcd**	*79%*	*80%*	*79%*	**90%fhijklmnop**	*80%*	**87%fhjknop**	*77%*	*82%*	*79%*	*78%*	*81%*	*81%*	*80%*	*78%*	*80%*
I don't know	203	51	44	68	40	14	21	16	13	18	13	21	19	28	8	21	11
	4%	*4%*	*3%*	**5%d**	*3%*	*3%*	*5%*	*4%*	*3%*	*4%*	*3%*	*5%*	*4%*	**7%np**	*2%*	**5%n**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
£0.00-£0.49	**64**	-	64	41	23	12	7	13	7	9	4	10	19	20	24	15	54	10	58
	1%	-	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
£0.50-£0.59	**92**	-	92	42	50	30	16	16	8	8	5	10	45	24	22	14	78	9	84
	2%	-	*2%*	*2%*	*2%*	**4%ghij**	**3%i**	*2%*	*1%*	*1%*	*1%*	*2%*	**3%mno**	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*
£0.60-£0.69	**299**	-	299	115	184	18	29	57	47	57	58	34	47	104	148	91	288	11	296
	6%	-	*6%*	*5%*	**7%c**	*3%*	*5%*	**5%e**	**6%e**	**6%e**	**9%efg**	**6%e**	*4%*	**6%l**	**7%l**	**8%l**	**6%q**	*2%*	*6%*
£0.70-£0.79	**925**	-	925	467	457	47	68	152	144	186	174	155	115	296	515	329	873	45	982
	18%	-	*18%*	*19%*	*17%*	*7%*	**11%e**	**14%e**	**19%efg**	**21%efg**	**27%efghi**	**29%efghi**	*9%*	**16%l**	**25%lm**	**28%lm**	**19%q**	*10%*	*19%*
£0.80-£0.89	**1313**	-	1313	613	691	84	96	225	240	331	183	154	180	465	668	338	1228	75	1440
	25%	-	*25%*	*24%*	*26%*	*12%*	*16%*	**21%ef**	**32%efg**	**37%efgjk**	**29%efg**	**29%efg**	*14%*	**26%l**	**32%lm**	**29%l**	**26%q**	*16%*	*28%*
£0.90-£0.99	**856**	-	856	391	463	31	60	153	145	217	145	104	92	298	466	249	815	36	876
	17%	-	*17%*	*16%*	*18%*	*5%*	**10%e**	**14%ef**	**19%efg**	**24%efg**	**23%efg**	**20%ef**	*7%*	**17%l**	**23%lm**	**21%lm**	**18%q**	*8%*	*17%*
Over £1.00	**1612**	-	1612	848	757	468	333	443	155	90	65	59	800	599	213	124	1320	278	1425
	31%	-	*31%*	**34%d**	*29%*	**68%fghijk**	**55%ghijk**	**42%hijk**	**21%ijk**	*10%*	*10%*	*11%*	**62%mno**	**33%no**	*10%*	*11%*	*28%*	**60%p**	*28%*
Gave correct price (=0.85 if completed on 1st Jan 2021 - 3rd April 2022, =0.95 if completed on 4th April 2022 onwards)	**603**	-	603	283	315	29	41	85	118	181	92	57	70	202	331	149	559	39	646
	12%	-	*12%*	*11%*	*12%*	*4%*	*7%*	**8%e**	**16%efg**	**20%efgjk**	**15%efg**	**11%e**	*5%*	**11%l**	**16%lm**	**13%l**	*12%*	*8%*	*13%*
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	**2676**	-	2676	1332	1334	513	414	638	336	344	226	205	927	974	775	431	2333	322	2552
	52%	-	*52%*	*53%*	*51%*	**74%ghijk**	**68%ghijk**	**60%hijk**	**45%ij**	*38%*	*36%*	*39%*	**71%mno**	**54%no**	*38%*	*37%*	*50%*	**69%p**	*49%*
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	**1882**	-	1882	900	977	147	154	336	293	372	316	264	301	629	952	580	1762	102	1963
	36%	-	*36%*	*36%*	*37%*	*21%*	*25%*	**32%ef**	**39%efg**	**41%efg**	**50%efghi**	**50%efghi**	*23%*	**35%l**	**46%lm**	**50%lm**	**38%q**	*22%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Mean	**1.52**	-	1.52	**1.81d**	1.25	**2.58fghijk**	**1.78hijk**	**2.15fhijk**	**1.21ijk**	0.89	0.88	0.84	**2.21mno**	**1.76no**	0.87	0.86	1.42	**2.52p**	1.31
Std Dev.	**1.93**	-	1.93	2.35	1.36	2.58	1.98	2.72	1.58	0.51	0.45	0.26	2.35	2.36	0.44	0.38	1.82	2.66	1.58
Std Error	**0.03**	-	0.03	0.05	0.03	0.10	0.08	0.09	0.06	0.02	0.02	0.01	0.07	0.06	0.01	0.01	0.03	0.16	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
£0.00-£0.49	**64**	6	19	22	17	25	39	37	27	13	5	13	11	12	29	13	43
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
£0.50-£0.59	**92**	11	31	17	33	42	50	44	46	17	19	23	12	7	55	17	62
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**2%m**	**3%lm**	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*
£0.60-£0.69	**299**	35	103	78	83	138	161	165	129	40	41	84	80	36	205	41	244
	6%	*4%*	**6%a**	**7%a**	**6%a**	*5%*	*6%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*4%*	**6%m**	*6%*	*6%*
£0.70-£0.79	**925**	131	318	224	252	449	476	489	431	128	137	247	231	117	615	133	740
	18%	*13%*	**20%a**	**19%a**	**18%a**	*17%*	*19%*	*16%*	**21%g**	**19%m**	**21%m**	**19%m**	**18%m**	*13%*	**19%m**	*19%*	*18%*
£0.80-£0.89	**1313**	195	446	274	398	641	673	732	551	168	158	362	355	189	874	168	1075
	25%	*20%*	**28%ac**	*23%*	**29%ac**	*25%*	*26%*	*24%*	**27%g**	*24%*	*24%*	**28%m**	**28%m**	*21%*	**27%m**	*24%*	*26%*
£0.90-£0.99	**856**	149	294	210	203	442	413	455	388	105	130	196	220	149	546	105	708
	17%	*15%*	**18%d**	*18%*	*15%*	*17%*	*16%*	*15%*	**19%g**	*15%*	**20%k**	*15%*	*18%*	*16%*	*17%*	*15%*	*17%*
Over £1.00	**1612**	464	390	357	401	854	759	1149	436	213	160	374	347	410	882	213	1316
	31%	**47%bcd**	*24%*	**30%b**	**29%b**	**33%f**	*30%*	**37%h**	*22%*	**31%j**	*25%*	*29%*	*28%*	**45%ijkln**	*28%*	*31%*	*31%*
Gave correct price (=0.85 if completed on 1st Jan 2021 - 3rd April 2022, =0.95 if completed on 4th April 2022 onwards)	**603**	93	213	114	183	306	297	340	252	78	67	170	168	79	405	78	489
	12%	*9%*	**13%ac**	*10%*	**13%ac**	*12%*	*12%*	*11%*	*13%*	*11%*	*10%*	**13%m**	**13%m**	*9%*	**13%m**	*11%*	*12%*
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	**2676**	654	754	597	671	1408	1268	1724	906	349	325	622	609	590	1556	349	2189
	52%	**66%bcd**	*47%*	*50%*	*48%*	**54%f**	*49%*	**56%h**	*45%*	*51%*	*50%*	*48%*	*49%*	**64%ijkln**	*49%*	*51%*	*52%*
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	**1882**	244	632	472	534	876	1006	1007	849	257	259	507	479	250	1245	263	1509
	36%	*25%*	**40%a**	**40%a**	**38%a**	*34%*	**39%e**	*33%*	**42%g**	**38%m**	**40%m**	**39%m**	**38%m**	*27%*	**39%m**	*38%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Mean	**1.52**	**2.71bcd**	1.25	1.29	1.18	**1.81f**	1.23	**1.81h**	1.07	1.28	1.32	1.18	1.31	**2.71ijkln**	1.26	1.28	**1.57o**
Std Dev.	**1.93**	3.08	1.46	1.50	1.19	2.34	1.34	2.30	1.03	1.55	1.62	1.15	1.53	3.13	1.41	1.55	2.01
Std Error	**0.03**	0.09	0.04	0.05	0.03	0.04	0.03	0.04	0.02	0.06	0.06	0.03	0.04	0.10	0.02	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
£0.00-£0.49	64	56	7	2	54	3	5	2	-	7	7	9	-	2	14	9	6	1	2
	1%	1%	1%	1%	1%	1%	2%	2%	-	1%	2%l	2%hlr	-	*	2%l	1%	1%	2%hl	*
£0.50-£0.59	92	85	7	2	81	3	4	3	3	15	6	1	2	11	21	16	6	*	3
	2%	2%	1%	1%	2%	1%	2%	2%	2%	3%k	1%	*	*	2%	3%kl	2%	1%	1%	1%
£0.60-£0.69	299	251	48	15	249	32	13	5	10	30	26	12	32	36	29	41	32	6	26
	6%	6%	7%	6%	6%g	7%g	5%	3%	5%	5%	6%	3%	7%	8%k	4%	6%	7%	10%kn	7%k
£0.70-£0.79	925	764	161	48	766	86	44	29	40	123	82	76	91	101	53	111	91	13	73
	18%	17%	22%a	20%	18%	20%	18%	20%	19%n	22%n	19%n	20%n	20%n	21%n	8%	16%n	21%n	20%n	20%n
£0.80-£0.89	1313	1101	212	68	1085	113	76	39	62	141	122	106	112	133	106	179	123	14	99
	25%	25%	29%a	29%	25%	26%	31%d	27%	30%n	25%n	29%n	28%n	25%n	28%n	16%	25%n	28%n	22%	27%n
£0.90-£0.99	856	723	133	38	719	70	42	24	33	90	82	57	73	84	84	129	88	11	59
	17%	16%	18%	16%	17%	16%	17%	17%	16%	16%	19%n	15%	16%	17%	12%	18%	20%n	17%	16%
Over £1.00	1612	1456	156	65	1383	125	63	42	61	159	101	114	144	113	370	223	98	17	108
	31%	33%b	22%	27%	32%f	29%	25%	29%	29%	28%	24%	31%p	32%jmp	24%	55%hijklmopqr	31%mp	22%	28%	29%p
Gave correct price (=0.85 if completed on 1st Jan 2021 - 3rd April 2022, =0.95 if completed on 4th April 2022 onwards)	603	512	92	33	503	50	34	16	29	70	52	50	45	62	51	84	60	5	45
	12%	12%	13%	14%	12%	12%	14%	11%	14%n	12%	12%	13%n	10%	13%n	7%	12%	14%n	8%	12%n
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	2676	2348	328	113	2269	210	121	76	101	273	210	185	237	212	469	377	204	29	181
	52%	53%b	45%	48%	52%	48%	49%	53%	48%	48%	49%	49%	52%	44%	69%hijklmopqr	53%m	46%	46%	49%
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	1882	1577	305	90	1566	173	92	51	79	222	163	140	172	206	158	247	178	29	145
	36%	36%	42%a	38%	36%	40%	37%	36%	38%n	39%n	38%n	37%n	38%n	43%n	23%	35%n	40%n	45%n	39%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Mean	**1.52**	**1.58b**	1.13	1.28	**1.57efg**	**1.35f**	1.10	**1.27f**	**1.32m**	**1.53mp**	**1.35m**	**1.48m**	**1.48mp**	1.10	**2.67hijklmopqr**	**1.41m**	1.19	**1.62mp**	1.30
Std Dev.	**1.93**	2.01	1.27	1.60	2.00	1.66	0.99	1.45	1.58	2.05	1.69	1.89	1.80	1.02	2.94	1.78	1.41	2.19	1.55
Std Error	**0.03**	0.03	0.03	0.06	0.04	0.05	0.03	0.06	0.10	0.12	0.10	0.12	0.10	0.06	0.17	0.10	0.08	0.17	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
£0.00-£0.49	64	13	24	16	10	-	38	10	15	26	14	8	1	40	9
	1%	*1%*	*1%*	**2%a**	**3%af**	-	*1%*	*2%*	*1%*	*1%*	*2%*	**3%hm**	*1%*	*1%*	**3%h**
£0.50-£0.59	92	22	47	12	5	3	69	8	23	34	26	6	*	56	6
	2%	*1%*	**2%a**	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**3%hm**	*2%*	*	*1%*	*2%*
£0.60-£0.69	299	93	120	66	6	9	213	15	93	105	65	23	6	198	29
	6%	**5%d**	**6%dg**	**8%adfg**	*2%*	*5%*	**6%d**	*3%*	*5%*	*5%*	*7%*	*9%*	*5%*	*5%*	*8%*
£0.70-£0.79	925	343	366	119	68	23	709	91	327	367	149	44	25	694	69
	18%	*19%*	*19%*	*15%*	*19%*	*14%*	*19%*	*17%*	*18%*	*19%*	*16%*	*17%*	*24%*	*18%*	*19%*
£0.80-£0.89	1313	494	526	174	77	35	1020	112	480	501	237	59	23	981	82
	25%	*27%*	*27%*	*22%*	*22%*	*21%*	**27%c**	*22%*	*26%*	*26%*	*26%*	*22%*	*22%*	*26%*	*22%*
£0.90-£0.99	856	346	307	126	49	25	653	74	334	292	161	40	19	626	59
	17%	*19%*	*16%*	*16%*	*14%*	*15%*	*17%*	*14%*	**18%l**	*15%*	*18%*	*15%*	*19%*	*16%*	*16%*
Over £1.00	1612	533	565	269	141	68	1097	209	573	634	257	86	29	1207	115
	31%	*29%*	*29%*	**34%abf**	**39%abf**	**42%abf**	*29%*	**40%abf**	*31%*	*32%*	*28%*	*32%*	*28%*	*32%*	*31%*
Gave correct price (=0.85 if completed on 1st Jan 2021 - 3rd April 2022, =0.95 if completed on 4th April 2022 onwards)	603	247	228	78	32	14	475	46	228	232	96	24	12	460	37
	12%	**13%g**	*12%*	*10%*	*9%*	*9%*	*13%*	*9%*	*12%*	*12%*	*11%*	*9%*	*12%*	*12%*	*10%*
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	2676	959	959	419	203	97	1918	300	991	998	460	134	51	1989	185
	52%	*52%*	*49%*	*54%*	**57%b**	**59%b**	*50%*	**58%bf**	*54%*	*51%*	*51%*	*50%*	*50%*	*52%*	*50%*
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	1882	638	768	285	121	52	1406	173	625	729	355	108	39	1354	147
	36%	*35%*	**39%a**	*36%*	*34%*	*32%*	*37%*	*33%*	*34%*	*37%*	*39%*	*40%*	*38%*	*36%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Mean	**1.52**	**1.71bc**	1.42	1.30	1.51	1.51	**1.56c**	1.51	**1.69jkn**	**1.51jkn**	1.32	1.19	1.35	**1.60jkn**	1.23
Std Dev.	**1.93**	2.30	1.79	1.43	1.65	1.58	2.06	1.63	2.19	1.91	1.60	1.17	1.79	2.05	1.37
Std Error	**0.03**	0.05	0.04	0.05	0.09	0.12	0.03	0.07	0.05	0.04	0.06	0.08	0.17	0.03	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
£0.00-£0.49	64	5	57	1	25	30	8	62	1	*	-	64	-
	1%	1%	1%	1%	2%	1%	3%e	1%	1%	*	-	1%	-
£0.50-£0.59	92	7	83	2	27	58	7	88	3	1	-	92	-
	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%	-	2%	-
£0.60-£0.69	299	13	280	6	87	194	18	292	3	2	2	297	-
	6%	3%	6%	7%	6%	6%	5%	6%	3%	11%	19%	6%	-
£0.70-£0.79	925	43	866	17	247	635	43	907	6	5	3	918	4
	18%	11%	19%a	19%	16%	19%df	13%	18%h	7%	24%	33%	18%h	16%
£0.80-£0.89	1313	68	1232	13	347	905	61	1299	8	3	*	1310	3
	25%	17%	26%a	16%	22%	28%df	19%	26%h	9%	16%	1%	26%h	13%
£0.90-£0.99	856	60	792	4	238	584	33	835	9	5	-	849	6
	17%	15%	17%c	5%	15%	18%f	10%	17%	10%	24%	-	17%	28%
Over £1.00	1612	206	1364	43	584	872	157	1534	59	5	5	1598	10
	31%	51%b	29%	50%b	38%e	27%	48%de	31%	67%gk	22%	47%	31%	43%
Gave correct price (=0.85 if completed on 1st Jan 2021 - 3rd April 2022, =0.95 if completed on 4th April 2022 onwards)	603	34	562	7	146	429	27	597	3	3	-	603	-
	12%	9%	12%	8%	9%	13%d	8%	12%	3%	16%	-	12%	-
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	2676	278	2350	47	883	1591	201	2573	72	10	5	2654	17
	52%	69%b	50%	56%	57%e	49%	62%e	51%	81%gk	46%	47%	52%	73%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	**1882**	90	1762	31	526	1258	98	1848	14	8	5	1870	6
	36%	*22%*	**38%a**	**36%a**	*34%*	**38%df**	*30%*	**37%h**	*16%*	*38%*	*53%*	**36%h**	*27%*
Mean	**1.52**	**2.85bc**	1.40	1.55	**1.91e**	1.31	**1.82e**	1.49	**3.00gk**	1.58	1.86	1.52	1.59
Std Dev.	**1.93**	3.25	1.73	1.80	2.48	1.54	2.09	1.90	2.70	2.30	2.05	1.93	1.24
Std Error	**0.03**	0.16	0.03	0.19	0.06	0.03	0.12	0.03	0.32	0.43	0.78	0.03	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
£0.00-£0.49	64	9	24	22	8	3	4	3	9	8	7	5	3	14	-	3	5
	1%	1%	2%d	2%	1%	1%	1%	1%	2%n	2%n	2%n	1%	1%	3%egln	-	1%	1%
£0.50-£0.59	92	32	24	20	16	8	8	17	9	3	12	4	7	9	5	8	3
	2%	3%	2%	2%	1%	2%	2%	4%jkp	2%	1%	3%	1%	2%	2%	1%	2%	1%
£0.60-£0.69	299	115	80	60	44	37	35	44	25	26	28	17	24	19	16	19	9
	6%	9%cd	6%d	5%	3%	8%knp	8%knp	10%kmnop	6%p	6%	7%p	4%	6%	4%	3%	5%	2%
£0.70-£0.79	925	322	278	220	105	120	110	91	93	112	73	99	71	50	32	44	29
	18%	25%cd	22%cd	17%d	8%	28%jlmnop	27%jlmnop	21%mnop	22%mnop	24%lmnop	18%mnop	23%mnop	17%np	12%	7%	11%	7%
£0.80-£0.89	1313	344	336	401	232	114	110	120	112	123	101	113	137	151	78	74	80
	25%	27%d	26%d	31%bd	18%	26%no	27%no	27%nop	26%no	27%no	25%no	26%no	32%nop	35%efhijknop	17%	18%	19%
£0.90-£0.99	856	121	137	181	417	43	39	39	48	43	46	56	52	73	166	129	122
	17%	9%	11%	14%a	32%abc	10%	9%	9%	11%	9%	11%	13%	12%	17%efgi	36%efghijklm	31%efghijklm	29%efghijklm
Over £1.00	1612	346	411	386	469	109	107	130	133	145	132	138	138	110	167	134	168
	31%	27%	32%a	30%	36%ac	25%	26%	29%	31%	32%	33%	32%	32%	26%	36%efm	33%	40%efghim
Gave correct price (=0.85 if completed on 1st Jan 2021 - 3rd April 2022, =0.95 if completed on 4th April 2022 onwards)	603	147	153	208	96	43	60	44	47	60	46	59	69	79	30	27	39
	12%	11%d	12%d	16%abd	7%	10%	14%no	10%	11%	13%no	11%n	14%no	16%nop	19%eghjnop	6%	7%	9%
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	2676	519	602	634	921	171	155	193	201	204	197	213	206	214	347	274	299
	52%	40%	47%a	49%a	71%abc	39%	37%	44%	47%f	44%	49%ef	49%ef	48%f	50%ef	75%efghijklmo	67%efghijklm	72%efghijklm
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	1882	625	535	448	274	219	200	206	181	197	156	160	156	133	87	110	77
	36%	48%bcd	41%cd	35%d	21%	51%jklmnop	48%jklmnop	46%klmnop	42%mnop	43%mnop	39%nop	37%nop	36%nop	31%np	19%	27%np	19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Quarter				Month											
	Total	Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Mean	**1.52**	1.33	**1.73ac**	1.42	**1.59a**	1.24	1.42	1.35	**1.69el**	**1.62e**	**1.92efglmo**	**1.59e**	1.33	1.34	**1.67el**	1.47	**1.61e**
Std Dev.	**1.93**	1.58	2.32	1.76	1.95	1.40	1.81	1.52	2.16	2.21	2.59	2.04	1.54	1.66	2.07	1.76	2.00
Std Error	**0.03**	0.04	0.06	0.05	0.05	0.07	0.09	0.07	0.10	0.11	0.12	0.10	0.07	0.08	0.10	0.08	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
£0.00-£0.49	327	-	327	174	153	69	52	64	48	45	29	20	120	111	95	50	284	34	319
	6%	-	6%	7%	6%	10%gijk	8%ijk	6%	6%	5%	5%	4%	9%mno	6%	5%	4%	6%	7%	6%
£0.50-£0.59	603	-	603	292	308	66	73	122	86	104	83	68	139	209	255	151	562	35	580
	12%	-	12%	12%	12%	10%	12%	12%	12%	12%	13%	13%	11%	12%	12%	13%	12%	8%	11%
£0.60-£0.69	1793	-	1793	872	918	99	117	298	277	428	293	282	216	575	1002	574	1690	95	1902
	35%	-	35%	35%	35%	14%	19%	28%ef	37%efg	48%efgh	46%efgh	54%efgh	17%	32%l	49%lm	49%lm	36%q	20%	37%
£0.70-£0.79	969	-	969	429	531	65	97	162	178	216	149	102	162	340	467	251	904	58	1056
	19%	-	19%	17%	20%c	9%	16%e	15%e	24%efg	24%efg	23%efg	19%e	12%	19%l	23%lm	22%l	19%q	12%	20%
£0.80-£0.89	363	-	363	143	219	41	50	66	50	69	47	39	91	116	156	87	338	22	393
	7%	-	7%	6%	8%c	6%	8%	6%	7%	8%	7%	7%	7%	6%	8%	7%	7%	5%	8%
£0.90-£0.99	128	-	128	49	79	12	18	33	27	16	16	5	30	61	37	21	114	10	145
	2%	-	2%	2%	3%	2%	3%	3%	4%k	2%	3%	1%	2%	3%n	2%	2%	2%	2%	3%
Over £1.00	978	-	978	558	417	338	201	314	79	19	17	10	539	393	45	27	762	209	766
	19%	-	19%	22%d	16%	49%fghijk	33%hijk	30%hijk	11%jk	2%	3%	2%	42%mno	22%no	2%	2%	16%	45%p	15%
Gave correct price (=0.66 if completed on 1st Jan 2021 - 3rd April 2022, =0.68 if completed on 4th April 2022 onwards)	213	-	213	108	105	20	11	29	37	65	31	20	31	66	116	51	196	17	238
	4%	-	4%	4%	4%	3%	2%	3%	5%f	7%efg	5%f	4%	2%	4%	6%lm	4%l	4%	4%	5%
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.68 if completed on 4th April 2022 onwards)	2811	-	2811	1358	1440	465	385	634	385	402	298	241	850	1020	941	539	2469	320	2789
	54%	-	54%	54%	55%	68%ghijk	63%hijk	60%hijk	52%l	45%	47%	46%	66%mno	56%no	46%	46%	53%	69%p	54%
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	2137	-	2137	1050	1081	204	213	396	324	430	305	265	416	720	1000	570	1989	126	2134
	41%	-	41%	42%	41%	30%	35%	37%e	43%ef	48%efg	48%efg	50%efg	32%	40%l	49%lm	49%lm	43%q	27%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Mean	**1.14**	-	1.14	**1.35d**	0.93	**1.68fhijk**	**1.37hijk**	**1.65fhijk**	**0.95ijk**	0.69	0.70	0.67	**1.53no**	**1.36no**	0.69	0.69	1.07	**1.84p**	0.98
Std Dev.	**1.52**	-	1.52	1.88	1.03	1.80	1.69	2.25	1.36	0.35	0.39	0.20	1.76	1.96	0.33	0.32	1.42	2.19	1.22
Std Error	**0.02**	-	0.02	0.04	0.02	0.07	0.07	0.07	0.05	0.01	0.01	0.01	0.05	0.05	0.01	0.01	0.02	0.13	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
£0.00-£0.49	327	48	106	85	87	155	172	210	117	50	37	86	73	54	196	50	255
	6%	5%	7%	7%	6%	6%	7%	7%	6%	7%	6%	7%	6%	6%	6%	7%	6%
£0.50-£0.59	603	98	203	134	166	302	301	365	231	87	79	164	136	87	379	89	471
	12%	10%	13%	11%	12%	12%	12%	12%	12%	13%	12%	13%	11%	9%	12%	13%	11%
£0.60-£0.69	1793	260	629	416	489	889	905	922	839	224	228	500	479	237	1207	228	1464
	35%	26%	39%a	35%a	35%a	34%	35%	30%	42%g	33%m	35%m	39%m	38%m	26%	38%m	33%	35%
£0.70-£0.79	969	158	296	229	286	454	515	541	413	146	124	217	257	156	598	146	776
	19%	16%	19%	19%	21%a	18%	20%	18%	21%g	21%	19%	17%	20%	17%	19%	21%	19%
£0.80-£0.89	363	49	122	81	111	171	192	200	158	54	76	75	88	50	239	54	290
	7%	5%	8%a	7%	8%a	7%	7%	7%	8%	8%	12%klmn	6%	7%	5%	7%	8%	7%
£0.90-£0.99	128	18	30	35	45	49	80	78	50	15	15	50	36	9	101	15	112
	2%	2%	2%	3%	3%	2%	3%e	3%	2%	2%	2%	4%m	3%m	1%	3%m	2%	3%
Over £1.00	978	359	212	204	203	571	407	755	199	109	92	207	186	327	485	109	820
	19%	36%bcd	13%	17%b	15%	22%f	16%	25%h	10%	16%	14%	16%	15%	36%ijkln	15%	16%	20%
Gave correct price (=0.66 if completed on 1st Jan 2021 - 3rd April 2022, =0.68 if completed on 4th April 2022 onwards)	213	48	74	40	52	122	92	123	88	27	22	58	50	42	130	27	173
	4%	5%	5%	3%	4%	5%	4%	4%	4%	4%	3%	4%	4%	5%	4%	4%	4%
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.68 if completed on 4th April 2022 onwards)	2811	646	805	612	748	1451	1360	1735	1029	365	365	675	641	584	1680	365	2303
	54%	65%bcd	50%	52%	54%	56%	53%	57%h	51%	53%	56%	52%	51%	64%ijkln	52%	53%	55%
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	2137	297	720	532	588	1018	1119	1213	890	293	264	567	565	293	1395	299	1712
	41%	30%	45%a	45%a	42%a	39%	44%e	39%	44%g	43%m	40%m	44%m	45%m	32%	44%m	43%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Mean	**1.14**	**2.03bcd**	0.93	**0.99d**	0.87	**1.35f**	0.92	**1.36h**	0.80	0.93	0.96	0.86	**0.98k**	**2.12ijkln**	0.93	0.93	**1.19o**
Std Dev.	**1.52**	2.48	1.12	1.26	0.82	1.85	1.05	1.85	0.64	1.03	1.07	0.82	1.20	2.64	1.03	1.03	1.61
Std Error	**0.02**	0.07	0.03	0.04	0.02	0.03	0.02	0.04	0.01	0.04	0.04	0.02	0.03	0.09	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
£0.00-£0.49	**327**	286	41	12	278	22	18	10	13	38	28	18	16	35	61	46	23	4	18
	6%	*6%*	*6%*	*5%*	*6%*	*5%*	*7%*	*7%*	*6%*	*7%*	*7%*	*5%*	*3%*	*7%*	**9%lr**	*7%*	*5%*	*6%*	*5%*
£0.50-£0.59	**603**	510	93	29	508	57	27	12	22	88	62	36	65	50	39	95	51	9	48
	12%	*11%*	*13%*	*12%*	**12%g**	**13%g**	*11%*	*8%*	**11%n**	**16%n**	**15%n**	*10%*	**14%n**	**10%n**	*6%*	**13%n**	**12%n**	**14%n**	**13%n**
£0.60-£0.69	**1793**	1477	316	92	1490	161	86	56	73	216	143	142	158	192	147	256	163	23	138
	35%	*33%*	**44%a**	*39%*	*34%*	*37%*	*35%*	**40%d**	**35%n**	**38%n**	**34%n**	**38%n**	**35%n**	**40%n**	*22%*	**36%n**	**37%n**	**37%n**	**37%n**
£0.70-£0.79	**969**	822	147	49	803	81	59	26	49	91	96	73	82	91	75	140	107	11	70
	19%	*19%*	*20%*	*21%*	*19%*	*19%*	**24%deg**	*18%*	**23%in**	*16%*	**23%n**	**19%n**	**18%n**	**19%n**	*11%*	**20%n**	**24%in**	*17%*	**19%n**
£0.80-£0.89	**363**	317	45	16	290	41	20	13	11	30	25	27	24	31	47	54	40	5	36
	7%	*7%*	*6%*	*7%*	*7%*	**9%d**	*8%*	*9%*	*5%*	*5%*	*6%*	*7%*	*5%*	*6%*	*7%*	*8%*	*9%*	*7%*	**10%hi**
£0.90-£0.99	**128**	111	17	6	103	11	9	5	6	7	15	13	12	17	20	10	4	*	11
	2%	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*4%*	*3%*	*1%*	**4%p**	*3%*	*3%*	**4%p**	*3%*	*1%*	*1%*	*1%*	*3%*
Over £1.00	**978**	913	65	31	867	61	29	21	36	96	56	66	96	64	290	108	55	12	50
	19%	**21%bc**	*9%*	*13%*	**20%efg**	*14%*	*12%*	*14%*	*17%*	*17%*	*13%*	*18%*	**21%jmpr**	*13%*	**43%hijklmopqr**	*15%*	*12%*	*18%*	*13%*
Gave correct price (=0.66 if completed on 1st Jan 2021 - 3rd April 2022, =0.68 if completed on 4th April 2022 onwards)	**213**	184	30	10	178	20	6	9	9	30	15	16	8	19	34	27	21	4	16
	4%	*4%*	*4%*	*4%*	*4%*	*5%*	*2%*	**6%f**	*4%*	**5%l**	*3%*	*4%*	*2%*	*4%*	*5%*	*4%*	*5%*	**7%l**	*4%*
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.68 if completed on 4th April 2022 onwards)	**2811**	2462	349	122	2362	231	137	81	114	265	229	195	238	259	459	365	239	32	199
	54%	**55%b**	*48%*	*51%*	*54%*	*53%*	*55%*	*57%*	*54%*	*47%*	*54%*	*52%*	*52%*	*54%*	**68%hijklmopqr**	*52%*	*54%*	*51%*	*54%*
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	**2137**	1792	345	105	1798	182	104	53	87	271	181	164	208	203	185	316	183	27	155
	41%	*40%*	**48%a**	*44%*	*41%*	*42%*	*42%*	*37%*	**41%n**	**48%n**	**43%n**	**44%n**	**46%n**	**42%n**	*27%*	**45%n**	**41%n**	**42%n**	**42%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Mean	**1.14**	**1.18b**	0.86	1.02	**1.18efg**	**0.98f**	0.83	0.92	0.95	**1.14mp**	1.00	**1.18mp**	**1.10m**	0.87	**1.97hijklmopqr**	1.06	0.90	**1.11m**	0.95
Std Dev.	**1.52**	1.58	1.01	1.47	1.59	1.21	0.72	1.02	1.08	1.58	1.28	1.70	1.42	0.84	2.34	1.50	0.98	1.45	1.16
Std Error	**0.02**	0.03	0.02	0.05	0.03	0.04	0.02	0.04	0.07	0.09	0.08	0.10	0.08	0.05	0.14	0.09	0.06	0.11	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
£0.00-£0.49	**327**	86	138	60	24	14	224	38	93	121	69	28	7	215	35
	6%	*5%*	**7%a**	**8%a**	*7%*	*9%*	*6%*	*7%*	*5%*	*6%*	*8%*	**11%him**	*7%*	*6%*	**9%hm**
£0.50-£0.59	**603**	166	244	124	29	31	410	61	194	217	142	29	11	411	40
	12%	*9%*	**12%a**	**16%adf**	*8%*	**19%adf**	*11%*	*12%*	*11%*	*11%*	**16%him**	*11%*	*11%*	*11%*	*11%*
£0.60-£0.69	**1793**	722	682	218	112	45	1404	157	652	693	289	91	42	1345	133
	35%	**39%bcdeg**	**35%c**	*28%*	*31%*	*28%*	**37%cg**	*30%*	*35%*	*35%*	*32%*	*34%*	*41%*	*35%*	*36%*
£0.70-£0.79	**969**	350	374	150	70	21	724	91	353	350	185	57	18	703	75
	19%	*19%*	*19%*	*19%*	*20%*	*13%*	*19%*	*18%*	*19%*	*18%*	*20%*	*21%*	*17%*	*18%*	*20%*
£0.80-£0.89	**363**	138	127	54	28	14	265	42	137	146	54	16	7	283	23
	7%	*7%*	*6%*	*7%*	*8%*	*9%*	*7%*	*8%*	*7%*	*7%*	*6%*	*6%*	*7%*	*7%*	*6%*
£0.90-£0.99	**128**	40	53	19	7	6	93	13	42	57	15	7	3	99	10
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*
Over £1.00	**978**	343	337	157	86	31	680	117	373	374	155	39	14	747	53
	19%	*19%*	*17%*	*20%*	**24%bf**	*19%*	*18%*	**23%b**	**20%n**	*19%*	*17%*	*15%*	*14%*	*20%*	*14%*
Gave correct price (=0.66 if completed on 1st Jan 2021 - 3rd April 2022, =0.68 if completed on 4th April 2022 onwards)	**213**	88	82	29	9	3	170	12	81	93	27	9	*	173	9
	4%	*5%*	*4%*	*4%*	*3%*	*2%*	*4%*	*2%*	*4%*	*5%*	*3%*	*3%*	*	*5%*	*3%*
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.68 if completed on 4th April 2022 onwards)	**2811**	1038	1037	418	208	77	2074	284	1051	1061	469	140	51	2112	191
	54%	*56%*	*53%*	*53%*	*58%*	*47%*	*55%*	*55%*	*57%*	*54%*	*52%*	*52%*	*50%*	*56%*	*52%*
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	**2137**	718	836	335	139	83	1555	223	712	805	414	117	51	1518	169
	41%	*39%*	*43%*	*43%*	*39%*	**51%af**	*41%*	*43%*	*39%*	*41%*	**45%hm**	*44%*	*50%*	*40%*	*46%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Mean	**1.14**	**1.35bcdefg**	1.06	0.94	1.03	0.88	**1.20bcg**	0.98	**1.29ijkln**	**1.13jkln**	0.96	0.88	0.73	**1.21jkln**	0.84
Std Dev.	**1.52**	1.93	1.38	0.94	0.93	0.79	1.68	0.89	1.82	1.49	1.10	0.77	0.29	1.66	0.67
Std Error	**0.02**	0.04	0.03	0.03	0.05	0.06	0.03	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
£0.00-£0.49	**327**	15	305	7	98	199	30	318	5	2	-	325	1
	6%	*4%*	*7%*	*8%*	*6%*	*6%*	*9%*	*6%*	*6%*	*11%*	-	*6%*	*5%*
£0.50-£0.59	**603**	30	568	5	161	411	30	586	8	5	2	600	1
	12%	*7%*	**12%a**	*5%*	*10%*	*13%*	*9%*	*12%*	*9%*	*23%*	*19%*	*12%*	*5%*
£0.60-£0.69	**1793**	95	1674	24	492	1215	86	1767	11	4	3	1781	9
	35%	*24%*	**36%a**	*28%*	*32%*	**37%df**	*26%*	**35%h**	*12%*	*17%*	*34%*	**35%h**	*38%*
£0.70-£0.79	**969**	54	905	10	268	655	46	958	4	6	-	968	1
	19%	*13%*	**19%a**	*12%*	*17%*	**20%f**	*14%*	**19%h**	*4%*	*27%*	-	**19%h**	*6%*
£0.80-£0.89	**363**	35	320	7	118	232	14	356	5	2	-	362	1
	7%	*9%*	*7%*	*9%*	*8%*	*7%*	*4%*	*7%*	*5%*	*9%*	-	*7%*	*3%*
£0.90-£0.99	**128**	13	110	5	40	73	14	127	1	-	-	128	-
	2%	*3%*	*2%*	*6%*	*3%*	*2%*	*4%*	*3%*	*1%*	-	-	*2%*	-
Over £1.00	**978**	159	791	27	378	493	106	906	55	3	5	963	10
	19%	**40%b**	*17%*	**32%b**	**24%e**	*15%*	**33%de**	*18%*	**62%gk**	*13%*	*47%*	*19%*	*43%*
Gave correct price (=0.66 if completed on 1st Jan 2021 - 3rd April 2022, =0.68 if completed on 4th April 2022 onwards)	**213**	11	200	2	55	143	15	209	3	*	1	212	-
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*2%*	*10%*	*4%*	-
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.68 if completed on 4th April 2022 onwards)	**2811**	277	2478	56	900	1714	197	2719	65	10	5	2794	12
	54%	**69%b**	*53%*	*66%*	**58%e**	*52%*	**60%e**	*54%*	**73%gk**	*49%*	*47%*	*54%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	**2137**	114	1996	27	600	1422	115	2090	21	11	4	2121	11
	41%	*28%*	**43%a**	*32%*	*39%*	**43%df**	*35%*	**42%h**	*24%*	*50%*	*43%*	**41%h**	*48%*
Mean	**1.14**	**2.25bc**	1.04	1.16	**1.49e**	0.95	**1.36e**	1.12	**2.24gk**	0.94	1.55	1.13	1.36
Std Dev.	**1.52**	2.73	1.33	1.30	2.10	1.07	1.68	1.50	2.21	0.97	2.02	1.52	1.23
Std Error	**0.02**	0.14	0.02	0.14	0.05	0.02	0.09	0.02	0.26	0.18	0.76	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
£0.00-£0.49	327	98	84	82	62	29	27	43	22	29	33	30	27	26	20	28	13
	6%	**8%d**	*7%*	*6%*	*5%*	*7%*	*7%*	**10%np**	*5%*	*6%*	**8%p**	*7%*	*6%*	*6%*	*4%*	*7%*	*3%*
£0.50-£0.59	603	193	137	169	104	66	59	68	38	62	36	58	61	50	30	40	34
	12%	**15%bd**	*11%*	**13%d**	*8%*	**15%hjnp**	**14%np**	**15%hjnp**	*9%*	**13%n**	*9%*	**13%n**	**14%np**	**12%n**	*6%*	*10%*	*8%*
£0.60-£0.69	1793	500	484	448	362	175	179	146	168	178	138	151	145	152	134	119	109
	35%	**39%d**	**38%d**	**35%d**	*28%*	**40%nop**	**43%glnop**	*33%*	**39%nop**	**39%nop**	**35%p**	**35%p**	*34%*	**36%p**	*29%*	*29%*	*26%*
£0.70-£0.79	969	199	215	246	311	68	63	67	74	75	66	81	71	93	118	93	100
	19%	*15%*	*17%*	*19%*	**24%abc**	*16%*	*15%*	*15%*	*17%*	*16%*	*17%*	*19%*	*16%*	*22%*	**25%efghijl**	**23%fg**	**24%efgijl**
£0.80-£0.89	363	67	72	86	139	19	13	36	24	24	24	14	39	33	55	30	54
	7%	*5%*	*6%*	*7%*	**11%abc**	*4%*	*3%*	**8%fk**	*6%*	*5%*	*6%*	*3%*	**9%fk**	**8%fk**	**12%efhijk**	**7%f**	**13%efhijko**
£0.90-£0.99	128	19	22	36	51	6	6	6	6	6	10	16	17	3	15	20	16
	2%	*1%*	*2%*	*3%*	**4%ab**	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	**4%m**	**4%m**	*1%*	**3%m**	**5%efghim**	**4%m**
Over £1.00	978	214	277	224	263	70	67	78	98	88	91	82	72	70	91	82	90
	19%	*17%*	**21%a**	*17%*	*20%*	*16%*	*16%*	*18%*	*23%*	*19%*	*23%*	*19%*	*17%*	*16%*	*20%*	*20%*	*22%*
Gave correct price (=0.66 if completed on 1st Jan 2021 - 3rd April 2022, =0.68 if completed on 4th April 2022 onwards)	213	51	71	77	15	11	19	20	27	21	23	31	30	15	3	8	3
	4%	**4%d**	**5%d**	**6%d**	*1%*	*3%*	**5%np**	**5%np**	**6%nop**	**5%np**	**6%nop**	**7%enop**	**7%enop**	**4%np**	*1%*	*2%*	*1%*
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.68 if completed on 4th April 2022 onwards)	2811	573	679	688	871	196	168	210	235	229	215	227	221	241	320	265	285
	54%	*44%*	**53%a**	**53%a**	**67%abc**	*45%*	*41%*	*47%*	**55%ef**	**50%f**	**54%f**	**52%f**	**51%f**	**56%ef**	**69%efghijklm**	**64%efghijkl**	**69%efghijklm**
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	2137	666	541	525	405	226	227	213	168	211	162	174	180	171	140	138	127
	41%	**52%bcd**	**42%d**	**41%d**	*31%*	**52%hjklmnop**	**55%hjklmnop**	**48%nop**	**39%np**	**46%nop**	**41%np**	**40%np**	**42%np**	**40%np**	*30%*	*34%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Mean	**1.14**	0.97	**1.33ac**	1.01	**1.23ac**	0.88	1.08	0.96	**1.35egim**	**1.18el**	**1.48efgklmo**	**1.14e**	0.91	0.99	**1.30egim**	**1.14e**	**1.25egim**
Std Dev.	**1.52**	1.17	1.89	1.21	1.65	0.89	1.47	1.07	1.85	1.69	2.13	1.52	0.93	1.11	1.73	1.53	1.69
Std Error	**0.02**	0.03	0.05	0.03	0.05	0.04	0.07	0.05	0.09	0.08	0.10	0.07	0.04	0.05	0.08	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very good (5)	**1184**	-	1184	672	511	266	187	283	158	129	76	85	453	441	290	161	1016	164	1113
	23%	-	*23%*	**27%d**	*19%*	**39%fghijk**	**31%hijk**	**27%hijk**	**21%ij**	*14%*	*12%*	*16%*	**35%mno**	**24%no**	*14%*	*14%*	*22%*	**35%p**	*22%*
Fairly good (4)	**1764**	-	1764	839	916	243	235	358	259	302	202	164	478	617	669	367	1590	164	1843
	34%	-	*34%*	*33%*	*35%*	*35%*	*39%*	*34%*	*35%*	*34%*	*32%*	*31%*	**37%o**	*34%*	*32%*	*32%*	*34%*	*35%*	*36%*
Neither good nor poor (3)	**1178**	-	1178	527	650	89	89	231	168	225	201	175	178	399	600	375	1113	52	1181
	23%	-	*23%*	*21%*	**25%c**	*13%*	*15%*	**22%ef**	**23%ef**	**25%ef**	**32%efghi**	**33%efghi**	*14%*	**22%l**	**29%lm**	**32%lm**	**24%l**	*11%*	*23%*
Fairly poor (2)	**632**	-	632	279	350	48	50	119	105	148	100	62	98	224	311	163	586	43	637
	12%	-	*12%*	*11%*	*13%*	*7%*	*8%*	**11%e**	**14%ef**	**16%efg**	**16%efg**	**12%e**	*8%*	**12%l**	**15%l**	**14%l**	*13%*	*9%*	*12%*
Very poor (1)	**326**	-	326	160	162	29	31	61	43	84	49	29	60	104	162	78	286	31	326
	6%	-	*6%*	*6%*	*6%*	*4%*	*5%*	*6%*	*6%*	**9%efgh**	*8%*	*5%*	*5%*	*6%*	**8%l**	*7%*	*6%*	*7%*	*6%*
I don't know	**76**	-	76	39	36	14	16	8	13	9	6	11	30	21	25	17	62	9	61
	1%	-	*1%*	*2%*	*1%*	*2%*	**3%g**	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly good	**2948**	-	2948	1510	1427	509	423	641	417	431	278	250	932	1058	959	528	2606	328	2956
	57%	-	*57%*	**60%d**	*54%*	**74%ghijk**	**69%ghijk**	**61%ijk**	**56%ijk**	*48%*	*44%*	*47%*	**72%mno**	**59%no**	*47%*	*45%*	*56%*	**71%p**	*57%*
NET Very/fairly poor	**959**	-	959	439	512	78	80	180	148	232	149	91	158	328	473	240	873	74	963
	19%	-	*19%*	*17%*	*20%*	*11%*	*13%*	**17%e**	**20%ef**	**26%efghk**	**24%efg**	**17%e**	*12%*	**18%l**	**23%lm**	**21%l**	*19%*	*16%*	*19%*
Mean	**3.56**	-	3.56	**3.64d**	3.49	**3.99ghijk**	**3.84ghijk**	**3.65ijk**	**3.52ij**	3.27	3.25	3.42	**3.92mno**	**3.60no**	3.30	3.32	3.54	**3.85p**	3.55
Std Dev.	**1.16**	-	1.16	1.18	1.14	1.10	1.12	1.16	1.15	1.18	1.10	1.07	1.11	1.16	1.13	1.09	1.15	1.20	1.15
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 211

QF4. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very good (5)	**1184**	358	297	247	282	655	529	837	334	122	136	253	277	337	666	123	1015
	23%	**36%bcd**	*19%*	*21%*	*20%*	**25%f**	*21%*	**27%h**	*17%*	*18%*	*21%*	*19%*	*22%*	**37%ijkln**	*21%*	*18%*	**24%o**
Fairly good (4)	**1764**	350	577	405	432	927	837	1068	673	191	224	477	469	299	1169	191	1490
	34%	*35%*	**36%d**	*34%*	*31%*	*36%*	*33%*	*35%*	*34%*	*28%*	*34%*	**37%l**	**37%l**	*33%*	**36%l**	*28%*	**36%o**
Neither good nor poor (3)	**1178**	150	382	272	375	531	647	594	556	198	157	298	278	159	733	203	903
	23%	*15%*	**24%a**	**23%a**	**27%a**	*21%*	**25%e**	*19%*	**28%g**	**29%klmn**	**24%m**	**23%m**	**22%m**	*17%*	**23%m**	**29%p**	*22%*
Fairly poor (2)	**632**	82	215	164	170	298	334	342	281	99	78	163	156	81	398	99	488
	12%	*8%*	**13%a**	**14%a**	**12%a**	*12%*	*13%*	*11%*	**14%g**	**14%m**	*12%*	**13%m**	*12%*	*9%*	**12%m**	*14%*	*12%*
Very poor (1)	**326**	46	107	75	98	153	173	194	129	59	50	90	58	38	198	59	243
	6%	*5%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	**9%lm**	**8%lm**	**7%m**	*5%*	*4%*	*6%*	**9%p**	*6%*
I don't know	**76**	5	21	20	30	26	50	36	34	16	6	19	18	6	43	16	49
	1%	*	*1%*	*2%*	**2%a**	*1%*	**2%e**	*1%*	*2%*	**2%m**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly good	**2948**	708	874	652	714	1582	1366	1904	1007	313	360	729	746	636	1835	314	2505
	57%	**71%bcd**	*55%*	*55%*	*51%*	**61%f**	*53%*	**62%h**	*50%*	*46%*	**55%l**	**56%l**	**59%l**	**69%ijkln**	**57%l**	*46%*	**60%o**
NET Very/fairly poor	**959**	129	322	240	268	451	508	536	410	158	128	253	214	118	595	158	731
	19%	*13%*	**20%a**	**20%a**	**19%a**	*17%*	*20%*	*17%*	**20%g**	**23%lmn**	**20%m**	**19%m**	*17%*	*13%*	**19%m**	**23%p**	*17%*
Mean	**3.56**	**3.90bcd**	3.47	3.50	3.46	**3.64f**	3.48	**3.66h**	3.41	3.33	3.49	**3.50l**	**3.61l**	**3.89ijkln**	**3.54l**	3.33	**3.62o**
Std Dev.	**1.16**	1.12	1.14	1.16	1.16	1.15	1.16	1.18	1.12	1.19	1.18	1.15	1.10	1.12	1.14	1.19	1.15
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very good (5)	1184	1044	140	63	1018	78	53	35	50	152	82	85	86	94	258	120	90	14	64
	23%	24%	19%	27%b	23%e	18%	22%	25%e	24%or	27%jlor	19%	23%	19%	20%	38%hijklmopqr	17%	20%	23%	17%
Fairly good (4)	1764	1520	244	77	1468	142	95	59	72	191	151	133	150	142	225	269	136	25	116
	34%	34%	34%	33%	34%	33%	38%	42%de	34%	34%	35%	35%	33%	30%	33%	38%m	31%	40%	31%
Neither good nor poor (3)	1178	986	192	49	981	124	49	24	54	118	100	79	110	119	107	169	124	15	109
	23%	22%	27%a	21%	23%g	29%dfg	20%	17%	26%n	21%	24%n	21%	24%n	25%n	16%	24%n	28%n	23%	30%ikn
Fairly poor (2)	632	541	91	34	523	61	32	16	20	61	56	41	69	75	44	103	55	6	56
	12%	12%	13%	14%	12%	14%	13%	11%	9%	11%	13%n	11%	15%n	16%hn	6%	14%n	12%n	9%	15%hn
Very poor (1)	326	279	47	13	280	22	15	8	10	37	29	30	30	42	33	37	32	*	22
	6%	6%	7%	5%	6%	5%	6%	6%	5%	7%	7%q	8%q	7%q	9%q	5%	5%	7%q	1%	6%
I don't know	76	67	9	1	67	6	2	*	3	6	7	7	9	7	11	10	6	3	4
	1%	2%	1%	*	2%g	1%	1%	*	2%	1%	2%	2%	2%	2%	2%	1%	1%	4%ir	1%
NET Very/fairly good	2948	2564	384	140	2486	220	148	95	122	344	233	218	236	236	483	389	226	40	180
	57%	58%	53%	59%	57%e	51%	60%e	66%de	58%mr	61%lmpr	55%	58%mr	52%	49%	71%hijklmopr	55%	51%	63%mr	49%
NET Very/fairly poor	959	820	138	47	803	84	47	24	30	98	86	71	99	117	77	140	86	6	77
	19%	18%	19%	20%	19%	19%	19%	17%	14%	17%	20%nq	19%n	22%hnq	24%hinq	11%	20%nq	20%nq	10%	21%hnq
Mean	3.56	3.57	3.47	3.61	3.57e	3.45	3.57	3.69e	3.64lmr	3.65lmr	3.48	3.55	3.43	3.36	3.95hijklmopr	3.48	3.45	3.78jlmopr	3.39
Std Dev.	1.16	1.16	1.14	1.18	1.17	1.10	1.15	1.13	1.10	1.18	1.16	1.20	1.16	1.22	1.12	1.10	1.16	0.94	1.12
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very good (5)	**1184**	690	299	96	61	33	988	94	661	351	120	32	13	1012	46
	23%	**37%bcdefg**	*15%*	*12%*	*17%*	**20%c**	**26%bcdg**	**18%c**	**36%ijklmn**	**18%j**	*13%*	*12%*	*13%*	**27%ijkln**	*12%*
Fairly good (4)	**1764**	571	800	221	117	41	1371	158	620	785	231	89	23	1405	112
	34%	*31%*	**41%acdefg**	*28%*	*33%*	*25%*	**36%ace**	*30%*	**34%jl**	**40%hjln**	*25%*	*33%*	*22%*	**37%jl**	*30%*
Neither good nor poor (3)	**1178**	347	458	273	65	24	805	89	307	459	317	60	17	766	77
	23%	*19%*	**23%aeg**	**35%abdefg**	*18%*	*15%*	*21%*	*17%*	*17%*	**23%hm**	**35%hiklmn**	*22%*	*17%*	**20%h**	*21%*
Fairly poor (2)	**632**	163	285	95	53	30	447	83	169	257	130	48	16	427	64
	12%	*9%*	**15%af**	*12%*	**15%a**	**18%a**	**12%a**	**16%af**	*9%*	**13%h**	**14%h**	**18%hm**	*16%*	*11%*	**17%hm**
Very poor (1)	**326**	59	101	84	49	27	160	76	71	88	89	34	31	158	65
	6%	*3%*	**5%a**	**11%abf**	**14%abf**	**17%abf**	*4%*	**15%abf**	*4%*	*4%*	**10%him**	**13%him**	**30%hijkmn**	*4%*	**18%hijm**
I don't know	**76**	15	13	13	12	8	28	20	17	19	22	4	2	36	6
	1%	*1%*	*1%*	*2%*	**3%abf**	**5%abcf**	*1%*	**4%abf**	*1%*	*1%*	**2%him**	*2%*	*2%*	*1%*	*2%*
NET Very/fairly good	**2948**	1260	1099	318	178	74	2359	251	1281	1136	351	121	36	2417	157
	57%	**68%bcdefg**	**56%ceg**	*41%*	**50%c**	*45%*	**62%bcdeg**	**48%c**	**69%ijklmn**	**58%jkln**	*39%*	*46%*	*35%*	**64%ijkln**	*43%*
NET Very/fairly poor	**959**	222	385	179	102	56	608	159	240	345	220	81	47	585	128
	19%	*12%*	**20%af**	**23%af**	**29%abf**	**35%abcf**	**16%a**	**31%abcf**	*13%*	**18%h**	**24%him**	**31%him**	**46%hijkm**	*15%*	**35%hijm**
Mean	**3.56**	**3.91bcdefg**	**3.47cdeg**	3.20	3.26	3.15	**3.68bcdeg**	3.22	**3.89ijklmn**	**3.54jkln**	**3.18l**	**3.15l**	2.72	**3.71ijkln**	3.03
Std Dev.	**1.16**	1.10	1.08	1.14	1.31	1.41	1.11	1.34	1.11	1.07	1.15	1.23	1.45	1.11	1.31
Std Error	**0.02**	0.03	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02	0.04	0.08	0.14	0.02	0.07

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very good	(5)	**1184**	150	1017	17	425	687	72	1160	19	3	3	1182	-
		23%	**37%bc**	*22%*	*20%*	**27%e**	*21%*	*22%*	*23%*	*21%*	*13%*	*26%*	*23%*	-
Fairly good	(4)	**1764**	113	1613	37	487	1180	97	1704	42	12	2	1758	4
		34%	*28%*	*35%*	**44%a**	*31%*	**36%d**	*30%*	*34%*	*47%*	*55%*	*22%*	*34%*	*16%*
Neither good nor poor	(3)	**1178**	81	1077	20	363	728	86	1139	19	2	3	1161	14
		23%	*20%*	*23%*	*23%*	*23%*	*22%*	*26%*	*23%*	*22%*	*10%*	*29%*	*23%*	*63%*
Fairly poor	(2)	**632**	38	585	9	179	417	36	621	8	3	-	631	1
		12%	*10%*	*13%*	*10%*	*12%*	*13%*	*11%*	*12%*	*9%*	*15%*	-	*12%*	*4%*
Very poor	(1)	**326**	19	306	2	88	212	26	321	1	1	2	323	1
		6%	*5%*	*7%*	*2%*	*6%*	*6%*	*8%*	*6%*	*1%*	*6%*	*23%*	*6%*	*3%*
I don't know		**76**	*	76	-	13	53	10	73	-	-	-	73	3
		1%	*	*2%*	-	*1%*	*2%*	**3%d**	*1%*	-	-	-	*1%*	*14%*
NET Very/fairly good		**2948**	264	2630	54	912	1867	169	2865	61	15	5	2940	4
		57%	**66%b**	*56%*	*64%*	*59%*	*57%*	*52%*	*57%*	*68%*	*69%*	*48%*	*57%*	*16%*
NET Very/fairly poor		**959**	57	891	11	267	630	62	941	9	5	2	955	2
		19%	*14%*	*19%*	*12%*	*17%*	*19%*	*19%*	*19%*	*10%*	*21%*	*23%*	*19%*	*7%*
Mean		**3.56**	**3.84b**	3.53	3.70	**3.64e**	3.53	3.48	3.56	3.78	3.54	3.26	3.56	3.08
Std Dev.		**1.16**	1.16	1.16	0.98	1.17	1.15	1.19	1.16	0.92	1.12	1.53	1.16	0.62
Std Error		**0.02**	0.06	0.02	0.10	0.03	0.02	0.07	0.02	0.11	0.21	0.58	0.02	0.16

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very good	(5)	1184	290	358	283	254	79	82	128	127	134	97	113	96	74	104	76	74
		23%	22%	28%acd	22%	20%	18%	20%	29%efmop	30%efmop	29%efmop	24%	26%mp	22%	17%	22%	18%	18%
Fairly good	(4)	1764	435	425	466	437	150	154	131	141	149	135	145	164	158	143	148	146
		34%	34%	33%	36%	34%	35%	37%	30%	33%	32%	34%	33%	38%	37%	31%	36%	35%
Neither good nor poor	(3)	1178	324	267	303	284	132	92	100	100	82	84	111	78	114	83	96	104
		23%	25%b	21%	24%	22%	31%fijln	22%	23%	23%	18%	21%	26%ln	18%	27%iln	18%	23%	25%
Fairly poor	(2)	632	136	162	154	181	43	58	35	42	64	56	39	51	65	78	56	48
		12%	11%	13%	12%	14%a	10%	14%g	8%	10%	14%g	14%g	9%	12%	15%gk	17%sghk	14%	11%
Very poor	(1)	326	75	68	68	115	26	18	30	17	27	24	17	35	16	49	32	34
		6%	6%	5%	5%	9%abc	6%	4%	7%	4%	6%	6%	4%	8%m	4%	11%fhkm	8%	8%hm
I don't know		76	31	10	16	19	2	11	17	3	4	3	8	8	1	7	4	9
		1%	2%b	1%	1%	2%	1%	3%m	4%ehijm	1%	1%	1%	2%	2%	*	1%	1%	2%m
NET Very/fairly good		2948	725	783	749	691	230	236	260	268	283	232	257	259	232	247	224	221
		57%	56%	61%d	58%	54%	53%	57%	59%	62%enp	61%	58%	60%	60%	54%	53%	54%	53%
NET Very/fairly poor		959	210	230	222	296	69	76	66	59	91	80	56	86	80	127	88	82
		19%	16%	18%	17%	23%abc	16%	18%	15%	14%	20%k	20%k	13%	20%k	19%	27%efghikmp	21%hk	20%k
Mean		3.56	3.58d	3.66d	3.58d	3.42	3.50	3.56	3.69nop	3.75emnop	3.65nop	3.57	3.70mnop	3.55	3.49	3.38	3.44	3.44
Std Dev.		1.16	1.13	1.17	1.12	1.21	1.09	1.10	1.19	1.11	1.21	1.18	1.08	1.20	1.06	1.30	1.17	1.16
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.05	0.06	0.06	0.05	0.06	0.05	0.06	0.06	0.06

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very good (5)	1189	-	1189	638	547	237	183	279	170	138	83	97	421	450	318	180	1047	136	1161
	23%	-	23%	25%d	21%	34%ghijk	30%hijk	26%ijk	23%ij	15%	13%	18%	32%mno	25%no	15%	15%	22%	29%p	22%
Fairly good (4)	1939	-	1939	898	1035	259	237	382	280	318	257	204	497	663	780	461	1749	179	1970
	38%	-	38%	36%	39%c	38%	39%	36%	38%	35%	40%	39%	38%	37%	38%	40%	38%	39%	38%
Neither good nor poor (3)	1129	-	1129	550	576	104	98	227	157	241	165	136	203	384	542	301	1047	74	1138
	22%	-	22%	22%	22%	15%	16%	21%ef	21%e	27%efgh	26%ef	26%ef	16%	21%l	26%lm	26%lm	22%q	16%	22%
Fairly poor (2)	578	-	578	256	317	46	49	121	88	128	88	59	94	209	275	147	539	37	575
	11%	-	11%	10%	12%	7%	8%	11%e	12%e	14%ef	14%ef	11%e	7%	12%l	13%l	13%l	12%	8%	11%
Very poor (1)	260	-	260	135	123	30	24	43	37	63	38	24	55	80	125	62	224	28	261
	5%	-	5%	5%	5%	4%	4%	4%	5%	7%g	6%	5%	4%	4%	6%	5%	5%	6%	5%
I don't know	65	-	65	37	28	11	17	6	14	8	4	5	28	20	18	9	49	8	56
	1%	-	1%	1%	1%	2%	3%gij	1%	2%	1%	1%	1%	2%no	1%	1%	1%	1%	2%	1%
NET Very/fairly good	3128	-	3128	1537	1582	497	421	662	451	457	340	301	918	1113	1098	641	2796	315	3131
	61%	-	61%	61%	60%	72%ghijk	69%ghijk	62%ij	60%i	51%	54%	57%	71%mno	62%no	53%	55%	60%	68%p	61%
NET Very/fairly poor	839	-	839	391	440	76	73	164	125	191	126	84	149	289	400	209	762	66	836
	16%	-	16%	16%	17%	11%	12%	16%	17%e	21%efg	20%ef	16%	12%	16%l	19%lm	18%l	16%	14%	16%
Mean	3.63	-	3.63	3.67	3.60	3.93ghijk	3.86ghijk	3.70ij	3.63ij	3.38	3.41	3.56i	3.89mno	3.67no	3.44	3.48	3.62	3.78p	3.63
Std Dev.	1.11	-	1.11	1.13	1.09	1.08	1.08	1.10	1.11	1.12	1.07	1.06	1.08	1.11	1.09	1.07	1.10	1.14	1.11
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very good (5)	**1189**	328	318	256	287	646	543	809	363	121	146	264	289	306	699	121	1015
	23%	**33%bcd**	*20%*	*22%*	*21%*	**25%f**	*21%*	**26%h**	*18%*	*18%*	*22%*	*20%*	**23%i**	**33%ijkln**	*22%*	*18%*	**24%o**
Fairly good (4)	**1939**	380	603	453	503	984	956	1147	773	213	251	531	508	324	1290	213	1638
	38%	*38%*	*38%*	*38%*	*36%*	*38%*	*37%*	*37%*	*38%*	*31%*	**39%i**	**41%i**	**40%i**	*35%*	**40%i**	*31%*	**39%o**
Neither good nor poor (3)	**1129**	162	370	255	341	532	597	586	509	187	146	270	250	186	666	192	863
	22%	*16%*	**23%a**	**22%a**	**25%a**	*21%*	*23%*	*19%*	**25%g**	**27%klmn**	*23%*	*21%*	*20%*	*20%*	*21%*	**28%p**	*21%*
Fairly poor (2)	**578**	82	200	146	151	282	297	345	230	91	68	150	152	67	371	91	454
	11%	*8%*	**13%a**	**12%a**	*11%*	*11%*	*12%*	*11%*	*11%*	**13%m**	*10%*	**12%m**	**12%m**	*7%*	**12%m**	*13%*	*11%*
Very poor (1)	**260**	36	87	61	77	123	138	148	106	52	33	75	45	32	153	52	186
	5%	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	**8%lmn**	*5%*	*6%*	*4%*	*3%*	*5%*	**8%p**	*4%*
I don't know	**65**	3	21	13	28	25	41	36	27	20	6	9	12	5	28	20	33
	1%	*	*1%*	*1%*	**2%a**	*1%*	*2%*	*1%*	*1%*	**3%klmn**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET Very/fairly good	**3128**	708	921	709	790	1629	1499	1956	1136	333	397	795	797	629	1989	334	2653
	61%	**71%bcd**	*58%*	*60%*	*57%*	**63%f**	*58%*	**64%h**	*57%*	*49%*	**61%i**	**61%i**	**63%i**	**68%ijkn**	**62%i**	*48%*	**63%o**
NET Very/fairly poor	**839**	117	287	206	228	404	434	493	336	144	101	225	197	99	523	144	639
	16%	*12%*	**18%a**	**17%a**	**16%a**	*16%*	*17%*	*16%*	*17%*	**21%lmn**	**16%m**	**17%m**	**16%m**	*11%*	**16%m**	**21%p**	*15%*
Mean	**3.63**	**3.89bcd**	3.55	3.60	3.57	**3.68f**	3.58	**3.70h**	3.53	3.39	**3.63i**	**3.59i**	**3.68i**	**3.88ijkln**	**3.63i**	3.39	**3.68o**
Std Dev.	**1.11**	1.07	1.11	1.11	1.11	1.11	1.11	1.12	1.08	1.16	1.10	1.11	1.07	1.06	1.09	1.16	1.09
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 212

QF5. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very good (5)	**1189**	1039	150	67	1005	82	61	41	54	152	93	85	81	98	223	129	89	16	66
	23%	*23%*	*21%*	**28%b**	**23%e**	*19%*	**25%e**	**29%de**	**26%lor**	**27%lor**	*22%*	*23%*	*18%*	*21%*	**33%jklmopr**	*18%*	*20%*	*26%*	*18%*
Fairly good (4)	**1939**	1670	269	77	1622	171	90	56	75	197	149	162	186	168	258	272	157	30	141
	38%	*38%*	*37%*	*33%*	*37%*	*39%*	*37%*	*39%*	*36%*	*35%*	*35%*	*43%*	*41%*	*35%*	*38%*	*38%*	*35%*	**47%ljm**	*38%*
Neither good nor poor (3)	**1129**	952	177	53	947	105	52	24	47	124	91	73	98	118	108	160	127	10	95
	22%	*21%*	*24%*	*22%*	**22%g**	**24%g**	*21%*	*17%*	*22%*	*22%*	*22%*	*20%*	*22%*	**25%n**	*16%*	*23%*	**29%knq**	*16%*	**26%n**
Fairly poor (2)	**578**	496	82	25	487	47	30	14	18	58	64	27	59	65	48	105	42	6	42
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*	*10%*	*9%*	*10%*	**15%hknp**	*7%*	**13%kn**	**14%kn**	*7%*	**15%hkn**	*9%*	*9%*	*11%*
Very poor (1)	**260**	221	40	12	216	24	12	8	12	27	21	20	27	25	31	32	22	1	23
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*1%*	*6%*
I don't know	**65**	59	6	2	60	4	1	*	3	7	7	7	3	6	11	9	6	1	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly good	**3128**	2709	419	144	2627	253	151	97	129	349	242	247	267	266	480	401	245	46	207
	61%	*61%*	*58%*	*61%*	*61%*	*58%*	*61%*	**68%def**	*62%*	*62%*	*57%*	**66%jmopr**	*59%*	*55%*	**71%hijlmopr**	*57%*	*55%*	**73%jlmopr**	*56%*
NET Very/fairly poor	**839**	717	122	38	704	71	42	22	30	86	85	48	86	90	78	137	64	6	65
	16%	*16%*	*17%*	*16%*	*16%*	*16%*	*17%*	*15%*	*14%*	*15%*	**20%knq**	*13%*	**19%n**	**19%n**	*12%*	**19%kn**	*14%*	*10%*	**17%n**
Mean	**3.63**	3.64	3.57	3.69	3.63	3.56	3.64	**3.76de**	**3.69r**	**3.69r**	3.55	**3.72or**	3.52	3.53	**3.89hijlmopr**	3.52	3.57	**3.89jlmopr**	3.50
Std Dev.	**1.11**	1.11	1.11	1.15	1.11	1.09	1.13	1.14	1.13	1.12	1.14	1.07	1.11	1.12	1.09	1.09	1.07	0.94	1.10
Std Error	**0.02**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.06	0.07	0.04

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Historic increases
Pre 25th March 2019 - 58p
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23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very good (5)	1189	680	309	103	55	32	990	87	689	336	107	32	15	1025	48
	23%	**37%bcdefg**	*16%*	*13%*	*15%*	*20%*	**26%bcdg**	*17%*	**37%ijklmn**	**17%j**	*12%*	*12%*	*15%*	**27%ijkln**	*13%*
Fairly good (4)	1939	703	847	213	129	38	1551	167	675	861	274	94	24	1536	117
	38%	**38%ce**	**43%aceg**	*27%*	**36%ce**	*23%*	**41%ceg**	*32%*	**37%jl**	**44%hjkln**	*30%*	*35%*	*23%*	**40%hjln**	*32%*
Neither good nor poor (3)	1129	275	445	298	73	25	720	98	257	442	320	67	18	699	85
	22%	*15%*	**23%af**	**38%abdefg**	**21%a**	*15%*	**19%a**	*19%*	*14%*	**23%hm**	**35%hiklmn**	**25%hm**	*18%*	**18%h**	**23%h**
Fairly poor (2)	578	125	266	97	52	34	391	86	147	240	121	43	19	387	62
	11%	*7%*	**14%af**	**12%a**	**15%a**	**21%acf**	**10%a**	**17%af**	*8%*	**12%h**	**13%hm**	**16%hm**	**19%hm**	*10%*	**17%hm**
Very poor (1)	260	51	77	58	39	26	128	64	60	62	71	27	26	122	52
	5%	*3%*	*4%*	**7%abf**	**11%abf**	**16%abcf**	*3%*	**12%abcf**	*3%*	*3%*	**8%him**	**10%him**	**25%hijkmn**	*3%*	**14%hijm**
I don't know	65	9	11	14	7	8	21	16	16	19	16	4	1	35	5
	1%	*1%*	*1%*	**2%abf**	**2%abf**	**5%abcf**	*1%*	**3%abf**	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
NET Very/fairly good	3128	1384	1157	316	184	70	2540	255	1364	1197	381	126	39	2560	165
	61%	**75%bcdefg**	**59%ceg**	*40%*	**52%c**	*43%*	**67%bcdeg**	**49%c**	**74%ijklmn**	**61%jkln**	*42%*	*47%*	*38%*	**67%ijkln**	*45%*
NET Very/fairly poor	839	176	342	155	91	59	519	150	207	301	192	70	45	509	114
	16%	*10%*	**18%af**	**20%af**	**26%abf**	**36%abcf**	**14%a**	**29%abcf**	*11%*	**15%h**	**21%him**	**26%him**	**44%hijkm**	*13%*	**31%hijm**
Mean	3.63	**4.00bcdefg**	**3.54cdeg**	3.27	3.31	3.11	**3.76bcdeg**	3.25	**3.98ijklmn**	**3.60jkln**	**3.25l**	**3.24l**	2.84	**3.78ijkln**	3.13
Std Dev.	1.11	1.02	1.04	1.08	1.23	1.40	1.06	1.28	1.07	1.01	1.09	1.17	1.42	1.05	1.26
Std Error	0.02	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.02	0.02	0.04	0.08	0.13	0.02	0.07

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QF5. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very good	(5)	1189	135	1025	28	383	724	82	1165	15	5	4	1185	*
		23%	34%b	22%	33%	25%	22%	25%	23%	17%	25%	38%	23%	1%
Fairly good	(4)	1939	129	1779	31	593	1252	94	1885	40	9	1	1935	4
		38%	32%	38%	37%	38%f	38%f	29%	38%	45%	45%	10%	38%	16%
Neither good nor poor	(3)	1129	83	1027	19	326	717	85	1085	21	2	5	1108	15
		22%	21%	22%	22%	21%	22%	26%	22%	24%	10%	52%	22%	67%
Fairly poor	(2)	578	32	541	5	166	377	35	564	11	3	-	578	-
		11%	8%	12%	6%	11%	12%	11%	11%	12%	15%	-	11%	-
Very poor	(1)	260	23	236	1	75	163	23	257	2	1	-	260	1
		5%	6%	5%	1%	5%	5%	7%	5%	2%	5%	-	5%	3%
I don't know		65	1	65	-	13	45	8	62	-	-	-	62	3
		1%	*	1%	-	1%	1%	2%d	1%	-	-	-	1%	14%
NET Very/fairly good		3128	264	2804	60	976	1976	176	3050	55	15	5	3119	4
		61%	66%	60%	70%	63%f	60%	54%	61%	62%	70%	48%	61%	16%
NET Very/fairly poor		839	55	778	6	241	540	58	821	13	4	-	838	1
		16%	14%	17%	7%	15%	16%	18%	16%	14%	20%	-	16%	3%
Mean		3.63	3.80b	3.61	3.95b	3.68	3.62	3.55	3.63	3.63	3.71	3.85	3.63	3.13
Std Dev.		1.11	1.16	1.11	0.96	1.11	1.10	1.19	1.11	0.97	1.16	0.99	1.11	0.59
Std Error		0.02	0.06	0.02	0.10	0.03	0.02	0.07	0.02	0.12	0.22	0.37	0.02	0.15

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Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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QF5. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very good (5)	**1189**	298	341	283	268	83	82	133	115	139	87	112	96	75	101	93	74
	23%	*23%*	**26%d**	*22%*	*21%*	*19%*	*20%*	**30%efjmnp**	**27%mp**	**30%efjmnp**	*22%*	**26%mp**	*22%*	*18%*	*22%*	*22%*	*18%*
Fairly good (4)	**1939**	460	476	491	512	159	182	119	169	159	148	161	162	167	172	161	180
	38%	*36%*	*37%*	*38%*	*40%*	**37%g**	**44%gi**	*27%*	**39%g**	*34%*	**37%g**	**37%g**	**38%g**	**39%g**	**37%g**	**39%g**	**43%gi**
Neither good nor poor (3)	**1129**	295	259	301	274	127	80	89	90	84	85	102	86	112	104	87	83
	22%	*23%*	*20%*	*23%*	*21%*	**29%fghijlop**	*19%*	*20%*	*21%*	*18%*	*21%*	*24%*	*20%*	**26%l**	*22%*	*21%*	*20%*
Fairly poor (2)	**578**	144	148	140	146	48	37	60	40	53	55	38	44	58	53	45	48
	11%	*11%*	*12%*	*11%*	*11%*	*11%*	*9%*	*14%*	*9%*	*12%*	*14%*	*9%*	*10%*	*14%*	*11%*	*11%*	*11%*
Very poor (1)	**260**	63	60	64	73	17	23	24	14	26	20	13	37	14	24	24	25
	5%	*5%*	*5%*	*5%*	*6%*	*4%*	*6%*	*5%*	*3%*	*6%*	*5%*	*3%*	**9%ehkm**	*3%*	*5%*	*6%*	*6%*
I don't know	**65**	29	6	12	18	*	10	19	3	-	3	5	6	1	10	2	6
	1%	**2%b**	*	*1%*	*1%*	*	**2%el**	**4%ehijmo**	*1%*	-	*1%*	*1%*	*1%*	*	**2%el**	*1%*	*1%*
NET Very/fairly good	**3128**	758	817	774	780	241	265	252	284	298	235	273	258	242	273	253	254
	61%	*59%*	*63%*	*60%*	*60%*	*56%*	*64%*	*57%*	**66%egm**	*65%*	*59%*	*63%*	*60%*	*57%*	*59%*	*61%*	*61%*
NET Very/fairly poor	**839**	208	209	204	219	64	60	84	54	79	76	51	81	71	77	69	73
	16%	*16%*	*16%*	*16%*	*17%*	*15%*	*14%*	**19%k**	*13%*	*17%*	**19%hk**	*12%*	**19%k**	*17%*	*17%*	*17%*	*17%*
Mean	**3.63**	3.62	3.69	3.62	3.59	3.56	3.65	3.65	**3.78ejlmp**	3.72	3.57	**3.75m**	3.55	3.55	3.60	3.62	3.56
Std Dev.	**1.11**	1.11	1.12	1.09	1.11	1.04	1.08	1.21	1.05	1.17	1.13	1.04	1.19	1.03	1.11	1.13	1.10
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.06	0.05	0.05	0.05	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF6. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**646**	-	646	291	354	65	90	141	119	124	74	33	155	260	231	107	627	16	646
Weighted Base	**143**	-**	143	70	73	20*	17*	30	23*	23	16*	13**	37*	53	53	29*	138	4**	646
Effective Base	**404**	-	404	190	214	36	70	110	87	102	48	17	91	197	132	55	389	13	646
Very good (5)	**15**	-	15	8	7	3	3	5	1	2	*	1	6	6	3	1	14	1	66
	11%	-	*11%*	*12%*	*9%*	**13%j**	**19%hij**	**18%hij**	*4%*	*8%*	*1%*	*8%*	**15%no**	*12%*	*6%*	*4%*	*10%*	*15%*	*10%*
Fairly good (4)	**28**	-	28	15	13	4	5	6	6	4	2	1	9	12	7	3	26	2	122
	20%	-	*20%*	*21%*	*18%*	*19%*	**29%ij**	*19%*	**28%i**	*16%*	*14%*	*9%*	**24%n**	**23%n**	*13%*	*12%*	*19%*	*37%*	*19%*
Neither good nor poor (3)	**28**	-	28	10	18	4	3	5	6	4	3	3	6	12	10	6	27	1	135
	20%	-	*20%*	*14%*	**25%c**	*18%*	*15%*	*18%*	*28%*	*17%*	*20%*	*23%*	*17%*	*22%*	*19%*	*21%*	*19%*	*22%*	*21%*
Fairly poor (2)	**36**	-	36	18	18	7	3	6	5	6	5	4	10	11	15	9	35	1	165
	25%	-	*25%*	*26%*	*24%*	*33%*	*20%*	*20%*	*23%*	*27%*	*29%*	*29%*	*27%*	*21%*	*28%*	*29%*	*25%*	*26%*	*26%*
Very poor (1)	**32**	-	32	16	16	3	3	7	4	6	5	4	6	11	15	8	32	-	142
	22%	-	*22%*	*23%*	*22%*	*16%*	*17%*	*24%*	*17%*	*28%*	*29%*	*28%*	*17%*	*21%*	**28%l**	*29%*	*23%*	-	*22%*
I don't know	**4**	-	4	2	1	*	-	1	*	1	1	*	*	1	3	1	4	-	16
	3%	-	*3%*	*3%*	*2%*	*1%*	-	*2%*	*1%*	*5%*	**7%fh**	*3%*	*1%*	*1%*	*5%*	*5%*	*3%*	-	*2%*
NET Very/fairly good	**43**	-	43	23	20	6	8	11	7	5	2	2	15	18	10	5	41	2	188
	30%	-	*30%*	*33%*	*27%*	*32%*	**48%hij**	**37%ij**	**32%j**	*23%*	*15%*	*17%*	**39%no**	**35%no**	*19%*	*16%*	*30%*	*53%*	*29%*
NET Very/fairly poor	**68**	-	68	34	34	10	6	13	9	13	9	8	16	22	30	17	67	1	307
	48%	-	*48%*	*49%*	*46%*	*49%*	*37%*	*43%*	*40%*	**55%fh**	**58%f**	*57%*	*44%*	*42%*	**56%m**	**58%m**	*48%*	*26%*	*48%*
Mean	**2.70**	-	2.70	2.72	2.68	**2.79j**	**3.12ij**	**2.89ij**	**2.78j**	2.46	2.23	2.38	**2.94no**	**2.84no**	2.37	2.30	2.68	3.42	2.69
Std Dev.	**1.32**	-	1.32	1.37	1.27	1.31	1.42	1.47	1.16	1.32	1.12	1.27	1.36	1.33	1.23	1.17	1.32	1.19	1.30
Std Error	**0.05**	-	0.05	0.08	0.07	0.16	0.15	0.13	0.11	0.12	0.13	0.22	0.11	0.08	0.08	0.12	0.05	0.30	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF6. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**646**	223	199	92	132	422	224	384	255	64	51	160	177	156	388	64	555
Weighted Base	**143**	51	47	20*	25	98	45	85	56	13*	11*	34	40	35	84	13*	124
Effective Base	**404**	132	131	49	110	262	145	289	126	45	42	110	104	109	252	45	347
Very good (5)	**15**	6	4	3	2	10	5	11	4	1	1	4	4	4	9	1	14
	11%	*11%*	*9%*	*14%*	*10%*	*10%*	*12%*	*13%*	*7%*	*8%*	*10%*	*12%*	*11%*	*12%*	*11%*	*8%*	*11%*
Fairly good (4)	**28**	8	11	3	5	20	8	20	8	1	2	6	11	7	19	1	25
	20%	*16%*	*24%*	*14%*	*22%*	*20%*	*18%*	**24%h**	*13%*	*8%*	*16%*	*18%*	**27%l**	*19%*	**22%l**	*8%*	*21%*
Neither good nor poor (3)	**28**	9	9	5	5	18	10	15	13	5	1	7	7	5	15	5	22
	20%	*18%*	*19%*	*24%*	*21%*	*18%*	*22%*	*17%*	*23%*	**40%jklmn**	*10%*	*19%*	*18%*	*13%*	*18%*	**40%p**	*18%*
Fairly poor (2)	**36**	14	11	6	5	25	11	18	18	4	3	8	9	9	20	4	30
	25%	*26%*	*24%*	*29%*	*22%*	*25%*	*25%*	*21%*	**33%g**	*30%*	*27%*	*25%*	*23%*	*25%*	*24%*	*30%*	*24%*
Very poor (1)	**32**	14	10	3	5	24	8	20	12	2	4	7	8	10	19	2	29
	22%	*27%*	*22%*	*15%*	*19%*	*25%*	*17%*	*23%*	*21%*	*13%*	**33%l**	*22%*	*19%*	**29%l**	*22%*	*13%*	*23%*
I don't know	**4**	*	1	1	2	1	3	2	2	-	*	1	1	1	2	-	3
	3%	*1%*	*2%*	*4%*	**7%ab**	*1%*	**6%e**	*2%*	*3%*	-	*4%*	*4%*	*1%*	*2%*	*3%*	-	*2%*
NET Very/fairly good	**43**	14	16	6	8	30	13	31	12	2	3	10	15	11	28	2	39
	30%	*28%*	*33%*	*28%*	*32%*	*30%*	*30%*	**37%h**	*21%*	*16%*	*26%*	*30%*	**38%l**	*31%*	**33%l**	*16%*	**32%o**
NET Very/fairly poor	**68**	28	22	9	10	49	19	38	30	5	7	16	17	18	39	5	59
	48%	**54%d**	*46%*	*44%*	*40%*	*50%*	*42%*	*44%*	*54%*	*43%*	*60%*	*47%*	*42%*	*53%*	*46%*	*43%*	*48%*
Mean	**2.70**	2.57	2.73	2.82	2.82	2.65	2.82	**2.82h**	2.52	2.69	2.40	2.73	2.88	2.61	2.76	2.69	2.71
Std Dev.	**1.32**	1.35	1.31	1.30	1.32	1.33	1.30	1.39	1.20	1.11	1.44	1.35	1.32	1.42	1.34	1.11	1.34
Std Error	**0.05**	0.09	0.09	0.14	0.12	0.06	0.09	0.07	0.08	0.14	0.21	0.11	0.10	0.11	0.07	0.14	0.06

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 213

QF6. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**646**	360	286	137	-	-	-	646	-	-	-	-	-	-	-	-	-	-	-
Weighted Base	**143**	99	44	19*	-**	-**	-**	143	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**
Effective Base	**404**	273	132	84	-	-	-	404	-	-	-	-	-	-	-	-	-	-	-
Very good (5)	**15**	11	4	1	-	-	-	15	-	-	-	-	-	-	-	-	-	-	-
	11%	*11%*	*9%*	*6%*	-	-	-	*11%*	-	-	-	-	-	-	-	-	-	-	-
Fairly good (4)	**28**	21	7	3	-	-	-	28	-	-	-	-	-	-	-	-	-	-	-
	20%	*21%*	*16%*	*17%*	-	-	-	*20%*	-	-	-	-	-	-	-	-	-	-	-
Neither good nor poor (3)	**28**	17	11	6	-	-	-	28	-	-	-	-	-	-	-	-	-	-	-
	20%	*17%*	**26%a**	**29%a**	-	-	-	*20%*	-	-	-	-	-	-	-	-	-	-	-
Fairly poor (2)	**36**	24	12	5	-	-	-	36	-	-	-	-	-	-	-	-	-	-	-
	25%	*25%*	*27%*	*25%*	-	-	-	*25%*	-	-	-	-	-	-	-	-	-	-	-
Very poor (1)	**32**	23	9	4	-	-	-	32	-	-	-	-	-	-	-	-	-	-	-
	22%	*23%*	*21%*	*22%*	-	-	-	*22%*	-	-	-	-	-	-	-	-	-	-	-
I don't know	**4**	3	1	*	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-
	3%	*3%*	*2%*	*1%*	-	-	-	*3%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly good	**43**	32	11	4	-	-	-	43	-	-	-	-	-	-	-	-	-	-	-
	30%	*33%*	*25%*	*23%*	-	-	-	*30%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly poor	**68**	47	21	9	-	-	-	68	-	-	-	-	-	-	-	-	-	-	-
	48%	*47%*	*48%*	*48%*	-	-	-	*48%*	-	-	-	-	-	-	-	-	-	-	-
Mean	**2.70**	2.73	2.63	2.59	-	-	-	2.70	-	-	-	-	-	-	-	-	-	-	-
Std Dev.	**1.32**	1.35	1.25	1.22	-	-	-	1.32	-	-	-	-	-	-	-	-	-	-	-
Std Error	**0.05**	0.07	0.07	0.10	-	-	-	0.05	-	-	-	-	-	-	-	-	-	-	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF6. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**646**	214	272	90	49	15	486	64	263	262	89	16	8	525	24
Weighted Base	**143**	51	58	19*	11**	3**	108	14*	62	56	19*	3**	1**	118	4**
Effective Base	**404**	124	184	64	26	12	302	37	143	184	72	11	7	317	18
Very good (5)	**15**	7	6	1	*	1	13	1	10	4	1	*	*	14	*
	11%	*14%*	*10%*	*8%*	*	*15%*	*12%*	*4%*	**16%ij**	*7%*	*4%*	*3%*	*6%*	*12%*	*4%*
Fairly good (4)	**28**	10	10	3	3	1	20	4	14	9	4	1	*	23	1
	20%	*20%*	*18%*	*18%*	*31%*	*34%*	*19%*	*31%*	*23%*	*16%*	*22%*	*18%*	*19%*	*20%*	*18%*
Neither good nor poor (3)	**28**	10	10	5	2	*	20	2	10	11	5	*	-	21	*
	20%	*19%*	*18%*	*27%*	*17%*	*12%*	*19%*	*15%*	*17%*	*20%*	**29%hm**	*13%*	-	*18%*	*9%*
Fairly poor (2)	**36**	12	17	3	3	1	28	4	14	17	3	1	*	31	1
	25%	*23%*	*29%*	*19%*	*27%*	*20%*	*26%*	*25%*	*22%*	**30%j**	*16%*	*42%*	*12%*	*26%*	*32%*
Very poor (1)	**32**	11	13	5	2	1	24	3	13	13	5	*	1	25	1
	22%	*21%*	*23%*	*27%*	*22%*	*19%*	*22%*	*22%*	*20%*	*23%*	*27%*	*13%*	*62%*	*22%*	*29%*
I don't know	**4**	2	1	*	*	-	3	*	1	2	*	*	-	3	*
	3%	*3%*	*2%*	*2%*	*3%*	-	*3%*	*2%*	*1%*	*4%*	*2%*	*11%*	-	*3%*	*7%*
NET Very/fairly good	**43**	17	16	5	3	2	33	5	24	13	5	1	*	37	1
	30%	*34%*	*28%*	*25%*	*31%*	*49%*	*31%*	*35%*	**39%i**	*24%*	*26%*	*21%*	*26%*	*32%*	*23%*
NET Very/fairly poor	**68**	22	30	8	5	1	52	7	26	30	8	2	1	56	3
	48%	*44%*	*52%*	*45%*	*49%*	*39%*	*48%*	*47%*	*43%*	*53%*	*43%*	*55%*	*74%*	*48%*	*61%*
Mean	**2.70**	2.83	2.63	2.60	2.58	3.06	2.72	2.70	**2.91i**	2.54	2.59	2.51	1.95	2.74	2.31
Std Dev.	**1.32**	1.37	1.32	1.31	1.23	1.65	1.34	1.29	1.40	1.25	1.26	1.37	-	1.34	1.42
Std Error	**0.05**	0.10	0.08	0.14	0.18	0.43	0.06	0.16	0.09	0.08	0.13	0.35	-	0.06	0.30

*Price varies with current rates.
Historic increases
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23rd March 2020 - £1.35
4th April 2022 - £1.85

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF6. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**646**	59	573	14	210	404	32	631	8	3	-	642	4
Weighted Base		**143**	10*	129	4**	41	95	7**	141	1**	***	-**	142	1**
Effective Base		**404**	47	354	10	160	235	27	396	7	3	-	401	3
Very good	(5)	**15**	2	11	2	6	7	1	15	*	-	-	15	-
		11%	***24%b***	*9%*	*40%*	***15%e***	*8%*	*21%*	*11%*	*28%*	-	-	*11%*	-
Fairly good	(4)	**28**	2	25	1	7	21	1	27	*	*	-	28	-
		20%	*18%*	*19%*	*35%*	*16%*	*22%*	*13%*	*20%*	*41%*	*46%*	-	*20%*	-
Neither good nor poor	(3)	**28**	2	26	1	8	19	1	27	*	*	-	28	*
		20%	*18%*	*20%*	*13%*	*19%*	*20%*	*20%*	*19%*	*31%*	*13%*	-	*20%*	*40%*
Fairly poor	(2)	**36**	2	34	*	10	25	1	36	-	-	-	36	-
		25%	*17%*	*27%*	*7%*	*25%*	*27%*	*10%*	*26%*	-	-	-	*25%*	-
Very poor	(1)	**32**	2	30	-	9	21	2	32	-	*	-	32	*
		22%	*20%*	*23%*	-	*22%*	*22%*	*27%*	*22%*	-	*41%*	-	*22%*	*9%*
I don't know		**4**	*	3	*	1	2	1	3	-	-	-	3	*
		3%	*3%*	*2%*	*5%*	*3%*	*2%*	*9%*	*2%*	-	-	-	*2%*	*50%*
NET Very/fairly good		**43**	4	36	3	13	28	2	42	1	*	-	43	-
		30%	*41%*	*28%*	*75%*	*31%*	*30%*	*34%*	*30%*	*69%*	*46%*	-	*30%*	-
NET Very/fairly poor		**68**	4	64	*	19	46	3	68	-	*	-	68	*
		48%	*37%*	*50%*	*7%*	*47%*	*49%*	*37%*	*48%*	-	*41%*	-	*48%*	*9%*
Mean		**2.70**	**3.08b**	2.63	4.13	2.77	2.66	2.91	2.69	3.97	2.64	-	2.70	2.63
Std Dev.		**1.32**	1.56	1.28	1.08	1.40	1.27	1.68	1.32	-	-	-	1.32	-
Std Error		**0.05**	0.20	0.05	0.30	0.10	0.06	0.32	0.05	-	-	-	0.05	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF6. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		646	152	157	168	169	42	47	63	58	53	46	55	60	53	56	52	61
Weighted Base		143	36*	36*	36	36	10**	8**	17*	13*	11*	12**	10*	12*	13**	12*	11*	12*
Effective Base		404	80	97	104	140	27	24	33	42	36	24	43	50	25	47	44	49
Very good	(5)	15	3	4	4	4	1	1	2	2	*	2	1	2	1	1	1	2
		11%	8%	11%	12%	11%	5%	8%	9%	16%	4%	13%	13%	13%	11%	9%	9%	15%
Fairly good	(4)	28	9	8	7	4	2	1	6	2	3	3	2	3	2	1	2	1
		20%	26%d	23%d	19%	10%	22%	18%	32%np	15%	29%p	25%	20%p	24%p	14%	12%	15%	5%
Neither good nor poor	(3)	28	5	6	8	9	1	2	3	3	2	1	2	2	4	4	3	2
		20%	15%	16%	24%	24%	6%	22%	17%	21%	14%	12%	22%	15%	34%	29%	24%	19%
Fairly poor	(2)	36	12	9	8	8	4	2	6	3	3	3	2	3	3	2	2	3
		25%	32%	26%	21%	22%	35%	31%	32%	22%	29%	28%	21%	21%	21%	21%	18%	26%
Very poor	(1)	32	6	7	8	11	3	2	1	3	2	2	2	3	3	3	4	4
		22%	16%	20%	21%	31%a	30%	21%	6%	22%g	22%g	16%	21%g	23%g	20%	28%g	33%g	33%g
I don't know		4	1	1	1	1	*	-	1	1	*	1	*	*	*	*	*	*
		3%	2%	4%	2%	2%	1%	-	4%	5%	3%	5%	3%	3%	1%	2%	1%	2%
NET Very/fairly good		43	12	12	11	8	3	2	7	4	4	5	3	5	3	3	3	2
		30%	34%d	34%d	32%	21%	27%	26%	41%p	31%	33%	39%	34%	37%	24%	21%	24%	20%
NET Very/fairly poor		68	17	17	15	19	7	4	6	6	6	5	4	6	5	6	6	7
		48%	49%	46%	42%	53%	65%	52%	37%	44%	51%	45%	42%	45%	41%	49%	51%	60%
Mean		2.70	2.76	2.78	2.80	2.47	2.36	2.61	3.07op	2.79	2.63	2.91	2.83	2.82	2.75	2.52	2.49	2.40
Std Dev.		1.32	1.25	1.35	1.34	1.35	1.34	1.30	1.16	1.46	1.29	1.40	1.41	1.46	1.29	1.33	1.39	1.44
Std Error		0.05	0.10	0.11	0.10	0.10	0.21	0.19	0.15	0.19	0.18	0.21	0.19	0.19	0.18	0.18	0.20	0.19

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
1st class - all the time	**1089**	-	1089	616	471	161	159	307	177	153	79	52	321	484	285	131	967	115	1022
	21%	-	*21%*	**24%d**	*18%*	**23%ijk**	**26%ijk**	**29%ijk**	**24%ijk**	**17%k**	*12%*	*10%*	**25%no**	**27%no**	*14%*	*11%*	*21%*	*25%*	*20%*
1st class - most of the time	**1227**	-	1227	629	592	164	162	299	208	218	112	65	326	507	395	177	1095	124	1190
	24%	-	*24%*	*25%*	*23%*	**24%k**	**27%jk**	**28%jk**	**28%jk**	**24%jk**	*18%*	*12%*	**25%no**	**28%no**	**19%o**	*15%*	*24%*	*27%*	*23%*
1st and 2nd class in equal amounts	**888**	-	888	420	466	163	109	161	100	156	101	98	272	261	355	199	800	82	927
	17%	-	*17%*	*17%*	*18%*	**24%ghij**	*18%*	*15%*	*13%*	*17%*	*16%*	*19%*	**21%mn**	*14%*	*17%*	*17%*	*17%*	*18%*	*18%*
2nd class - most of the time	**1218**	-	1218	515	701	96	100	194	158	239	244	187	196	351	670	431	1139	72	1311
	24%	-	*24%*	*20%*	**27%c**	*14%*	*16%*	*18%*	**21%e**	**27%efg**	**39%efghi**	**35%efghi**	*15%*	**19%l**	**33%lm**	**37%lm**	**24%q**	*16%*	*25%*
2nd class - all the time	**470**	-	470	191	274	28	29	62	65	88	86	112	57	127	286	198	443	26	468
	9%	-	*9%*	*8%*	**10%c**	*4%*	*5%*	*6%*	**9%ef**	**10%efg**	**14%efgh**	**21%efghij**	*4%*	**7%l**	**14%lm**	**17%lm**	*10%*	*6%*	*9%*
I never send letters or cards	**185**	-	185	109	74	58	31	18	26	34	11	5	89	45	51	17	139	35	167
	4%	-	*4%*	**4%d**	*3%*	**8%ghijk**	**5%gjk**	*2%*	**4%k**	**4%gk**	*2%*	*1%*	**7%mno**	*2%*	*2%*	*1%*	*3%*	**8%p**	*3%*
I don't know	**84**	-	84	36	48	20	18	19	11	9	-	7	37	31	15	7	71	9	76
	2%	-	*2%*	*1%*	*2%*	**3%lj**	**3%lj**	**2%j**	**2%j**	*1%*	-	**1%j**	**3%no**	**2%n**	*1%*	*1%*	*2%*	*2%*	*1%*
NET 1st Class all/most of the time	**2316**	-	2316	1245	1063	325	321	606	385	371	192	117	646	991	679	308	2062	238	2212
	45%	-	*45%*	**50%d**	*40%*	**47%jk**	**53%ijk**	**57%eijk**	**52%ijk**	**41%jk**	**30%k**	*22%*	**50%no**	**55%lno**	**33%o**	*27%*	*44%*	**51%p**	*43%*
NET 2nd Class all/most of the time	**1688**	-	1688	706	975	124	129	255	223	328	330	299	253	479	957	629	1583	98	1779
	33%	-	*33%*	*28%*	**37%c**	*18%*	*21%*	**24%e**	**30%efg**	**37%efgh**	**52%efghi**	**57%efghi**	*20%*	**26%l**	**47%lm**	**54%lmn**	**34%q**	*21%*	*34%*
NET Any 1st Class	**3204**	-	3204	1665	1529	487	431	766	485	527	293	215	918	1252	1034	508	2861	320	3139
	62%	-	*62%*	**66%d**	*58%*	**71%ijk**	**71%ijk**	**72%hijk**	**65%ijk**	**59%jk**	*46%*	*41%*	**71%no**	**69%no**	**50%o**	*44%*	*61%*	**69%p**	*61%*
Any 2nd Class	**2576**	-	2576	1125	1441	287	239	416	323	483	431	397	525	740	1312	828	2382	180	2706
	50%	-	*50%*	*45%*	**55%c**	*42%*	*39%*	*39%*	*43%*	**54%efgh**	**68%efghi**	**76%efghij**	*40%*	*41%*	**64%lm**	**71%lmn**	**51%q**	*39%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 214

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
1st class - all the time	**1089**	258	248	247	337	506	583	765	316	134	136	263	246	248	645	134	901
	21%	**26%bc**	*16%*	**21%b**	**24%b**	*20%*	**23%e**	**25%h**	*16%*	*20%*	*21%*	*20%*	*20%*	**27%ijkln**	*20%*	*19%*	*22%*
1st class - most of the time	**1227**	261	405	258	302	667	561	841	373	123	131	294	315	281	740	123	1039
	24%	*26%*	*25%*	*22%*	*22%*	**26%f**	*22%*	**27%h**	*19%*	*18%*	*20%*	*23%*	**25%l**	**31%ijkln**	**23%i**	*18%*	**25%o**
1st and 2nd class in equal amounts	**888**	161	274	205	248	435	453	517	350	125	116	225	229	152	569	128	729
	17%	*16%*	*17%*	*17%*	*18%*	*17%*	*18%*	*17%*	*17%*	*18%*	*18%*	*17%*	*18%*	*17%*	*18%*	*19%*	*17%*
2nd class - most of the time	**1218**	224	421	269	303	645	573	592	602	186	157	314	320	157	791	189	964
	24%	*23%*	**26%d**	*23%*	*22%*	*25%*	*22%*	*19%*	**30%g**	**27%m**	**24%m**	**24%m**	**25%m**	*17%*	**25%m**	*27%*	*23%*
2nd class - all the time	**470**	51	162	148	110	213	258	214	250	74	73	130	97	53	301	74	364
	9%	*5%*	**10%a**	**12%ad**	**8%a**	*8%*	*10%*	*7%*	**12%g**	**11%m**	**11%m**	**10%m**	*8%*	*6%*	**9%m**	*11%*	*9%*
I never send letters or cards	**185**	24	51	42	68	75	110	98	84	31	26	50	40	14	116	31	130
	4%	*2%*	*3%*	*4%*	**5%a**	*3%*	*4%*	*3%*	*4%*	**4%m**	**4%m**	**4%m**	*3%*	*1%*	**4%m**	*4%*	*3%*
I don't know	**84**	13	38	14	20	50	33	45	32	12	12	23	9	13	44	12	60
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET 1st Class all/most of the time	**2316**	519	653	505	639	1172	1144	1606	689	257	267	558	561	530	1385	257	1940
	45%	**52%bcd**	*41%*	*43%*	**46%b**	*45%*	*45%*	**52%h**	*34%*	*38%*	*41%*	*43%*	**45%l**	**58%ijkln**	**43%i**	*37%*	**46%o**
NET 2nd Class all/most of the time	**1688**	275	582	417	413	858	831	805	852	260	230	444	417	211	1092	262	1329
	33%	*28%*	**36%ad**	**35%ad**	*30%*	*33%*	*32%*	*26%*	**42%g**	**38%m**	**35%m**	**34%m**	**33%m**	*23%*	**34%m**	**38%p**	*32%*
NET Any 1st Class	**3204**	680	928	711	887	1607	1597	2122	1039	382	382	783	789	682	1954	385	2669
	62%	**69%bc**	*58%*	*60%*	**64%b**	*62%*	*62%*	**69%h**	*52%*	*56%*	*59%*	*60%*	**63%l**	**74%ijkln**	*61%*	*56%*	**64%o**
Any 2nd Class	**2576**	436	857	623	661	1293	1284	1322	1202	385	346	669	646	363	1661	391	2057
	50%	*44%*	**54%ad**	**53%a**	*48%*	*50%*	*50%*	*43%*	**60%g**	**56%m**	**53%m**	**52%m**	**51%m**	*39%*	**52%m**	**57%p**	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 214

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
1st class - all the time	1089	970	120	58	940	63	56	30	57	162	65	62	119	87	200	103	86	7	56
	21%	22%b	17%	25%b	22%e	14%	23%e	21%e	27%jkmopqr	29%jkmopqr	15%	16%	26%jkmoqr	18%	29%jkmopqr	14%	20%	10%	15%
1st class - most of the time	1227	1064	163	51	1039	99	59	29	48	144	106	84	103	109	183	163	101	16	84
	24%	24%	22%	22%	24%	23%	24%	20%	23%	25%	25%	22%	23%	23%	27%	23%	23%	25%	23%
1st and 2nd class in equal amounts	888	759	129	34	743	79	37	29	43	80	75	75	81	76	83	160	71	12	67
	17%	17%	18%	14%	17%	18%	15%	20%	21%ln	14%	18%	20%n	18%	16%	12%	23%in	16%	20%	18%n
2nd class - most of the time	1218	1009	208	62	990	131	57	39	42	102	109	88	90	138	118	187	117	17	115
	24%	23%	29%a	26%	23%	30%df	23%	27%	20%	18%	26%in	23%	20%	29%hiln	17%	26%in	26%in	26%	31%hiklm
2nd class - all the time	470	392	78	22	396	37	27	11	11	39	50	41	42	54	45	70	43	9	28
	9%	9%	11%	9%	9%	9%	11%	7%	5%	7%	12%hn	11%h	9%	11%h	7%	10%	10%	14%hin	8%
I never send letters or cards	185	166	18	6	161	12	7	4	6	27	16	18	12	14	40	17	12	1	11
	4%	4%	3%	3%	4%	3%	3%	3%	3%	5%	4%	5%	3%	3%	6%o	2%	3%	2%	3%
I don't know	84	76	7	3	68	11	3	2	2	12	5	7	7	3	10	9	12	2	10
	2%	2%	1%	1%	2%	3%	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	3%	3%	3%n
NET 1st Class all/most of the time	2316	2034	282	109	1980	162	116	59	105	305	171	146	221	195	382	265	188	22	140
	45%	46%b	39%	46%	46%e	37%	47%e	41%	50%jkmoqr	54%jkmopqr	40%	39%	49%koqr	41%	56%jkmopqr	37%	42%	36%	38%
NET 2nd Class all/most of the time	1688	1401	287	84	1386	168	84	49	53	141	159	130	133	192	163	257	159	25	143
	33%	32%	40%a	36%	32%	39%d	34%	35%	26%	25%	37%hin	35%hin	29%	40%hiln	24%	36%hin	36%hin	40%hin	39%hiln
NET Any 1st Class	3204	2793	412	143	2722	241	153	87	148	385	246	220	303	271	465	425	259	35	206
	62%	63%b	57%	60%	63%e	56%	62%e	61%	71%jkmopqr	68%jkmpqr	58%	59%	67%jmr	57%	69%jkmopqr	60%	59%	55%	56%
Any 2nd Class	2576	2160	416	118	2129	247	122	78	97	221	234	204	214	267	246	416	231	38	210
	50%	49%	57%a	50%	49%	57%df	49%	55%d	46%n	39%	55%in	54%in	47%n	56%hin	36%	59%hiln	52%in	60%hiln	57%hiln

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
1st class - all the time	1089	450	379	143	76	32	829	107	451	386	178	43	19	837	62
	21%	**24%bc**	*19%*	*18%*	*21%*	*19%*	*22%*	*21%*	**24%ijkn**	*20%*	*20%*	*16%*	*18%*	*22%*	*17%*
1st class - most of the time	1227	435	515	172	69	26	951	96	439	527	170	69	10	966	79
	24%	*24%*	**26%deg**	*22%*	*19%*	*16%*	**25%eg**	*18%*	**24%jl**	**27%jl**	*19%*	**26%kl**	*10%*	**25%jl**	**22%kl**
1st and 2nd class in equal amounts	888	301	343	170	45	25	644	70	310	329	173	52	13	639	66
	17%	*16%*	*18%*	**22%adfg**	*13%*	*15%*	*17%*	*13%*	*17%*	*17%*	*19%*	*20%*	*13%*	*17%*	*18%*
2nd class - most of the time	1218	462	483	148	95	23	945	118	424	495	215	57	17	919	74
	24%	**25%ce**	**25%ce**	*19%*	**27%ce**	*14%*	**25%ce**	*23%*	*23%*	*25%*	*24%*	*21%*	*17%*	*24%*	*20%*
2nd class - all the time	470	170	163	68	42	21	334	64	170	148	95	24	24	317	48
	9%	*9%*	*8%*	*9%*	*12%*	*13%*	*9%*	**12%b**	*9%*	*8%*	*10%*	*9%*	**24%hijkmn**	*8%*	**13%klm**
I never send letters or cards	185	18	50	51	19	34	68	53	42	54	42	16	18	96	34
	4%	*1%*	**3%a**	**7%abf**	**5%abf**	**21%abcdfg**	*2%*	**10%abf**	*2%*	*3%*	**5%hm**	**6%him**	**17%hijkm**	*3%*	**9%hijm**
I don't know	84	7	21	30	10	2	29	12	10	19	36	5	1	29	6
	2%	*	*1%*	**4%abf**	**3%af**	*1%*	*1%*	**2%af**	*1%*	*1%*	**4%him**	**2%h**	*1%*	*1%*	*2%*
NET 1st Class all/most of the time	2316	885	895	315	145	58	1780	203	890	913	349	112	29	1803	141
	45%	**48%ceg**	**46%g**	*40%*	*41%*	*36%*	**47%ceg**	*39%*	**48%jln**	**47%jln**	*38%*	*42%*	*28%*	**47%jln**	*38%*
NET 2nd Class all/most of the time	1688	632	646	216	138	44	1278	182	594	643	310	81	41	1237	122
	33%	**34%c**	**33%c**	*28%*	**39%ce**	*27%*	**34%c**	**35%c**	*32%*	*33%*	*34%*	*30%*	*41%*	*33%*	*33%*
NET Any 1st Class	3204	1186	1238	485	190	83	2424	273	1199	1242	521	164	43	2442	207
	62%	**64%deg**	**63%deg**	**62%deg**	*53%*	*51%*	**64%deg**	*53%*	**65%jln**	**63%jln**	**57%l**	**62%l**	*42%*	**64%jln**	**56%l**
Any 2nd Class	2576	933	989	385	182	69	1923	252	903	972	483	133	55	1875	188
	50%	*51%*	*51%*	*49%*	*51%*	*42%*	*51%*	*48%*	*49%*	*50%*	*53%*	*50%*	*54%*	*49%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
1st class - all the time	1089	143	923	23	401	621	68	1070	11	4	3	1084	1
	21%	36%b	20%	28%	26%e	19%	21%	21%	12%	17%	34%	21%	5%
1st class - most of the time	1227	89	1115	23	349	778	100	1181	36	5	1	1222	4
	24%	22%	24%	28%	22%	24%	31%de	24%	41%gk	24%	11%	24%	19%
1st and 2nd class in equal amounts	888	83	794	11	265	568	55	844	31	5	2	881	6
	17%	21%	17%	13%	17%	17%	17%	17%	35%gk	22%	19%	17%	25%
2nd class - most of the time	1218	48	1154	17	351	811	56	1205	6	2	-	1214	4
	24%	12%	25%a	20%	23%	25%f	17%	24%h	7%	9%	-	24%h	18%
2nd class - all the time	470	25	439	7	121	333	16	462	2	4	1	468	1
	9%	6%	9%	8%	8%	10%df	5%	9%	2%	17%	12%	9%	6%
I never send letters or cards	185	9	176	*	53	120	12	181	-	1	2	182	-
	4%	2%	4%	*	3%	4%	4%	4%	-	7%	23%	4%	-
I don't know	84	7	73	4	16	48	20	74	2	1	-	77	6
	2%	2%	2%	4%	1%	1%	6%de	1%	2%	4%	-	2%	28%
NET 1st Class all/most of the time	2316	232	2038	47	749	1399	168	2250	47	9	5	2306	5
	45%	58%b	44%	55%	48%e	43%	51%e	45%	53%	42%	45%	45%	24%
NET 2nd Class all/most of the time	1688	72	1593	24	471	1145	72	1668	8	5	1	1682	6
	33%	18%	34%a	28%	30%f	35%df	22%	33%h	9%	26%	12%	33%h	24%
NET Any 1st Class	3204	315	2832	58	1015	1967	223	3095	79	13	6	3187	11
	62%	78%b	61%	68%	65%e	60%	68%e	62%	88%gk	63%	64%	62%	48%
Any 2nd Class	2576	155	2387	34	737	1712	128	2512	40	10	3	2562	11
	50%	39%	51%a	40%	47%f	52%df	39%	50%	45%	47%	32%	50%	49%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
1st class - all the time	**1089**	272	298	262	257	91	90	91	87	105	106	91	97	74	86	91	81
	21%	*21%*	*23%*	*20%*	*20%*	*21%*	*22%*	*21%*	*20%*	*23%*	**27%mn**	*21%*	*23%*	*17%*	*18%*	*22%*	*19%*
1st class - most of the time	**1227**	331	290	293	312	117	99	116	113	87	90	93	107	93	120	111	82
	24%	*26%*	*22%*	*23%*	*24%*	**27%i**	*24%*	*26%*	**26%i**	*19%*	*23%*	*21%*	*25%*	*22%*	*26%*	**27%i**	*20%*
1st and 2nd class in equal amounts	**888**	199	243	223	223	65	72	61	88	94	61	80	67	76	70	81	73
	17%	*15%*	*19%*	*17%*	*17%*	*15%*	*17%*	*14%*	*20%*	*20%*	*15%*	*19%*	*15%*	*18%*	*15%*	*20%*	*18%*
2nd class - most of the time	**1218**	293	295	319	310	98	92	103	95	105	95	104	97	118	115	85	110
	24%	*23%*	*23%*	*25%*	*24%*	*23%*	*22%*	*23%*	*22%*	*23%*	*24%*	*24%*	*23%*	*28%*	*25%*	*21%*	*26%*
2nd class - all the time	**470**	103	115	135	118	31	35	37	30	48	37	53	40	41	48	25	44
	9%	*8%*	*9%*	*10%*	*9%*	*7%*	*8%*	*8%*	*7%*	*10%*	*9%*	**12%ho**	*9%*	*10%*	*10%*	*6%*	*11%*
I never send letters or cards	**185**	64	29	38	53	18	21	25	9	11	9	8	17	13	16	18	20
	4%	**5%b**	*2%*	*3%*	**4%b**	*4%*	*5%*	**6%hk**	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*3%*	*4%*	*5%*
I don't know	**84**	26	20	20	17	12	6	9	9	11	*	3	6	11	9	1	6
	2%	*2%*	*2%*	*2%*	*1%*	**3%jo**	*1%*	*2%*	**2%j**	**2%j**	*	*1%*	*1%*	**3%jo**	**2%j**	*	*2%*
NET 1st Class all/most of the time	**2316**	604	587	555	570	208	189	207	200	192	196	184	204	168	206	201	163
	45%	*47%*	*46%*	*43%*	*44%*	*48%*	*46%*	*47%*	*46%*	*42%*	**49%mp**	*42%*	*47%*	*39%*	*44%*	**49%mp**	*39%*
NET 2nd Class all/most of the time	**1688**	396	410	454	428	129	127	141	124	154	133	157	137	159	163	110	154
	33%	*31%*	*32%*	*35%*	*33%*	*30%*	*31%*	*32%*	*29%*	*33%*	*33%*	**36%o**	*32%*	**37%o**	**35%o**	*27%*	**37%o**
NET Any 1st Class	**3204**	803	830	778	793	273	261	269	288	286	257	263	271	244	275	282	236
	62%	*62%*	*64%*	*60%*	*61%*	*63%*	*63%*	*61%*	**67%mp**	*62%*	*64%*	*61%*	*63%*	*57%*	*59%*	**69%mnp**	*57%*
Any 2nd Class	**2576**	596	653	677	651	195	199	202	212	248	194	237	204	235	233	191	227
	50%	*46%*	*51%*	**52%a**	*50%*	*45%*	*48%*	*46%*	*49%*	*54%*	*48%*	**55%e**	*47%*	**55%eg**	*50%*	*46%*	**55%e**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2212**	-	2212	1120	1087	249	308	538	347	423	236	111	557	885	770	347	2054	143	2212
Weighted Base	**2316**	-**	2316	1245	1063	325	321	606	385	371	192	117*	646	991	679	308	2062	238	2212
Effective Base	**1229**	-	1229	626	602	149	180	320	192	224	111	60	326	512	394	171	1122	103	2212
What stamps I have to hand	**535**	-	535	312	223	59	67	156	86	70	57	39	126	243	166	96	448	85	474
	23%	-	*23%*	*25%*	*21%*	*18%*	*21%*	*26%*	*22%*	*19%*	**30%ei**	**33%ei**	*20%*	*24%*	*24%*	**31%l**	*22%*	**36%p**	*21%*
Value for money	**539**	-	539	332	205	89	100	194	77	46	18	14	189	271	78	33	459	77	446
	23%	-	*23%*	**27%d**	*19%*	**27%ijk**	**31%hijk**	**32%hijk**	**20%ij**	*12%*	*10%*	*12%*	**29%no**	**27%no**	*12%*	*11%*	*22%*	**32%p**	*20%*
Speed of delivery	**1443**	-	1443	782	657	171	161	355	262	266	145	82	333	617	493	227	1301	134	1414
	62%	-	*62%*	*63%*	*62%*	*53%*	*50%*	*59%*	**68%efg**	**72%efg**	**75%efg**	**70%ef**	*52%*	**62%l**	**73%lm**	**74%lm**	*63%*	*56%*	*64%*
I don't want others to think that I don't want to use a 1st class stamp	**147**	-	147	92	55	42	24	32	24	14	9	2	66	56	25	11	119	28	141
	6%	-	*6%*	*7%*	*5%*	**13%ghijk**	*7%*	*5%*	*6%*	*4%*	*5%*	*1%*	**10%mno**	*6%*	*4%*	*4%*	*6%*	**12%p**	*6%*
Value of the item to be sent	**398**	-	398	237	160	68	75	143	51	42	12	8	142	194	62	20	338	61	330
	17%	-	*17%*	*19%*	*15%*	**21%ijk**	**23%hijk**	**24%hijk**	*13%*	*11%*	*6%*	*7%*	**22%no**	**20%no**	*9%*	*7%*	*16%*	**25%p**	*15%*
Security (i.e. that items sent will reach their destination intact)	**386**	-	386	244	140	78	69	130	40	33	10	26	147	171	69	36	330	52	341
	17%	-	*17%*	**20%d**	*13%*	**24%hij**	**21%hij**	**21%hij**	*10%*	*9%*	*5%*	**23%hij**	**23%mno**	**17%n**	*10%*	*12%*	*16%*	*22%*	*15%*
Not much difference in cost between 1st and 2nd class post	**493**	-	493	241	251	88	68	114	75	91	35	23	156	188	149	58	444	48	501
	21%	-	*21%*	*19%*	*24%*	**27%g**	*21%*	*19%*	*19%*	*25%*	*18%*	*20%*	*24%*	*19%*	*22%*	*19%*	*22%*	*20%*	*23%*
Postal service are less likely to lose the mail / will treat it better	**400**	-	400	238	158	54	71	123	58	40	30	23	125	181	93	53	357	41	360
	17%	-	*17%*	**19%d**	*15%*	*17%*	**22%l**	**20%l**	*15%*	*11%*	*16%*	*20%*	**19%n**	*18%*	*14%*	*17%*	*17%*	*17%*	*16%*
Other (please specify)	**9**	-	9	7	2	-	1	1	3	3	1	*	1	5	4	1	9	-	12
	*	-	*	*1%*	*	-	*	*	*1%*	*1%*	*	*	*	*	*1%*	*	*	-	*1%*
No particular reason	**60**	-	60	36	24	8	14	6	4	16	10	1	22	11	28	12	58	1	67
	3%	-	*3%*	*3%*	*2%*	*2%*	**4%g**	*1%*	*1%*	**4%gh**	**5%gh**	*1%*	**3%m**	*1%*	**4%m**	**4%m**	*3%*	*1%*	*3%*
I don't know	**40**	-	40	13	27	17	4	5	6	3	-	5	21	12	7	5	28	10	29
	2%	-	*2%*	*1%*	**3%c**	**5%gij**	*1%*	*1%*	*2%*	*1%*	-	**4%j**	**3%mn**	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2212	574	602	445	591	1176	1036	1297	890	245	273	561	554	444	1388	246	1857
Weighted Base	2316	519	653	505	639	1172	1144	1606	689	257	267	558	561	530	1385	257	1940
Effective Base	1229	262	344	265	360	605	625	768	489	147	155	314	296	243	764	148	1016
What stamps I have to hand	535	160	145	99	130	306	229	348	181	63	63	132	116	141	311	63	452
	23%	31%bcd	22%	20%	20%	26%f	20%	22%	26%	25%	24%	24%	21%	27%	22%	25%	23%
Value for money	539	173	130	120	117	302	236	432	105	40	45	126	120	186	292	40	484
	23%	33%bcd	20%	24%	18%	26%f	21%	27%h	15%	15%	17%	23%	21%	35%ijkln	21%	15%	25%o
Speed of delivery	1443	292	413	329	408	705	737	979	454	161	165	345	351	330	861	161	1212
	62%	56%	63%	65%a	64%	60%	64%	61%	66%	62%	62%	62%	63%	62%	62%	62%	62%
I don't want others to think that I don't want to use a 1st class stamp	147	51	35	31	29	86	61	118	26	19	13	29	31	45	73	19	118
	6%	10%bd	5%	6%	5%	7%	5%	7%h	4%	7%	5%	5%	6%	9%	5%	7%	6%
Value of the item to be sent	398	125	93	81	99	218	181	313	82	37	46	90	91	116	226	37	344
	17%	24%bcd	14%	16%	16%	19%	16%	19%h	12%	14%	17%	16%	16%	22%	16%	14%	18%
Security (i.e. that items sent will reach their destination intact)	386	138	90	91	67	228	158	307	79	35	38	93	79	119	211	35	331
	17%	27%bcd	14%	18%d	11%	19%f	14%	19%h	11%	14%	14%	17%	14%	22%ijln	15%	13%	17%
Not much difference in cost between 1st and 2nd class post	493	104	155	103	131	259	234	353	140	45	58	138	117	104	314	45	423
	21%	20%	24%	20%	20%	22%	20%	22%	20%	18%	22%	25%	21%	20%	23%	18%	22%
Postal service are less likely to lose the mail / will treat it better	400	135	116	82	67	251	148	294	100	40	33	95	98	110	226	40	342
	17%	26%bcd	18%d	16%d	10%	21%f	13%	18%	15%	15%	13%	17%	17%	21%j	16%	15%	18%
Other (please specify)	9	1	4	1	3	5	4	2	7	1	3	4	*	1	6	1	7
	*	*	1%	*	*	*	*	*	1%g	*	1%	1%	*	*	*	*	*
No particular reason	60	8	11	19	23	18	42	31	28	13	7	11	19	5	36	13	42
	3%	2%	2%	4%	4%	2%	4%e	2%	4%g	5%m	2%	2%	3%	1%	3%	5%p	2%
I don't know	40	1	12	8	19	13	27	17	17	8	5	15	6	1	25	8	27
	2%	*	2%	2%	3%a	1%	2%	1%	3%g	3%m	2%	3%m	1%	*	2%	3%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 215

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2212	1538	674	294	1140	385	406	281	132	153	114	100	138	111	155	113	124	61	324
Weighted Base	2316	2034	282	109*	1980	162	116	59	105	305	171*	146*	221	195	382	265	188	22**	140
Effective Base	1229	1052	184	66	946	183	219	210	118	137	99	87	125	101	139	101	114	29	154
What stamps I have to hand	535 23%	472 23%	63 22%	18 16%	468 24%g	32 20%	25 21%	10 17%	21 20%	66 22%	34 20%	27 19%	46 21%	48 24%	114 30%r	63 24%	49 26%	8 34%	24 17%
Value for money	539 23%	505 25%bc	34 12%	15 14%	474 24%	28 17%	25 21%	12 20%	25 24%jm	80 26%jm	23 13%	28 19%	55 25%jm	27 14%	150 39%hijklmopr	49 18%	38 20%	3 15%	25 18%
Speed of delivery	1443 62%	1251 62%	191 68%	74 68%	1222 62%	116 72%di	66 57%	38 65%	63 60%	194 63%	107 63%	93 64%	139 63%	131 67%n	205 54%	168 63%	121 65%	16 72%	100 72%hn
I don't want others to think that I don't want to use a 1st class stamp	147 6%	128 6%	19 7%	5 4%	127 6%	8 5%	9 7%	4 7%	10 9%p	15 5%	8 5%	15 10%p	16 7%	8 4%	39 10%p	10 4%	6 3%	* 1%	8 5%
Value of the item to be sent	398 17%	358 18%	40 14%	17 16%	351 18%	22 13%	17 14%	9 15%	17 17%	59 19%	25 14%	29 20%	42 19%	29 15%	84 22%	35 13%	31 17%	2 8%	20 14%
Security (i.e. that items sent will reach their destination intact)	386 17%	358 18%b	28 10%	14 12%	340 17%	19 12%	16 14%	11 18%	16 15%	60 20%j	14 8%	34 23%jor	37 17%	38 19%j	87 23%jor	29 11%	26 14%	2 7%	18 13%
Not much difference in cost between 1st and 2nd class post	493 21%	446 22%	47 17%	15 14%	419 21%	32 20%	27 23%	16 28%de	23 22%	72 24%	37 22%	33 23%	56 25%	43 22%	67 18%	44 17%	42 22%	4 16%	28 20%
Postal service are less likely to lose the mail / will treat it better	400 17%	350 17%	49 17%	21 20%	341 17%	31 19%	18 15%	10 17%	17 16%	48 16%	31 18%	26 18%	31 14%	29 15%	86 23%	38 14%	34 18%	6 25%	25 18%
Other (please specify)	9 *	9 *	1 *	* *	5 *	* *	2 2%d	2 3%de	- -	2 1%	- -	- -	- -	- -	- -	3 1%	1 1%	- -	* *
No particular reason	60 3%	50 2%	10 3%	5 5%	50 3%	4 2%	5 4%	2 3%	3 2%	5 2%	5 3%	2 1%	7 3%	10 5%	6 2%	7 3%	5 3%	* 1%	3 2%
I don't know	40 2%	36 2%	4 1%	3 2%	39 2%	* *	* *	* 1%	1 1%	11 4%	2 1%	5 3%	3 1%	2 1%	6 1%	4 2%	4 2%	* *	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2212	842	857	303	136	57	1699	193	867	866	319	107	32	1733	139
Weighted Base	2316	885	895	315	145*	58*	1780	203	890	913	349	112*	29**	1803	141*
Effective Base	1229	469	469	174	75	31	938	106	476	474	186	63	17	950	79
What stamps I have to hand	535	230	211	53	30	5	442	35	191	248	58	26	5	439	30
	23%	26%ce	24%e	17%	21%	8%	25%ce	17%	21%	27%hj	17%	23%	16%	24%j	22%
Value for money	539	256	179	54	34	12	435	46	248	203	71	14	1	450	15
	23%	29%bc	20%	17%	23%	22%	24%c	23%	28%ijkn	22%n	20%	12%	3%	25%kn	10%
Speed of delivery	1443	608	553	167	77	29	1161	107	618	542	192	66	14	1160	81
	62%	69%bcdeg	62%c	53%	53%	51%	65%cdg	53%	69%ijn	59%	55%	59%	49%	64%j	57%
I don't want others to think that I don't want to use a 1st class stamp	147	69	50	12	8	6	119	14	57	64	14	6	5	121	11
	6%	8%	6%	4%	5%	10%	7%	7%	6%	7%	4%	5%	19%	7%	8%
Value of the item to be sent	398	165	153	50	16	12	319	28	173	176	40	8	1	349	9
	17%	19%	17%	16%	11%	21%	18%	14%	19%jkn	19%jkn	11%	7%	4%	19%jkn	6%
Security (i.e. that items sent will reach their destination intact)	386	183	139	36	20	7	322	27	193	137	39	13	3	330	16
	17%	21%bc	16%	12%	14%	11%	18%c	13%	22%ijn	15%	11%	11%	12%	18%j	11%
Not much difference in cost between 1st and 2nd class post	493	198	174	66	30	21	373	51	224	177	57	27	5	400	32
	21%	22%	19%	21%	21%	36%b	21%	25%	25%ij	19%	16%	24%	16%	22%	23%
Postal service are less likely to lose the mail / will treat it better	400	177	145	36	22	16	322	38	149	162	51	23	11	311	34
	17%	20%c	16%	11%	15%	28%c	18%c	19%	17%	18%	15%	21%	37%	17%	24%
Other (please specify)	9	6	2	-	1	-	8	1	5	2	2	-	-	7	-
	*	1%	*	-	1%	-	*	*	1%	*	1%	-	-	*	-
No particular reason	60	17	17	15	9	1	35	10	17	22	15	4	1	39	5
	3%	2%	2%	5%f	6%abf	2%	2%	5%	2%	2%	4%	4%	4%	2%	4%
I don't know	40	1	15	19	-	-	15	-	1	11	19	3	-	12	3
	2%	*	2%a	6%abdfg	-	-	1%	-	*	1%h	5%him	2%h	-	1%	2%h

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2212	203	1967	42	739	1324	149	2161	34	9	4	2204	4
Weighted Base	2316	232	2038	47**	749	1399	168*	2250	47**	9**	5**	2306	5**
Effective Base	1229	124	1084	21	409	728	93	1193	25	6	2	1224	3
What stamps I have to hand	535	71	454	9	190	313	31	511	15	5	4	531	-
	23%	31%b	22%	20%	25%	22%	18%	23%	32%	54%	80%	23%	-
Value for money	539	88	434	16	199	293	47	517	17	2	3	536	-
	23%	38%b	21%	35%	26%e	21%	28%	23%	36%	24%	57%	23%	-
Speed of delivery	1443	140	1268	34	463	880	99	1408	25	6	4	1439	-
	62%	60%	62%	73%	62%	63%	59%	63%	52%	73%	80%	62%	-
I don't want others to think that I don't want to use a 1st class stamp	147	26	119	2	60	71	15	138	9	-	-	147	-
	6%	11%b	6%	3%	8%e	5%	9%	6%	18%	-	-	6%	-
Value of the item to be sent	398	62	326	10	154	199	45	389	8	1	-	398	-
	17%	27%b	16%	22%	21%e	14%	27%e	17%	17%	10%	-	17%	-
Security (i.e. that items sent will reach their destination intact)	386	63	318	5	161	190	36	378	9	-	-	386	-
	17%	27%b	16%	11%	21%e	14%	21%e	17%	18%	-	-	17%	-
Not much difference in cost between 1st and 2nd class post	493	52	434	8	161	300	32	483	6	2	3	491	-
	21%	22%	21%	16%	22%	21%	19%	21%	13%	20%	57%	21%	-
Postal service are less likely to lose the mail / will treat it better	400	48	344	7	171	205	23	383	14	*	3	397	-
	17%	21%	17%	16%	23%e	15%	14%	17%	29%	1%	57%	17%	-
Other (please specify)	9	3	6	-	3	6	*	9	-	-	-	9	-
	*	1%	*	-	*	*	*	*	-	-	-	*	-
No particular reason	60	4	55	1	25	33	2	60	-	-	-	60	-
	3%	2%	3%	3%	3%	2%	1%	3%	-	-	-	3%	-
I don't know	40	4	34	2	7	21	11	33	-	-	1	33	5
	2%	2%	2%	4%	1%	2%	7%de	1%	-	-	20%	1%	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	2212	572	553	541	546	187	180	205	180	191	182	182	186	173	180	195	171
Weighted Base	2316	604	587	555	570	208	189*	207	200	192	196	184*	204*	168*	206	201	163*
Effective Base	1229	304	333	276	320	104	95	105	110	105	119	95	94	88	111	113	96
What stamps I have to hand	535 23%	118 20%	147 25%	134 24%	135 24%	33 16%	37 20%	49 23%	62 31%ejl	48 25%	38 19%	61 33%efjlo	33 16%	40 24%	56 27%e	40 20%	39 24%
Value for money	539 23%	128 21%	156 27%	139 25%	115 20%	47 23%	38 20%	43 21%	63 31%ln	39 21%	54 27%	58 31%ln	37 18%	44 26%	40 19%	43 21%	33 20%
Speed of delivery	1443 62%	375 62%	377 64%	347 62%	343 60%	134 64%	110 59%	131 63%	131 66%	114 60%	132 67%	126 69%	129 63%	92 55%	120 58%	123 61%	101 62%
I don't want others to think that I don't want to use a 1st class stamp	147 6%	35 6%	34 6%	30 5%	48 8%	8 4%	10 5%	18 9%	8 4%	15 8%	11 6%	11 6%	9 4%	10 6%	14 7%	16 8%	18 11%e
Value of the item to be sent	398 17%	88 15%	108 18%	110 20%	93 16%	22 11%	34 18%	32 15%	32 16%	34 18%	41 21%e	48 26%em	41 20%	21 12%	33 16%	35 17%	24 15%
Security (i.e. that items sent will reach their destination intact)	386 17%	114 19%	98 17%	85 15%	89 16%	25 12%	38 20%	51 25%elp	30 15%	26 14%	42 22%l	32 17%	22 11%	31 18%	32 16%	38 19%	19 12%
Not much difference in cost between 1st and 2nd class post	493 21%	150 25%	124 21%	114 21%	105 18%	47 23%	51 27%	52 25%	46 23%	38 20%	39 20%	34 19%	48 24%	32 19%	34 17%	40 20%	31 19%
Postal service are less likely to lose the mail / will treat it better	400 17%	112 19%	100 17%	88 16%	99 17%	34 16%	36 19%	43 21%	28 14%	28 15%	44 22%	31 17%	29 14%	29 17%	41 20%	34 17%	24 15%
Other (please specify)	9 *	3 1%	3 *	1 *	2 *	1 *	2 1%	1 1%	3 1%	- -	- -	1 *	- -	1 *	- -	2 1%	- -
No particular reason	60 3%	23 4%	14 2%	11 2%	11 2%	10 5%h	7 4%	6 3%	* *	10 5%h	4 2%	7 4%	1 1%	3 2%	3 1%	4 2%	5 3%
I don't know	40 2%	17 3%	7 1%	6 1%	10 2%	10 5%h	4 2%	3 1%	- -	5 3%	2 1%	3 2%	2 1%	1 1%	3 1%	6 3%	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2706**	-	2706	1224	1474	277	246	441	340	549	500	353	523	781	1402	853	2576	114	2706
Weighted Base	**2576**	-**	2576	1125	1441	287	239	416	323	483	431	397	525	740	1312	828	2382	180*	2706
Effective Base	**1414**	-	1414	638	771	152	140	229	184	284	228	201	292	412	710	429	1328	82	2706
What stamps I have to hand	**746**	-	746	329	413	55	55	117	87	165	125	141	111	204	431	266	714	25	794
	29%	-	*29%*	*29%*	*29%*	*19%*	*23%*	***28%e***	*27%*	***34%ef***	***29%e***	***35%ef***	*21%*	***28%l***	***33%l***	***32%l***	***30%q***	*14%*	*29%*
Cost of postage	**1443**	-	1443	601	833	148	125	229	194	287	240	220	273	423	746	460	1348	85	1488
	56%	-	*56%*	*53%*	*58%*	*52%*	*52%*	*55%*	*60%*	*59%*	*56%*	*55%*	*52%*	*57%*	*57%*	*56%*	*57%*	*47%*	*55%*
Speed of delivery	**955**	-	955	415	540	94	85	148	112	201	165	151	178	260	517	316	871	74	1077
	37%	-	*37%*	*37%*	*37%*	*33%*	*35%*	*36%*	*34%*	*42%*	*38%*	*38%*	*34%*	*35%*	*39%*	*38%*	*37%*	*41%*	*40%*
I don't want others to think that I don't want to use a 1st class stamp	**77**	-	77	36	41	22	9	23	8	5	5	5	31	31	15	10	57	17	78
	3%	-	*3%*	*3%*	*3%*	***8%hijk***	***4%l***	***6%ijk***	*2%*	*1%*	*1%*	*1%*	***6%no***	***4%no***	*1%*	*1%*	*2%*	***10%p***	*3%*
Value of the item to be sent	**547**	-	547	258	287	85	67	107	72	76	74	66	152	179	216	140	487	53	593
	21%	-	*21%*	*23%*	*20%*	***30%ijk***	***28%ijk***	***26%ijk***	*22%*	*16%*	*17%*	*17%*	***29%no***	***24%no***	*16%*	*17%*	*20%*	*29%*	*22%*
Security (i.e. that items sent will reach their destination intact)	**226**	-	226	92	133	47	38	37	24	23	29	27	85	61	79	56	178	41	220
	9%	-	*9%*	*8%*	*9%*	***16%ghijk***	***16%ghijk***	*9%*	*7%*	*5%*	*7%*	*7%*	***16%mno***	*8%*	*6%*	*7%*	*7%*	***23%p***	*8%*
Not much difference in cost between 1st and 2nd class post	**365**	-	365	167	197	55	42	70	54	67	46	31	97	124	144	77	325	38	363
	14%	-	*14%*	*15%*	*14%*	***19%jk***	***18%k***	***17%k***	***17%k***	***14%k***	*11%*	*8%*	***18%no***	***17%no***	*11%*	*9%*	*14%*	*21%*	*13%*
Postal service are less likely to lose the mail / will treat it better	**165**	-	165	89	76	38	27	28	15	21	16	21	65	42	57	37	141	21	172
	6%	-	*6%*	***8%d***	*5%*	***13%ghijk***	***11%hijk***	*7%*	*5%*	*4%*	*4%*	*5%*	***12%mno***	*6%*	*4%*	*4%*	*6%*	***11%p***	*6%*
Other (please specify)	**35**	-	35	15	20	-	2	5	4	18	3	4	2	9	25	7	32	2	41
	1%	-	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	***4%ej***	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*
No particular reason	**126**	-	126	63	62	6	12	12	18	23	32	22	18	30	77	54	117	9	147
	5%	-	*5%*	*6%*	*4%*	*2%*	*5%*	*3%*	*6%*	*5%*	***7%ej***	*6%*	*4%*	*4%*	*6%*	*7%*	*5%*	*5%*	*5%*
I don't know	**22**	-	22	10	12	3	3	3	2	2	7	3	6	5	11	10	21	1	26
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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Table 216

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2706**	681	880	553	592	1561	1145	1241	1420	349	345	672	713	423	1730	353	2199
Weighted Base	**2576**	436	857	623	661	1293	1284	1322	1202	385	346	669	646	363	1661	391	2057
Effective Base	**1414**	266	488	317	349	753	666	660	743	197	193	365	356	202	913	200	1136
What stamps I have to hand	**746**	134	266	157	189	400	345	351	382	114	92	184	196	118	472	116	598
	29%	*31%*	*31%*	*25%*	*29%*	*31%*	*27%*	*27%*	**32%g**	*30%*	*26%*	*27%*	*30%*	*32%*	*28%*	*30%*	*29%*
Cost of postage	**1443**	225	502	354	362	726	716	741	676	227	200	370	360	184	931	228	1141
	56%	*52%*	*59%*	*57%*	*55%*	*56%*	*56%*	*56%*	*56%*	*59%*	*58%*	*55%*	*56%*	*51%*	*56%*	*59%*	*55%*
Speed of delivery	**955**	181	325	210	238	506	449	495	442	112	133	258	246	146	637	112	800
	37%	*42%*	*38%*	*34%*	*36%*	*39%*	*35%*	*37%*	*37%*	*29%*	**39%l**	**39%l**	**38%l**	**40%l**	**38%l**	*29%*	**39%o**
I don't want others to think that I don't want to use a 1st class stamp	**77**	15	23	18	21	38	39	45	29	14	11	14	15	19	40	14	59
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	**5%kn**	*2%*	*4%*	*3%*
Value of the item to be sent	**547**	90	183	127	147	274	274	292	241	77	74	156	139	68	369	77	446
	21%	*21%*	*21%*	*20%*	*22%*	*21%*	*21%*	*22%*	*20%*	*20%*	*21%*	*23%*	*22%*	*19%*	*22%*	*20%*	*22%*
Security (i.e. that items sent will reach their destination intact)	**226**	36	72	48	69	108	117	107	108	36	38	58	42	36	137	37	176
	9%	*8%*	*8%*	*8%*	*11%*	*8%*	*9%*	*8%*	*9%*	*9%*	*11%*	*9%*	*6%*	*10%*	*8%*	*9%*	*9%*
Not much difference in cost between 1st and 2nd class post	**365**	51	120	99	95	171	194	226	135	61	42	99	105	51	246	61	299
	14%	*12%*	*14%*	*16%*	*14%*	*13%*	*15%*	**17%h**	*11%*	*16%*	*12%*	*15%*	*16%*	*14%*	*15%*	*16%*	*15%*
Postal service are less likely to lose the mail / will treat it better	**165**	35	61	32	37	96	69	100	62	27	16	45	39	31	101	27	134
	6%	*8%*	*7%*	*5%*	*6%*	*7%*	*5%*	*8%*	*5%*	*7%*	*5%*	*7%*	*6%*	*9%*	*6%*	*7%*	*7%*
Other (please specify)	**35**	8	14	6	8	22	14	20	15	7	5	6	7	6	18	7	24
	1%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
No particular reason	**126**	13	36	33	45	48	77	53	68	24	20	34	18	14	72	27	86
	5%	*3%*	*4%*	*5%*	**7%a**	*4%*	**6%o**	*4%*	*6%*	**6%l**	*6%*	*5%*	*3%*	*4%*	*4%*	*7%*	*4%*
I don't know	**22**	*	4	7	11	5	18	4	14	6	1	6	3	-	11	6	11
	1%	*	*	*1%*	*2%*	*	**1%e**	*	*1%*	*2%*	*	*1%*	*1%*	-	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Table 216

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2706	1714	992	421	1256	635	472	343	120	110	152	147	143	157	111	170	146	103	532
Weighted Base	2576	2160	416	118*	2129	247	122	78	97	221*	234	204	214	267	246	416	231	38*	210
Effective Base	1414	1159	259	89	1034	297	201	195	107	99	135	132	123	140	100	147	128	51	246
What stamps I have to hand	746 29%	609 28%	137 33%	36 30%	612 29%	84 34%f	29 23%	20 26%	24 25%	65 30%	71 30%	73 36%lmn	49 23%	65 24%	51 21%	142 34%n	71 31%	10 26%	74 36%lmn
Cost of postage	1443 56%	1211 56%	232 56%	69 58%	1199 56%	125 51%	76 62%e	43 55%	48 49%	121 55%	143 61%q	111 54%	119 56%	157 59%	134 55%	241 58%	124 54%	16 43%	109 52%
Speed of delivery	955 37%	797 37%	158 38%	43 36%	753 35%	117 47%d	49 40%	36 46%d	36 37%	66 30%	75 32%	67 33%	89 41%	108 40%	90 36%	133 32%	90 39%	15 40%	102 49%hijkno
I don't want others to think that I don't want to use a 1st class stamp	77 3%	70 3%	7 2%	3 2%	65 3%	4 2%	3 3%	4 5%e	3 3%	10 5%	5 2%	8 4%	5 3%	4 1%	12 5%	16 4%	1 1%	- -	4 2%
Value of the item to be sent	547 21%	471 22%	76 18%	27 23%	460 22%	42 17%	21 17%	24 31%def	25 26%or	54 24%o	53 23%	46 23%	51 24%o	73 27%or	54 22%	60 15%	43 19%	8 20%	34 16%
Security (i.e. that items sent will reach their destination intact)	226 9%	187 9%	38 9%	13 11%	196 9%ef	11 5%	6 5%	13 16%def	7 7%	20 9%	31 13%opqr	22 11%r	19 9%	24 9%	34 14%pqr	26 6%	13 6%	1 2%	10 5%
Not much difference in cost between 1st and 2nd class post	365 14%	308 14%	57 14%	16 14%	307 14%	30 12%	16 13%	12 15%	18 18%l	18 8%	40 17%l	30 14%	26 12%	34 13%	43 17%	66 16%	34 15%	4 10%	26 12%
Postal service are less likely to lose the mail / will treat it better	165 6%	138 6%	27 6%	5 4%	144 7%	11 4%	4 3%	6 8%	4 4%	11 5%	14 6%	18 9%	25 12%r	14 5%	16 7%	28 7%	14 6%	3 8%	8 4%
Other (please specify)	35 1%	34 2%	2 *	1 1%	27 1%	7 3%dg	2 1%	* *	- -	1 1%	1 1%	4 2%	4 2%	1 1%	3 1%	12 3%	- -	2 6%hijmnp	5 2%p
No particular reason	126 5%	102 5%	24 6%	5 4%	103 5%	10 4%	8 7%	5 6%	7 7%jc	15 7%	4 2%	15 7%j	7 3%	14 5%	10 4%	10 3%	20 9%jo	2 4%	8 4%
I don't know	22 1%	16 1%	6 1%	3 2%	19 1%	1 1%	1 1%	* 1%	1 2%	3 1%	5 2%	- -	6 3%nop	- -	2 1%	1 *	- -	- -	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2706	983	1086	368	173	78	2069	251	1005	1054	433	121	64	2059	185
Weighted Base	2576	933	989	385	182	69*	1923	252	903	972	483	133*	55*	1875	188
Effective Base	1414	505	548	203	105	45	1053	150	507	531	248	74	41	1038	113
What stamps I have to hand	746	316	298	86	32	12	614	44	266	308	121	40	9	574	49
	29%	34%cdeg	30%cdg	22%	17%	18%	32%cdeg	18%	29%	32%l	25%	30%	16%	31%	26%
Cost of postage	1443	527	566	203	97	41	1093	138	505	549	265	75	35	1054	110
	56%	56%	57%	53%	53%	59%	57%	55%	56%	56%	55%	56%	63%	56%	58%
Speed of delivery	955	389	376	115	59	14	764	73	367	376	140	52	12	743	64
	37%	42%ceg	38%ceg	30%	32%	20%	40%ceg	29%	41%jl	39%jl	29%	39%	21%	40%jl	34%
I don't want others to think that I don't want to use a 1st class stamp	77	26	29	11	9	1	55	11	37	24	9	8	-	60	8
	3%	3%	3%	3%	5%	2%	3%	4%	4%	2%	2%	6%	-	3%	4%
Value of the item to be sent	547	194	229	78	30	15	424	44	226	226	64	23	5	452	27
	21%	21%	23%	20%	16%	21%	22%	18%	25%jln	23%jln	13%	17%	9%	24%jln	15%
Security (i.e. that items sent will reach their destination intact)	226	81	105	28	8	3	186	11	92	84	34	12	*	176	12
	9%	9%	11%dg	7%	4%	5%	10%g	4%	10%l	9%	7%	9%	*	9%l	6%
Not much difference in cost between 1st and 2nd class post	365	131	136	69	22	6	266	28	133	133	65	22	8	266	30
	14%	14%	14%	18%	12%	9%	14%	11%	15%	14%	13%	16%	15%	14%	16%
Postal service are less likely to lose the mail / will treat it better	165	58	65	25	11	6	123	17	59	71	29	5	2	130	7
	6%	6%	7%	6%	6%	8%	6%	7%	7%	7%	6%	3%	3%	7%	3%
Other (please specify)	35	19	7	10	-	-	25	-	14	14	5	1	*	29	1
	1%	2%	1%	3%b	-	-	1%	-	2%	1%	1%	1%	1%	2%	1%
No particular reason	126	43	36	23	15	9	79	24	35	46	29	7	4	81	11
	5%	5%	4%	6%	8%b	13%abf	4%	9%abf	4%	5%	6%	5%	8%	4%	6%
I don't know	22	3	3	9	1	2	6	3	2	6	10	*	-	8	*
	1%	*	*	2%abf	1%	3%abf	*	1%	*	1%	2%hm	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2706**	177	2486	43	826	1738	142	2645	33	17	2	2695	9
Weighted Base	**2576**	155*	2387	34**	737	1712	128*	2512	40**	10**	3**	2562	11**
Effective Base	**1414**	93	1297	27	432	903	85	1379	22	10	2	1408	5
What stamps I have to hand	**746**	51	693	2	221	500	25	734	9	1	2	744	-
	29%	*33%*	*29%*	*7%*	*30%*	*29%*	*20%*	*29%*	*23%*	*5%*	*61%*	*29%*	-
Cost of postage	**1443**	65	1362	15	412	963	67	1421	11	4	1	1436	5
	56%	*42%*	**57%a**	*45%*	*56%*	*56%*	*52%*	*57%*	*27%*	*39%*	*39%*	*56%*	*47%*
Speed of delivery	**955**	66	883	6	258	654	43	942	9	*	2	951	2
	37%	*43%*	*37%*	*17%*	*35%*	*38%*	*34%*	*38%*	*22%*	*1%*	*61%*	*37%*	*14%*
I don't want others to think that I don't want to use a 1st class stamp	**77**	9	67	1	25	43	9	67	10	-	-	77	-
	3%	*6%*	*3%*	*2%*	*3%*	*3%*	**7%e**	*3%*	*25%*	-	-	*3%*	-
Value of the item to be sent	**547**	31	512	4	175	353	19	536	9	*	2	545	-
	21%	*20%*	*21%*	*11%*	*24%*	*21%*	*15%*	*21%*	*23%*	*4%*	*61%*	*21%*	-
Security (i.e. that items sent will reach their destination intact)	**226**	20	200	5	67	139	20	213	9	3	1	224	-
	9%	*13%*	*8%*	*15%*	*9%*	*8%*	**16%e**	*8%*	*23%*	*27%*	*39%*	*9%*	-
Not much difference in cost between 1st and 2nd class post	**365**	23	340	2	101	248	16	360	4	1	-	365	-
	14%	*15%*	*14%*	*5%*	*14%*	*14%*	*13%*	*14%*	*11%*	*6%*	-	*14%*	-
Postal service are less likely to lose the mail / will treat it better	**165**	13	151	2	61	90	13	157	7	-	-	163	2
	6%	*8%*	*6%*	*5%*	**8%e**	*5%*	*10%*	*6%*	*17%*	-	-	*6%*	*14%*
Other (please specify)	**35**	2	34	-	12	21	2	35	-	*	-	35	1
	1%	*1%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	-	*1%*	-	*1%*	*5%*
No particular reason	**126**	6	115	4	45	78	4	120	-	4	-	124	1
	5%	*4%*	*5%*	*12%*	*6%*	*5%*	*3%*	*5%*	-	*39%*	-	*5%*	*12%*
I don't know	**22**	*	17	5	11	6	5	21	-	-	-	21	1
	1%	*	*1%*	*13%*	**1%e**	*	**4%e**	*1%*	-	-	-	*1%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Table 216

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2706**	646	694	688	678	221	224	201	231	226	237	232	218	238	232	213	233
Weighted Base	**2576**	596	653	677	651	195	199	202	212	248	194	237	204	235	233	191	227
Effective Base	**1414**	311	391	348	369	104	104	103	128	134	132	113	115	123	126	116	128
What stamps I have to hand	**746**	175	201	188	181	66	61	49	69	65	68	67	60	61	65	63	53
	29%	*29%*	*31%*	*28%*	*28%*	*34%*	*30%*	*24%*	*32%*	*26%*	**35%p**	*28%*	*29%*	*26%*	*28%*	*33%*	*24%*
Cost of postage	**1443**	309	341	412	380	108	90	111	106	121	115	147	117	149	148	116	116
	56%	*52%*	*52%*	**61%ab**	*58%*	*56%*	*45%*	*55%*	*50%*	*49%*	**59%f**	**62%fi**	*57%*	**63%fhi**	**64%fhip**	**61%f**	*51%*
Speed of delivery	**955**	208	263	250	233	72	68	68	87	102	74	79	71	100	80	58	95
	37%	*35%*	*40%*	*37%*	*36%*	*37%*	*34%*	*34%*	*41%*	*41%*	*38%*	*33%*	*35%*	**43%o**	*34%*	*30%*	*42%*
I don't want others to think that I don't want to use a 1st class stamp	**77**	15	19	24	19	3	10	2	3	7	8	6	13	5	7	3	9
	3%	*2%*	*3%*	*4%*	*3%*	*2%*	*5%*	*1%*	*2%*	*3%*	*4%*	*2%*	**7%g**	*2%*	*3%*	*2%*	*4%*
Value of the item to be sent	**547**	121	134	159	134	41	35	45	43	43	47	45	60	54	55	37	43
	21%	*20%*	*20%*	*23%*	*21%*	*21%*	*18%*	*22%*	*20%*	*17%*	*24%*	*19%*	**30%fi**	*23%*	*24%*	*19%*	*19%*
Security (i.e. that items sent will reach their destination intact)	**226**	41	63	59	63	15	18	7	24	16	22	16	22	21	23	22	18
	9%	*7%*	*10%*	*9%*	*10%*	*8%*	*9%*	*4%*	**12%g**	*6%*	**11%g**	*7%*	**11%g**	*9%*	*10%*	**12%g**	*8%*
Not much difference in cost between 1st and 2nd class post	**365**	102	105	83	75	31	38	33	28	43	34	34	28	21	17	32	26
	14%	**17%d**	*16%*	*12%*	*12%*	**16%n**	**19%mn**	**16%n**	*13%*	**17%mn**	**18%mn**	*14%*	*14%*	*9%*	*7%*	**17%n**	*12%*
Postal service are less likely to lose the mail / will treat it better	**165**	41	51	31	42	9	17	14	20	21	10	10	11	10	17	11	13
	6%	*7%*	*8%*	*5%*	*6%*	*5%*	*9%*	*7%*	*9%*	*8%*	*5%*	*4%*	*6%*	*4%*	*7%*	*6%*	*6%*
Other (please specify)	**35**	9	12	9	4	1	5	4	5	3	4	3	2	4	1	2	1
	1%	*2%*	*2%*	*1%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*1%*	*1%*
No particular reason	**126**	40	27	30	29	11	8	20	15	6	6	14	11	6	8	7	14
	5%	*7%*	*4%*	*4%*	*4%*	*6%*	*4%*	**10%ljmn**	*7%*	*2%*	*3%*	*6%*	*5%*	*2%*	*3%*	*4%*	*6%*
I don't know	**22**	3	8	5	6	2	1	*	4	2	2	1	2	2	*	1	5
	1%	*	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

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QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very reliant (5)	1844	-	1844	855	985	145	171	357	264	352	263	292	316	622	907	555	1715	120	1855
	36%	-	36%	34%	38%	21%	28%e	34%e	35%ef	39%ef	41%efg	56%efghij	24%	34%l	44%lm	48%lm	37%q	26%	36%
Fairly reliant (4)	1955	-	1955	957	992	267	224	408	299	333	250	174	491	707	757	424	1734	203	1996
	38%	-	38%	38%	38%	39%	37%	38%	40%	37%	39%	33%	38%	39%	37%	37%	37%	44%	39%
Neither reliant nor not reliant (3)	782	-	782	412	367	138	107	184	107	130	75	44	244	290	248	118	694	78	743
	15%	-	15%	16%	14%	20%hijk	18%jk	17%jk	14%k	14%k	12%	8%	19%no	16%no	12%	10%	15%	17%	14%
Not very reliant (2)	356	-	356	179	173	82	61	74	40	49	39	11	143	114	99	50	325	31	334
	7%	-	7%	7%	7%	12%ghijk	10%hik	7%k	5%k	5%k	6%k	2%	11%mno	6%	5%	4%	7%	7%	6%
Not at all reliant (1)	163	-	163	91	71	44	25	25	34	24	6	5	69	59	34	10	137	24	171
	3%	-	3%	4%	3%	6%gijk	4%jk	2%	5%jk	3%	1%	1%	5%mno	3%no	2%	1%	3%	5%	3%
Don't know	60	-	60	21	36	13	21	11	2	10	3	*	34	13	13	3	49	6	62
	1%	-	1%	1%	1%	2%hk	3%ghijk	1%	*	1%	*	*	3%mno	1%	1%	*	1%	1%	1%
NET Very/fairly reliant	3800	-	3800	1812	1977	412	395	765	563	685	513	466	807	1329	1664	979	3449	323	3851
	74%	-	74%	72%	75%	60%	65%	72%ef	76%ef	76%ef	81%efg	89%efghij	62%	74%l	81%lm	84%lm	74%	70%	75%
NET Not at all/not very reliant	519	-	519	271	245	126	86	100	74	73	45	16	212	174	133	60	462	55	505
	10%	-	10%	11%	9%	18%ghijk	14%gijk	9%k	10%k	8%k	7%k	3%	16%mno	10%no	6%	5%	10%	12%	10%
Mean	3.97	-	3.97	3.92	4.02c	3.57	3.77e	3.95ef	3.97ef	4.06ef	4.15efgh	4.40efghij	3.67	3.96l	4.18lm	4.26lm	3.99q	3.80	3.99
Std Dev.	1.04	-	1.04	1.06	1.02	1.14	1.11	1.01	1.06	1.00	0.92	0.80	1.13	1.03	0.94	0.88	1.04	1.07	1.04
Std Error	0.01	-	0.01	0.02	0.02	0.05	0.05	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very reliant (5)	**1844**	453	552	386	453	1004	840	1010	806	243	224	424	433	410	1082	243	1514
	36%	**46%bcd**	*35%*	*33%*	*33%*	**39%f**	*33%*	*33%*	**40%g**	*35%*	*34%*	*33%*	*34%*	**45%ijkln**	*34%*	*35%*	*36%*
Fairly reliant (4)	**1955**	329	652	477	497	981	974	1207	724	223	251	498	511	328	1260	228	1614
	38%	*33%*	**41%ad**	**40%a**	*36%*	*38%*	*38%*	*39%*	*36%*	*33%*	*39%*	*38%*	**41%i**	*36%*	**39%i**	*33%*	**39%o**
Neither reliant nor not reliant (3)	**782**	107	212	207	256	319	463	489	279	137	106	234	168	90	508	137	604
	15%	*11%*	*13%*	**17%ab**	**18%ab**	*12%*	**18%e**	*16%*	*14%*	**20%lm**	**16%m**	**18%lm**	*13%*	*10%*	**16%m**	**20%p**	*14%*
Not very reliant (2)	**356**	67	105	81	103	172	184	225	123	40	52	96	90	57	238	40	303
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*6%*	*8%*	*7%*	*7%*	*6%*	*7%*	*6%*	*7%*
Not at all reliant (1)	**163**	29	60	24	49	89	74	112	48	24	16	35	45	32	96	24	129
	3%	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*4%*	*2%*	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*
Don't know	**60**	5	18	9	28	24	37	28	27	17	1	13	8	3	22	17	25
	1%	*1%*	*1%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*1%*	**3%jlmn**	*	*1%*	*1%*	*	*1%*	**2%p**	*1%*
NET Very/fairly reliant	**3800**	782	1204	863	951	1986	1814	2217	1531	466	475	922	944	738	2342	471	3128
	74%	**79%cd**	**75%d**	*73%*	*69%*	**77%f**	*71%*	*72%*	**76%g**	*68%*	*73%*	*71%*	**75%i**	**80%ijkln**	*73%*	*68%*	**75%o**
NET Not at all/not very reliant	**519**	97	165	105	153	261	257	337	171	64	68	130	136	89	334	64	432
	10%	*10%*	*10%*	*9%*	*11%*	*10%*	*10%*	**11%h**	*9%*	*9%*	*10%*	*10%*	*11%*	*10%*	*10%*	*9%*	*10%*
Mean	**3.97**	**4.12bcd**	3.97	3.95	3.88	**4.03f**	3.92	3.91	**4.07g**	3.93	3.95	3.92	3.96	**4.12ijkln**	3.94	3.93	3.98
Std Dev.	**1.04**	1.05	1.04	0.98	1.07	1.05	1.03	1.05	1.01	1.06	1.03	1.02	1.05	1.04	1.03	1.06	1.04
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very reliant (5)	1844	1517	327	109	1547	159	88	51	76	220	156	121	164	184	234	225	166	29	130
	36%	*34%*	**45%a**	**46%a**	*36%*	*37%*	*36%*	*36%*	*37%*	*39%*	*37%*	*32%*	*36%*	*38%*	*35%*	*32%*	*37%*	**45%ko**	*35%*
Fairly reliant (4)	1955	1712	243	65	1633	164	100	58	80	203	158	123	163	183	278	270	176	21	144
	38%	**39%bc**	*34%*	*27%*	*38%*	*38%*	*41%*	*40%*	*38%*	*36%*	*37%*	*33%*	*36%*	*38%*	*41%*	*38%*	*40%*	*33%*	*39%*
Neither reliant nor not reliant (3)	782	691	91	41	671	62	31	19	31	94	60	64	74	75	85	130	57	10	52
	15%	*16%*	*13%*	*17%*	*15%*	*14%*	*13%*	*13%*	*15%*	*17%*	*14%*	*17%*	*16%*	*16%*	*12%*	*18%*	*13%*	*16%*	*14%*
Not very reliant (2)	356	313	43	13	300	29	16	11	12	30	28	42	33	27	46	60	21	2	27
	7%	*7%*	*6%*	*5%*	*7%*	*7%*	*6%*	*8%*	*6%*	*5%*	*6%*	**11%himpq**	*7%*	*6%*	*7%*	*9%*	*5%*	*3%*	*7%*
Not at all reliant (1)	163	149	14	3	134	16	10	3	8	14	20	21	9	10	22	16	16	1	15
	3%	*3%*	*2%*	*1%*	*3%*	*4%*	*4%*	*2%*	*4%*	*2%*	*5%*	**6%lmo**	*2%*	*2%*	*3%*	*2%*	*4%*	*1%*	*4%*
Don't know	60	54	6	6	52	4	2	2	2	5	4	4	10	1	12	7	7	1	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly reliant	3800	3229	570	174	3180	323	188	108	156	423	314	244	328	367	513	494	342	49	274
	74%	*73%*	**79%a**	*74%*	*73%*	*74%*	*76%*	*76%*	**75%k**	**75%k**	**74%k**	*65%*	*72%*	**76%k**	**76%k**	*70%*	**77%k**	**78%k**	**74%k**
NET Not at all/not very reliant	519	462	56	16	434	45	25	14	20	44	47	63	43	37	68	76	37	3	42
	10%	*10%*	*8%*	*7%*	*10%*	*10%*	*10%*	*10%*	*9%*	*8%*	*11%*	**17%hilmnopq**	*9%*	*8%*	*10%*	*11%*	*8%*	*5%*	*11%*
Mean	3.97	3.94	4.15a	4.15a	3.97	3.98	3.99	4.00	3.99k	4.04k	3.96	3.76	3.99k	4.05k	3.99k	3.90	4.04k	4.19ko	3.94k
Std Dev.	1.04	1.05	0.99	0.99	1.04	1.06	1.05	1.01	1.05	1.00	1.09	1.19	1.01	0.97	1.03	1.02	1.01	0.92	1.07
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.07	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very reliant (5)	1844	1844	-	-	-	-	1844	-	1267	411	117	27	13	1678	41
	36%	**100%bcdefg**	-	-	-	-	**49%bcdeg**	-	**69%ijklmn**	**21%jkn**	*13%*	*10%*	*13%*	**44%ijkln**	*11%*
Fairly reliant (4)	1955	-	1955	-	-	-	1955	-	429	1177	253	77	10	1606	86
	38%	-	**100%acdefg**	-	-	-	**51%acdeg**	-	**23%l**	**60%hjklmn**	**28%l**	**29%l**	*9%*	**42%hjkln**	**23%l**
Neither reliant nor not reliant (3)	782	-	-	782	-	-	-	-	72	195	444	61	10	267	71
	15%	-	-	**100%abdefg**	-	-	-	-	*4%*	**10%hm**	**49%hiklmn**	**23%hilm**	**10%h**	**7%h**	**19%him**
Not very reliant (2)	356	-	-	-	356	-	-	356	47	130	70	88	16	177	104
	7%	-	-	-	**100%abcefg**	-	-	**69%abcef**	*3%*	**7%hm**	**8%hm**	**33%hijlm**	**16%hijm**	**5%h**	**28%hijlm**
Not at all reliant (1)	163	-	-	-	-	163	-	163	29	40	24	13	53	68	66
	3%	-	-	-	-	**100%abcdfg**	-	**31%abcdf**	*2%*	*2%*	*3%*	**5%him**	**52%hijkmn**	*2%*	**18%hijkm**
Don't know	60	-	-	-	-	-	-	-	1	6	3	-	-	7	-
	1%	-	-	-	-	-	-	-	*	*	*	-	-	*	-
NET Very/fairly reliant	3800	1844	1955	-	-	-	3800	-	1696	1588	370	104	23	3284	127
	74%	**100%cdeg**	**100%cdeg**	-	-	-	**100%cdeg**	-	**92%ijklmn**	**81%jkln**	**41%l**	**39%l**	*22%*	**86%ijkln**	*34%*
NET Not at all/not very reliant	519	-	-	-	356	163	-	519	76	170	93	101	69	245	170
	10%	-	-	-	**100%abcf**	**100%abcf**	-	**100%abcf**	*4%*	**9%hm**	**10%hm**	**38%hijm**	**68%hijkmn**	**6%h**	**46%hijm**
Mean	3.97	**5.00fg**	**4.00cg**	**3.00deg**	**2.00g**	1.00	**4.49bcdeg**	**1.69e**	**4.55ijklmn**	**3.92jkln**	**3.41kln**	**3.07l**	2.15	**4.22ijkln**	**2.81l**
Std Dev.	1.04	0.00	0.00	*	0.00	0.00	0.50	0.46	0.82	0.87	0.90	1.11	1.47	0.90	1.28
Std Error	0.01	0.00	0.00	*	0.00	0.00	0.01	0.02	0.02	0.02	0.03	0.07	0.14	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very reliant (5)	**1844**	177	1639	29	601	1155	88	1821	14	7	1	1843	1
	36%	**44%b**	*35%*	*34%*	**39%f**	**35%f**	*27%*	**36%h**	*16%*	*34%*	*11%*	**36%h**	*2%*
Fairly reliant (4)	**1955**	132	1791	32	562	1268	125	1897	45	6	1	1949	5
	38%	*33%*	*38%*	*38%*	*36%*	*39%*	*38%*	*38%*	*51%*	*29%*	*12%*	*38%*	*24%*
Neither reliant nor not reliant (3)	**782**	54	712	17	213	500	70	745	16	5	5	765	12
	15%	*13%*	*15%*	*20%*	*14%*	*15%*	**21%de**	*15%*	*18%*	*23%*	*52%*	*15%*	*51%*
Not very reliant (2)	**356**	29	325	2	119	215	22	340	12	2	-	354	2
	7%	*7%*	*7%*	*3%*	*8%*	*7%*	*7%*	*7%*	*13%*	*9%*	-	*7%*	*10%*
Not at all reliant (1)	**163**	3	158	2	42	109	12	161	2	-	-	163	-
	3%	*1%*	**3%a**	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	-	-	*3%*	-
Don't know	**60**	8	50	3	18	32	10	54	*	1	3	55	3
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	**3%de**	*1%*	*	*4%*	*26%*	*1%*	*13%*
NET Very/fairly reliant	**3800**	309	3430	61	1163	2423	214	3719	59	13	2	3791	6
	74%	*77%*	*73%*	*72%*	**75%f**	**74%f**	*65%*	*74%*	*66%*	*64%*	*23%*	*74%*	*26%*
NET Not at all/not very reliant	**519**	32	483	4	161	324	33	500	14	2	-	517	2
	10%	*8%*	*10%*	*5%*	*10%*	*10%*	*10%*	*10%*	*16%*	*9%*	-	*10%*	*10%*
Mean	**3.97**	**4.14b**	3.96	4.01	**4.02f**	**3.97f**	3.81	**3.98h**	3.64	3.92	3.45	**3.98h**	3.21
Std Dev.	**1.04**	0.96	1.05	0.96	1.04	1.04	1.04	1.04	0.99	1.02	0.78	1.04	0.69
Std Error	**0.01**	0.05	0.02	0.10	0.03	0.02	0.06	0.01	0.12	0.19	0.32	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very reliant (5)	1844	444	521	437	442	118	153	173	201	169	151	158	145	135	179	139	124
	36%	34%	40%acd	34%	34%	27%	37%e	39%ep	47%efijklmop	37%e	38%e	37%e	34%	32%	39%ep	34%	30%
Fairly reliant (4)	1955	498	476	496	486	191	153	154	158	168	150	169	165	162	171	144	171
	38%	39%	37%	38%	38%	44%go	37%	35%	37%	37%	37%	39%	38%	38%	37%	35%	41%
Neither reliant nor not reliant (3)	782	212	159	218	192	81	65	66	46	73	40	64	77	77	61	68	62
	15%	16%b	12%	17%b	15%	19%hj	16%	15%	11%	16%	10%	15%	18%hj	18%hj	13%	17%j	15%
Not very reliant (2)	356	88	81	85	102	28	28	32	16	34	32	28	29	27	30	36	36
	7%	7%	6%	7%	8%	7%	7%	7%	4%	7%	8%h	7%	7%	6%	6%	9%h	9%h
Not at all reliant (1)	163	27	46	34	57	12	11	4	6	16	24	8	10	16	17	24	15
	3%	2%	4%	3%	4%a	3%	3%	1%	1%	3%	6%ghk	2%	2%	4%g	4%g	6%ghk	4%g
Don't know	60	21	7	19	13	2	4	15	3	1	3	5	4	10	6	1	6
	1%	2%	1%	2%	1%	*	1%	3%ehijc	1%	*	1%	1%	1%	2%ic	1%	*	1%
NET Very/fairly reliant	3800	942	997	933	928	309	306	327	359	337	301	327	310	297	349	283	296
	74%	73%	77%cd	72%	72%	71%	74%	74%	83%efgijklmnop	73%	75%	76%	72%	70%	75%	69%	71%
NET Not at all/not very reliant	519	115	127	119	158	40	39	35	22	49	56	36	40	43	47	60	52
	10%	9%	10%	9%	12%a	9%	9%	8%	5%	11%h	14%gh	8%	9%	10%h	10%h	15%ghk	12%h
Mean	3.97	3.98	4.05d	3.96	3.90	3.87	4.00	4.08eop	4.24efijklmnop	3.96	3.94	4.03o	3.95	3.89	4.01	3.82	3.86
Std Dev.	1.04	0.99	1.05	1.01	1.10	0.98	1.03	0.96	0.90	1.06	1.16	0.97	1.01	1.05	1.06	1.16	1.06
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.06	0.05	0.05	0.05	0.05	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very reliant (5)	**1844**	-	1844	882	952	197	209	378	268	340	222	231	406	646	793	452	1682	150	1923
	36%	-	*36%*	*35%*	*36%*	*29%*	*34%*	**36%e**	**36%e**	**38%e**	*35%*	**44%efghj**	*31%*	*36%*	**39%l**	**39%l**	*36%*	*32%*	*37%*
Fairly reliant (4)	**1959**	-	1959	950	1008	266	239	436	293	336	224	164	504	729	725	389	1759	184	1991
	38%	-	*38%*	*38%*	*38%*	*39%*	**39%k**	**41%k**	**39%k**	*37%*	*35%*	*31%*	**39%o**	**40%no**	*35%*	*34%*	*38%*	*40%*	*39%*
Neither reliant nor not reliant (3)	**910**	-	910	468	437	154	106	175	125	144	118	89	260	300	350	206	799	104	815
	18%	-	*18%*	*19%*	*17%*	**22%gl**	*17%*	*17%*	*17%*	*16%*	*19%*	*17%*	*20%*	*17%*	*17%*	*18%*	*17%*	*22%*	*16%*
Not very reliant (2)	**266**	-	266	126	141	45	30	41	33	46	51	21	74	74	118	72	252	11	243
	5%	-	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*4%*	*5%*	**8%ghk**	*4%*	*6%*	*4%*	*6%*	*6%*	*5%*	*2%*	*5%*
Not at all reliant (1)	**102**	-	102	65	38	16	8	15	23	18	12	10	24	38	41	22	94	8	115
	2%	-	*2%*	**3%d**	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Don't know	**79**	-	79	25	51	12	18	14	4	13	7	11	30	19	31	18	68	7	74
	2%	-	*2%*	*1%*	**2%c**	*2%*	**3%h**	*1%*	*1%*	*1%*	*1%*	*2%*	**2%m**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Very/fairly reliant	**3803**	-	3803	1832	1959	463	447	814	561	677	446	395	910	1375	1518	841	3441	334	3914
	74%	-	*74%*	*73%*	*75%*	*67%*	*74%*	**77%ej**	**75%e**	**75%e**	*70%*	**75%e**	*70%*	**76%l**	*74%*	*73%*	*74%*	*72%*	*76%*
NET Not at all/not very reliant	**369**	-	369	190	178	61	37	56	56	64	64	31	98	112	159	95	345	18	358
	7%	-	*7%*	*8%*	*7%*	**9%g**	*6%*	*5%*	*7%*	*7%*	**10%g**	*6%*	*8%*	*6%*	*8%*	*8%*	*7%*	*4%*	*7%*
Mean	**4.02**	-	4.02	3.99	4.05	3.86	**4.04e**	**4.07ej**	**4.01e**	**4.06e**	3.94	**4.13ej**	3.94	**4.05l**	**4.04l**	4.03	4.02	4.00	4.05
Std Dev.	**0.97**	-	0.97	0.99	0.94	0.99	0.92	0.90	0.99	0.97	1.02	0.97	0.96	0.94	0.99	1.00	0.97	0.90	0.96
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very reliant (5)	**1844**	409	541	407	487	950	895	1059	762	253	216	429	429	405	1074	253	1495
	36%	*41%bcd*	*34%*	*34%*	*35%*	*37%*	*35%*	*34%*	*38%*	*37%*	*33%*	*33%*	*34%*	*44%ijkln*	*33%*	*37%*	*36%*
Fairly reliant (4)	**1959**	355	635	469	500	990	969	1239	697	226	259	495	528	325	1282	228	1631
	38%	*36%*	*40%*	*40%*	*36%*	*38%*	*38%*	*40%h*	*35%*	*33%*	*40%*	*38%*	*42%im*	*35%*	*40%l*	*33%*	*39%o*
Neither reliant nor not reliant (3)	**910**	162	265	217	266	427	483	539	347	135	125	238	201	143	564	135	723
	18%	*16%*	*17%*	*18%*	*19%*	*16%*	*19%*	*18%*	*17%*	*20%*	*19%*	*18%*	*16%*	*16%*	*18%*	*20%*	*17%*
Not very reliant (2)	**266**	42	93	59	73	135	132	148	114	31	37	78	75	31	190	31	223
	5%	*4%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	*6%*	*6%m*	*6%m*	*3%*	*6%m*	*5%*	*5%*
Not at all reliant (1)	**102**	17	42	23	20	59	44	57	44	19	8	37	18	10	63	19	75
	2%	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%m*	*1%*	*1%*	*2%*	*3%*	*2%*
Don't know	**79**	6	23	9	41	30	50	29	43	20	6	23	5	6	34	23	41
	2%	*1%*	*1%*	*1%*	*3%abc*	*1%*	*2%*	*1%*	*2%g*	*3%jlmn*	*1%*	*2%l*	*	*1%*	*1%*	*3%p*	*1%*
NET Very/fairly reliant	**3803**	764	1176	876	987	1940	1863	2297	1459	480	475	924	957	730	2356	482	3126
	74%	*77%d*	*74%*	*74%*	*71%*	*75%*	*72%*	*75%*	*73%*	*70%*	*73%*	*71%*	*76%ik*	*79%ijkn*	*73%*	*70%*	*75%o*
NET Not at all/not very reliant	**369**	59	135	82	93	194	175	206	159	50	45	115	93	40	252	51	298
	7%	*6%*	*8%*	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*9%m*	*7%m*	*4%*	*8%m*	*7%*	*7%*
Mean	**4.02**	4.11bc	3.98	4.00	4.01	4.03	4.01	4.02	4.03	4.00	3.99	3.94	4.02	4.19ijkln	3.98	4.00	4.02
Std Dev.	**0.97**	0.94	0.99	0.95	0.96	0.98	0.95	0.94	1.00	1.02	0.93	1.01	0.94	0.89	0.97	1.02	0.96
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 218

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very reliant (5)	1844	1565	280	105	1524	161	98	62	82	206	147	135	155	158	241	239	161	33	128
	36%	*35%*	*39%*	**44%a**	*35%*	*37%*	*40%*	**43%d**	*39%*	*36%*	*35%*	*36%*	*34%*	*33%*	*35%*	*34%*	*36%*	**52%hijklmnopr**	*35%*
Fairly reliant (4)	1959	1716	243	67	1641	164	98	56	78	221	154	120	173	185	280	261	168	19	146
	38%	**39%bc**	*34%*	*28%*	*38%*	*38%*	*39%*	*39%*	*37%*	*39%*	*36%*	*32%*	*38%*	*39%*	**41%k**	*37%*	*38%*	*30%*	*39%*
Neither reliant nor not reliant (3)	910	781	128	44	788	72	30	19	28	101	69	70	93	83	107	159	78	9	63
	18%	*18%*	*18%*	*18%*	**18%fg**	*17%*	*12%*	*13%*	*13%*	*18%*	*16%*	*19%*	**21%h**	*17%*	*16%*	**23%h**	*18%*	*14%*	*17%*
Not very reliant (2)	266	221	46	10	229	21	14	3	11	21	34	30	14	36	31	30	22	2	19
	5%	*5%*	*6%*	*4%*	**5%g**	**5%g**	**6%g**	*2%*	*5%*	*4%*	**8%il**	**8%il**	*3%*	**7%l**	*5%*	*4%*	*5%*	*3%*	*5%*
Not at all reliant (1)	102	85	18	6	84	11	6	1	6	10	17	12	4	10	7	12	7	*	11
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	**4%ln**	**3%l**	*1%*	*2%*	*1%*	*2%*	*2%*	*	**3%l**
Don't know	79	70	10	5	72	4	1	2	5	6	4	8	15	8	13	6	7	1	3
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	**3%or**	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
NET Very/fairly reliant	3803	3281	522	172	3165	325	196	118	160	427	302	254	328	343	521	500	329	51	274
	74%	*74%*	*72%*	*73%*	*73%*	*75%*	**79%d**	**82%de**	**77%k**	*76%*	*71%*	*68%*	*72%*	*72%*	**77%k**	*71%*	*74%*	**82%k**	*74%*
NET Not at all/not very reliant	369	305	64	16	313	32	20	4	16	31	51	43	18	46	37	42	29	2	30
	7%	*7%*	*9%*	*7%*	**7%g**	**7%g**	**8%g**	*3%*	*8%*	*6%*	**12%ilnopq**	**11%ilnoq**	*4%*	**10%l**	*6%*	*6%*	*7%*	*3%*	**8%l**
Mean	4.02	4.02	4.01	4.10	4.01	4.04	4.09	**4.23def**	4.08	4.06	3.90	3.91	4.05	3.94	**4.08j**	3.98	4.04	**4.32ijklmnopr**	3.99
Std Dev.	0.97	0.96	1.03	1.03	0.97	0.98	0.98	0.84	0.99	0.93	1.09	1.09	0.88	1.00	0.89	0.95	0.95	0.84	1.00
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.03	0.06	0.06	0.07	0.07	0.05	0.06	0.05	0.06	0.06	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very reliant (5)	**1844**	1267	429	72	47	29	1696	76	1844	-	-	-	-	1844	-
	36%	**69%bcdefg**	**22%cdg**	*9%*	*13%*	**18%c**	**45%bcdeg**	**15%c**	**100%jklmn**	-	-	-	-	**48%jkln**	-
Fairly reliant (4)	**1959**	411	1177	195	130	40	1588	170	-	1959	-	-	-	1959	-
	38%	*22%*	**60%acdefg**	*25%*	**37%ace**	*24%*	**42%aceg**	**33%ac**	-	**100%hjklmn**	-	-	-	**52%hjkln**	-
Neither reliant nor not reliant (3)	**910**	117	253	444	70	24	370	93	-	-	910	-	-	-	-
	18%	*6%*	**13%af**	**57%abdefg**	**20%abf**	**15%a**	**10%a**	**18%abf**	-	-	**100%hiklmn**	-	-	-	-
Not very reliant (2)	**266**	27	77	61	88	13	104	101	-	-	-	266	-	-	266
	5%	*1%*	**4%a**	**8%abf**	**25%abcef**	**8%abf**	**3%a**	**19%abcef**	-	-	-	**100%hijlmn**	-	-	**72%hijlm**
Not at all reliant (1)	**102**	13	10	10	16	53	23	69	-	-	-	-	102	-	102
	2%	*1%*	*	*1%*	**5%abcf**	**33%abcdfg**	*1%*	**13%abcdf**	-	-	-	-	**100%hijkmn**	-	**28%hijkm**
Don't know	**79**	8	10	*	6	4	19	10	-	-	-	-	-	-	-
	2%	*	*1%*	*	**2%c**	**3%abcf**	*	**2%abcf**	-	-	-	-	-	-	-
NET Very/fairly reliant	**3803**	1678	1606	267	177	68	3284	245	1844	1959	-	-	-	3803	-
	74%	**91%bcdefg**	**82%cdeg**	*34%*	**50%c**	*42%*	**86%bcdeg**	**47%c**	**100%jkln**	**100%jkln**	-	-	-	**100%jkln**	-
NET Not at all/not very reliant	**369**	41	86	71	104	66	127	170	-	-	-	266	102	-	369
	7%	*2%*	**4%a**	**9%abf**	**29%abcf**	**41%abcdf**	*3%*	**33%abcf**	-	-	-	**100%hijm**	**100%hijm**	-	**100%hijm**
Mean	**4.02**	**4.57bcdefg**	**4.00cdeg**	**3.33eg**	**3.29e**	2.86	**4.28bcdeg**	3.16	**5.00mn**	**4.00n**	**3.00n**	**2.00n**	1.00	**4.48ijkln**	**1.72l**
Std Dev.	**0.97**	0.74	0.74	0.80	1.12	1.55	0.80	1.28	0.00	0.00	0.00	0.00	0.00	0.50	0.45
Std Error	**0.01**	0.02	0.02	0.03	0.06	0.12	0.01	0.06	0.00	0.00	0.00	0.00	0.00	0.01	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very reliant (5)	**1844**	169	1645	31	629	1123	93	1818	23	3	*	1844	*
	36%	**42%b**	*35%*	*36%*	**40%ef**	*34%*	*28%*	*36%*	*26%*	*14%*	*1%*	*36%*	*1%*
Fairly reliant (4)	**1959**	136	1790	32	548	1304	107	1921	28	5	4	1954	1
	38%	*34%*	*38%*	*38%*	*35%*	**40%d**	*33%*	*38%*	*31%*	*23%*	*41%*	*38%*	*2%*
Neither reliant nor not reliant (3)	**910**	66	828	16	252	562	95	854	31	5	3	890	16
	18%	*16%*	*18%*	*18%*	*16%*	*17%*	**29%de**	*17%*	**35%gk**	*23%*	*32%*	*17%*	*72%*
Not very reliant (2)	**266**	20	245	2	75	179	12	256	5	4	-	265	2
	5%	*5%*	*5%*	*2%*	*5%*	*5%*	*4%*	*5%*	*5%*	*18%*	-	*5%*	*7%*
Not at all reliant (1)	**102**	4	97	1	29	65	8	97	2	3	-	102	-
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*15%*	-	*2%*	-
Don't know	**79**	7	69	3	22	46	12	71	*	1	3	73	4
	2%	*2%*	*1%*	*4%*	*1%*	*1%*	**4%de**	*1%*	*	*6%*	*26%*	*1%*	*18%*
NET Very/fairly reliant	**3803**	305	3435	63	1177	2427	200	3739	51	8	4	3798	1
	74%	*76%*	*73%*	*74%*	**76%f**	**74%f**	*61%*	**75%h**	*57%*	*37%*	*42%*	**74%h**	*3%*
NET Not at all/not very reliant	**369**	23	342	3	105	244	20	354	7	7	-	367	2
	7%	*6%*	*7%*	*4%*	*7%*	*7%*	*6%*	*7%*	*7%*	*33%*	-	*7%*	*7%*
Mean	**4.02**	4.13	4.01	4.08	**4.09ef**	**4.00f**	3.84	**4.03h**	3.74	3.02	3.58	**4.02h**	2.97
Std Dev.	**0.97**	0.93	0.97	0.91	0.97	0.96	0.98	0.96	0.97	1.33	0.55	0.97	0.41
Std Error	**0.01**	0.05	0.01	0.10	0.02	0.02	0.06	0.01	0.12	0.26	0.23	0.01	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very reliant (5)	**1844**	440	522	426	456	128	148	165	187	174	162	153	147	127	164	144	148
	36%	*34%*	**41%acd**	*33%*	*35%*	*30%*	*36%*	*37%*	**43%elm**	*38%*	**41%em**	*35%*	*34%*	*30%*	*35%*	*35%*	*36%*
Fairly reliant (4)	**1959**	507	457	531	464	181	161	165	146	164	147	161	185	185	171	141	152
	38%	*39%*	*35%*	**41%bd**	*36%*	*42%*	*39%*	*37%*	*34%*	*36%*	*37%*	*37%*	**43%h**	**43%ho**	*37%*	*34%*	*37%*
Neither reliant nor not reliant (3)	**910**	234	225	224	227	84	78	72	80	91	55	79	69	76	75	79	73
	18%	*18%*	*17%*	*17%*	*18%*	*19%*	*19%*	*16%*	*18%*	*20%*	*14%*	*18%*	*16%*	*18%*	*16%*	*19%*	*17%*
Not very reliant (2)	**266**	65	56	56	90	28	11	26	12	23	21	20	17	18	34	31	25
	5%	*5%*	*4%*	*4%*	**7%bc**	*7%*	*3%*	*6%*	*3%*	*5%*	*5%*	*5%*	*4%*	*4%*	**7%fh**	**8%fh**	*6%*
Not at all reliant (1)	**102**	24	19	32	27	10	8	5	2	7	10	11	9	12	6	13	8
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*	*1%*	**3%h**	*2%*
Don't know	**79**	20	11	22	27	3	8	10	3	3	5	8	4	9	13	3	10
	2%	*2%*	*1%*	*2%*	**2%b**	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**3%i**	*1%*	*3%*
NET Very/fairly reliant	**3803**	947	979	957	920	308	309	330	333	338	309	313	332	311	335	285	300
	74%	*73%*	**76%d**	*74%*	*71%*	*71%*	*75%*	*74%*	**77%o**	*73%*	**77%o**	*72%*	*77%*	*73%*	*72%*	*69%*	*72%*
NET Not at all/not very reliant	**369**	89	75	88	117	38	20	31	15	29	31	32	26	30	41	44	33
	7%	*7%*	*6%*	*7%*	**9%b**	**9%h**	*5%*	*7%*	*3%*	*6%*	**8%h**	*7%*	*6%*	*7%*	**9%h**	**11%fh**	**8%h**
Mean	**4.02**	4.00	**4.10cd**	4.00	3.97	3.90	4.06	4.06	**4.18ekmnop**	4.04	**4.09e**	4.00	4.04	3.95	4.00	3.91	4.01
Std Dev.	**0.97**	0.95	0.94	0.96	1.01	0.98	0.92	0.95	0.87	0.95	0.99	0.99	0.92	0.96	0.98	1.06	0.98
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.05	0.04	0.05	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Letters and cards	**3800**	-	3800	1812	1977	412	395	765	563	685	513	466	807	1329	1664	979	3449	323	3851
	74%	-	*74%*	*72%*	*75%*	*60%*	*65%*	**72%ef**	**76%ef**	**76%ef**	**81%efg**	**89%efghij**	*62%*	**74%l**	**81%lm**	**84%lm**	*74%*	*70%*	*75%*
Parcels	**3803**	-	3803	1832	1959	463	447	814	561	677	446	395	910	1375	1518	841	3441	334	3914
	74%	-	*74%*	*73%*	*75%*	*67%*	*74%*	**77%ej**	**75%e**	**75%e**	*70%*	**75%e**	*70%*	**76%l**	*74%*	*73%*	*74%*	*72%*	*76%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Letters and cards	**3800**	782	1204	863	951	1986	1814	2217	1531	466	475	922	944	738	2342	471	3128
	74%	**79%cd**	**75%d**	*73%*	*69%*	**77%f**	*71%*	*72%*	**76%g**	*68%*	*73%*	*71%*	**75%i**	**80%jkln**	*73%*	*68%*	**75%o**
Parcels	**3803**	764	1176	876	987	1940	1863	2297	1459	480	475	924	957	730	2356	482	3126
	74%	**77%d**	*74%*	*74%*	*71%*	*75%*	*72%*	*75%*	*73%*	*70%*	*73%*	*71%*	**76%ik**	**79%ijkn**	*73%*	*70%*	**75%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Letters and cards	**3800**	3229	570	174	3180	323	188	108	156	423	314	244	328	367	513	494	342	49	274
	74%	*73%*	**79%a**	*74%*	*73%*	*74%*	*76%*	*76%*	**75%k**	**75%k**	**74%k**	*65%*	*72%*	**76%k**	**76%k**	*70%*	**77%k**	**78%k**	**74%k**
Parcels	**3803**	3281	522	172	3165	325	196	118	160	427	302	254	328	343	521	500	329	51	274
	74%	*74%*	*72%*	*73%*	*73%*	*75%*	**79%d**	**82%de**	**77%k**	*76%*	*71%*	*68%*	*72%*	*72%*	**77%k**	*71%*	*74%*	**82%k**	*74%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Letters and cards	**3800**	1844	1955	-	-	-	3800	-	1696	1588	370	104	23	3284	127
	74%	**100%cdeg**	**100%cdeg**	-	-	-	**100%cdeg**	-	**92%ijklmn**	**81%ijkln**	**41%l**	**39%l**	*22%*	**86%ijkln**	*34%*
Parcels	**3803**	1678	1606	267	177	68	3284	245	1844	1959	-	-	-	3803	-
	74%	**91%bcdefg**	**82%cdeg**	*34%*	**50%c**	*42%*	**86%bcdeg**	**47%c**	**100%jkln**	**100%jkln**	-	-	-	**100%jkln**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Letters and cards	**3800**	309	3430	61	1163	2423	214	3719	59	13	2	3791	6
	74%	*77%*	*73%*	*72%*	**75%f**	**74%f**	*65%*	*74%*	*66%*	*64%*	*23%*	*74%*	*26%*
Parcels	**3803**	305	3435	63	1177	2427	200	3739	51	8	4	3798	1
	74%	*76%*	*73%*	*74%*	**76%f**	**74%f**	*61%*	**75%h**	*57%*	*37%*	*42%*	**74%h**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_RELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Letters and cards	**3800**	942	997	933	928	309	306	327	359	337	301	327	310	297	349	283	296
	74%	*73%*	**77%cd**	*72%*	*72%*	*71%*	*74%*	*74%*	**83%efgijklmnop**	*73%*	*75%*	*76%*	*72%*	*70%*	*75%*	*69%*	*71%*
Parcels	**3803**	947	979	957	920	308	309	330	333	338	309	313	332	311	335	285	300
	74%	*73%*	**76%d**	*74%*	*71%*	*71%*	*75%*	*74%*	**77%o**	*73%*	**77%o**	*72%*	*77%*	*73%*	*72%*	*69%*	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Letters and cards	**519**	-	519	271	245	126	86	100	74	73	45	16	212	174	133	60	462	55	505
	10%	-	*10%*	*11%*	*9%*	**18%ghijk**	**14%gjjk**	**9%k**	**10%k**	**8%k**	**7%k**	*3%*	**16%mno**	**10%no**	*6%*	*5%*	*10%*	*12%*	*10%*
Parcels	**369**	-	369	190	178	61	37	56	56	64	64	31	98	112	159	95	345	18	358
	7%	-	*7%*	*8%*	*7%*	**9%g**	*6%*	*5%*	*7%*	*7%*	**10%g**	*6%*	*8%*	*6%*	*8%*	*8%*	*7%*	*4%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Letters and cards	**519**	97	165	105	153	261	257	337	171	64	68	130	136	89	334	64	432
	10%	*10%*	*10%*	*9%*	*11%*	*10%*	*10%*	**11%h**	*9%*	*9%*	*10%*	*10%*	*11%*	*10%*	*10%*	*9%*	*10%*
Parcels	**369**	59	135	82	93	194	175	206	159	50	45	115	93	40	252	51	298
	7%	*6%*	*8%*	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	**9%m**	**7%m**	*4%*	**8%m**	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Letters and cards	**519**	462	56	16	434	45	25	14	20	44	47	63	43	37	68	76	37	3	42
	10%	*10%*	*8%*	*7%*	*10%*	*10%*	*10%*	*10%*	*9%*	*8%*	*11%*	**17%hilmnopq**	*9%*	*8%*	*10%*	*11%*	*8%*	*5%*	*11%*
Parcels	**369**	305	64	16	313	32	20	4	16	31	51	43	18	46	37	42	29	2	30
	7%	*7%*	*9%*	*7%*	**7%g**	**7%g**	**8%g**	*3%*	*8%*	*6%*	**12%ilnopq**	**11%ilnoq**	*4%*	**10%l**	*6%*	*6%*	*7%*	*3%*	**8%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Letters and cards	**519**	-	-	-	356	163	-	519	76	170	93	101	69	245	170
	10%	-	-	-	**100%abcf**	**100%abcf**	-	**100%abcf**	***4%***	**9%hm**	**10%hm**	**38%hijm**	**68%hijkmn**	**6%h**	**46%hijm**
Parcels	**369**	41	86	71	104	66	127	170	-	-	-	266	102	-	369
	7%	*2%*	**4%a**	**9%abf**	**29%abcf**	**41%abcdf**	*3%*	**33%abcf**	-	-	-	**100%hijm**	**100%hijm**	-	**100%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Letters and cards	**519**	32	483	4	161	324	33	500	14	2	-	517	2
	10%	*8%*	*10%*	*5%*	*10%*	*10%*	*10%*	*10%*	*16%*	*9%*	-	*10%*	*10%*
Parcels	**369**	23	342	3	105	244	20	354	7	7	-	367	2
	7%	*6%*	*7%*	*4%*	*7%*	*7%*	*6%*	*7%*	*7%*	*33%*	-	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_NET_NOTRELIANT. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Letters and cards	**519**	115	127	119	158	40	39	35	22	49	56	36	40	43	47	60	52
	10%	*9%*	*10%*	*9%*	**12%a**	*9%*	*9%*	*8%*	*5%*	**11%h**	**14%gh**	*8%*	*9%*	**10%h**	**10%h**	**15%ghk**	**12%h**
Parcels	**369**	89	75	88	117	38	20	31	15	29	31	32	26	30	41	44	33
	7%	*7%*	*6%*	*7%*	**9%b**	**9%h**	*5%*	*7%*	*3%*	*6%*	**8%h**	*7%*	*6%*	*7%*	**9%h**	**11%fh**	**8%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Letters and cards	**3.97**	-	3.97	3.92	**4.02c**	3.57	**3.77e**	**3.95ef**	**3.97ef**	**4.06efgh**	**4.15efghi**	**4.40efghij**	3.67	**3.96l**	**4.18lm**	**4.26lmn**	**3.99q**	3.80	3.99
Parcels	**4.02**	-	4.02	3.99	**4.05c**	3.86	**4.04ej**	**4.07ej**	**4.01e**	**4.06ej**	**3.94e**	**4.13efhi**	3.94	**4.05l**	**4.04l**	**4.03l**	4.02	4.00	4.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Letters and cards	**3.97**	**4.12bcd**	**3.97d**	**3.95d**	3.88	**4.03f**	3.92	3.91	**4.07g**	3.93	3.95	3.92	3.96	**4.12ijkln**	3.94	3.93	3.98
Parcels	**4.02**	**4.11bcd**	3.98	4.00	4.01	4.03	4.01	4.02	4.03	4.00	3.99	3.94	**4.02k**	**4.19ijkln**	3.98	4.00	4.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 221

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Letters and cards	**3.97**	3.94	**4.15a**	**4.15a**	3.97	3.98	3.99	4.00	**3.99k**	**4.04ko**	**3.96k**	3.76	**3.99ko**	**4.05ko**	**3.99ko**	**3.90k**	**4.04ko**	**4.19k**	**3.94k**
Parcels	**4.02**	4.02	4.01	4.10	4.01	4.04	4.09	4.23	**4.08j**	**4.06jkmo**	3.90	3.91	**4.05jkm**	3.94	**4.08jkmo**	3.98	**4.04jkm**	**4.32jklmopr**	3.99

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Letters and cards	**3.97**	**5.00fg**	**4.00cg**	**3.00deg**	**2.00g**	1.00	**4.49bcdeg**	**1.69e**	**4.55ijklmn**	**3.92jkln**	**3.41kln**	**3.07ln**	2.15	**4.22ijkln**	**2.81l**
Parcels	**4.02**	**4.57bcdefg**	**4.00cdeg**	**3.33eg**	**3.29eg**	2.86	**4.28bcdeg**	**3.16e**	**5.00mn**	**4.00n**	**3.00n**	**2.00n**	1.00	**4.48ijkln**	**1.72l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Letters and cards	**3.97**	**4.14b**	3.96	4.01	**4.02ef**	**3.97f**	3.81	**3.98hl**	**3.64l**	3.92	3.45	**3.98hl**	3.21
Parcels	**4.02**	**4.13b**	4.01	4.08	**4.09ef**	**4.00f**	3.84	**4.03hl**	**3.74l**	3.02	3.58	**4.02hl**	2.97

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Letters and cards	**3.97**	**3.98d**	**4.05acd**	3.96	3.90	3.87	**4.00eop**	**4.08eijlmop**	**4.24efgijklmnopl.98o**		3.94	**4.03emop**	**3.95o**	3.89	**4.01emop**	3.82	3.86
Parcels	**4.02**	4.00	**4.10acd**	4.00	3.97	3.90	**4.06emo**	**4.06emo**	**4.18efgiklmnop4.04eo**		**4.09emo**	4.00	**4.04eo**	3.95	**4.00e**	3.91	**4.01e**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base		**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base		**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied	(5)	**1530**	-	1530	806	723	214	202	373	202	226	141	172	416	575	539	313	1386	139	1456
		30%	-	*30%*	**32%d**	*28%*	**31%j**	**33%ij**	**35%hij**	*27%*	*25%*	*22%*	**33%ij**	**32%no**	**32%no**	*26%*	*27%*	*30%*	*30%*	*28%*
Fairly satisfied	(4)	**2235**	-	2235	1056	1174	338	259	436	339	380	275	209	596	775	864	484	2019	198	2306
		43%	-	*43%*	*42%*	*45%*	**49%gk**	*43%*	*41%*	*45%*	*42%*	*43%*	*40%*	*46%*	*43%*	*42%*	*42%*	*43%*	*43%*	*45%*
Neither satisfied or dissatisfied	(3)	**931**	-	931	419	507	93	104	186	134	178	132	104	197	320	414	236	832	89	902
		18%	-	*18%*	*17%*	*19%*	*13%*	*17%*	*18%*	*18%*	**20%e**	**21%e**	**20%e**	*15%*	*18%*	**20%l**	**20%l**	*18%*	*19%*	*17%*
Fairly dissatisfied	(2)	**288**	-	288	143	140	26	15	44	39	72	67	25	41	83	165	92	265	19	306
		6%	-	*6%*	*6%*	*5%*	*4%*	*2%*	*4%*	*5%*	**8%efg**	**11%efghk**	*5%*	*3%*	*5%*	**8%lm**	**8%lm**	*6%*	*4%*	*6%*
Very dissatisfied	(1)	**104**	-	104	58	46	7	5	11	15	35	17	15	11	26	67	32	97	7	117
		2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	**4%efg**	**3%f**	**3%f**	*1%*	*1%*	**3%lm**	**3%l**	*2%*	*2%*	*2%*
Don't know		**72**	-	72	33	36	11	25	10	17	5	2	1	36	28	9	3	56	11	74
		1%	-	*1%*	*1%*	*1%*	*2%*	**4%gjk**	*1%*	**2%ijk**	*1%*	*	*	**3%no**	**2%no**	*	*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**3765**	-	3765	1862	1896	552	460	808	541	606	416	381	1012	1350	1403	797	3404	337	3762
		73%	-	*73%*	*74%*	*72%*	**80%hijk**	**76%ij**	**76%ij**	**73%j**	*68%*	*66%*	*72%*	**78%no**	**75%no**	*68%*	*69%*	*73%*	*73%*	*73%*
NET Very/fairly dissatisfied		**393**	-	393	201	186	33	19	55	53	107	84	40	52	109	232	125	361	26	423
		8%	-	*8%*	*8%*	*7%*	*5%*	*3%*	*5%*	**7%f**	**12%efgh**	**13%efghk**	**8%f**	*4%*	*6%*	**11%lm**	**11%lm**	*8%*	*6%*	*8%*
Mean		**3.94**	-	3.94	3.97	3.92	**4.07hij**	**4.09hij**	**4.06hij**	**3.93ij**	3.77	3.72	**3.95ij**	**4.08no**	**4.01no**	3.80	3.82	3.94	3.98	3.92
Std Dev.		**0.94**	-	0.94	0.97	0.92	0.83	0.83	0.89	0.92	1.04	1.01	0.99	0.83	0.91	1.02	1.01	0.95	0.90	0.95
Std Error		**0.01**	-	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**1530**	395	412	353	369	808	722	987	530	174	181	331	374	398	886	175	1295
		30%	**40%bcd**	*26%*	*30%*	*27%*	*31%*	*28%*	**32%h**	*26%*	*25%*	*28%*	*25%*	*30%*	**43%ijkln**	*28%*	*25%*	**31%o**
Fairly satisfied	(4)	**2235**	386	750	519	580	1136	1099	1352	852	270	279	624	586	333	1489	270	1850
		43%	*39%*	**47%ad**	*44%*	*42%*	*44%*	*43%*	*44%*	*42%*	*39%*	**43%m**	**48%lm**	**47%lm**	*36%*	**46%lm**	*39%*	*44%*
Neither satisfied or dissatisfied	(3)	**931**	134	288	208	301	422	509	494	409	155	139	234	197	131	570	160	716
		18%	*14%*	**18%a**	*18%*	**22%a**	*16%*	**20%e**	*16%*	**20%g**	**23%lmn**	**21%lm**	*18%*	*16%*	*14%*	*18%*	**23%p**	*17%*
Fairly dissatisfied	(2)	**288**	55	89	73	71	145	144	153	130	40	26	77	65	46	168	40	220
		6%	*6%*	*6%*	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*6%*	*4%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*
Very dissatisfied	(1)	**104**	15	43	17	30	58	47	49	54	18	19	28	21	6	67	18	75
		2%	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	**3%g**	**3%m**	**3%m**	**2%m**	*2%*	*1%*	**2%m**	*3%*	*2%*
Don't know		**72**	6	17	14	36	22	50	36	32	28	7	6	13	5	26	28	33
		1%	*1%*	*1%*	*1%*	**3%ab**	*1%*	**2%e**	*1%*	*2%*	**4%jklmn**	*1%*	*	*1%*	*1%*	*1%*	**4%p**	*1%*
NET Very/fairly satisfied		**3765**	781	1162	872	949	1943	1822	2339	1382	444	460	955	960	731	2375	445	3144
		73%	**79%bcd**	*73%*	**74%d**	*68%*	**75%f**	*71%*	**76%h**	*69%*	*65%*	*71%*	**73%i**	**76%ij**	**80%ijkn**	**74%i**	*64%*	**75%o**
NET Very/fairly dissatisfied		**393**	70	132	90	101	202	190	202	185	58	45	104	86	53	235	58	295
		8%	*7%*	*8%*	*8%*	*7%*	*8%*	*7%*	*7%*	**9%g**	*9%*	*7%*	*8%*	*7%*	*6%*	*7%*	*8%*	*7%*
Mean		**3.94**	**4.11bcd**	3.88	3.96	3.88	3.97	3.92	**4.01h**	3.85	3.82	3.90	3.89	**3.99i**	**4.17ijkln**	**3.93i**	3.82	**3.98o**
Std Dev.		**0.94**	0.94	0.95	0.93	0.94	0.95	0.94	0.91	0.98	0.98	0.95	0.92	0.91	0.90	0.92	0.98	0.93
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	**1530**	1323	207	78	1307	106	74	43	81	182	122	101	134	122	248	183	134	21	85
		30%	*30%*	*29%*	*33%*	**30%e**	*25%*	*30%*	*30%*	**39%jklmopr**	**32%r**	*29%*	*27%*	*29%*	*25%*	**37%kmor**	*26%*	**30%r**	**34%r**	*23%*
Fairly satisfied	(4)	**2235**	1909	326	97	1851	209	108	67	83	235	178	163	197	216	281	334	164	29	179
		43%	*43%*	*45%*	*41%*	*43%*	**48%d**	*44%*	*47%*	*39%*	*42%*	*42%*	*43%*	*43%*	*45%*	*41%*	**47%p**	*37%*	*46%*	**48%hp**
Neither satisfied or dissatisfied	(3)	**931**	802	128	41	796	76	36	22	32	102	73	75	77	93	114	131	99	8	68
		18%	*18%*	*18%*	*17%*	*18%*	*18%*	*15%*	*15%*	*15%*	*18%*	*17%*	*20%*	*17%*	*19%*	*17%*	*19%*	*22%*	*13%*	*18%*
Fairly dissatisfied	(2)	**288**	248	40	13	236	27	19	7	7	28	31	17	29	35	21	38	30	3	24
		6%	*6%*	*6%*	*6%*	*5%*	*6%*	*8%*	*5%*	*3%*	*5%*	**7%n**	*4%*	*6%*	**7%n**	*3%*	*5%*	*7%*	*4%*	**7%n**
Very dissatisfied	(1)	**104**	91	13	4	87	8	6	3	6	10	12	12	9	12	5	11	11	*	8
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	**3%n**	*2%*	**3%n**	**3%n**	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*
Don't know		**72**	64	8	3	62	7	3	1	1	9	8	7	7	2	9	11	6	1	6
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
NET Very/fairly satisfied		**3765**	3231	534	176	3157	315	183	110	164	417	300	264	331	338	529	517	298	51	264
		73%	*73%*	*74%*	*74%*	*73%*	*73%*	*74%*	*77%*	**78%p**	*74%*	*71%*	*70%*	*73%*	*70%*	**78%mp**	*73%*	*67%*	**80%p**	*71%*
NET Very/fairly dissatisfied		**393**	340	53	17	322	36	25	10	12	38	44	29	38	47	26	48	40	3	32
		8%	*8%*	*7%*	*7%*	*7%*	*8%*	*10%*	*7%*	*6%*	*7%*	**10%n**	*8%*	**8%n**	**10%n**	*4%*	*7%*	**9%n**	*5%*	**9%n**
Mean		**3.94**	3.94	3.94	4.00	3.95	3.88	3.92	3.98	**4.09jkmopr**	3.99	3.88	3.88	3.93	3.84	**4.12jklmopr**	3.92	3.87	**4.10mr**	3.85
Std Dev.		**0.94**	0.95	0.93	0.94	0.94	0.92	1.00	0.92	0.95	0.93	1.01	0.97	0.96	0.97	0.85	0.90	1.00	0.84	0.93
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.05	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1530	962	388	103	42	29	1350	71	938	436	108	29	12	1374	41
		30%	**52%bcdefg**	**20%cdg**	*13%*	*12%*	*18%*	**36%bcdeg**	*14%*	**51%ijklmn**	**22%jkln**	*12%*	*11%*	*12%*	**36%ijkln**	*11%*
Fairly satisfied	(4)	2235	629	1122	244	185	45	1752	230	653	1112	324	104	29	1764	133
		43%	*34%*	**57%acefg**	*31%*	**52%ace**	*28%*	**46%ace**	**44%ace**	*35%*	**57%hjklmn**	*36%*	*39%*	*28%*	**46%hjln**	*36%*
Neither satisfied or dissatisfied	(3)	931	156	302	345	70	42	458	113	154	277	377	74	22	430	96
		18%	*8%*	**15%af**	**44%abdefg**	**20%af**	**26%abf**	**12%a**	**22%abf**	*8%*	**14%hm**	**41%hiklmn**	**28%him**	**21%hm**	**11%h**	**26%him**
Fairly dissatisfied	(2)	288	74	106	50	40	18	180	58	73	98	56	45	16	171	61
		6%	*4%*	*5%*	*6%*	**11%abcf**	**11%abf**	*5%*	**11%abcf**	*4%*	*5%*	*6%*	**17%hijm**	**15%hijm**	*4%*	**16%hijm**
Very dissatisfied	(1)	104	19	27	24	16	15	47	31	17	22	28	11	18	39	30
		2%	*1%*	*1%*	**3%abf**	**5%abf**	**9%abcf**	*1%*	**6%abf**	*1%*	*1%*	**3%him**	**4%him**	**18%hijkmn**	*1%*	**8%hijm**
Don't know		72	3	10	16	3	13	13	16	10	14	18	3	5	24	8
		1%	*	*1%*	**2%abf**	*1%*	**8%abcdfg**	*	**3%abf**	*1%*	*1%*	**2%him**	*1%*	**5%hikm**	*1%*	**2%him**
NET Very/fairly satisfied		3765	1592	1510	347	227	74	3102	301	1590	1548	432	134	41	3138	175
		73%	**86%bcdefg**	**77%cdeg**	*44%*	**64%ce**	*46%*	**82%bcdeg**	**58%ce**	**86%ijklmn**	**79%jkln**	*47%*	*50%*	*40%*	**83%ijkln**	*47%*
NET Very/fairly dissatisfied		393	94	133	74	56	33	227	89	90	120	84	56	34	210	90
		8%	*5%*	*7%*	**9%af**	**16%abcf**	**20%abcf**	*6%*	**17%abcf**	*5%*	*6%*	**9%him**	**21%hijm**	**33%hijkm**	*6%*	**24%hijm**
Mean		3.94	**4.33bcdefg**	**3.89cdeg**	3.46	3.56	3.37	**4.10bcdeg**	3.50	**4.32ijklmn**	**3.95jkln**	**3.48ln**	**3.36l**	3.00	**4.13ijkln**	3.27
Std Dev.		0.94	0.87	0.83	0.92	0.99	1.21	0.88	1.07	0.86	0.82	0.90	1.03	1.32	0.86	1.12
Std Error		0.01	0.02	0.02	0.03	0.05	0.10	0.01	0.05	0.02	0.02	0.03	0.07	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1530**	175	1327	28	504	943	83	1505	21	3	-	1529	1
		30%	**44%b**	*28%*	*32%*	**32%f**	*29%*	*25%*	*30%*	*24%*	*13%*	-	*30%*	*5%*
Fairly satisfied	(4)	**2235**	133	2068	34	655	1451	129	2181	39	11	2	2231	2
		43%	*33%*	**44%a**	*40%*	*42%*	*44%*	*39%*	*43%*	*44%*	*51%*	*22%*	*44%*	*9%*
Neither satisfied or dissatisfied	(3)	**931**	72	843	16	263	585	83	887	21	3	5	911	15
		18%	*18%*	*18%*	*19%*	*17%*	*18%*	**25%de**	*18%*	*23%*	*14%*	*52%*	*18%*	*63%*
Fairly dissatisfied	(2)	**288**	12	274	2	86	191	12	278	6	3	-	287	2
		6%	*3%*	*6%*	*3%*	*6%*	*6%*	*4%*	*6%*	*7%*	*12%*	-	*6%*	*7%*
Very dissatisfied	(1)	**104**	5	97	3	31	67	7	103	-	1	-	104	-
		2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	-	*5%*	-	*2%*	-
Don't know		**72**	5	65	3	15	43	14	64	2	1	3	66	4
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	**4%de**	*1%*	*2%*	*4%*	*26%*	*1%*	*16%*
NET Very/fairly satisfied		**3765**	308	3395	61	1160	2394	211	3686	60	14	2	3760	3
		73%	*77%*	*73%*	*73%*	**75%f**	**73%f**	*65%*	*73%*	*68%*	*64%*	*22%*	*73%*	*14%*
NET Very/fairly dissatisfied		**393**	17	371	5	117	257	19	381	6	4	-	391	2
		8%	*4%*	**8%a**	*6%*	*8%*	*8%*	*6%*	*8%*	*7%*	*17%*	-	*8%*	*7%*
Mean		**3.94**	**4.16b**	3.92	3.99	3.98	3.93	3.86	3.95	3.86	3.57	3.30	3.95	3.15
Std Dev.		**0.94**	0.91	0.94	0.97	0.95	0.94	0.93	0.94	0.87	1.08	0.49	0.94	0.65
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.02	0.05	0.01	0.10	0.20	0.20	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1530**	382	446	350	352	118	123	141	153	167	126	144	109	98	125	122	105
		30%	*30%*	**35%acd**	*27%*	*27%*	*27%*	*30%*	**32%m**	**36%lmnp**	**36%lmnp**	**32%m**	**33%m**	*25%*	*23%*	*27%*	*30%*	*25%*
Fairly satisfied	(4)	**2235**	569	546	579	542	209	175	185	183	195	167	183	181	215	189	175	178
		43%	*44%*	*42%*	*45%*	*42%*	*48%*	*42%*	*42%*	*43%*	*42%*	*42%*	*42%*	*42%*	**50%n**	*41%*	*42%*	*43%*
Neither satisfied or dissatisfied	(3)	**931**	255	197	247	232	84	87	83	66	69	61	70	95	82	80	64	88
		18%	**20%b**	*15%*	*19%*	*18%*	*19%*	*21%*	*19%*	*15%*	*15%*	*15%*	*16%*	*22%*	*19%*	*17%*	*16%*	*21%*
Fairly dissatisfied	(2)	**288**	42	65	65	116	13	14	16	16	20	29	19	25	21	44	39	32
		6%	*3%*	*5%*	*5%*	**9%abc**	*3%*	*3%*	*4%*	*4%*	*4%*	**7%ef**	*4%*	*6%*	*5%*	**10%efghik**	**9%efghik**	**8%efh**
Very dissatisfied	(1)	**104**	19	24	32	29	7	8	4	7	8	9	10	16	7	12	11	6
		2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	**4%g**	*2%*	*3%*	*3%*	*1%*
Don't know		**72**	23	12	16	21	2	7	14	6	-	7	6	7	4	13	2	7
		1%	*2%*	*1%*	*1%*	*2%*	*	**2%l**	**3%elo**	*1%*	-	**2%l**	*1%*	*2%*	*1%*	**3%lo**	*	**2%l**
NET Very/fairly satisfied		**3765**	951	991	929	893	327	298	326	336	363	293	327	289	313	314	296	283
		73%	*74%*	**77%cd**	*72%*	*69%*	*76%*	*72%*	*74%*	**78%lnp**	**79%lnp**	*73%*	**76%l**	*67%*	*73%*	*68%*	*72%*	*68%*
NET Very/fairly dissatisfied		**393**	61	90	97	145	20	22	20	22	29	39	29	41	28	57	50	38
		8%	*5%*	*7%*	**8%a**	**11%abc**	*5%*	*5%*	*4%*	*5%*	*6%*	**10%egh**	*7%*	**9%eg**	*7%*	**12%efghikm**	**12%efghikm**	**9%g**
Mean		**3.94**	**3.99d**	**4.04cd**	3.90	3.84	3.97	3.96	**4.03lnp**	**4.08lmnop**	**4.07lmnop**	3.94	**4.01ln**	3.80	3.89	3.82	3.87	3.84
Std Dev.		**0.94**	0.88	0.94	0.94	1.00	0.86	0.91	0.87	0.89	0.92	1.00	0.94	1.01	0.87	1.03	1.03	0.94
Std Error		**0.01**	0.02	0.03	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	1822	-	1822	878	938	175	192	316	240	327	298	273	366	556	899	572	1702	115	1961
	35%	-	35%	35%	36%	25%	31%	30%	32%e	36%eg	47%efghi	52%efghi	28%	31%	44%lm	49%lmn	37%q	25%	38%
Fairly satisfied (4)	2236	-	2236	1074	1155	297	280	505	352	397	223	183	577	856	803	406	1998	218	2181
	43%	-	43%	43%	44%	43%jk	46%jk	48%jk	47%jk	44%jk	35%	35%	44%no	47%no	39%	35%	43%	47%	42%
Neither satisfied or dissatisfied (3)	796	-	796	394	398	146	103	179	118	122	72	56	249	297	250	129	706	76	736
	15%	-	15%	16%	15%	21%ijk	17%jk	17%jk	16%	14%	11%	11%	19%no	16%no	12%	11%	15%	16%	14%
Fairly dissatisfied (2)	173	-	173	95	78	43	15	25	17	38	29	6	58	42	73	35	152	18	161
	3%	-	3%	4%	3%	6%fghk	2%	2%	2%	4%k	5%k	1%	4%m	2%	4%	3%	3%	4%	3%
Very dissatisfied (1)	84	-	84	51	34	18	7	22	13	8	10	6	25	36	24	16	63	20	78
	2%	-	2%	2%	1%	3%	1%	2%	2%	1%	2%	1%	2%	2%	1%	1%	1%	4%p	2%
Don't know	49	-	49	24	23	10	12	13	6	5	1	2	22	19	8	3	33	16	44
	1%	-	1%	1%	1%	2%	2%j	1%	1%	1%	*	*	2%no	1%	*	*	1%	3%p	1%
NET Very/fairly satisfied	4058	-	4058	1952	2094	472	472	821	592	725	521	456	943	1413	1702	977	3700	333	4142
	79%	-	79%	78%	80%	68%	78%e	77%e	79%e	81%e	82%e	87%efghi	73%	78%l	83%lm	84%lm	80%q	72%	80%
NET Very/fairly dissatisfied	257	-	257	146	111	61	22	47	30	46	40	11	83	77	97	51	215	38	239
	5%	-	5%	6%	4%	9%fghik	4%	4%	4%	5%k	6%k	2%	6%	4%	5%	4%	5%	8%p	5%
Mean	4.08	-	4.08	4.06	4.11	3.84	4.06e	4.02e	4.07e	4.12e	4.22efgh	4.36efghij	3.94	4.04l	4.21lm	4.28lm	4.11q	3.87	4.13
Std Dev.	0.89	-	0.89	0.92	0.86	0.97	0.84	0.87	0.86	0.86	0.93	0.80	0.91	0.87	0.87	0.88	0.87	0.99	0.88
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**1822**	427	524	411	460	951	871	995	809	227	239	418	470	375	1127	228	1524
		35%	***43%bcd***	***33%***	***35%***	***33%***	***37%***	***34%***	***32%***	***40%g***	***33%***	***37%***	***32%***	***37%k***	***41%ikn***	***35%***	***33%***	***36%***
Fairly satisfied	(4)	**2236**	358	778	494	607	1136	1100	1392	813	271	283	595	562	359	1441	276	1830
		43%	***36%***	***49%acd***	***42%***	***44%a***	***44%***	***43%***	***45%h***	***40%***	***40%***	***44%***	***46%m***	***45%***	***39%***	***45%m***	***40%***	***44%***
Neither satisfied or dissatisfied	(3)	**796**	129	218	205	244	348	449	493	281	141	93	218	152	130	463	142	601
		15%	***13%***	***14%***	***17%a***	***18%ab***	***13%***	***17%e***	***16%***	***14%***	***21%jlmn***	***14%***	***17%l***	***12%***	***14%***	***14%***	***21%p***	***14%***
Fairly dissatisfied	(2)	**173**	49	48	34	41	97	76	116	54	18	21	37	40	37	98	18	136
		3%	***5%***	***3%***	***3%***	***3%***	***4%***	***3%***	***4%***	***3%***	***3%***	***3%***	***3%***	***3%***	***4%***	***3%***	***3%***	***3%***
Very dissatisfied	(1)	**84**	14	20	29	21	34	50	49	31	12	11	25	22	10	57	12	67
		2%	***1%***	***1%***	***2%***	***2%***	***1%***	***2%***	***2%***	***2%***	***2%***	***2%***	***2%***	***2%***	***1%***	***2%***	***2%***	***2%***
Don't know		**49**	14	11	10	14	25	24	26	20	14	3	8	9	9	20	14	29
		1%	***1%***	***1%***	***1%***	***1%***	***1%***	***1%***	***1%***	***1%***	***2%kn***	**	***1%***	***1%***	***1%***	***1%***	***2%p***	***1%***
NET Very/fairly satisfied		**4058**	785	1302	905	1067	2086	1972	2387	1622	499	523	1013	1032	734	2567	504	3355
		79%	***79%***	***81%cd***	***76%***	***77%***	***81%f***	***77%***	***78%***	***81%g***	***73%***	***80%l***	***78%***	***82%lk***	***80%l***	***80%l***	***73%***	***80%o***
NET Very/fairly dissatisfied		**257**	63	68	64	63	131	126	164	85	31	32	61	62	46	155	31	204
		5%	***6%***	***4%***	***5%***	***5%***	***5%***	***5%***	***5%***	***4%***	***4%***	***5%***	***5%***	***5%***	***5%***	***5%***	***4%***	***5%***
Mean		**4.08**	**4.16cd**	4.09	4.04	4.05	**4.12f**	4.05	4.04	**4.16g**	4.02	4.11	4.04	**4.14lk**	**4.16lk**	4.09	4.02	4.11
Std Dev.		**0.89**	0.93	0.83	0.93	0.88	0.87	0.90	0.89	0.88	0.91	0.88	0.88	0.88	0.89	0.88	0.91	0.88
Std Error		**0.01**	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	**1822**	1509	313	109	1502	165	99	57	76	210	151	133	151	177	224	221	159	25	140
		35%	*34%*	**43%a**	**46%a**	*35%*	*38%*	**40%d**	*40%*	*36%*	*37%*	*36%*	*35%*	*33%*	*37%*	*33%*	*31%*	*36%*	*39%*	*38%*
Fairly satisfied	(4)	**2236**	1968	268	72	1883	182	108	63	92	234	189	137	184	200	329	318	200	28	154
		43%	**44%bc**	*37%*	*31%*	*43%*	*42%*	*44%*	*44%*	*44%*	*41%*	*44%*	*36%*	*41%*	*42%*	**49%k**	*45%*	**45%k**	*45%*	*42%*
Neither satisfied or dissatisfied	(3)	**796**	692	105	38	688	64	28	17	31	94	63	88	90	68	78	112	64	9	55
		15%	*16%*	*14%*	*16%*	**16%f**	*15%*	*11%*	*12%*	*15%*	*17%*	*15%*	**23%hjmnopr**	**20%n**	*14%*	*12%*	*16%*	*15%*	*14%*	*15%*
Fairly dissatisfied	(2)	**173**	150	23	6	148	14	7	3	7	11	13	5	19	19	32	34	10	1	14
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	**4%k**	*4%*	**5%k**	**5%k**	*2%*	*1%*	*4%*
Very dissatisfied	(1)	**84**	76	8	5	74	5	4	1	2	13	5	9	3	13	5	18	6	*	5
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*1%*	*	*1%*
Don't know		**49**	42	7	6	43	3	1	2	2	5	4	4	8	2	10	5	3	1	2
		1%	*1%*	*1%*	**3%a**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4058**	3477	581	181	3384	347	207	119	168	444	340	269	335	377	553	539	359	53	294
		79%	*78%*	*80%*	*77%*	*78%*	*80%*	**84%d**	**83%d**	**80%k**	*78%*	**80%k**	*72%*	*74%*	*79%*	**82%kl**	*76%*	**81%kl**	**84%k**	**79%k**
NET Very/fairly dissatisfied		**257**	226	31	11	223	19	11	4	9	23	18	14	22	32	36	52	16	1	18
		5%	*5%*	*4%*	*5%*	*5%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*	*7%*	*5%*	*7%*	*4%*	*1%*	*5%*
Mean		**4.08**	4.07	**4.19a**	4.19	4.07	4.13	**4.18d**	**4.21d**	4.13	4.10	4.11	4.02	4.03	4.06	4.10	3.98	4.13	**4.23o**	4.12
Std Dev.		**0.89**	0.89	0.88	0.95	0.89	0.87	0.86	0.81	0.85	0.90	0.86	0.93	0.88	0.96	0.84	0.95	0.84	0.74	0.89
Std Error		**0.01**	0.02	0.02	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.06	0.05	0.06	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1822	1120	497	101	68	29	1617	96	1112	487	135	56	22	1599	78
		35%	**61%bcdefg**	**25%cg**	*13%*	**19%c**	*18%*	**43%bcdeg**	**19%c**	**60%ijklmn**	**25%j**	*15%*	*21%*	*22%*	**42%ijkln**	**21%j**
Fairly satisfied	(4)	2236	598	1108	271	166	79	1706	245	587	1143	325	110	43	1729	153
		43%	*32%*	**57%acdfg**	*35%*	**47%ac**	**49%ac**	**45%ac**	**47%ac**	*32%*	**58%hjklmn**	*36%*	**41%h**	*42%*	**45%hj**	**42%h**
Neither satisfied or dissatisfied	(3)	796	86	248	353	70	22	334	92	102	252	362	51	13	355	63
		15%	*5%*	**13%af**	**45%abdefg**	**20%abf**	**14%a**	**9%a**	**18%abf**	*6%*	**13%hm**	**40%hiklmn**	**19%him**	**12%h**	**9%h**	**17%hm**
Fairly dissatisfied	(2)	173	27	72	26	33	12	100	44	34	56	45	27	10	90	36
		3%	*1%*	**4%a**	**3%a**	**9%abcf**	**7%af**	**3%a**	**9%abcf**	*2%*	*3%*	**5%him**	**10%hijm**	**9%him**	*2%*	**10%hijm**
Very dissatisfied	(1)	84	11	22	18	18	15	33	33	8	17	25	23	11	25	34
		2%	*1%*	*1%*	**2%af**	**5%abf**	**9%abcf**	*1%*	**6%abcf**	*	*1%*	**3%him**	**9%hijm**	**11%hijm**	*1%*	**9%hijm**
Don't know		49	2	7	13	2	6	10	8	2	4	19	1	3	6	4
		1%	*	*	**2%abf**	*1%*	**3%abf**	*	**1%abf**	*	*	**2%him**	*	**3%him**	*	**1%hm**
NET Very/fairly satisfied		4058	1718	1605	372	234	108	3323	342	1698	1630	459	166	66	3328	231
		79%	**93%bcdefg**	**82%cdeg**	*48%*	**66%c**	**66%c**	**87%bcdeg**	**66%c**	**92%ijklmn**	**83%jkln**	*50%*	**62%j**	**64%j**	**88%ijkln**	**63%j**
NET Very/fairly dissatisfied		257	38	94	44	51	27	133	78	42	72	70	50	21	114	70
		5%	*2%*	**5%a**	**6%af**	**14%abcf**	**16%abcf**	**3%a**	**15%abcf**	*2%*	*4%*	**8%him**	**19%hijm**	**20%hijm**	*3%*	**19%hijm**
Mean		4.08	**4.51bcdefg**	**4.02cdeg**	3.53	3.66	3.60	**4.26bcdeg**	3.64	**4.50ijklmn**	**4.04jkln**	3.56	3.56	3.56	**4.26ijkln**	3.56
Std Dev.		0.89	0.71	0.80	0.85	1.05	1.16	0.79	1.08	0.72	0.75	0.91	1.18	1.26	0.77	1.20
Std Error		0.01	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.02	0.03	0.08	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1822**	156	1627	39	556	1194	72	1797	19	4	3	1819	*
		35%	*39%*	*35%*	*46%*	**36%f**	**36%f**	*22%*	**36%h**	*21%*	*17%*	*26%*	**35%h**	*1%*
Fairly satisfied	(4)	**2236**	162	2047	28	669	1425	142	2181	38	9	2	2228	6
		43%	*40%*	*44%*	*33%*	*43%*	*43%*	*43%*	*43%*	*43%*	*43%*	*23%*	*43%*	*26%*
Neither satisfied or dissatisfied	(3)	**796**	64	717	15	223	481	92	751	24	4	5	779	12
		15%	*16%*	*15%*	*18%*	*14%*	*15%*	**28%de**	*15%*	**26%gk**	*21%*	*52%*	*15%*	*53%*
Fairly dissatisfied	(2)	**173**	8	162	3	55	104	13	168	2	1	-	171	2
		3%	*2%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*2%*	*7%*	-	*3%*	*7%*
Very dissatisfied	(1)	**84**	4	80	*	35	45	4	74	5	3	-	81	3
		2%	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	**6%gk**	*13%*	-	*2%*	*13%*
Don't know		**49**	9	40	-	17	29	3	48	2	-	-	49	-
		1%	**2%b**	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
NET Very/fairly satisfied		**4058**	318	3674	67	1225	2619	214	3978	56	13	5	4047	6
		79%	*79%*	*79%*	*78%*	**79%f**	**80%f**	*65%*	**79%h**	*64%*	*60%*	*48%*	**79%h**	*27%*
NET Very/fairly dissatisfied		**257**	12	242	3	91	149	17	241	7	4	-	253	5
		5%	*3%*	*5%*	*4%*	*6%*	*5%*	*5%*	*5%*	*8%*	*20%*	-	*5%*	*20%*
Mean		**4.08**	4.16	4.07	4.20	**4.08f**	**4.11f**	3.82	**4.10h**	3.72	3.44	3.74	**4.09h**	2.96
Std Dev.		**0.89**	0.84	0.89	0.87	0.92	0.87	0.87	0.88	1.02	1.25	0.88	0.88	0.96
Std Error		**0.01**	0.04	0.01	0.09	0.02	0.02	0.05	0.01	0.12	0.23	0.33	0.01	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1822**	453	520	417	432	135	160	158	185	179	155	153	134	130	166	128	138
		35%	*35%*	**40%acd**	*32%*	*33%*	*31%*	*39%*	*36%*	**43%elmop**	*39%*	**39%m**	*35%*	*31%*	*30%*	*36%*	*31%*	*33%*
Fairly satisfied	(4)	**2236**	554	555	576	551	199	178	177	184	190	181	186	200	190	205	166	181
		43%	*43%*	*43%*	*45%*	*43%*	*46%*	*43%*	*40%*	*43%*	*41%*	*45%*	*43%*	*46%*	*45%*	*44%*	*40%*	*43%*
Neither satisfied or dissatisfied	(3)	**796**	220	156	208	213	85	53	82	46	64	46	64	68	77	56	87	70
		15%	**17%b**	*12%*	**16%b**	**16%b**	**20%fhjn**	*13%*	**18%hj**	*11%*	*14%*	*12%*	*15%*	*16%*	**18%hj**	*12%*	**21%fhijn**	**17%h**
Fairly dissatisfied	(2)	**173**	42	28	41	61	10	11	21	8	20	-	13	14	14	25	21	14
		3%	*3%*	*2%*	*3%*	**5%b**	**2%j**	**3%j**	**5%j**	**2%j**	**4%j**	-	**3%j**	**3%j**	**3%j**	**5%hj**	**5%j**	**3%j**
Very dissatisfied	(1)	**84**	11	22	34	17	2	6	3	5	5	12	15	9	10	4	4	8
		2%	*1%*	*2%*	**3%a**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**3%eg**	**4%eg**	*2%*	*2%*	*1%*	*1%*	*2%*
Don't know		**49**	10	9	13	17	1	6	3	2	2	5	2	5	6	7	5	5
		1%	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*
NET Very/fairly satisfied		**4058**	1006	1075	993	984	334	338	335	369	369	336	339	335	320	371	294	319
		79%	*78%*	**83%acd**	*77%*	*76%*	*77%*	**81%o**	*76%*	**86%egklmop**	**80%o**	**84%gmop**	*78%*	*78%*	*75%*	**80%o**	*71%*	*77%*
NET Very/fairly dissatisfied		**257**	54	51	75	77	12	18	24	13	25	12	28	23	24	30	25	23
		5%	*4%*	*4%*	*6%*	*6%*	*3%*	*4%*	*5%*	*3%*	*5%*	*3%*	*6%*	*5%*	*6%*	*6%*	*6%*	*5%*
Mean		**4.08**	4.09	**4.19acd**	4.02	4.04	4.05	**4.16mo**	4.06	**4.25egklmop**	**4.13o**	**4.18mo**	4.04	4.03	3.99	4.10	3.96	4.04
Std Dev.		**0.89**	0.85	0.86	0.93	0.90	0.81	0.86	0.89	0.81	0.89	0.87	0.97	0.89	0.92	0.88	0.91	0.91
Std Error		**0.01**	0.02	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	1916	-	1916	1016	893	213	218	384	242	335	273	251	431	626	859	523	1759	153	1921
	37%	-	37%	40%d	34%	31%	36%	36%	32%	37%e	43%egh	48%efghi	33%	35%	42%lm	45%lm	38%	33%	37%
Fairly satisfied (4)	2191	-	2191	992	1194	288	244	457	358	398	246	201	532	814	845	447	2003	160	2272
	42%	-	42%	39%	45%c	42%	40%	43%	48%fjk	44%	39%	38%	41%	45%o	41%	39%	43%q	35%	44%
Neither satisfied or dissatisfied (3)	761	-	761	368	389	126	108	172	95	127	79	54	234	267	260	132	640	113	690
	15%	-	15%	15%	15%	18%hjk	18%jk	16%k	13%	14%	12%	10%	18%no	15%	13%	11%	14%	24%p	13%
Fairly dissatisfied (2)	154	-	154	68	84	30	17	30	28	16	23	11	47	57	50	34	137	15	139
	3%	-	3%	3%	3%	4%l	3%	3%	4%	2%	4%	2%	4%	3%	2%	3%	3%	3%	3%
Very dissatisfied (1)	66	-	66	33	33	15	10	11	15	6	3	6	25	25	16	9	55	11	65
	1%	-	1%	1%	1%	2%	2%	1%	2%	1%	*	1%	2%n	1%	1%	1%	1%	2%	1%
Don't know	72	-	72	37	32	18	11	6	9	14	11	3	29	15	28	14	61	11	74
	1%	-	1%	1%	1%	3%g	2%	1%	1%	2%	2%	1%	2%m	1%	1%	1%	1%	2%	1%
NET Very/fairly satisfied	4107	-	4107	2008	2087	501	462	841	600	734	518	452	962	1441	1704	970	3761	313	4193
	80%	-	80%	80%	79%	73%	76%	79%e	80%e	82%ef	82%e	86%efg	74%	80%l	83%l	84%l	81%q	68%	81%
NET Very/fairly dissatisfied	221	-	221	102	117	45	27	41	42	22	26	17	72	83	66	44	192	26	204
	4%	-	4%	4%	4%	7%l	4%	4%	6%l	2%	4%	3%	6%n	5%	3%	4%	4%	6%	4%
Mean	4.13	-	4.13	4.17d	4.09	3.97	4.08	4.11e	4.07	4.18eh	4.22efh	4.30efghl	4.02	4.09	4.22lm	4.26lm	4.15q	3.95	4.15
Std Dev.	0.87	-	0.87	0.87	0.85	0.94	0.90	0.85	0.88	0.79	0.84	0.83	0.92	0.86	0.82	0.84	0.85	0.97	0.85
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	1916	440	562	434	480	1001	914	1120	783	229	258	449	470	407	1177	233	1602
		37%	44%bcd	35%	37%	35%	39%	36%	36%	39%	33%	40%	35%	37%	44%ikln	37%	34%	38%
Fairly satisfied	(4)	2191	358	725	500	609	1083	1109	1317	841	277	266	571	576	344	1413	277	1782
		42%	36%	45%a	42%a	44%a	42%	43%	43%	42%	41%	41%	44%m	46%m	37%	44%m	40%	43%
Neither satisfied or dissatisfied	(3)	761	137	231	169	224	368	393	466	271	132	83	183	160	135	427	133	578
		15%	14%	14%	14%	16%	14%	15%	15%	13%	19%jkln	13%	14%	13%	15%	13%	19%p	14%
Fairly dissatisfied	(2)	154	29	40	50	35	69	85	100	50	21	24	61	16	25	101	21	127
		3%	3%	3%	4%	3%	3%	3%	3%	2%	3%l	4%l	5%l	1%	3%	3%l	3%	3%
Very dissatisfied	(1)	66	11	21	22	13	32	35	44	22	9	10	21	16	7	46	10	53
		1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%
Don't know		72	17	21	9	26	38	35	24	42	16	9	14	18	3	42	16	46
		1%	2%	1%	1%	2%	1%	1%	1%	2%g	2%m	1%	1%	1%m	*	1%	2%	1%
NET Very/fairly satisfied		4107	797	1287	934	1089	2084	2023	2437	1624	506	524	1020	1046	750	2590	510	3384
		80%	80%	80%	79%	79%	80%	79%	79%	81%	74%	81%l	79%	83%ik	82%l	81%l	74%	81%o
NET Very/fairly dissatisfied		221	40	61	72	48	101	120	143	71	30	34	82	32	31	147	31	180
		4%	4%	4%	6%bd	3%	4%	5%	5%	4%	4%	5%l	6%lm	3%	3%	5%l	5%	4%
Mean		4.13	4.22bcd	4.12	4.08	4.11	4.16	4.10	4.11	4.18g	4.04	4.15	4.06	4.19ik	4.22ikn	4.13	4.04	4.15o
Std Dev.		0.87	0.87	0.84	0.92	0.83	0.86	0.87	0.88	0.84	0.89	0.89	0.91	0.80	0.85	0.87	0.89	0.86
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	**1916**	1632	284	96	1612	159	93	52	79	221	168	132	164	185	266	229	168	24	136
		37%	*37%*	*39%*	*41%*	*37%*	*37%*	*38%*	*36%*	*38%*	*39%*	*39%*	*35%*	*36%*	*38%*	*39%*	*32%*	*38%*	*37%*	*37%*
Fairly satisfied	(4)	**2191**	1884	308	93	1814	196	114	67	89	229	164	154	179	208	269	329	194	28	168
		42%	*42%*	*42%*	*39%*	*42%*	*45%*	*46%*	*47%*	*43%*	*40%*	*39%*	*41%*	*39%*	*43%*	*40%*	*46%*	*44%*	*44%*	*45%*
Neither satisfied or dissatisfied	(3)	**761**	671	89	29	662	55	27	16	29	79	69	56	79	63	112	117	57	9	46
		15%	*15%*	*12%*	*12%*	***15%fg***	*13%*	*11%*	*11%*	*14%*	*14%*	*16%*	*15%*	*17%*	*13%*	*17%*	*17%*	*13%*	*15%*	*12%*
Fairly dissatisfied	(2)	**154**	134	21	12	130	15	7	2	4	26	6	23	20	11	15	14	12	1	14
		3%	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*2%*	*2%*	***5%j***	*1%*	***6%hjmno***	***4%j***	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*
Very dissatisfied	(1)	**66**	55	11	2	58	3	3	2	2	5	10	8	5	10	7	7	5	*	3
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*
Don't know		**72**	61	11	4	61	5	2	4	5	6	9	3	8	4	10	12	6	1	4
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	***2%f***	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4107**	3516	592	189	3426	355	207	119	169	450	332	286	342	392	534	558	363	52	304
		80%	*79%*	*82%*	*80%*	*79%*	*82%*	***84%d***	*83%*	*81%*	*80%*	*78%*	*76%*	*75%*	*82%*	*79%*	*79%*	*82%*	*82%*	***82%l***
NET Very/fairly dissatisfied		**221**	189	32	14	188	18	10	5	6	31	16	31	25	21	22	20	16	1	17
		4%	*4%*	*4%*	*6%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	*4%*	***8%hjnop***	*6%*	*4%*	*3%*	*3%*	*4%*	*2%*	*5%*
Mean		**4.13**	4.12	4.17	4.16	4.12	4.15	4.17	4.18	4.17	4.14	4.14	4.02	4.07	4.15	4.15	4.09	4.17	4.19	4.14
Std Dev.		**0.87**	0.86	0.87	0.89	0.87	0.83	0.83	0.82	0.82	0.89	0.91	0.97	0.91	0.88	0.85	0.81	0.83	0.76	0.84
Std Error		**0.01**	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1916	1190	490	116	76	39	1680	115	1167	533	139	46	19	1700	66
		37%	**65%bcdefg**	**25%c**	*15%*	**21%c**	**24%c**	**44%bcdeg**	**22%c**	**63%ijklmn**	**27%jkn**	*15%*	*17%*	*19%*	**45%ijkln**	*18%*
Fairly satisfied	(4)	2191	536	1146	276	158	59	1683	216	551	1139	329	112	34	1690	146
		42%	*29%*	**59%acdefg**	**35%a**	**44%ac**	*36%*	**44%ac**	**42%a**	*30%*	**58%hjklmn**	**36%h**	**42%h**	*33%*	**44%hj**	**40%h**
Neither satisfied or dissatisfied	(3)	761	79	242	324	63	35	320	98	100	221	345	62	18	321	79
		15%	*4%*	**12%af**	**41%abdefg**	**18%abf**	**22%abf**	**8%a**	**19%abf**	*5%*	**11%hm**	**38%hiklmn**	**23%him**	**17%hm**	**8%h**	**22%him**
Fairly dissatisfied	(2)	154	22	45	43	40	4	67	44	17	29	69	28	9	46	38
		3%	*1%*	**2%a**	**6%abf**	**11%abcef**	*2%*	*2%*	**8%abef**	*1%*	*1%*	**8%him**	**11%him**	**9%him**	*1%*	**10%him**
Very dissatisfied	(1)	66	12	16	11	16	12	28	27	6	26	10	11	13	32	23
		1%	*1%*	*1%*	*1%*	**4%abcf**	**7%abcf**	*1%*	**5%abcf**	*	**1%h**	*1%*	**4%hijm**	**12%hijkm**	*1%*	**6%hijm**
Don't know		72	6	16	11	4	14	22	19	4	11	18	7	10	15	17
		1%	*	*1%*	**1%a**	*1%*	**9%abcdfg**	*1%*	**4%abf**	*	*1%*	**2%him**	**3%him**	**9%hijkm**	*	**5%him**
NET Very/fairly satisfied		4107	1726	1636	392	233	98	3363	331	1718	1672	468	159	53	3389	212
		80%	**94%bcdefg**	**84%cdeg**	*50%*	**66%c**	*60%*	**88%bcdeg**	**64%c**	**93%ijklmn**	**85%jkln**	*51%*	*60%*	*52%*	**89%ijkln**	*57%*
NET Very/fairly dissatisfied		221	33	61	54	56	15	95	71	22	55	78	39	22	77	61
		4%	*2%*	*3%*	**7%abf**	**16%abcf**	**9%abf**	*2%*	**14%abcf**	*1%*	**3%h**	**9%him**	**15%hijm**	**21%hijm**	*2%*	**17%hijm**
Mean		4.13	**4.56bcdefg**	**4.06cdeg**	3.57	3.67	3.74	**4.30bcdeg**	3.69	**4.55ijklmn**	**4.09jkln**	3.58	3.60	3.41	**4.31ijkln**	3.55
Std Dev.		0.87	0.69	0.74	0.86	1.07	1.11	0.76	1.08	0.67	0.75	0.88	1.03	1.30	0.75	1.11
Std Error		0.01	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1916**	157	1732	26	589	1242	85	1887	19	2	5	1908	3
		37%	*39%*	*37%*	*31%*	**38%f**	**38%f**	*26%*	**38%h**	*21%*	*8%*	*48%*	**37%h**	*15%*
Fairly satisfied	(4)	**2191**	163	1990	38	649	1406	136	2146	32	11	2	2189	1
		42%	*40%*	*43%*	*45%*	*42%*	*43%*	*42%*	*43%*	*36%*	*52%*	*19%*	*43%*	*3%*
Neither satisfied or dissatisfied	(3)	**761**	59	686	16	208	463	89	719	19	8	3	745	12
		15%	*15%*	*15%*	*19%*	*13%*	*14%*	**27%de**	*14%*	*21%*	*36%*	*33%*	*15%*	*53%*
Fairly dissatisfied	(2)	**154**	9	143	2	62	81	11	136	14	-	-	150	4
		3%	*2%*	*3%*	*3%*	**4%e**	*2%*	*3%*	*3%*	**16%gk**	-	-	*3%*	*19%*
Very dissatisfied	(1)	**66**	8	58	1	20	44	2	62	4	*	-	66	-
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%*	*	-	*1%*	-
Don't know		**72**	7	65	1	26	42	4	67	1	1	-	70	3
		1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*4%*	-	*1%*	*11%*
NET Very/fairly satisfied		**4107**	320	3723	65	1238	2648	221	4033	51	13	7	4097	4
		80%	*80%*	*80%*	*76%*	**80%f**	**81%f**	*68%*	**80%h**	*57%*	*60%*	*67%*	**80%h**	*18%*
NET Very/fairly dissatisfied		**221**	17	200	3	83	126	13	199	18	*	-	216	4
		4%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	**20%gk**	*	-	*4%*	*19%*
Mean		**4.13**	4.14	4.13	4.04	**4.13f**	**4.15f**	3.90	**4.14h**	3.55	3.70	4.14	**4.13h**	3.16
Std Dev.		**0.87**	0.90	0.86	0.84	0.89	0.85	0.85	0.85	1.13	0.65	0.93	0.86	0.97
Std Error		**0.01**	0.05	0.01	0.09	0.02	0.02	0.05	0.01	0.14	0.12	0.35	0.01	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1916**	483	565	431	436	141	163	179	204	197	164	152	148	130	170	130	137
		37%	*37%*	**44%acd**	*33%*	*34%*	*33%*	*39%*	**40%mo**	**47%eklmnop**	**43%emop**	**41%mo**	*35%*	*34%*	*31%*	*37%*	*31%*	*33%*
Fairly satisfied	(4)	**2191**	541	519	565	566	211	171	159	165	189	166	178	187	200	209	165	191
		42%	*42%*	*40%*	*44%*	*44%*	**49%gh**	*41%*	*36%*	*38%*	*41%*	*42%*	*41%*	*43%*	**47%g**	**45%g**	*40%*	**46%g**
Neither satisfied or dissatisfied	(3)	**761**	194	154	215	198	60	58	76	45	61	48	57	78	81	52	84	61
		15%	*15%*	*12%*	**17%b**	*15%*	*14%*	*14%*	**17%h**	*10%*	*13%*	*12%*	*13%*	**18%hn**	**19%hjn**	*11%*	**20%hijkn**	*15%*
Fairly dissatisfied	(2)	**154**	40	26	41	47	15	9	16	10	5	12	26	9	6	15	19	13
		3%	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*4%*	*2%*	*1%*	*3%*	**6%fhilm**	*2%*	*1%*	*3%*	**5%lm**	*3%*
Very dissatisfied	(1)	**66**	12	14	24	17	1	3	8	4	5	6	11	5	7	9	2	6
		1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*2%*	**3%o**	*1%*	*2%*	*2%*	*1%*	*1%*
Don't know		**72**	21	11	14	27	4	11	6	3	4	4	8	3	3	8	12	7
		1%	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*
NET Very/fairly satisfied		**4107**	1024	1085	996	1003	352	334	338	369	386	330	331	335	330	379	295	329
		80%	*79%*	**84%acd**	*77%*	*78%*	**81%o**	**81%o**	*76%*	**86%gklmo**	**84%go**	**83%o**	*77%*	*78%*	*77%*	**82%o**	*72%*	*79%*
NET Very/fairly dissatisfied		**221**	51	40	65	64	16	12	23	13	10	18	37	15	13	24	21	19
		4%	*4%*	*3%*	*5%*	*5%*	*4%*	*3%*	*5%*	*3%*	*2%*	*4%*	**9%efhilm**	*3%*	*3%*	*5%*	*5%*	*4%*
Mean		**4.13**	4.14	**4.25acd**	4.05	4.07	4.11	**4.20mo**	4.11	**4.30egklmnop**	**4.25klmop**	**4.19o**	4.03	4.08	4.04	4.13	4.00	4.08
Std Dev.		**0.87**	0.85	0.83	0.89	0.88	0.79	0.81	0.93	0.81	0.80	0.87	0.99	0.85	0.84	0.88	0.88	0.86
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	1722	-	1722	870	845	177	181	335	233	306	265	224	358	568	796	490	1583	132	1751
	33%	-	33%	35%	32%	26%	30%	32%	31%	34%e	42%efghi	43%efghi	28%	31%	39%lm	42%lm	34%	29%	34%
Fairly satisfied (4)	2315	-	2315	1109	1201	300	292	483	367	408	246	218	592	850	873	464	2103	193	2355
	45%	-	45%	44%	46%	44%	48%j	46%j	49%j	46%j	39%	42%	46%o	47%no	42%	40%	45%	42%	46%
Neither satisfied or dissatisfied (3)	849	-	849	403	440	142	98	195	121	137	90	65	240	316	292	155	734	101	787
	16%	-	16%	16%	17%	21%ijk	16%	18%k	16%	15%	14%	12%	18%no	18%no	14%	13%	16%	22%p	15%
Fairly dissatisfied (2)	164	-	164	75	89	43	23	24	14	28	21	11	65	38	61	32	138	23	153
	3%	-	3%	3%	3%	6%ghik	4%	2%	2%	3%	3%	2%	5%mno	2%	3%	3%	3%	5%	3%
Very dissatisfied (1)	68	-	68	41	26	19	7	10	12	10	7	3	26	22	19	10	56	11	68
	1%	-	1%	2%	1%	3%gk	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
Don't know	43	-	43	17	23	7	8	11	*	7	5	4	15	11	16	9	39	3	47
	1%	-	1%	1%	1%	1%h	1%h	1%h	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	4037	-	4037	1979	2047	478	473	819	599	715	511	443	950	1418	1669	954	3687	326	4106
	78%	-	78%	79%	78%	69%	78%e	77%e	80%e	80%e	81%e	84%efg	73%	79%l	81%l	82%l	79%q	70%	80%
NET Very/fairly dissatisfied	232	-	232	117	115	62	30	35	26	38	28	14	92	60	80	42	195	34	221
	5%	-	5%	5%	4%	9%fghijk	5%	3%	3%	4%	4%	3%	7%mno	3%	4%	4%	4%	7%p	4%
Mean	4.07	-	4.07	4.08	4.06	3.84	4.03e	4.06e	4.06e	4.09e	4.18efg	4.24efghi	3.93	4.06l	4.16lm	4.21lm	4.09q	3.90	4.09
Std Dev.	0.86	-	0.86	0.88	0.85	0.97	0.85	0.83	0.83	0.85	0.87	0.80	0.92	0.83	0.84	0.84	0.85	0.95	0.85
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**1722**	413	475	395	439	888	835	974	736	201	232	396	429	383	1056	202	1458
		33%	**42%bcd**	*30%*	*33%*	*32%*	*34%*	*32%*	*32%*	**37%g**	*29%*	*36%*	*30%*	*34%*	**42%ikln**	*33%*	*29%*	**35%o**
Fairly satisfied	(4)	**2315**	398	782	513	622	1179	1135	1413	874	284	275	597	622	379	1495	289	1903
		45%	*40%*	**49%ac**	*43%*	*45%*	*46%*	*44%*	*46%*	*44%*	*42%*	*42%*	*46%*	**50%ijm**	*41%*	**47%m**	*42%*	*45%*
Neither satisfied or dissatisfied	(3)	**849**	134	263	195	257	397	452	510	318	155	108	231	157	114	496	156	621
		16%	*14%*	*16%*	*16%*	**19%a**	*15%*	*18%*	*17%*	*16%*	**23%jlmn**	*17%*	**18%lm**	*12%*	*12%*	*15%*	**23%p**	*15%*
Fairly dissatisfied	(2)	**164**	23	53	44	45	76	89	105	50	25	28	43	28	25	99	25	124
		3%	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	**4%l**	*3%*	*2%*	*3%*	*3%*	*4%*	*3%*
Very dissatisfied	(1)	**68**	13	16	27	12	29	39	49	13	10	6	21	15	9	42	10	53
		1%	*1%*	*1%*	**2%d**	*1%*	*1%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Don't know		**43**	11	11	10	11	22	21	20	18	8	1	12	5	10	18	8	29
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4037**	811	1256	909	1062	2067	1970	2387	1609	486	507	993	1051	761	2551	491	3361
		78%	**82%cd**	*79%*	*77%*	*77%*	**80%f**	*77%*	*78%*	*80%*	*71%*	**78%l**	*76%*	**84%ijkn**	**83%ik**	**80%l**	*71%*	**80%o**
NET Very/fairly dissatisfied		**232**	35	69	70	58	104	128	154	63	36	35	63	43	34	141	36	178
		5%	*4%*	*4%*	*6%*	*4%*	*4%*	*5%*	**5%h**	*3%*	*5%*	*5%*	*5%*	*3%*	*4%*	*4%*	*5%*	*4%*
Mean		**4.07**	**4.20bcd**	4.04	4.03	4.04	4.10	4.03	4.04	**4.14g**	3.95	4.08	4.01	**4.14ik**	**4.21ijkn**	**4.07i**	3.95	**4.10o**
Std Dev.		**0.86**	0.85	0.83	0.93	0.85	0.84	0.88	0.88	0.82	0.90	0.88	0.87	0.81	0.84	0.85	0.90	0.85
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 225

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	1722	1457	265	85	1455	128	87	52	78	205	148	105	129	170	230	230	160	19	109
		33%	33%	37%	36%	34%	29%	35%	37%e	37%kl	36%	35%	28%	28%	35%	34%	32%	36%	30%	29%
Fairly satisfied	(4)	2315	2009	306	95	1907	225	119	64	95	244	181	158	198	220	301	321	189	32	192
		45%	45%	42%	40%	44%	52%dg	48%	45%	45%	43%	43%	42%	44%	46%	44%	45%	43%	51%	52%jkjp
Neither satisfied or dissatisfied	(3)	849	733	115	39	742	59	28	19	27	98	65	79	94	65	113	132	69	8	51
		16%	17%	16%	17%	17%f	14%	11%	13%	13%	17%	15%	21%hmr	21%hmr	13%	17%	19%	15%	12%	14%
Fairly dissatisfied	(2)	164	144	21	7	137	15	8	4	3	13	15	19	22	17	25	13	11	2	13
		3%	3%	3%	3%	3%	4%	3%	3%	1%	2%	4%	5%ho	5%ho	4%	4%	2%	3%	3%	4%
Very dissatisfied	(1)	68	56	11	5	59	5	3	2	4	2	7	11	6	8	9	8	3	1	3
		1%	1%	2%	2%	1%	1%	1%	1%	2%i	*	2%	3%i	1%	2%	1%	1%	1%	2%i	1%
Don't know		43	37	5	4	37	2	2	2	2	3	8	3	6	-	-	4	10	1	1
		1%	1%	1%	2%	1%	*	1%	1%	1%n	1%	2%mn	1%	1%n	-	-	1%	2%mnr	1%mn	*
NET Very/fairly satisfied		4037	3466	571	180	3362	352	206	116	173	449	330	263	327	390	531	551	349	51	301
		78%	78%	79%	76%	78%	81%	83%d	82%	83%kl	79%kl	77%	70%	72%	81%kl	78%k	78%k	79%k	81%k	81%kl
NET Very/fairly dissatisfied		232	200	32	13	196	20	11	5	7	15	22	30	27	25	34	21	15	3	17
		5%	5%	4%	5%	5%	5%	4%	4%	3%	3%	5%	8%hiop	6%	5%	5%	3%	3%	5%	5%
Mean		4.07	4.06	4.10	4.06	4.06	4.05	4.14	4.14	4.16kl	4.13kl	4.08k	3.88	3.94	4.10kl	4.06k	4.07k	4.13kl	4.05	4.05k
Std Dev.		0.86	0.86	0.88	0.93	0.87	0.82	0.83	0.84	0.84	0.81	0.90	0.98	0.90	0.88	0.88	0.83	0.83	0.87	0.81
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1722	1075	438	103	64	35	1513	100	1070	450	120	48	26	1520	74
		33%	58%bcdefg	22%c	13%	18%	22%c	40%bcdeg	19%c	58%ijklmn	23%j	13%	18%	25%j	40%ijkln	20%j
Fairly satisfied	(4)	2315	618	1165	271	187	58	1783	245	618	1178	337	114	32	1797	146
		45%	34%	60%acefg	35%	53%ace	36%	47%ace	47%ace	34%	60%hjklmn	37%	43%h	31%	47%hjln	40%
Neither satisfied or dissatisfied	(3)	849	107	263	351	66	42	370	108	99	271	377	63	25	369	88
		16%	6%	13%af	45%abdefg	19%af	26%abf	10%a	21%abf	5%	14%hm	41%hiklmn	24%him	24%him	10%h	24%him
Fairly dissatisfied	(2)	164	24	63	39	24	13	87	36	34	41	58	23	4	74	27
		3%	1%	3%a	5%af	7%abf	8%abf	2%	7%abf	2%	2%	6%him	9%him	4%	2%	7%him
Very dissatisfied	(1)	68	10	21	15	12	10	31	22	15	16	8	17	12	31	29
		1%	1%	1%	2%af	3%abf	6%abcf	1%	4%abf	1%	1%	1%	6%hijm	11%hijm	1%	8%hijm
Don't know		43	9	6	4	3	5	15	8	9	3	10	1	4	12	5
		1%	1%	*	1%	1%	3%abcf	*	2%bf	1%	*	1%im	*	4%hikm	*	1%im
NET Very/fairly satisfied		4037	1693	1603	373	252	93	3296	345	1688	1628	457	163	58	3316	220
		78%	92%bcdefg	82%cdeg	48%	71%ce	57%	87%bcdeg	66%c	92%ijklmn	83%jkln	50%	61%j	56%	87%ijkln	60%j
NET Very/fairly dissatisfied		232	34	84	54	35	23	118	58	49	57	66	40	16	105	56
		5%	2%	4%a	7%abf	10%abf	14%abcf	3%a	11%abcf	3%	3%	7%him	15%hijm	16%hijm	3%	15%hijm
Mean		4.07	4.48bcdefg	3.99cdeg	3.52	3.76c	3.61	4.23bcdeg	3.71c	4.47ijklmn	4.03jkln	3.56	3.58	3.57	4.24ijkln	3.58
Std Dev.		0.86	0.72	0.76	0.86	0.94	1.11	0.78	1.00	0.75	0.72	0.84	1.08	1.26	0.77	1.13
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.07	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1722**	152	1550	20	543	1115	64	1700	11	6	5	1718	-
		33%	*38%*	*33%*	*24%*	**35%f**	**34%f**	*20%*	**34%h**	*12%*	*29%*	*48%*	**33%h**	-
Fairly satisfied	(4)	**2315**	164	2106	44	679	1500	136	2259	45	7	*	2311	4
		45%	*41%*	*45%*	*52%*	*44%*	*46%*	*42%*	*45%*	*51%*	*33%*	*1%*	*45%*	*18%*
Neither satisfied or dissatisfied	(3)	**849**	62	770	16	232	513	104	797	27	8	5	831	12
		16%	*15%*	*16%*	*19%*	*15%*	*16%*	**32%de**	*16%*	**31%gk**	*35%*	*52%*	*16%*	*53%*
Fairly dissatisfied	(2)	**164**	14	147	3	68	82	15	155	4	*	-	160	4
		3%	*4%*	*3%*	*4%*	**4%e**	*2%*	*5%*	*3%*	*5%*	*2%*	-	*3%*	*19%*
Very dissatisfied	(1)	**68**	5	62	1	24	42	2	66	2	*	-	68	-
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	-
Don't know		**43**	5	38	-	10	27	6	40	-	-	-	40	2
		1%	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	*10%*
NET Very/fairly satisfied		**4037**	316	3656	64	1222	2615	200	3959	56	13	5	4028	4
		78%	*79%*	*78%*	*76%*	**79%f**	**80%f**	*61%*	**79%h**	*63%*	*62%*	*48%*	**79%h**	*18%*
NET Very/fairly dissatisfied		**232**	19	209	4	91	123	18	222	6	1	-	228	4
		5%	*5%*	*4%*	*5%*	**6%e**	*4%*	*5%*	*4%*	*7%*	*2%*	-	*4%*	*19%*
Mean		**4.07**	4.12	4.06	3.94	**4.07f**	**4.10f**	3.76	**4.08h**	3.67	3.88	3.96	**4.07h**	2.99
Std Dev.		**0.86**	0.88	0.86	0.82	0.90	0.84	0.85	0.86	0.82	0.89	1.05	0.86	0.65
Std Error		**0.01**	0.04	0.01	0.09	0.02	0.01	0.05	0.01	0.10	0.16	0.40	0.01	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1722**	408	515	382	417	124	140	144	190	180	145	142	127	113	164	122	131
		33%	*32%*	**40%acd**	*30%*	*32%*	*29%*	*34%*	*32%*	**44%efgklmnop**	**39%elmo**	**36%m**	*33%*	*30%*	*27%*	**35%m**	*30%*	*31%*
Fairly satisfied	(4)	**2315**	584	561	588	583	210	196	177	171	205	184	189	197	202	204	178	202
		45%	*45%*	*43%*	*46%*	*45%*	*49%*	*47%*	*40%*	*40%*	*45%*	*46%*	*44%*	*46%*	*47%*	*44%*	*43%*	*49%*
Neither satisfied or dissatisfied	(3)	**849**	236	161	225	227	86	57	93	53	59	49	62	80	83	75	87	64
		16%	**18%b**	*12%*	**17%b**	**18%b**	**20%hij**	*14%*	**21%fhij**	*12%*	*13%*	*12%*	*14%*	*19%*	**19%hj**	*16%*	**21%fhij**	*15%*
Fairly dissatisfied	(2)	**164**	44	26	51	43	9	15	20	8	5	13	23	16	12	18	14	12
		3%	*3%*	*2%*	**4%b**	*3%*	*2%*	*4%*	**5%l**	*2%*	*1%*	*3%*	**5%l**	*4%*	*3%*	**4%l**	*3%*	*3%*
Very dissatisfied	(1)	**68**	11	19	31	8	3	2	6	5	9	5	11	7	13	*	3	4
		1%	*1%*	*1%*	**2%ad**	*1%*	*1%*	*	*1%*	*1%*	**2%n**	*1%*	**3%n**	*2%*	**3%fn**	*	*1%*	*1%*
Don't know		**43**	8	9	13	13	1	4	3	3	3	3	5	4	4	3	7	3
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**4037**	991	1076	970	1000	334	337	321	362	385	329	331	324	315	367	300	332
		78%	*77%*	**83%acd**	*75%*	*77%*	*77%*	**81%go**	*72%*	**84%gklmo**	**84%glmo**	**82%gmo**	*77%*	*75%*	*74%*	*79%*	*73%*	*80%*
NET Very/fairly dissatisfied		**232**	55	45	82	51	12	17	26	13	14	18	34	23	25	18	17	16
		5%	*4%*	*3%*	**6%bd**	*4%*	*3%*	*4%*	*6%*	*3%*	*3%*	*5%*	**8%ehi**	*5%*	*6%*	*4%*	*4%*	*4%*
Mean		**4.07**	4.04	**4.19acd**	3.97	4.06	4.02	**4.12m**	3.98	**4.25egklmop**	**4.18egklmo**	**4.14m**	4.00	3.99	3.92	**4.11m**	4.00	4.07
Std Dev.		**0.86**	0.85	0.84	0.92	0.83	0.79	0.81	0.92	0.82	0.84	0.85	0.96	0.88	0.92	0.82	0.85	0.82
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base		**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base		**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied	(5)	**1350**	-	1350	713	636	171	161	299	194	224	155	147	331	493	526	302	1252	96	1348
		26%	-	*26%*	**28%d**	*24%*	*25%*	*26%*	*28%*	*26%*	*25%*	*24%*	*28%*	*26%*	*27%*	*26%*	*26%*	*27%*	*21%*	*26%*
Fairly satisfied	(4)	**2525**	-	2525	1191	1326	311	299	503	395	428	323	266	610	898	1017	588	2292	208	2589
		49%	-	*49%*	*47%*	*51%*	*45%*	*49%*	*47%*	**53%e**	*48%*	*51%*	*51%*	*47%*	*50%*	*49%*	*51%*	*49%*	*45%*	*50%*
Neither satisfied or dissatisfied	(3)	**879**	-	879	410	464	146	105	187	101	170	93	76	251	288	340	169	753	114	836
		17%	-	*17%*	*16%*	*18%*	**21%hjk**	*17%*	*18%*	*14%*	**19%h**	*15%*	*14%*	**19%o**	*16%*	*17%*	*15%*	*16%*	**25%p**	*16%*
Fairly dissatisfied	(2)	**263**	-	263	123	139	27	34	46	30	48	47	31	61	76	127	78	231	31	254
		5%	-	*5%*	*5%*	*5%*	*4%*	*6%*	*4%*	*4%*	*5%*	**7%egh**	*6%*	*5%*	*4%*	**6%m**	**7%m**	*5%*	*7%*	*5%*
Very dissatisfied	(1)	**107**	-	107	63	42	29	3	20	22	18	11	5	32	41	33	15	92	11	98
		2%	-	*2%*	*3%*	*2%*	**4%fgjk**	*	*2%*	**3%f**	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
Don't know		**37**	-	37	16	19	5	7	5	5	9	5	1	12	10	15	6	34	3	36
		1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**3875**	-	3875	1904	1962	481	460	802	588	652	478	413	941	1391	1543	891	3543	304	3937
		75%	-	*75%*	*76%*	*75%*	*70%*	*76%*	*76%*	**79%ei**	*73%*	*75%*	**79%e**	*73%*	**77%l**	*75%*	*77%*	**76%q**	*66%*	*76%*
NET Very/fairly dissatisfied		**370**	-	370	186	181	56	37	65	52	66	58	36	93	117	160	94	323	42	352
		7%	-	*7%*	*7%*	*7%*	*8%*	*6%*	*6%*	*7%*	*7%*	*9%*	*7%*	*7%*	*6%*	*8%*	*8%*	*7%*	*9%*	*7%*
Mean		**3.93**	-	3.93	3.95	3.91	3.83	3.97	**3.96e**	3.96	3.89	3.90	**3.99e**	3.89	3.96	3.92	3.94	**3.95q**	3.75	3.94
Std Dev.		**0.91**	-	0.91	0.93	0.88	0.99	0.84	0.90	0.91	0.91	0.92	0.86	0.93	0.90	0.90	0.89	0.90	0.94	0.89
Std Error		**0.01**	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 226

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	1350	300	388	303	359	688	662	827	510	155	183	292	330	317	805	156	1136
		26%	30%b	24%	26%	26%	27%	26%	27%	25%	23%	28%k	22%	26%	34%ijkln	25%	23%	27%
Fairly satisfied	(4)	2525	468	836	558	663	1304	1220	1502	996	305	307	680	653	423	1640	309	2094
		49%	47%	52%	47%	48%	50%	47%	49%	50%	45%	47%	52%lm	52%lm	46%	51%l	45%	50%
Neither satisfied or dissatisfied	(3)	879	144	245	227	263	388	490	509	341	153	126	225	180	121	531	154	662
		17%	14%	15%	19%ab	19%ab	15%	19%e	17%	17%	22%klmn	19%lm	17%	14%	13%	17%	22%p	16%
Fairly dissatisfied	(2)	263	60	88	58	59	147	116	150	111	41	21	74	59	39	155	41	197
		5%	6%	5%	5%	4%	6%	5%	5%	6%	6%	3%	6%	5%	4%	5%	6%	5%
Very dissatisfied	(1)	107	12	33	32	30	45	62	70	31	21	9	23	28	17	59	21	80
		2%	1%	2%	3%	2%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	3%	2%
Don't know		37	8	10	6	14	18	20	14	19	9	5	5	6	2	16	9	21
		1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%	*	*	*	1%	1%	*
NET Very/fairly satisfied		3875	768	1224	861	1022	1992	1883	2328	1506	460	489	972	983	740	2444	465	3229
		75%	78%	77%	73%	74%	77%f	73%	76%	75%	67%	75%l	75%l	78%l	80%lk	76%l	67%	77%o
NET Very/fairly dissatisfied		370	72	121	90	88	192	178	220	142	62	30	97	87	56	214	62	276
		7%	7%	8%	8%	6%	7%	7%	7%	7%	9%j	5%	7%	7%	6%	7%	9%	7%
Mean		3.93	4.00c	3.92	3.88	3.92	3.95	3.90	3.94	3.93	3.79	3.98i	3.88	3.96i	4.07ikln	3.93i	3.79	3.96o
Std Dev.		0.91	0.90	0.89	0.94	0.90	0.90	0.92	0.91	0.89	0.97	0.86	0.88	0.89	0.90	0.88	0.97	0.89
Std Error		0.01	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	**1350**	1175	175	63	1140	102	70	38	60	158	117	95	111	127	194	163	115	19	83
		26%	*26%*	*24%*	*27%*	*26%*	*23%*	*28%*	*27%*	*29%*	*28%*	*27%*	*25%*	*24%*	*27%*	*29%*	*23%*	*26%*	*30%*	*22%*
Fairly satisfied	(4)	**2525**	2151	374	110	2091	233	128	74	96	268	197	155	206	241	332	376	218	33	200
		49%	*48%*	*52%*	*47%*	*48%*	**54%d**	*52%*	*52%*	*46%*	*47%*	*46%*	*41%*	*45%*	**50%k**	*49%*	**53%k**	*49%*	*52%*	**54%kl**
Neither satisfied or dissatisfied	(3)	**879**	751	127	41	760	67	29	22	37	93	71	81	92	78	110	120	77	9	59
		17%	*17%*	*18%*	*17%*	**18%f**	*16%*	*12%*	*16%*	*17%*	*16%*	*17%*	*22%*	*20%*	*16%*	*16%*	*17%*	*17%*	*14%*	*16%*
Fairly dissatisfied	(2)	**263**	231	33	12	220	25	13	5	9	23	26	22	36	21	32	27	24	1	23
		5%	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*4%*	*4%*	*6%*	*6%*	**8%o**	*4%*	*5%*	*4%*	*5%*	*2%*	*6%*
Very dissatisfied	(1)	**107**	96	11	8	94	5	6	2	5	18	7	19	3	11	10	16	6	*	5
		2%	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	**3%l**	*2%*	**5%jlnpr**	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*
Don't know		**37**	33	4	4	34	2	1	1	3	6	7	3	6	1	-	6	2	1	1
		1%	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	**1%n**	*1%*	**2%n**	*1%*	**1%n**	*	-	*1%*	*	**1%n**	*
NET Very/fairly satisfied		**3875**	3326	549	173	3231	334	198	112	156	426	314	250	317	369	526	539	333	52	282
		75%	*75%*	*76%*	*73%*	*74%*	*77%*	**80%d**	*78%*	*75%*	**75%k**	*74%*	*67%*	*70%*	**77%k**	**78%kl**	**76%k**	**75%k**	**83%kl**	**76%k**
NET Very/fairly dissatisfied		**370**	327	43	19	314	30	19	8	13	40	34	41	39	31	41	43	30	2	28
		7%	*7%*	*6%*	*8%*	*7%*	*7%*	*8%*	*5%*	*6%*	*7%*	*8%*	**11%nog**	*9%*	*7%*	*6%*	*6%*	*7%*	*2%*	*8%*
Mean		**3.93**	3.93	3.93	3.90	3.92	3.93	3.99	3.99	**3.96k**	3.94	3.93	3.76	3.86	**3.95k**	**3.99k**	3.92	**3.94k**	**4.12klr**	3.90
Std Dev.		**0.91**	0.92	0.86	0.96	0.91	0.85	0.91	0.85	0.92	0.95	0.93	1.06	0.90	0.90	0.87	0.87	0.88	0.74	0.87
Std Error		**0.01**	0.02	0.02	0.04	0.02	0.03	0.03	0.03	0.06	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1350	873	321	72	49	30	1194	79	875	336	88	28	16	1211	44
		26%	47%bcdefg	16%c	9%	14%	19%c	31%bcdeg	15%c	47%ijklmn	17%jk	10%	11%	16%	32%ijkln	12%
Fairly satisfied	(4)	2525	782	1210	269	178	72	1992	250	778	1217	346	122	36	1994	158
		49%	42%c	62%acdefg	34%	50%c	44%	52%ac	48%c	42%	62%hjklmn	38%	46%	35%	52%hjln	43%
Neither satisfied or dissatisfied	(3)	879	115	301	361	60	21	415	81	124	296	367	57	14	419	71
		17%	6%	15%af	46%abdefg	17%af	13%a	11%a	16%af	7%	15%hm	40%hiklmn	21%hm	14%h	11%h	19%hm
Fairly dissatisfied	(2)	263	53	98	59	44	9	150	53	47	79	83	43	8	126	51
		5%	3%	5%a	7%af	12%abf	6%	4%	10%abf	3%	4%	9%him	16%hijm	8%hm	3%	14%hijm
Very dissatisfied	(1)	107	17	22	21	22	25	38	48	18	25	22	16	26	43	42
		2%	1%	1%	3%abf	6%abcf	16%abcdf	1%	9%abcf	1%	1%	2%hm	6%hijm	25%hijkmn	1%	11%hijm
Don't know		37	5	4	*	3	5	10	8	3	6	4	1	2	9	3
		1%	*	*	*	1%	3%abcf	*	2%abcf	*	*	*	*	2%him	*	1%
NET Very/fairly satisfied		3875	1655	1531	341	227	102	3186	329	1653	1553	434	150	52	3206	202
		75%	90%bcdefg	78%cdeg	44%	64%c	63%c	84%bcdeg	63%c	90%ijklmn	79%jkln	48%	56%	51%	84%ijkln	55%
NET Very/fairly dissatisfied		370	69	119	79	66	35	188	101	65	104	105	59	34	169	93
		7%	4%	6%a	10%abf	19%abcf	21%abcf	5%	19%abcf	4%	5%	12%him	22%hijm	33%hijm	4%	25%hijm
Mean		3.93	4.33bcdefg	3.88cdeg	3.40	3.53	3.46	4.10bcdeg	3.51	4.33ijklmn	3.90jkln	3.44l	3.39	3.08	4.11ijkln	3.31
Std Dev.		0.91	0.79	0.78	0.86	1.08	1.31	0.82	1.15	0.79	0.77	0.88	1.07	1.46	0.81	1.19
Std Error		0.01	0.02	0.02	0.03	0.06	0.10	0.01	0.05	0.02	0.02	0.03	0.07	0.14	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1350**	128	1196	26	409	874	67	1330	12	4	3	1346	2
		26%	**32%b**	*26%*	*31%*	*26%*	*27%*	*20%*	**27%h**	*14%*	*18%*	*26%*	**26%h**	*8%*
Fairly satisfied	(4)	**2525**	178	2310	37	741	1646	138	2465	43	8	2	2515	8
		49%	*44%*	*49%*	*44%*	*48%*	**50%f**	*42%*	*49%*	*48%*	*36%*	*22%*	*49%*	*33%*
Neither satisfied or dissatisfied	(3)	**879**	71	788	20	267	511	100	829	27	7	5	863	11
		17%	*18%*	*17%*	*23%*	*17%*	*16%*	**31%de**	*17%*	**30%gk**	*31%*	*52%*	*17%*	*47%*
Fairly dissatisfied	(2)	**263**	14	249	*	84	169	10	255	6	2	*	263	-
		5%	*4%*	*5%*	*	*5%*	*5%*	*3%*	*5%*	*7%*	*11%*	*1%*	*5%*	-
Very dissatisfied	(1)	**107**	3	103	1	38	61	8	103	1	-	-	104	3
		2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	-	-	*2%*	*13%*
Don't know		**37**	9	28	1	16	17	4	36	-	1	-	37	-
		1%	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*4%*	-	*1%*	-
NET Very/fairly satisfied		**3875**	305	3506	63	1150	2520	204	3795	55	11	5	3861	9
		75%	*76%*	*75%*	*75%*	**74%f**	**77%f**	*63%*	**76%h**	*61%*	*54%*	*48%*	**75%h**	*41%*
NET Very/fairly dissatisfied		**370**	17	352	1	122	230	18	358	7	2	*	367	3
		7%	*4%*	*8%*	*1%*	*8%*	*7%*	*6%*	*7%*	*8%*	*11%*	*1%*	*7%*	*13%*
Mean		**3.93**	**4.05b**	3.91	4.05	**3.91f**	**3.95f**	3.76	**3.94h**	3.66	3.62	3.72	**3.93h**	3.23
Std Dev.		**0.91**	0.85	0.91	0.79	0.93	0.89	0.90	0.91	0.85	0.94	0.90	0.91	1.07
Std Error		**0.01**	0.04	0.01	0.08	0.02	0.02	0.05	0.01	0.10	0.18	0.34	0.01	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1350**	345	402	291	312	105	113	127	148	134	120	96	102	93	126	89	97
		26%	*27%*	**31%cd**	*23%*	*24%*	*24%*	*27%*	*29%*	**34%eklmop**	*29%*	**30%mo**	*22%*	*24%*	*22%*	*27%*	*22%*	*23%*
Fairly satisfied	(4)	**2525**	611	643	649	621	219	201	192	208	227	208	225	215	210	217	193	211
		49%	*47%*	*50%*	*50%*	*48%*	*51%*	*49%*	*43%*	*48%*	*49%*	*52%*	*52%*	*50%*	*49%*	*47%*	*47%*	*51%*
Neither satisfied or dissatisfied	(3)	**879**	251	167	232	229	87	64	100	50	66	51	83	61	88	74	79	75
		17%	**19%b**	*13%*	**18%b**	**18%b**	**20%hj**	*15%*	**22%hijl**	*12%*	*14%*	*13%*	**19%h**	*14%*	**21%hj**	*16%*	**19%h**	**18%h**
Fairly dissatisfied	(2)	**263**	58	54	66	85	15	27	15	19	23	11	15	31	20	29	33	24
		5%	*4%*	*4%*	*5%*	**7%b**	*4%*	*7%*	*3%*	*4%*	*5%*	*3%*	*3%*	**7%j**	*5%*	*6%*	**8%egjk**	*6%*
Very dissatisfied	(1)	**107**	14	21	43	29	5	6	2	4	10	7	12	17	14	10	14	5
		2%	*1%*	*2%*	**3%ab**	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*3%*	**4%gh**	**3%g**	*2%*	**4%g**	*1%*
Don't know		**37**	11	3	9	15	1	3	7	1	*	2	2	5	1	8	3	4
		1%	*1%*	*	*1%*	**1%b**	*	*1%*	*2%*	*	*	*	*	*1%*	*	**2%l**	*1%*	*1%*
NET Very/fairly satisfied		**3875**	957	1045	940	933	324	314	318	357	361	328	321	317	303	342	283	308
		75%	*74%*	**81%acd**	*73%*	*72%*	*75%*	*76%*	*72%*	**83%egklmnop**	**78%o**	**82%gklmnop**	*74%*	*74%*	*71%*	*74%*	*69%*	*74%*
NET Very/fairly dissatisfied		**370**	71	75	109	115	21	33	18	23	33	18	27	48	35	39	47	29
		7%	*6%*	*6%*	**8%a**	**9%ab**	*5%*	*8%*	*4%*	*5%*	*7%*	*5%*	*6%*	**11%eghj**	*8%*	*8%*	**11%eghj**	*7%*
Mean		**3.93**	**3.95c**	**4.05acd**	3.84	3.86	**3.94o**	**3.94o**	**3.98o**	**4.11efklmnop**	**3.98mo**	**4.06klmop**	3.88	3.83	3.81	3.92	3.76	3.90
Std Dev.		**0.91**	0.86	0.87	0.95	0.94	0.83	0.91	0.84	0.85	0.91	0.84	0.89	1.00	0.94	0.94	1.00	0.87
Std Error		**0.01**	0.02	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	1643	-	1643	855	784	190	192	322	231	263	245	200	382	554	708	445	1516	121	1580
	32%	-	32%	34%d	30%	28%	32%	30%	31%	29%	39%eghi	38%egi	29%	31%	34%l	38%lm	33%	26%	31%
Fairly satisfied (4)	2270	-	2270	1056	1209	288	264	497	331	406	265	220	552	827	892	485	2049	196	2315
	44%	-	44%	42%	46%c	42%	43%	47%	44%	45%	42%	42%	43%	46%	43%	42%	44%	42%	45%
Neither satisfied or dissatisfied (3)	830	-	830	423	404	135	110	173	125	151	72	64	244	298	288	137	720	100	804
	16%	-	16%	17%	15%	20%jk	18%jk	16%j	17%j	17%j	11%	12%	19%no	16%o	14%	12%	15%	22%p	16%
Fairly dissatisfied (2)	245	-	245	93	149	37	22	48	34	44	28	31	60	82	103	60	224	20	293
	5%	-	5%	4%	6%c	5%	4%	4%	5%	5%	4%	6%	5%	5%	5%	5%	5%	4%	6%
Very dissatisfied (1)	101	-	101	59	42	24	9	10	20	17	13	8	34	30	38	21	87	14	103
	2%	-	2%	2%	2%	4%g	2%	1%	3%g	2%	2%	1%	3%	2%	2%	2%	2%	3%	2%
Don't know	70	-	70	29	38	15	11	10	5	16	11	2	26	16	28	13	58	12	66
	1%	-	1%	1%	1%	2%	2%	1%	1%	2%	2%	*	2%m	1%	1%	1%	1%	3%	1%
NET Very/fairly satisfied	3914	-	3914	1911	1992	478	456	819	562	669	510	421	933	1381	1600	931	3565	317	3895
	76%	-	76%	76%	76%	69%	75%	77%e	75%	75%	80%ei	80%e	72%	76%l	78%l	80%l	77%q	68%	75%
NET Very/fairly dissatisfied	347	-	347	152	191	62	32	58	54	61	41	39	93	112	141	80	311	34	396
	7%	-	7%	6%	7%	9%g	5%	5%	7%	7%	7%	7%	7%	6%	7%	7%	7%	7%	8%
Mean	4.00	-	4.00	4.03	3.98	3.86	4.02e	4.02e	3.97	3.97	4.12ehi	4.10e	3.93	4.00	4.05l	4.11lm	4.02q	3.86	3.98
Std Dev.	0.93	-	0.93	0.94	0.91	1.01	0.89	0.86	0.95	0.92	0.93	0.93	0.96	0.90	0.93	0.93	0.92	0.96	0.94
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**1643**	363	492	360	428	855	788	946	680	204	206	368	412	363	986	204	1366
		32%	**37%bcd**	*31%*	*30%*	*31%*	*33%*	*31%*	*31%*	*34%*	*30%*	*32%*	*28%*	*33%*	**39%ijkln**	*31%*	*30%*	*33%*
Fairly satisfied	(4)	**2270**	399	766	518	588	1165	1106	1394	848	256	292	615	578	377	1485	260	1896
		44%	*40%*	**48%ad**	*44%*	*42%*	*45%*	*43%*	*45%*	*42%*	*37%*	**45%i**	**47%im**	**46%i**	*41%*	**46%im**	*38%*	**45%o**
Neither satisfied or dissatisfied	(3)	**830**	126	245	198	261	371	459	494	313	150	100	227	172	118	499	151	625
		16%	*13%*	*15%*	*17%*	**19%a**	*14%*	**18%e**	*16%*	*16%*	**22%jlmn**	*15%*	**17%m**	*14%*	*13%*	*16%*	**22%p**	*15%*
Fairly dissatisfied	(2)	**245**	64	56	66	59	120	125	142	98	48	40	40	54	38	134	49	174
		5%	**6%b**	*3%*	**6%b**	*4%*	*5%*	*5%*	*5%*	*5%*	**7%kn**	**6%k**	*3%*	*4%*	*4%*	*4%*	**7%p**	*4%*
Very dissatisfied	(1)	**101**	26	26	28	21	52	50	66	34	10	11	32	27	13	70	10	82
		2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*
Don't know		**70**	13	15	12	30	28	43	30	34	17	3	18	13	11	33	17	44
		1%	*1%*	*1%*	*1%*	**2%b**	*1%*	*2%*	*1%*	*2%*	**2%jn**	*	*1%*	*1%*	*1%*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**3914**	762	1258	878	1015	2020	1894	2340	1528	459	497	983	990	739	2471	463	3262
		76%	*77%*	**79%cd**	*74%*	*73%*	**78%f**	*74%*	*76%*	*76%*	*67%*	**76%l**	**76%l**	**79%l**	**80%l**	**77%l**	*67%*	**78%o**
NET Very/fairly dissatisfied		**347**	90	81	95	80	171	175	208	132	58	51	72	81	51	203	59	256
		7%	**9%bd**	*5%*	**8%b**	*6%*	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*	*6%*	*6%*	*6%*	*6%*	*9%*	*6%*
Mean		**4.00**	4.03	4.04	3.95	3.99	4.04	3.97	3.99	4.03	3.89	3.99	3.97	**4.04i**	**4.14ijkn**	**4.00i**	3.89	**4.04o**
Std Dev.		**0.93**	1.00	0.87	0.96	0.91	0.92	0.93	0.93	0.93	0.97	0.93	0.90	0.92	0.90	0.91	0.97	0.91
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	1643	1405	238	80	1415	109	75	43	66	195	130	104	144	176	249	208	144	19	90
		32%	32%	33%	34%	33%e	25%	31%	30%	31%r	34%r	31%	28%	32%r	37%kr	37%kr	29%	32%r	30%	24%
Fairly satisfied	(4)	2270	1959	311	92	1884	208	112	66	96	255	192	169	185	197	272	326	192	34	174
		44%	44%	43%	39%	43%	48%	45%	46%	46%	45%	45%	45%	41%	41%	40%	46%	43%	54%lmn	47%
Neither satisfied or dissatisfied	(3)	830	713	117	39	704	72	33	21	28	88	75	64	98	66	105	116	65	7	65
		16%	16%	16%	17%	16%	17%	13%	15%	13%	16%	18%	17%	21%hmq	14%	15%	16%	15%	11%	18%
Fairly dissatisfied	(2)	245	217	28	11	185	38	14	9	10	16	18	19	14	21	34	30	23	3	35
		5%	5%	4%	4%	4%	9%d	6%	6%	5%	3%	4%	5%	3%	4%	5%	4%	5%	4%	9%hijklmnop
Very dissatisfied	(1)	101	85	16	7	86	4	9	2	6	4	5	14	5	11	12	19	11	*	4
		2%	2%	2%	3%	2%	1%	4%deg	1%	3%i	1%	1%	4%ir	1%	2%	2%	3%	3%	*	1%
Don't know		70	58	13	8	62	3	3	1	4	8	6	5	9	10	6	8	7	*	3
		1%	1%	2%	3%a	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%
NET Very/fairly satisfied		3914	3364	550	172	3300	317	188	110	162	450	322	273	328	373	521	535	335	53	264
		76%	76%	76%	73%	76%	73%	76%	77%	77%	80%r	76%	73%	72%	78%	77%	76%	76%	84%klr	71%
NET Very/fairly dissatisfied		347	302	44	18	271	42	23	11	16	20	23	33	19	31	46	50	35	3	39
		7%	7%	6%	8%	6%	10%d	9%d	7%	7%il	3%	5%	9%il	4%	7%	7%	7%	8%i	5%	10%ijl
Mean		4.00	4.00	4.02	3.99	4.02e	3.88	3.95	3.99	4.01r	4.11kr	4.01r	3.89	4.01r	4.08kr	4.06r	3.96	3.99	4.10r	3.85
Std Dev.		0.93	0.93	0.93	1.00	0.92	0.92	1.01	0.91	0.95	0.82	0.87	0.99	0.88	0.94	0.94	0.94	0.97	0.78	0.93
Std Error		0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.06	0.05	0.06	0.06	0.06	0.06	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1643	974	457	102	60	45	1431	104	963	453	139	56	24	1416	80
		32%	53%bcdefg	23%cd	13%	17%	27%cd	38%bcdeg	20%c	52%ijklmn	23%j	15%	21%	24%	37%ijkln	22%j
Fairly satisfied	(4)	2270	657	1134	241	160	60	1792	220	646	1118	329	107	33	1764	141
		44%	36%	58%acdefg	31%	45%ac	37%	47%ace	42%ac	35%	57%hjklmn	36%	40%	32%	46%hjln	38%
Neither satisfied or dissatisfied	(3)	830	118	235	356	81	26	353	108	137	254	361	48	19	391	67
		16%	6%	12%af	45%abdefg	23%abf	16%af	9%a	21%abf	7%	13%hm	40%hiklmn	18%hm	19%hm	10%h	18%him
Fairly dissatisfied	(2)	245	64	91	54	28	8	154	36	64	93	43	39	6	157	45
		5%	3%	5%	7%af	8%af	5%	4%	7%af	3%	5%	5%	14%hijm	6%	4%	12%hijm
Very dissatisfied	(1)	101	18	32	18	17	17	50	33	23	29	27	5	17	52	22
		2%	1%	2%	2%	5%abf	10%abcf	1%	6%abcf	1%	1%	3%him	2%	17%hijkmn	1%	6%him
Don't know		70	13	7	12	11	7	20	18	11	11	11	12	3	23	14
		1%	1%	*	2%bf	3%abf	4%abf	1%	3%abf	1%	1%	1%	4%hijm	3%him	1%	4%hijm
NET Very/fairly satisfied		3914	1631	1591	343	220	104	3222	324	1609	1571	468	164	57	3180	221
		76%	88%bcdefg	81%cdeg	44%	62%c	64%c	85%bcdeg	62%c	87%ijklmn	80%jkln	51%	61%j	56%	84%ijkln	60%j
NET Very/fairly dissatisfied		347	82	123	72	44	25	204	69	87	122	70	44	23	209	67
		7%	4%	6%	9%af	12%abf	15%abf	5%	13%abf	5%	6%	8%h	16%hijm	22%hijm	5%	18%hijm
Mean		4.00	4.37bcdefg	3.97cdeg	3.46	3.63c	3.69c	4.16bcdeg	3.65c	4.34ijklmn	3.96jkln	3.57	3.67	3.42	4.15ijkln	3.60
Std Dev.		0.93	0.83	0.83	0.89	1.01	1.25	0.85	1.09	0.86	0.83	0.91	1.05	1.38	0.86	1.15
Std Error		0.01	0.02	0.02	0.03	0.06	0.10	0.01	0.05	0.02	0.02	0.03	0.07	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1643**	134	1483	26	506	1044	94	1613	20	6	4	1639	*
		32%	*33%*	*32%*	*30%*	*33%*	*32%*	*29%*	*32%*	*22%*	*29%*	*38%*	*32%*	*1%*
Fairly satisfied	(4)	**2270**	151	2081	39	645	1508	117	2222	33	8	*	2264	7
		44%	*38%*	**45%a**	*45%*	*41%*	**46%df**	*36%*	*44%*	*38%*	*39%*	*1%*	*44%*	*29%*
Neither satisfied or dissatisfied	(3)	**830**	79	737	15	246	486	98	785	24	3	6	812	12
		16%	*20%*	*16%*	*17%*	*16%*	*15%*	**30%de**	*16%*	**27%gk**	*15%*	*61%*	*16%*	*53%*
Fairly dissatisfied	(2)	**245**	18	224	4	88	148	10	239	6	1	-	245	-
		5%	*4%*	*5%*	*4%*	*6%*	*5%*	*3%*	*5%*	*6%*	*4%*	-	*5%*	-
Very dissatisfied	(1)	**101**	10	89	2	43	53	5	96	3	2	-	101	-
		2%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*10%*	-	*2%*	-
Don't know		**70**	10	60	-	27	40	3	63	3	1	-	66	4
		1%	*3%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*3%*	*4%*	-	*1%*	*17%*
NET Very/fairly satisfied		**3914**	285	3564	64	1151	2552	211	3835	53	14	4	3903	7
		76%	*71%*	*76%*	*76%*	**74%f**	**78%df**	*64%*	**76%h**	*60%*	*67%*	*39%*	**76%h**	*30%*
NET Very/fairly dissatisfied		**347**	28	313	6	130	201	15	335	9	3	-	347	-
		7%	*7%*	*7%*	*7%*	**8%e**	*6%*	*5%*	*7%*	*10%*	*13%*	-	*7%*	-
Mean		**4.00**	3.97	4.01	3.97	3.97	**4.03f**	3.88	**4.01h**	3.70	3.76	3.76	**4.01h**	3.37
Std Dev.		**0.93**	0.98	0.92	0.94	0.99	0.90	0.92	0.92	1.02	1.24	1.02	0.93	0.52
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.02	0.05	0.01	0.12	0.23	0.39	0.01	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied (5)	**1643**	381	477	407	378	112	138	131	192	165	120	141	147	120	177	101	99
	32%	*30%*	**37%acd**	*32%*	*29%*	*26%*	**33%op**	*30%*	**45%efgijklmop**	**36%eop**	*30%*	**33%p**	**34%op**	*28%*	**38%egmop**	*24%*	*24%*
Fairly satisfied (4)	**2270**	595	554	550	571	209	185	201	159	204	191	176	177	196	185	187	199
	44%	*46%*	*43%*	*43%*	*44%*	**48%h**	*45%*	*45%*	*37%*	*44%*	**48%h**	*41%*	*41%*	**46%h**	*40%*	*45%*	**48%h**
Neither satisfied or dissatisfied (3)	**830**	225	180	206	219	92	62	70	60	67	53	66	72	69	65	81	73
	16%	*17%*	*14%*	*16%*	*17%*	**21%hjn**	*15%*	*16%*	*14%*	*15%*	*13%*	*15%*	*17%*	*16%*	*14%*	*20%*	*18%*
Fairly dissatisfied (2)	**245**	56	36	75	78	15	21	20	9	7	20	28	20	27	18	27	33
	5%	*4%*	*3%*	**6%b**	**6%b**	*4%*	**5%l**	*4%*	*2%*	*2%*	**5%l**	**6%hl**	*5%*	**6%hl**	*4%*	**7%hl**	**8%ehln**
Very dissatisfied (1)	**101**	21	23	35	23	3	5	13	7	10	6	14	8	13	8	11	4
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*
Don't know	**70**	12	20	16	22	2	3	8	2	7	10	7	7	2	10	5	8
	1%	*1%*	*2%*	*1%*	*2%*	*	*1%*	*2%*	*1%*	*2%*	**3%e**	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*
NET Very/fairly satisfied	**3914**	977	1031	958	949	321	324	332	351	369	311	317	324	316	362	288	298
	76%	*76%*	**80%cd**	*74%*	*73%*	*74%*	**78%o**	*75%*	**82%kmop**	**80%op**	**78%o**	*73%*	*75%*	*74%*	**78%o**	*70%*	*72%*
NET Very/fairly dissatisfied	**347**	77	59	110	101	18	26	33	16	17	25	41	28	40	26	38	37
	7%	*6%*	*5%*	**9%b**	**8%b**	*4%*	*6%*	*7%*	*4%*	*4%*	*6%*	**10%ehl**	*7%*	**9%ehl**	*6%*	**9%ehl**	**9%ehl**
Mean	**4.00**	3.99	**4.12acd**	3.96	3.95	3.96	**4.05op**	3.96	**4.22efgjklmop**	**4.12emop**	**4.03o**	3.95	**4.02o**	3.90	**4.12emop**	3.84	3.87
Std Dev.	**0.93**	0.89	0.88	0.98	0.94	0.82	0.89	0.96	0.88	0.87	0.88	1.02	0.94	0.98	0.92	0.96	0.90
Std Error	**0.01**	0.02	0.02	0.03	0.03	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.05	0.05	0.04	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base		**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base		**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied	(5)	**1388**	-	1388	740	647	179	180	317	179	227	163	143	359	496	533	307	1269	116	1304
		27%	-	*27%*	**29%d**	*25%*	*26%*	*30%*	**30%h**	*24%*	*25%*	*26%*	*27%*	*28%*	*27%*	*26%*	*26%*	*27%*	*25%*	*25%*
Fairly satisfied	(4)	**2149**	-	2149	1004	1142	296	248	456	334	337	263	216	543	790	816	479	1921	208	2167
		42%	-	*42%*	*40%*	*43%*	*43%*	*41%*	*43%*	**45%l**	*38%*	*41%*	*41%*	*42%*	*44%*	*40%*	*41%*	*41%*	*45%*	*42%*
Neither satisfied or dissatisfied	(3)	**915**	-	915	425	484	140	119	191	107	166	104	87	259	298	357	191	820	79	891
		18%	-	*18%*	*17%*	*18%*	**20%h**	*20%*	*18%*	*14%*	*19%*	*16%*	*17%*	*20%*	*17%*	*17%*	*16%*	*18%*	*17%*	*17%*
Fairly dissatisfied	(2)	**451**	-	451	226	219	42	39	60	80	112	60	57	82	140	230	117	406	43	514
		9%	-	*9%*	*9%*	*8%*	*6%*	*6%*	*6%*	**11%efg**	**13%efg**	**9%g**	**11%eg**	*6%*	*8%*	**11%lm**	**10%l**	*9%*	*9%*	*10%*
Very dissatisfied	(1)	**213**	-	213	102	109	24	14	25	40	48	39	22	38	65	110	61	200	10	243
		4%	-	*4%*	*4%*	*4%*	*3%*	*2%*	*2%*	**5%fg**	**5%fg**	**6%fg**	*4%*	*3%*	*4%*	**5%l**	**5%l**	*4%*	*2%*	*5%*
Don't know		**45**	-	45	18	25	8	8	11	6	7	5	-	16	18	12	5	38	7	42
		1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**3537**	-	3537	1745	1789	475	427	773	513	563	426	359	902	1286	1349	786	3190	324	3471
		69%	-	*69%*	*69%*	*68%*	*69%*	**70%l**	**73%l**	*69%*	*63%*	*67%*	*68%*	*70%*	**71%n**	*66%*	*68%*	*69%*	*70%*	*67%*
NET Very/fairly dissatisfied		**664**	-	664	328	328	66	54	85	120	161	99	79	120	204	339	179	606	52	757
		13%	-	*13%*	*13%*	*12%*	*10%*	*9%*	*8%*	**16%efg**	**18%efg**	**16%efg**	**15%efg**	*9%*	*11%*	**16%lm**	**15%lm**	*13%*	*11%*	*15%*
Mean		**3.79**	-	3.79	3.82	3.77	**3.83i**	**3.90hij**	**3.93hijk**	3.72	3.65	3.72	3.76	**3.86no**	**3.85n**	3.70	3.74	3.79	3.83	3.74
Std Dev.		**1.06**	-	1.06	1.08	1.05	1.00	0.98	0.96	1.11	1.15	1.14	1.09	0.99	1.03	1.13	1.12	1.07	0.98	1.09
Std Error		**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.05	0.03	0.02	0.02	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**1388**	331	386	323	348	717	671	859	511	166	171	313	340	336	824	166	1174
		27%	***33%bcd***	*24%*	*27%*	*25%*	*28%*	*26%*	*28%*	*25%*	*24%*	*26%*	*24%*	*27%*	***37%ijkln***	*26%*	*24%*	*28%*
Fairly satisfied	(4)	**2149**	363	754	470	560	1118	1031	1306	817	240	264	604	542	356	1410	241	1789
		42%	*37%*	***47%acd***	*40%*	*40%*	*43%*	*40%*	*43%*	*41%*	*35%*	*41%*	***46%im***	***43%i***	*39%*	***44%im***	*35%*	***43%o***
Neither satisfied or dissatisfied	(3)	**915**	165	243	210	297	408	507	528	367	161	120	239	205	116	563	165	696
		18%	*17%*	*15%*	*18%*	***21%ab***	*16%*	***20%e***	*17%*	*18%*	***23%klmn***	***18%m***	***18%m***	*16%*	*13%*	***18%m***	***24%p***	*17%*
Fairly dissatisfied	(2)	**451**	89	137	105	121	226	225	248	199	76	53	95	109	68	257	76	332
		9%	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*8%*	*10%*	***11%kn***	*8%*	*7%*	*9%*	*7%*	*8%*	***11%p***	*8%*
Very dissatisfied	(1)	**213**	31	65	71	46	96	117	112	95	26	40	42	54	35	136	27	173
		4%	*3%*	*4%*	***6%ad***	*3%*	*4%*	*5%*	*4%*	*5%*	*4%*	***6%k***	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*
Don't know		**45**	12	13	4	16	25	20	19	20	14	3	7	7	8	16	14	24
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%jkln***	*	*1%*	*1%*	*1%*	*1%*	***2%p***	*1%*
NET Very/fairly satisfied		**3537**	694	1141	794	908	1835	1702	2165	1328	407	435	917	882	692	2234	408	2963
		69%	*70%*	***71%d***	*67%*	*65%*	***71%f***	*66%*	***70%h***	*66%*	*59%*	***67%i***	***71%i***	***70%i***	***75%ijn***	***70%i***	*59%*	***71%o***
NET Very/fairly dissatisfied		**664**	119	202	176	166	322	342	360	293	103	93	137	163	103	392	104	505
		13%	*12%*	*13%*	*15%*	*12%*	*12%*	*13%*	*12%*	***15%g***	***15%k***	*14%*	*11%*	*13%*	*11%*	*12%*	*15%*	*12%*
Mean		**3.79**	**3.89cd**	3.79	3.74	3.76	**3.83f**	3.75	**3.84h**	3.73	3.66	3.73	**3.81i**	**3.80i**	**3.98ijkln**	**3.79i**	3.65	**3.83o**
Std Dev.		**1.06**	1.07	1.04	1.13	1.03	1.05	1.08	1.04	1.09	1.09	1.12	0.99	1.07	1.07	1.05	1.09	1.06
Std Error		**0.01**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 228

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	**1388**	1209	179	59	1204	81	58	46	54	175	120	96	123	137	212	172	115	16	65
		27%	*27%*	*25%*	*25%*	**28%e**	*19%*	*24%*	**32%ef**	**26%r**	**31%r**	**28%r**	**25%r**	**27%r**	**29%r**	**31%r**	**24%r**	**26%r**	*25%*	*18%*
Fairly satisfied	(4)	**2149**	1852	297	96	1794	174	115	66	91	213	171	166	197	191	297	291	177	27	147
		42%	*42%*	*41%*	*41%*	*41%*	*40%*	**47%de**	*46%*	*44%*	*38%*	*40%*	*44%*	*43%*	*40%*	*44%*	*41%*	*40%*	*43%*	*40%*
Neither satisfied or dissatisfied	(3)	**915**	781	134	43	774	87	35	18	38	111	66	73	83	84	84	161	75	10	78
		18%	*18%*	*18%*	*18%*	**18%g**	**20%fg**	*14%*	*13%*	*18%*	**20%n**	*15%*	**19%n**	*18%*	*18%*	*12%*	**23%jn**	*17%*	*15%*	**21%n**
Fairly dissatisfied	(2)	**451**	382	70	21	358	63	22	9	15	38	51	15	31	49	55	57	48	7	55
		9%	*9%*	*10%*	*9%*	*8%*	**14%dfg**	*9%*	*6%*	*7%*	*7%*	**12%ikl**	*4%*	*7%*	**10%k**	*8%*	*8%*	**11%k**	**12%k**	**15%hiklno**
Very dissatisfied	(1)	**213**	172	41	13	170	25	15	3	10	23	12	21	15	19	24	21	26	2	22
		4%	*4%*	*6%*	*5%*	*4%*	**6%g**	**6%dg**	*2%*	*5%*	*4%*	*3%*	*6%*	*3%*	*4%*	*3%*	*3%*	*6%*	*4%*	**6%o**
Don't know		**45**	41	4	4	39	4	1	1	1	6	6	4	6	-	7	6	2	1	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	**1%m**	*1%*
NET Very/fairly satisfied		**3537**	3061	476	156	2997	255	174	111	145	388	291	262	320	328	509	463	292	43	212
		69%	*69%*	*66%*	*66%*	**69%e**	*59%*	**70%e**	**78%def**	**69%r**	**69%r**	**68%r**	**70%r**	**70%r**	**68%r**	**75%opr**	**65%r**	**66%r**	*68%*	*57%*
NET Very/fairly dissatisfied		**664**	554	110	34	528	87	37	12	25	60	63	36	46	67	78	77	74	10	78
		13%	*12%*	*15%*	*14%*	**12%g**	**20%dfg**	**15%g**	*8%*	*12%*	*11%*	*15%*	*10%*	*10%*	*14%*	*12%*	*11%*	**17%ikl**	*15%*	**21%hijklmno**
Mean		**3.79**	3.81	3.70	3.72	**3.81e**	3.52	**3.73e**	**4.00def**	**3.79r**	**3.86r**	**3.80r**	**3.81r**	**3.85r**	**3.79r**	**3.92pr**	**3.77r**	**3.70r**	**3.75r**	3.48
Std Dev.		**1.06**	1.06	1.11	1.11	1.06	1.12	1.10	0.95	1.06	1.06	1.07	1.05	1.01	1.08	1.04	1.00	1.14	1.08	1.13
Std Error		**0.01**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1388	846	362	93	47	34	1209	81	871	364	100	33	14	1235	46
		27%	46%bcdefg	19%c	12%	13%	21%c	32%bcdeg	16%	47%ijklmn	19%jn	11%	12%	13%	32%ijkln	13%
Fairly satisfied	(4)	2149	642	1036	242	155	54	1678	209	631	1041	316	101	34	1672	135
		42%	35%	53%acdefg	31%	43%ac	33%	44%ace	40%c	34%	53%hjklmn	35%	38%	33%	44%hjn	37%
Neither satisfied or dissatisfied	(3)	915	159	298	333	73	34	457	108	167	298	346	64	20	465	84
		18%	9%	15%af	43%abdefg	21%af	21%af	12%a	21%abf	9%	15%hm	38%hiklmn	24%him	19%h	12%h	23%hlm
Fairly dissatisfied	(2)	451	139	164	87	49	11	303	60	127	174	92	43	12	301	55
		9%	8%	8%	11%af	14%abf	7%	8%	12%af	7%	9%	10%h	16%hijm	12%	8%	15%hlm
Very dissatisfied	(1)	213	52	88	25	26	22	140	48	46	71	47	25	21	117	45
		4%	3%	4%a	3%	7%acf	13%abcf	4%	9%abcf	2%	4%	5%hm	9%him	20%hijkm	3%	12%hijm
Don't know		45	6	7	2	5	8	13	13	3	11	9	1	3	13	3
		1%	*	*	*	2%abf	5%abcf	*	3%abcf	*	1%	1%h	*	3%him	*	1%h
NET Very/fairly satisfied		3537	1489	1398	336	202	88	2887	290	1502	1405	415	134	48	2907	181
		69%	81%bcdefg	72%cdeg	43%	57%c	54%c	76%bcdeg	56%c	81%ijklmn	72%jkln	46%	50%	46%	76%ijkln	49%
NET Very/fairly dissatisfied		664	190	252	112	75	33	442	108	173	245	139	68	32	418	101
		13%	10%	13%	14%a	21%abcf	20%abf	12%	21%abcf	9%	13%h	15%hm	26%hijm	32%hijm	11%	27%hijm
Mean		3.79	4.14bcdefg	3.73cdeg	3.37	3.42	3.44	3.93bcdeg	3.43	4.17ijklmn	3.75jkln	3.36l	3.28	3.08	3.95ijkln	3.22
Std Dev.		1.06	1.04	1.00	0.94	1.11	1.30	1.04	1.17	1.02	0.98	0.99	1.16	1.36	1.02	1.22
Std Error		0.01	0.02	0.02	0.03	0.06	0.10	0.02	0.05	0.02	0.02	0.03	0.07	0.13	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1388**	134	1234	21	441	874	73	1368	10	4	4	1382	3
		27%	**33%b**	*26%*	*25%*	*28%*	*27%*	*22%*	**27%h**	*11%*	*20%*	*38%*	**27%h**	*13%*
Fairly satisfied	(4)	**2149**	146	1972	31	627	1404	118	2099	35	8	1	2142	5
		42%	*36%*	*42%*	*36%*	*40%*	*43%*	*36%*	*42%*	*40%*	*39%*	*11%*	*42%*	*24%*
Neither satisfied or dissatisfied	(3)	**915**	51	836	27	236	578	101	865	28	5	5	899	11
		18%	*13%*	*18%*	**32%ab**	*15%*	*18%*	**31%de**	*17%*	**32%gk**	*25%*	*52%*	*18%*	*46%*
Fairly dissatisfied	(2)	**451**	35	415	1	153	279	19	434	13	3	-	450	2
		9%	*9%*	*9%*	*1%*	*10%*	*9%*	*6%*	*9%*	*14%*	*16%*	-	*9%*	*7%*
Very dissatisfied	(1)	**213**	28	180	4	84	117	12	210	3	*	-	213	-
		4%	**7%b**	*4%*	*5%*	**5%e**	*4%*	*4%*	*4%*	*3%*	*1%*	-	*4%*	-
Don't know		**45**	9	36	*	16	26	3	43	-	-	-	43	3
		1%	**2%b**	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*11%*
NET Very/fairly satisfied		**3537**	279	3206	52	1068	2279	191	3466	45	12	5	3524	8
		69%	*69%*	*69%*	*61%*	**69%f**	**70%f**	*58%*	**69%h**	*51%*	*58%*	*48%*	**69%h**	*36%*
NET Very/fairly dissatisfied		**664**	63	595	6	236	396	31	644	15	4	-	662	2
		13%	*16%*	*13%*	*7%*	**15%ef**	*12%*	*10%*	*13%*	*17%*	*17%*	-	*13%*	*7%*
Mean		**3.79**	3.82	3.79	3.75	3.77	3.81	3.68	**3.80h**	3.43	3.60	3.86	**3.79h**	3.48
Std Dev.		**1.06**	1.20	1.05	1.02	1.13	1.04	1.01	1.07	0.97	1.03	0.99	1.07	0.85
Std Error		**0.01**	0.06	0.02	0.11	0.03	0.02	0.06	0.02	0.12	0.19	0.37	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1388**	327	410	328	323	96	117	114	151	140	119	118	107	104	141	94	88
		27%	*25%*	**32%acd**	*25%*	*25%*	*22%*	*28%*	*26%*	**35%egimop**	**30%ep**	**30%p**	*27%*	*25%*	*24%*	**30%ep**	*23%*	*21%*
Fairly satisfied	(4)	**2149**	545	538	525	541	187	170	188	177	198	163	161	185	179	183	168	189
		42%	*42%*	*42%*	*41%*	*42%*	*43%*	*41%*	*43%*	*41%*	*43%*	*41%*	*37%*	*43%*	*42%*	*40%*	*41%*	*45%*
Neither satisfied or dissatisfied	(3)	**915**	249	191	228	248	88	78	82	56	66	69	70	77	81	81	92	75
		18%	**19%b**	*15%*	*18%*	**19%b**	**20%h**	*19%*	*19%*	*13%*	*14%*	*17%*	*16%*	*18%*	*19%*	*17%*	**22%hl**	*18%*
Fairly dissatisfied	(2)	**451**	118	96	131	106	40	35	43	27	35	34	57	40	34	32	33	41
		9%	*9%*	*7%*	*10%*	*8%*	*9%*	*8%*	*10%*	*6%*	*8%*	*9%*	**13%hin**	*9%*	*8%*	*7%*	*8%*	*10%*
Very dissatisfied	(1)	**213**	44	46	64	59	21	9	14	16	20	11	23	19	22	20	21	17
		4%	*3%*	*4%*	*5%*	*5%*	*5%*	*2%*	*3%*	*4%*	*4%*	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*
Don't know		**45**	7	9	14	16	1	5	2	3	3	3	3	4	6	6	4	6
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**3537**	872	948	853	863	282	287	303	328	338	282	278	292	283	324	263	277
		69%	*68%*	**73%acd**	*66%*	*67%*	*65%*	*69%*	*68%*	**76%eklmop**	**73%ko**	*71%*	*64%*	*68%*	*66%*	*70%*	*64%*	*67%*
NET Very/fairly dissatisfied		**664**	162	142	195	164	61	44	56	43	55	45	80	59	56	52	54	58
		13%	*13%*	*11%*	**15%b**	*13%*	*14%*	*11%*	*13%*	*10%*	*12%*	*11%*	**19%fhijn**	*14%*	*13%*	*11%*	*13%*	*14%*
Mean		**3.79**	3.77	**3.91acd**	3.72	3.76	3.69	3.86	3.79	**3.99egklmop**	**3.88e**	3.87	3.68	3.75	3.74	3.86	3.69	3.71
Std Dev.		**1.06**	1.04	1.04	1.11	1.06	1.07	1.00	1.03	1.04	1.06	1.02	1.17	1.07	1.08	1.07	1.07	1.04
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	877	-	877	479	394	147	155	240	111	99	64	60	302	351	224	124	780	91	808
	17%	-	*17%*	**19%d**	*15%*	**21%hijk**	**25%hijk**	**23%hijk**	*15%*	*11%*	*10%*	*11%*	**23%no**	**19%no**	*11%*	*11%*	*17%*	*20%*	*16%*
Fairly satisfied (4)	1919	-	1919	932	984	281	246	420	304	294	201	172	527	725	667	373	1720	182	1944
	37%	-	*37%*	*37%*	*37%*	**41%ijk**	**40%ijk**	**40%ij**	**41%ijk**	*33%*	*32%*	*33%*	**41%no**	**40%no**	*32%*	*32%*	*37%*	*39%*	*38%*
Neither satisfied or dissatisfied (3)	1322	-	1322	631	686	169	133	241	188	250	191	149	302	429	591	340	1206	105	1337
	26%	-	*26%*	*25%*	*26%*	*25%*	*22%*	*23%*	*25%*	**28%f**	**30%fg**	*28%*	*23%*	*24%*	**29%lm**	**29%lm**	*26%*	*23%*	*26%*
Fairly dissatisfied (2)	654	-	654	295	359	47	45	107	86	162	105	103	92	192	370	208	601	48	692
	13%	-	*13%*	*12%*	*14%*	*7%*	*7%*	*10%*	**12%e**	**18%efgh**	**17%efgh**	**20%efgh**	*7%*	**11%l**	**18%lm**	**18%lm**	*13%*	*10%*	*13%*
Very dissatisfied (1)	353	-	353	163	184	37	22	43	51	85	73	42	59	94	200	115	317	34	341
	7%	-	*7%*	*6%*	*7%*	*5%*	*4%*	*4%*	*7%*	**10%efg**	**11%efgh**	**8%fg**	*5%*	*5%*	**10%lm**	**10%lm**	*7%*	*7%*	*7%*
Don't know	36	-	36	15	19	7	8	8	7	6	*	-	15	15	7	*	31	4	39
	1%	-	*1%*	*1%*	*1%*	*1%*	**1%j**	*1%*	*1%*	*1%*	*	-	**1%no**	**1%o**	*	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied	2795	-	2795	1412	1378	429	401	660	415	394	265	232	829	1075	891	497	2500	273	2752
	54%	-	*54%*	*56%*	*52%*	**62%ijk**	**66%hijk**	**62%hijk**	**56%ijk**	*44%*	*42%*	*44%*	**64%no**	**60%no**	*43%*	*43%*	*54%*	*59%*	*53%*
NET Very/fairly dissatisfied	1007	-	1007	458	543	84	67	150	136	247	178	145	151	286	570	323	917	82	1033
	20%	-	*20%*	*18%*	*21%*	*12%*	*11%*	*14%*	**18%ef**	**28%efgh**	**28%efgh**	**28%efgh**	*12%*	**16%l**	**28%lm**	**28%lm**	*20%*	*18%*	*20%*
Mean	3.45	-	3.45	3.51d	3.40	3.67hijk	3.78hijk	3.67hijk	3.46ijk	3.18	3.12	3.20	3.72mno	3.58no	3.17	3.16	3.44	3.54	3.43
Std Dev.	1.12	-	1.12	1.12	1.11	1.06	1.03	1.06	1.09	1.14	1.15	1.12	1.05	1.08	1.14	1.14	1.12	1.14	1.11
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**877**	251	202	194	229	453	423	593	271	106	113	187	187	253	487	106	746
		17%	***25%bcd***	*13%*	***16%b***	***16%b***	*18%*	*16%*	***19%h***	*13%*	*15%*	*17%*	*14%*	*15%*	***28%ijkln***	*15%*	*15%*	*18%*
Fairly satisfied	(4)	**1919**	372	614	422	511	986	933	1222	681	197	219	482	558	346	1259	198	1628
		37%	*38%*	*38%*	*36%*	*37%*	*38%*	*36%*	***40%h***	*34%*	*29%*	*34%*	***37%l***	***44%ijkmn***	***38%l***	***39%lj***	*29%*	***39%o***
Neither satisfied or dissatisfied	(3)	**1322**	209	426	316	371	635	687	710	588	216	171	360	296	177	827	220	1021
		26%	*21%*	***27%a***	***27%a***	***27%a***	*25%*	*27%*	*23%*	***29%g***	***32%lmn***	***26%m***	***28%m***	*24%*	*19%*	***26%m***	***32%p***	*24%*
Fairly dissatisfied	(2)	**654**	103	230	154	168	333	322	348	296	86	106	178	137	96	421	86	526
		13%	*10%*	***14%a***	*13%*	*12%*	*13%*	*13%*	*11%*	***15%g***	*13%*	***16%lm***	*14%*	*11%*	*10%*	*13%*	*12%*	*13%*
Very dissatisfied	(1)	**353**	51	118	92	92	169	184	183	157	67	40	86	72	45	198	68	251
		7%	*5%*	*7%*	*8%*	*7%*	*7%*	*7%*	*6%*	*8%*	***10%lmn***	*6%*	*7%*	*6%*	*5%*	*6%*	***10%p***	*6%*
Don't know		**36**	5	9	6	16	14	22	14	15	12	2	7	5	1	14	12	17
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	***2%lmn***	*	*1%*	*	*	*	***2%p***	*
NET Very/fairly satisfied		**2795**	623	816	616	740	1439	1356	1815	952	303	332	668	745	599	1746	304	2374
		54%	***63%bcd***	*51%*	*52%*	*53%*	*56%*	*53%*	***59%h***	*47%*	*44%*	*51%*	***51%l***	***59%ijkn***	***65%ijkln***	***54%l***	*44%*	***57%o***
NET Very/fairly dissatisfied		**1007**	154	347	246	260	501	505	531	453	153	146	264	210	142	619	154	776
		20%	*16%*	***22%a***	***21%a***	*19%*	*19%*	*20%*	*17%*	***23%g***	***22%lm***	***22%lm***	***20%m***	*17%*	*15%*	*19%*	*22%*	*19%*
Mean		**3.45**	**3.68bcd**	3.35	3.40	3.45	3.47	3.43	**3.55h**	3.31	3.28	3.40	3.39	**3.52ik**	**3.72ijkln**	**3.44i**	3.28	**3.50o**
Std Dev.		**1.12**	1.12	1.10	1.14	1.11	1.12	1.12	1.11	1.12	1.17	1.13	1.10	1.06	1.12	1.09	1.17	1.10
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	877	771	106	52	766	49	36	25	39	114	70	65	58	77	177	98	68	9	40
		17%	17%	15%	22%b	18%e	11%	15%	17%e	19%r	20%lr	17%r	17%r	13%	16%	26%jklmopqr	14%	15%	15%	11%
Fairly satisfied	(4)	1919	1669	250	73	1590	173	95	61	80	212	146	116	184	167	271	270	143	30	143
		37%	38%	35%	31%	37%	40%	38%	43%d	38%	37%	34%	31%	40%k	35%	40%k	38%	32%	48%klmp	39%
Neither satisfied or dissatisfied	(3)	1322	1119	204	60	1115	113	62	32	52	132	109	101	120	123	152	194	132	14	99
		26%	25%	28%	25%	26%	26%	25%	22%	25%	23%	26%	27%	27%	26%	22%	27%	30%	22%	27%
Fairly dissatisfied	(2)	654	559	95	28	537	70	34	14	21	64	60	62	48	67	48	106	62	5	65
		13%	13%	13%	12%	12%	16%dg	14%	10%	10%	11%	14%n	17%hln	11%	14%n	7%	15%n	14%n	8%	17%hilnq
Very dissatisfied	(1)	353	288	65	20	299	25	18	10	16	35	36	29	38	46	31	34	33	4	21
		7%	6%	9%	8%	7%	6%	7%	7%	8%	6%	9%	8%	8%	10%no	5%	5%	8%	6%	6%
Don't know		36	32	4	4	31	3	1	1	2	8	4	1	6	1	-	5	4	1	2
		1%	1%	1%	2%	1%	1%	1%	1%	1%n	1%n	1%	*	1%n	*	-	1%	1%	1%n	1%
NET Very/fairly satisfied		2795	2440	356	125	2356	222	131	86	119	326	217	181	242	244	448	368	211	40	183
		54%	55%b	49%	53%	54%	51%	53%	60%def	57%p	58%kpr	51%	48%	53%	51%	66%hjklmopr	52%	48%	63%kpr	49%
NET Very/fairly dissatisfied		1007	847	160	48	836	95	52	24	36	99	96	92	86	112	79	141	96	9	86
		20%	19%	22%	20%	19%	22%g	21%	17%	17%	17%	23%n	24%n	19%n	23%n	12%	20%n	22%n	14%	23%n
Mean		3.45	3.47b	3.33	3.47	3.46e	3.35	3.40	3.55e	3.51r	3.55kmpr	3.37	3.33	3.39	3.34	3.76hijklmopr	3.42	3.34	3.58r	3.31
Std Dev.		1.12	1.12	1.15	1.20	1.13	1.06	1.12	1.10	1.14	1.12	1.17	1.17	1.11	1.18	1.06	1.06	1.13	1.04	1.07
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	877	577	214	49	20	12	791	33	581	228	50	8	4	810	13
		17%	**31%bcdefg**	**11%cdg**	*6%*	*6%*	*8%*	**21%bcdeg**	*6%*	**32%ijklmn**	**12%jkn**	*6%*	*3%*	*4%*	**21%ijkln**	*3%*
Fairly satisfied	(4)	1919	663	861	194	130	53	1524	184	671	902	225	76	27	1573	103
		37%	**36%c**	**44%acefg**	*25%*	**37%c**	*33%*	**40%ac**	**35%c**	**36%jn**	**46%hjklmn**	*25%*	*28%*	*26%*	**41%hjkln**	*28%*
Neither satisfied or dissatisfied	(3)	1322	328	478	375	85	35	806	120	316	453	412	98	21	769	119
		26%	*18%*	**24%af**	**48%abdefg**	**24%a**	*21%*	**21%a**	**23%a**	*17%*	**23%h**	**45%hilmn**	**37%hilm**	*20%*	**20%h**	**32%hlm**
Fairly dissatisfied	(2)	654	188	281	90	65	27	469	93	179	274	137	43	13	453	56
		13%	*10%*	**14%a**	*12%*	**18%acf**	**17%a**	*12%*	**18%acf**	*10%*	**14%h**	**15%h**	**16%h**	*13%*	*12%*	**15%h**
Very dissatisfied	(1)	353	82	120	71	49	29	203	79	91	97	79	40	34	189	75
		7%	*4%*	*6%*	**9%af**	**14%abf**	**18%abcf**	*5%*	**15%abcf**	*5%*	*5%*	**9%him**	**15%hijm**	**33%hijkmn**	*5%*	**20%hijm**
Don't know		36	6	1	4	6	6	6	11	6	4	7	1	3	9	3
		1%	*	*	*	**2%abf**	**3%abcf**	*	**2%abcf**	*	*	*1%*	*	**3%him**	*	*1%*
NET Very/fairly satisfied		2795	1240	1075	243	151	66	2315	216	1253	1130	275	84	31	2383	116
		54%	**67%bcdefg**	**55%cdeg**	*31%*	**42%c**	*40%*	**61%bcdeg**	**42%c**	**68%ijklmn**	**58%jkln**	*30%*	*32%*	*31%*	**63%ijkln**	*31%*
NET Very/fairly dissatisfied		1007	271	401	161	115	57	672	171	270	372	216	84	48	642	131
		20%	*15%*	**21%a**	**21%a**	**32%abcf**	**35%abcf**	**18%a**	**33%abcf**	*15%*	**19%h**	**24%him**	**31%hlm**	**47%hijkm**	*17%*	**36%hijm**
Mean		3.45	**3.80bcdefg**	**3.39cdeg**	3.08	3.02	2.95	**3.59bcdeg**	3.00	**3.80ijklmn**	**3.46jkln**	**3.03ln**	**2.88l**	2.54	**3.62ijkln**	2.79
Std Dev.		1.12	1.12	1.06	0.99	1.17	1.26	1.11	1.19	1.13	1.03	0.99	1.08	1.32	1.10	1.16
Std Error		0.02	0.03	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02	0.03	0.07	0.13	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	877	119	743	15	301	525	51	855	16	2	3	873	2
		17%	29%b	16%	18%	19%e	16%	16%	17%	18%	10%	26%	17%	7%
Fairly satisfied	(4)	1919	136	1748	34	551	1253	114	1870	35	9	2	1915	2
		37%	34%	37%	41%	35%	38%	35%	37%	39%	44%	22%	37%	9%
Neither satisfied or dissatisfied	(3)	1322	84	1214	24	365	849	107	1268	29	3	5	1300	17
		26%	21%	26%	29%	23%	26%	33%de	25%	33%	14%	52%	25%	74%
Fairly dissatisfied	(2)	654	39	608	8	208	418	28	646	5	3	-	654	-
		13%	10%	13%	10%	13%	13%	8%	13%	6%	15%	-	13%	-
Very dissatisfied	(1)	353	17	333	3	118	215	20	347	2	3	-	353	-
		7%	4%	7%	3%	8%	7%	6%	7%	3%	16%	-	7%	-
Don't know		36	7	29	-	11	18	7	32	2	-	-	34	2
		1%	2%b	1%	-	1%	1%	2%e	1%	2%	-	-	1%	10%
NET Very/fairly satisfied		2795	255	2491	50	852	1778	165	2725	50	12	5	2787	4
		54%	63%b	53%	59%	55%	54%	51%	54%	57%	55%	48%	54%	15%
NET Very/fairly dissatisfied		1007	56	940	11	327	633	47	992	8	7	-	1007	-
		20%	14%	20%a	13%	21%f	19%	15%	20%	9%	32%	-	20%	-
Mean		3.45	3.76b	3.42	3.61	3.46	3.45	3.47	3.45	3.64	3.17	3.73	3.45	3.25
Std Dev.		1.12	1.11	1.12	0.99	1.17	1.10	1.06	1.13	0.94	1.31	0.89	1.12	0.59
Std Error		0.02	0.06	0.02	0.10	0.03	0.02	0.06	0.02	0.11	0.24	0.34	0.02	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Quarter				Month												
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**877**	222	270	186	198	67	71	85	98	93	79	76	67	43	77	67	54
		17%	*17%*	**21%cd**	*14%*	*15%*	*15%*	**17%m**	**19%m**	**23%elmp**	**20%mp**	**20%mp**	**17%m**	*16%*	*10%*	**17%m**	**16%m**	*13%*
Fairly satisfied	(4)	**1919**	472	504	523	420	142	171	159	170	185	149	164	178	181	143	131	146
		37%	*37%*	**39%d**	**41%d**	*33%*	*33%*	**41%no**	*36%*	**40%n**	**40%n**	*37%*	*38%*	**41%no**	**42%eno**	*31%*	*32%*	*35%*
Neither satisfied or dissatisfied	(3)	**1322**	371	300	313	337	155	95	122	105	110	85	105	92	116	105	108	125
		26%	**29%b**	*23%*	*24%*	*26%*	**36%fhijklmno**	*23%*	*27%*	*24%*	*24%*	*21%*	*24%*	*21%*	*27%*	*23%*	*26%*	**30%jl**
Fairly dissatisfied	(2)	**654**	144	137	167	206	44	51	48	45	40	53	57	51	59	93	60	53
		13%	*11%*	*11%*	*13%*	**16%ab**	*10%*	*12%*	*11%*	*10%*	*9%*	*13%*	*13%*	*12%*	*14%*	**20%efghijlp**	**15%l**	*13%*
Very dissatisfied	(1)	**353**	72	72	87	122	21	24	27	11	29	32	25	36	25	42	44	36
		7%	*6%*	*6%*	*7%*	**9%ab**	*5%*	*6%*	*6%*	*3%*	*6%*	**8%h**	*6%*	**8%h**	*6%*	**9%h**	**11%eh**	**9%h**
Don't know		**36**	9	6	14	8	4	3	2	1	4	2	5	6	3	5	1	2
		1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*
NET Very/fairly satisfied		**2795**	694	775	709	618	208	242	244	269	278	228	240	245	224	219	198	200
		54%	**54%d**	**60%ad**	**55%d**	*48%*	*48%*	**58%enop**	*55%*	**62%emnop**	**60%enop**	**57%nop**	*55%*	**57%n**	*52%*	*47%*	*48%*	*48%*
NET Very/fairly dissatisfied		**1007**	215	209	254	328	65	75	76	56	68	85	82	87	85	134	105	89
		20%	*17%*	*16%*	*20%*	**25%abc**	*15%*	*18%*	*17%*	*13%*	*15%*	**21%h**	*19%*	**20%h**	**20%h**	**29%efghijklm**	**25%eghi**	**21%h**
Mean		**3.45**	**3.49d**	**3.60cd**	**3.43d**	3.29	3.44	**3.52nop**	**3.51no**	**3.70ejklmnop**	**3.60mnop**	**3.48n**	**3.49n**	3.45	3.37	3.26	3.28	3.31
Std Dev.		**1.12**	1.08	1.10	1.10	1.19	1.03	1.09	1.11	1.02	1.10	1.18	1.11	1.15	1.04	1.22	1.22	1.12
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.06	0.05	0.06	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base		**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base		**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied	(5)	**1329**	-	1329	677	649	158	174	290	199	194	167	147	332	489	508	314	1219	106	1271
		26%	-	*26%*	*27%*	*25%*	*23%*	**29%i**	**27%i**	*27%*	*22%*	*26%*	**28%i**	*26%*	*27%*	*25%*	*27%*	*26%*	*23%*	*25%*
Fairly satisfied	(4)	**2320**	-	2320	1122	1193	305	257	489	343	410	282	234	562	832	926	516	2103	197	2338
		45%	-	*45%*	*45%*	*45%*	*44%*	*42%*	*46%*	*46%*	*46%*	*44%*	*45%*	*43%*	*46%*	*45%*	*44%*	*45%*	*43%*	*45%*
Neither satisfied or dissatisfied	(3)	**1094**	-	1094	513	576	171	125	217	147	223	114	96	297	364	433	210	965	119	1091
		21%	-	*21%*	*20%*	*22%*	**25%j**	*21%*	*21%*	*20%*	**25%jk**	*18%*	*18%*	**23%o**	*20%*	*21%*	*18%*	*21%*	*26%*	*21%*
Fairly dissatisfied	(2)	**192**	-	192	82	107	30	25	24	14	38	38	22	55	38	99	61	172	16	222
		4%	-	*4%*	*3%*	*4%*	**4%h**	*4%*	*2%*	*2%*	**4%h**	**6%gh**	*4%*	**4%m**	*2%*	**5%m**	**5%m**	*4%*	*4%*	*4%*
Very dissatisfied	(1)	**88**	-	88	54	33	15	10	17	23	10	8	6	25	40	23	13	78	9	93
		2%	-	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	**3%l**	*1%*	*1%*	*1%*	*2%*	**2%n**	*1%*	*1%*	*2%*	*2%*	*2%*
Don't know		**138**	-	138	68	67	9	17	22	21	22	25	20	27	43	68	46	116	17	146
		3%	-	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	**4%e**	**4%o**	*2%*	*2%*	*3%*	**4%l**	*2%*	*4%*	*3%*
NET Very/fairly satisfied		**3649**	-	3649	1799	1842	463	431	779	542	604	449	381	894	1321	1434	830	3323	303	3609
		71%	-	*71%*	*72%*	*70%*	*67%*	*71%*	**74%el**	*73%*	*67%*	*71%*	*73%*	*69%*	*73%*	*70%*	*72%*	*71%*	*65%*	*70%*
NET Very/fairly dissatisfied		**280**	-	280	136	140	46	35	41	37	48	46	28	80	78	122	74	250	25	315
		5%	-	*5%*	*5%*	*5%*	*7%*	*6%*	*4%*	*5%*	*5%*	**7%g**	*5%*	*6%*	*4%*	*6%*	*6%*	*5%*	*5%*	*6%*
Mean		**3.92**	-	3.92	3.93	3.91	3.82	3.95	**3.98el**	3.94	3.85	3.92	**3.98el**	3.88	3.96	3.90	3.95	3.93	3.84	3.89
Std Dev.		**0.89**	-	0.89	0.90	0.87	0.91	0.91	0.85	0.92	0.85	0.91	0.87	0.91	0.88	0.88	0.89	0.89	0.90	0.90
Std Error		**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 230

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	1329	324	358	306	341	682	647	796	524	149	166	312	315	328	792	149	1134
		26%	33%bcd	22%	26%	25%	26%	25%	26%	26%	22%	25%	24%	25%	36%ijkln	25%	22%	27%o
Fairly satisfied	(4)	2320	399	773	530	618	1172	1148	1415	879	255	295	635	613	374	1543	259	1943
		45%	40%	48%a	45%	45%	45%	45%	46%	44%	37%	45%i	49%im	49%im	41%	48%im	37%	46%o
Neither satisfied or dissatisfied	(3)	1094	171	358	250	315	529	565	651	414	199	131	264	246	151	641	200	808
		21%	17%	22%a	21%	23%a	20%	22%	21%	21%	29%jklmn	20%	20%	20%	16%	20%	29%p	19%
Fairly dissatisfied	(2)	192	45	47	47	52	92	100	94	90	40	34	43	31	32	108	41	141
		4%	5%	3%	4%	4%	4%	4%	3%	5%g	6%kln	5%l	3%	2%	3%	3%	6%p	3%
Very dissatisfied	(1)	88	18	24	29	18	41	47	52	31	15	11	20	14	18	46	15	64
		2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%
Don't know		138	35	39	21	43	74	64	63	69	27	13	26	37	16	76	27	97
		3%	4%	2%	2%	3%	3%	3%	2%	3%g	4%	2%	2%	3%	2%	2%	4%	2%
NET Very/fairly satisfied		3649	723	1131	836	959	1854	1795	2211	1403	404	461	947	927	702	2335	408	3078
		71%	73%	71%	71%	69%	72%	70%	72%	70%	59%	71%l	73%l	74%l	76%l	73%l	59%	73%o
NET Very/fairly dissatisfied		280	63	71	76	70	134	146	146	122	55	45	63	45	50	154	56	205
		5%	6%	4%	6%	5%	5%	6%	5%	6%	8%kln	7%l	5%	4%	5%	5%	8%p	5%
Mean		3.92	4.01bcd	3.89	3.89	3.90	3.94	3.90	3.93	3.92	3.73	3.89i	3.92i	3.97i	4.06ijkn	3.94i	3.73	3.96o
Std Dev.		0.89	0.93	0.84	0.92	0.87	0.88	0.89	0.87	0.90	0.95	0.91	0.85	0.82	0.92	0.85	0.95	0.87
Std Error		0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	1329	1143	186	72	1136	90	58	45	57	184	115	84	108	136	199	157	97	14	76
		26%	26%	26%	30%	26%e	21%	23%	31%def	27%	32%klopr	27%	22%	24%	28%r	29%r	22%	22%	22%	21%
Fairly satisfied	(4)	2320	2018	302	91	1946	194	119	61	96	215	175	181	210	214	292	353	210	30	165
		45%	45%	42%	38%	45%	45%	48%	43%	46%	38%	41%	48%l	46%	45%	43%	50%ijl	47%l	47%	44%
Neither satisfied or dissatisfied	(3)	1094	917	177	59	921	102	43	28	41	123	93	77	101	97	140	155	94	13	89
		21%	21%	25%	25%	21%	23%f	17%	20%	20%	22%	22%	20%	22%	20%	21%	22%	21%	20%	24%
Fairly dissatisfied	(2)	192	164	28	7	153	21	15	4	4	21	12	20	20	12	26	14	25	4	16
		4%	4%	4%	3%	4%	5%	6%dg	3%	2%	4%	3%	5%o	4%	2%	4%	2%	6%o	7%hmo	4%
Very dissatisfied	(1)	88	74	14	2	76	5	5	1	8	8	7	8	4	14	10	14	4	1	5
		2%	2%	2%	1%	2%	1%	2%	1%	4%dpr	1%	2%	2%	1%	3%	2%	2%	1%	1%	1%
Don't know		138	122	17	6	106	21	7	4	3	15	24	6	12	7	10	15	14	1	20
		3%	3%	2%	2%	2%	5%d	3%	3%	2%	3%	6%hkmno	2%	3%	2%	2%	2%	3%	2%	5%hkmno
NET Very/fairly satisfied		3649	3162	487	163	3082	285	177	106	153	399	290	265	318	350	491	510	307	44	241
		71%	71%	67%	69%	71%e	66%	71%	74%e	73%r	70%	68%	71%	70%	73%r	72%r	72%r	69%	70%	65%
NET Very/fairly dissatisfied		280	237	43	9	229	26	20	5	12	28	19	28	24	25	37	28	28	5	21
		5%	5%	6%	4%	5%	6%	8%dg	3%	6%	5%	4%	7%	5%	5%	5%	4%	6%	8%	6%
Mean		3.92	3.93	3.87	3.97	3.92e	3.83	3.87	4.04def	3.92	3.99r	3.94	3.85	3.90	3.95	3.96	3.90	3.87	3.85	3.83
Std Dev.		0.89	0.88	0.92	0.88	0.89	0.87	0.92	0.84	0.95	0.91	0.89	0.91	0.85	0.92	0.90	0.84	0.86	0.90	0.87
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1329	865	317	74	44	23	1182	67	868	338	77	25	15	1206	39
		26%	47%bcdefg	16%c	10%	12%	14%	31%bcdeg	13%	47%ijklmn	17%jkn	8%	9%	14%	32%ijkln	11%
Fairly satisfied	(4)	2320	656	1158	279	155	55	1815	210	694	1135	320	113	30	1829	143
		45%	36%	59%acdefg	36%	43%a	34%	48%aceg	40%	38%	58%hjklmn	35%	42%	29%	48%hjln	39%
Neither satisfied or dissatisfied	(3)	1094	218	345	353	111	50	563	161	206	369	404	73	26	575	99
		21%	12%	18%af	45%abdefg	31%abf	31%abf	15%a	31%abf	11%	19%hm	44%hiklmn	27%him	25%hm	15%h	27%him
Fairly dissatisfied	(2)	192	52	68	45	22	4	119	26	39	56	60	29	7	95	36
		4%	3%	3%	6%abf	6%af	2%	3%	5%	2%	3%	7%him	11%him	7%hm	3%	10%him
Very dissatisfied	(1)	88	21	20	15	15	17	41	32	16	24	16	12	16	40	28
		2%	1%	1%	2%	4%abf	10%abcdf	1%	6%abcf	1%	1%	2%	5%hijm	15%hijkm	1%	8%hijm
Don't know		138	33	47	16	9	14	80	22	21	36	33	15	10	58	24
		3%	2%	2%	2%	2%	8%abcdf	2%	4%af	1%	2%	4%him	5%him	10%hijm	2%	7%him
NET Very/fairly satisfied		3649	1522	1475	353	199	78	2996	277	1562	1473	397	138	44	3035	182
		71%	83%bcdefg	75%cdeg	45%	56%c	48%	79%bcdeg	53%c	85%ijklmn	75%jkln	44%	52%	43%	80%ijkln	49%
NET Very/fairly dissatisfied		280	72	88	60	37	21	161	58	55	80	75	41	23	135	64
		5%	4%	5%	8%abf	11%abf	13%abf	4%	11%abf	3%	4%	8%him	16%hijm	22%hijm	4%	17%hijm
Mean		3.92	4.27bcdefg	3.88cdeg	3.46	3.55	3.43	4.07bcdeg	3.51	4.29ijklmn	3.89jkln	3.44	3.43	3.23	4.09ijkln	3.38
Std Dev.		0.89	0.86	0.76	0.82	0.95	1.14	0.83	1.01	0.82	0.76	0.82	0.98	1.29	0.82	1.08
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.02	0.03	0.06	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1329**	129	1177	23	439	834	56	1303	19	4	4	1325	-
		26%	***32%b***	*25%*	*27%*	***28%f***	***25%f***	*17%*	*26%*	*21%*	*19%*	*38%*	*26%*	-
Fairly satisfied	(4)	**2320**	150	2128	42	665	1525	131	2278	28	6	1	2312	7
		45%	*37%*	***46%a***	*50%*	*43%*	*46%*	*40%*	*45%*	*31%*	*30%*	*10%*	*45%*	*28%*
Neither satisfied or dissatisfied	(3)	**1094**	82	994	18	311	667	117	1043	32	6	5	1081	8
		21%	*20%*	*21%*	*22%*	*20%*	*20%*	***36%de***	*21%*	***36%gk***	*30%*	*52%*	*21%*	*33%*
Fairly dissatisfied	(2)	**192**	19	171	1	69	115	7	175	9	2	-	186	6
		4%	*5%*	*4%*	*1%*	*4%*	*4%*	*2%*	*3%*	***10%gk***	*7%*	-	*4%*	*26%*
Very dissatisfied	(1)	**88**	14	74	*	37	47	5	84	2	2	-	88	-
		2%	***3%b***	*2%*	*	*2%*	*1%*	*1%*	*2%*	*2%*	*10%*	-	*2%*	-
Don't know		**138**	8	130	*	35	91	12	134	-	1	-	135	3
		3%	*2%*	*3%*	*1%*	*2%*	*3%*	*4%*	*3%*	-	*5%*	-	*3%*	*13%*
NET Very/fairly satisfied		**3649**	279	3305	65	1104	2358	187	3581	46	10	5	3638	7
		71%	*69%*	*71%*	*76%*	***71%f***	***72%f***	*57%*	***71%h***	*52%*	*49%*	*48%*	***71%h***	*28%*
NET Very/fairly dissatisfied		**280**	33	246	1	106	162	12	260	11	4	-	274	6
		5%	*8%*	*5%*	*2%*	*7%*	*5%*	*4%*	*5%*	***12%gk***	*17%*	-	*5%*	*26%*
Mean		**3.92**	3.92	3.92	4.02	**3.92f**	**3.94f**	3.71	**3.93h**	3.59	3.43	3.85	**3.92h**	3.03
Std Dev.		**0.89**	1.02	0.88	0.75	0.94	0.86	0.83	0.88	1.00	1.21	0.99	0.89	0.81
Std Error		**0.01**	0.05	0.01	0.08	0.02	0.02	0.05	0.01	0.12	0.23	0.37	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1329**	314	407	297	310	76	118	121	153	142	113	116	93	88	115	100	96
		26%	*24%*	**32%acd**	*23%*	*24%*	*18%*	**28%e**	**27%e**	**36%eklmnop**	**31%elm**	**28%e**	**27%e**	*22%*	*21%*	*25%*	*24%*	*23%*
Fairly satisfied	(4)	**2320**	604	568	575	573	230	178	196	182	201	185	174	201	200	219	173	181
		45%	*47%*	*44%*	*45%*	*44%*	**53%fhikop**	*43%*	*44%*	*42%*	*44%*	*46%*	*40%*	*47%*	*47%*	*47%*	*42%*	*44%*
Neither satisfied or dissatisfied	(3)	**1094**	283	227	296	287	104	83	97	76	82	69	90	109	98	93	98	97
		21%	**22%b**	*18%*	**23%b**	**22%b**	*24%*	*20%*	*22%*	*18%*	*18%*	*17%*	*21%*	**25%hl**	*23%*	*20%*	*24%*	*23%*
Fairly dissatisfied	(2)	**192**	37	35	55	65	8	15	14	7	16	12	26	13	16	19	20	26
		4%	*3%*	*3%*	*4%*	**5%ab**	*2%*	*4%*	*3%*	*2%*	*4%*	*3%*	**6%eh**	*3%*	*4%*	*4%*	**5%h**	**6%eh**
Very dissatisfied	(1)	**88**	12	24	29	22	1	7	4	5	7	11	13	6	11	7	7	9
		2%	*1%*	*2%*	*2%*	*2%*	*	*2%*	*1%*	*1%*	*2%*	**3%e**	**3%e**	*1%*	**3%e**	*1%*	*2%*	*2%*
Don't know		**138**	39	28	38	33	13	14	12	7	13	9	15	10	14	12	14	7
		3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*
NET Very/fairly satisfied		**3649**	918	975	872	883	306	296	316	335	342	298	290	295	288	334	272	277
		71%	*71%*	**76%cd**	*68%*	*68%*	*71%*	*71%*	*71%*	**78%klmop**	**74%o**	**75%o**	*67%*	*68%*	*67%*	*72%*	*66%*	*67%*
NET Very/fairly dissatisfied		**280**	49	59	84	87	9	22	18	12	24	23	38	18	28	25	27	35
		5%	*4%*	*5%*	**7%a**	**7%a**	*2%*	*5%*	*4%*	*3%*	*5%*	**6%e**	**9%egh**	*4%*	**6%e**	*5%*	**7%e**	**8%eh**
Mean		**3.92**	3.94	**4.03acd**	3.84	3.86	3.88	3.96	3.96	**4.11eklmnop**	**4.01mp**	3.96	3.85	3.86	3.82	3.92	3.85	3.81
Std Dev.		**0.89**	0.83	0.89	0.91	0.91	0.72	0.90	0.85	0.84	0.89	0.92	0.99	0.84	0.91	0.87	0.91	0.94
Std Error		**0.01**	0.02	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	947	-	947	493	451	146	151	262	131	105	79	73	298	393	257	152	844	101	870
	18%	-	*18%*	*20%*	*17%*	**21%ijk**	**25%hijk**	**25%hijk**	**18%i**	*12%*	*12%*	*14%*	**23%no**	**22%no**	*12%*	*13%*	*18%*	*22%*	*17%*
Fairly satisfied (4)	1665	-	1665	814	845	263	243	388	241	247	162	120	506	629	529	282	1492	161	1626
	32%	-	*32%*	*32%*	*32%*	**38%ijk**	**40%hijk**	**37%ijk**	**32%jk**	*28%*	*26%*	*23%*	**39%no**	**35%no**	*26%*	*24%*	*32%*	*35%*	*32%*
Neither satisfied or dissatisfied (3)	1512	-	1512	719	787	175	138	284	224	315	203	173	313	508	691	376	1393	102	1517
	29%	-	*29%*	*29%*	*30%*	*25%*	*23%*	*27%*	**30%f**	**35%efg**	**32%f**	**33%ef**	*24%*	*28%*	**34%lm**	**32%l**	**30%q**	*22%*	*29%*
Fairly dissatisfied (2)	252	-	252	124	128	54	39	45	32	32	35	14	94	77	82	50	202	45	271
	5%	-	*5%*	*5%*	*5%*	**8%ghik**	**6%ik**	*4%*	*4%*	*4%*	*6%*	*3%*	**7%mno**	*4%*	*4%*	*4%*	*4%*	**10%p**	*5%*
Very dissatisfied (1)	114	-	114	69	43	25	6	21	23	18	10	11	31	44	39	21	94	17	128
	2%	-	*2%*	*3%*	*2%*	**4%f**	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*
Don't know	671	-	671	296	372	25	31	61	95	181	144	135	56	155	459	279	630	36	749
	13%	-	*13%*	*12%*	*14%*	*4%*	*5%*	*6%*	**13%efg**	**20%efgh**	**23%efgh**	**26%efgh**	*4%*	**9%l**	**22%lm**	**24%lm**	**14%q**	*8%*	*15%*
NET Very/fairly satisfied	2612	-	2612	1307	1295	409	394	650	372	352	241	193	803	1022	786	434	2335	262	2496
	51%	-	*51%*	*52%*	*49%*	**59%hijk**	**65%hijk**	**61%hijk**	**50%ijk**	*39%*	*38%*	*37%*	**62%mno**	**57%no**	*38%*	*37%*	*50%*	*57%*	*48%*
NET Very/fairly dissatisfied	367	-	367	193	171	79	46	65	55	50	46	25	125	120	121	71	296	63	399
	7%	-	*7%*	*8%*	*7%*	**12%gik**	*7%*	*6%*	*7%*	*6%*	*7%*	*5%*	**10%mno**	*7%*	*6%*	*6%*	*6%*	**14%p**	*8%*
Mean	3.69	-	3.69	3.69	3.68	3.68	**3.86ehijk**	**3.83ehijk**	3.65	3.54	3.54	3.59	**3.76no**	**3.76no**	3.55	3.56	3.69	3.66	3.64
Std Dev.	0.95	-	0.95	0.98	0.92	1.03	0.92	0.94	0.97	0.88	0.92	0.92	0.98	0.95	0.91	0.92	0.93	1.07	0.96
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.07	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 231

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**947**	243	253	205	247	495	452	631	308	102	122	208	222	253	552	102	817
		18%	***24%bcd***	*16%*	*17%*	*18%*	*19%*	*18%*	***21%h***	*15%*	*15%*	*19%*	*16%*	*18%*	***28%ijkln***	*17%*	*15%*	***19%o***
Fairly satisfied	(4)	**1665**	310	508	396	450	818	847	1083	555	215	185	445	430	293	1060	216	1372
		32%	*31%*	*32%*	*33%*	*32%*	*32%*	*33%*	***35%h***	*28%*	*31%*	*28%*	*34%*	*34%*	*32%*	*33%*	*31%*	*33%*
Neither satisfied or dissatisfied	(3)	**1512**	252	462	371	427	714	798	858	624	215	215	400	350	215	965	216	1195
		29%	*25%*	*29%*	***31%a***	***31%a***	*28%*	***31%e***	*28%*	*31%*	***31%m***	***33%m***	***31%m***	*28%*	*23%*	***30%m***	*31%*	*29%*
Fairly dissatisfied	(2)	**252**	47	90	56	59	137	116	154	93	43	33	65	55	37	153	43	195
		5%	*5%*	*6%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	*4%*	*5%*	*6%*	*5%*
Very dissatisfied	(1)	**114**	28	32	30	23	61	53	72	41	18	10	31	28	19	70	18	91
		2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
Don't know		**671**	110	255	125	180	365	306	272	386	92	86	150	170	102	406	96	518
		13%	*11%*	***16%ac***	*11%*	*13%*	*14%*	*12%*	*9%*	***19%g***	*14%*	*13%*	*12%*	*14%*	*11%*	*13%*	*14%*	*12%*
NET Very/fairly satisfied		**2612**	553	760	601	698	1313	1298	1713	864	316	307	653	652	547	1612	317	2189
		51%	***56%b***	*48%*	*51%*	*50%*	*51%*	*51%*	***56%h***	*43%*	*46%*	*47%*	*50%*	*52%*	***59%ijkln***	*50%*	*46%*	***52%o***
NET Very/fairly dissatisfied		**367**	76	122	87	82	198	169	227	134	61	43	96	83	55	223	61	286
		7%	*8%*	*8%*	*7%*	*6%*	*8%*	*7%*	*7%*	*7%*	*9%*	*7%*	*7%*	*7%*	*6%*	*7%*	*9%*	*7%*
Mean		**3.69**	**3.79bc**	3.64	3.65	3.70	3.70	3.67	**3.73h**	3.61	3.57	3.66	3.64	3.70	**3.89ijkln**	3.67	3.57	**3.72o**
Std Dev.		**0.95**	1.01	0.94	0.95	0.91	0.97	0.93	0.96	0.94	0.96	0.94	0.93	0.94	0.97	0.94	0.96	0.95
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 231

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	947	843	104	42	831	49	37	30	44	125	59	60	81	91	182	115	74	6	43
		18%	*19%b*	*14%*	*18%*	*19%ef*	*11%*	*15%*	*21%ef*	*21%jqr*	*22%jqr*	*14%*	*16%*	*18%r*	*19%r*	*27%jklmopqr*	*16%*	*17%*	*10%*	*12%*
Fairly satisfied	(4)	1665	1433	231	87	1392	136	88	48	75	189	140	94	141	149	233	244	127	30	106
		32%	*32%*	*32%*	*37%*	*32%*	*31%*	*36%*	*34%*	*36%k*	*33%k*	*33%*	*25%*	*31%*	*31%*	*34%k*	*35%k*	*29%*	*48%jklmnopr*	*29%*
Neither satisfied or dissatisfied	(3)	1512	1294	218	62	1275	136	64	36	58	152	119	125	146	144	160	220	153	14	123
		29%	*29%*	*30%*	*26%*	*29%*	*31%*	*26%*	*26%*	*28%*	*27%*	*28%*	*33%n*	*32%n*	*30%*	*24%*	*31%*	*35%nq*	*22%*	*33%nq*
Fairly dissatisfied	(2)	252	220	32	14	204	27	14	7	5	25	18	29	20	15	42	32	18	2	25
		5%	*5%*	*4%*	*6%*	*5%*	*6%*	*5%*	*5%*	*2%*	*4%*	*4%*	*8%hm*	*4%*	*3%*	*6%*	*5%*	*4%*	*4%*	*7%hm*
Very dissatisfied	(1)	114	105	9	3	90	13	8	3	5	4	8	17	13	10	14	14	6	*	13
		2%	*2%*	*1%*	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*4%ip*	*3%i*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%i*
Don't know		671	541	129	27	545	72	36	18	23	72	81	50	53	71	48	83	64	10	62
		13%	*12%*	*18%a*	*11%*	*13%*	*17%d*	*15%*	*12%*	*11%*	*13%n*	*19%hilno*	*13%n*	*12%*	*15%n*	*7%*	*12%*	*15%n*	*16%n*	*17%hn*
NET Very/fairly satisfied		2612	2276	335	130	2223	185	125	78	119	314	199	154	222	240	415	359	201	36	149
		51%	*51%*	*46%*	*55%*	*51%e*	*43%*	*51%e*	*55%e*	*57%jkpr*	*56%jkpr*	*47%*	*41%*	*49%r*	*50%r*	*61%jklmopr*	*51%kr*	*45%*	*58%kr*	*40%*
NET Very/fairly dissatisfied		367	325	41	18	294	40	22	10	10	29	27	46	33	25	55	46	24	3	38
		7%	*7%*	*6%*	*7%*	*7%*	*9%d*	*9%*	*7%*	*5%*	*5%*	*6%*	*12%hijmop*	*7%*	*5%*	*8%*	*6%*	*5%*	*4%*	*10%hijmp*
Mean		3.69	3.69	3.66	3.72	3.70e	3.50	3.63	3.77e	3.79kr	3.82jklpr	3.65r	3.47	3.64r	3.72kr	3.84jklopr	3.66kr	3.65r	3.75r	3.46
Std Dev.		0.95	0.96	0.88	0.92	0.95	0.94	0.98	0.95	0.93	0.89	0.91	1.05	0.96	0.93	0.99	0.91	0.90	0.75	0.97
Std Error		0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	**947**	627	208	51	35	23	834	57	628	249	38	16	12	877	27
		18%	**34%bcdefg**	**11%c**	*7%*	*10%*	**14%c**	**22%bcdg**	**11%c**	**34%ijklmn**	**13%jkn**	*4%*	*6%*	**11%j**	**23%ijkln**	*7%*
Fairly satisfied	(4)	**1665**	493	806	192	125	35	1299	160	525	809	219	72	25	1334	97
		32%	*27%*	**41%acefg**	*25%*	**35%ace**	*22%*	**34%ace**	*31%*	*28%*	**41%hjklmn**	*24%*	*27%*	*25%*	**35%hjkn**	*26%*
Neither satisfied or dissatisfied	(3)	**1512**	368	564	413	104	39	932	144	359	571	461	77	23	931	99
		29%	*20%*	**29%af**	**53%abdefg**	**29%a**	*24%*	**25%a**	**28%a**	*19%*	**29%hm**	**51%hiklmn**	**29%h**	*22%*	**24%h**	**27%h**
Fairly dissatisfied	(2)	**252**	43	102	48	39	19	145	58	50	87	61	43	9	137	52
		5%	*2%*	**5%a**	**6%af**	**11%abcf**	**11%abf**	**4%a**	**11%abcf**	*3%*	**4%h**	**7%hm**	**16%hijm**	**9%hm**	*4%*	**14%hijm**
Very dissatisfied	(1)	**114**	31	34	15	18	16	65	34	36	37	17	9	16	73	24
		2%	*2%*	*2%*	*2%*	**5%abcf**	**10%abcf**	*2%*	**7%abcf**	*2%*	*2%*	*2%*	*3%*	**15%hijkmn**	*2%*	**7%hijm**
Don't know		**671**	282	242	63	35	30	523	66	246	205	113	51	18	451	69
		13%	**15%c**	**12%c**	*8%*	*10%*	**19%cd**	**14%c**	**13%c**	**13%l**	*10%*	*12%*	**19%ijm**	*17%*	*12%*	**19%hijm**
NET Very/fairly satisfied		**2612**	1120	1014	243	160	58	2134	218	1153	1058	258	88	37	2211	124
		51%	**61%bcdefg**	**52%ceg**	*31%*	**45%c**	*36%*	**56%bcdeg**	**42%c**	**63%ijklmn**	**54%jkln**	*28%*	*33%*	*36%*	**58%ijkln**	*34%*
NET Very/fairly dissatisfied		**367**	74	136	63	57	35	210	92	86	124	78	51	25	210	76
		7%	*4%*	**7%a**	**8%af**	**16%abcf**	**21%abcf**	*6%*	**18%abcf**	*5%*	*6%*	**9%hm**	**19%hijm**	**24%hijm**	*6%*	**21%hijm**
Mean		**3.69**	**4.05bcdefg**	**3.61cdeg**	3.30	3.37	3.22	**3.82bcdeg**	3.33	**4.04ijklmn**	**3.65jkln**	3.25	3.20	3.09	**3.84ijkln**	3.17
Std Dev.		**0.95**	0.96	0.85	0.78	1.01	1.24	0.93	1.09	0.97	0.86	0.75	0.97	1.31	0.93	1.08
Std Error		**0.01**	0.02	0.02	0.03	0.06	0.11	0.02	0.05	0.02	0.02	0.03	0.07	0.13	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**947**	132	796	20	338	549	60	925	19	*	3	944	*
		18%	**33%b**	*17%*	*23%*	**22%e**	*17%*	*18%*	*18%*	*21%*	*1%*	*26%*	*18%*	*1%*
Fairly satisfied	(4)	**1665**	101	1529	35	495	1068	101	1625	31	2	2	1657	5
		32%	*25%*	**33%a**	**41%a**	*32%*	*33%*	*31%*	*32%*	*35%*	*7%*	*23%*	*32%*	*21%*
Neither satisfied or dissatisfied	(3)	**1512**	99	1395	19	424	968	120	1456	25	13	5	1493	14
		29%	*24%*	*30%*	*22%*	*27%*	*30%*	**37%de**	*29%*	*28%*	*60%*	*52%*	*29%*	*60%*
Fairly dissatisfied	(2)	**252**	20	227	5	77	153	22	238	13	1	-	252	1
		5%	*5%*	*5%*	*6%*	*5%*	*5%*	*7%*	*5%*	**14%gk**	*6%*	-	*5%*	*2%*
Very dissatisfied	(1)	**114**	13	101	*	43	69	2	110	2	2	-	114	-
		2%	*3%*	*2%*	*	*3%*	*2%*	*1%*	*2%*	*2%*	*11%*	-	*2%*	-
Don't know		**671**	38	626	6	177	472	22	664	*	3	-	667	4
		13%	*9%*	*13%*	*8%*	*11%*	**14%df**	*7%*	**13%h**	*	*15%*	-	**13%h**	*15%*
NET Very/fairly satisfied		**2612**	232	2325	54	834	1617	161	2550	50	2	5	2602	5
		51%	**58%b**	*50%*	*64%*	**54%e**	*49%*	*49%*	*51%*	*56%*	*9%*	*48%*	*51%*	*22%*
NET Very/fairly dissatisfied		**367**	33	328	5	121	222	24	348	14	4	-	366	1
		7%	*8%*	*7%*	*6%*	*8%*	*7%*	*7%*	*7%*	**16%gk**	*17%*	-	*7%*	*2%*
Mean		**3.69**	**3.87b**	3.67	3.87	3.73	3.67	3.64	3.69	3.59	2.78	3.74	3.69	3.25
Std Dev.		**0.95**	1.08	0.94	0.87	0.99	0.93	0.90	0.95	1.03	0.85	0.88	0.95	0.53
Std Error		**0.01**	0.06	0.01	0.10	0.03	0.02	0.05	0.01	0.13	0.17	0.33	0.01	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**947**	226	299	214	208	64	73	89	111	96	91	83	79	52	85	66	57
		18%	*18%*	**23%acd**	*17%*	*16%*	*15%*	*18%*	**20%m**	**26%eflmnop**	**21%mp**	**23%emp**	**19%m**	*18%*	*12%*	*18%*	*16%*	*14%*
Fairly satisfied	(4)	**1665**	399	427	403	435	138	139	122	144	143	141	137	130	137	145	133	157
		32%	*31%*	*33%*	*31%*	*34%*	*32%*	*34%*	*28%*	*33%*	*31%*	*35%*	*32%*	*30%*	*32%*	*31%*	*32%*	**38%g**
Neither satisfied or dissatisfied	(3)	**1512**	395	326	404	387	140	122	132	92	135	98	120	133	151	135	130	123
		29%	**31%b**	*25%*	**31%b**	**30%b**	**32%h**	**30%h**	**30%h**	*21%*	**29%h**	*25%*	*28%*	**31%h**	**35%hj**	*29%*	**31%h**	**30%h**
Fairly dissatisfied	(2)	**252**	52	46	74	79	31	12	9	8	17	21	25	23	26	32	20	28
		5%	*4%*	*4%*	*6%*	**6%b**	**7%fgh**	*3%*	*2%*	*2%*	*4%*	**5%h**	**6%gh**	*5%*	**6%gh**	**7%fgh**	*5%*	**7%fgh**
Very dissatisfied	(1)	**114**	21	28	42	23	3	7	12	12	10	5	11	12	18	3	7	13
		2%	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*3%*	*2%*	*1%*	*3%*	*3%*	**4%ojn**	*1%*	*2%*	**3%en**
Don't know		**671**	196	164	153	158	57	61	78	62	60	43	56	54	43	65	56	36
		13%	*15%*	*13%*	*12%*	*12%*	*13%*	**15%p**	**18%jmp**	*14%*	*13%*	*11%*	*13%*	*13%*	*10%*	*14%*	*14%*	*9%*
NET Very/fairly satisfied		**2612**	625	726	617	643	201	212	212	255	239	232	220	209	189	230	199	215
		51%	*48%*	**56%acd**	*48%*	*50%*	*47%*	*51%*	*48%*	**59%eglmno**	*52%*	**58%eglmo**	*51%*	*48%*	*44%*	*50%*	*48%*	*52%*
NET Very/fairly dissatisfied		**367**	74	74	116	103	34	19	21	21	27	26	37	35	44	34	27	42
		7%	*6%*	*6%*	**9%ab**	*8%*	*8%*	*5%*	*5%*	*5%*	*6%*	*7%*	*8%*	*8%*	**10%fgh**	*7%*	*6%*	**10%fgh**
Mean		**3.69**	3.69	**3.82acd**	3.59	3.64	3.61	**3.73m**	**3.74m**	**3.91eklmnop**	**3.74m**	**3.82emp**	**3.68m**	3.64	3.46	**3.70m**	**3.65m**	3.57
Std Dev.		**0.95**	0.92	0.95	0.99	0.93	0.89	0.89	0.96	0.97	0.95	0.93	0.99	0.98	0.97	0.92	0.91	0.95
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	985	-	985	509	474	151	134	249	150	122	90	88	286	399	300	178	885	97	908
	19%	-	*19%*	*20%*	*18%*	**22%ij**	**22%ij**	**24%ijk**	**20%ij**	*14%*	*14%*	*17%*	**22%no**	**22%no**	*15%*	*15%*	*19%*	*21%*	*18%*
Fairly satisfied (4)	1910	-	1910	869	1033	258	238	458	282	296	209	169	496	740	673	377	1719	182	1858
	37%	-	*37%*	*35%*	**39%c**	*37%*	*39%*	**43%ijk**	*38%*	*33%*	*33%*	*32%*	**38%no**	**41%no**	*33%*	*33%*	*37%*	*39%*	*36%*
Neither satisfied or dissatisfied (3)	1605	-	1605	786	813	185	169	266	220	348	229	189	353	486	765	418	1463	119	1700
	31%	-	*31%*	*31%*	*31%*	*27%*	*28%*	*25%*	*29%*	**39%efgh**	**36%efg**	**36%efg**	*27%*	*27%*	**37%lm**	**36%lm**	*31%*	*26%*	*33%*
Fairly dissatisfied (2)	191	-	191	119	72	42	32	28	30	25	24	11	74	58	60	35	151	37	184
	4%	-	*4%*	**5%d**	*3%*	**6%gik**	**5%gk**	*3%*	*4%*	*3%*	*4%*	*2%*	**6%mno**	*3%*	*3%*	*3%*	*3%*	**8%p**	*4%*
Very dissatisfied (1)	93	-	93	61	33	31	8	22	12	11	8	*	39	35	19	8	77	15	76
	2%	-	*2%*	**2%d**	*1%*	**5%fghijk**	*1%*	**2%k**	**2%k**	*1%*	*1%*	*	**3%no**	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*
Don't know	377	-	377	172	201	22	27	36	52	96	75	69	50	88	240	144	359	14	435
	7%	-	*7%*	*7%*	*8%*	*3%*	*4%*	*3%*	**7%eg**	**11%efgh**	**12%efgh**	**13%efgh**	*4%*	*5%*	**12%lm**	**12%lm**	**8%q**	*3%*	*8%*
NET Very/fairly satisfied	2894	-	2894	1378	1507	409	373	707	432	418	299	256	782	1139	973	555	2603	279	2766
	56%	-	*56%*	*55%*	*57%*	**59%ijk**	**61%ijk**	**67%ghijk**	**58%ijk**	*47%*	*47%*	*49%*	**60%no**	**63%no**	*47%*	*48%*	*56%*	*60%*	*54%*
NET Very/fairly dissatisfied	284	-	284	180	104	73	40	50	42	36	32	11	113	93	79	43	228	51	260
	6%	-	*6%*	**7%d**	*4%*	**11%ghijk**	**7%k**	*5%*	**6%k**	*4%*	*5%*	*2%*	**9%mno**	*5%*	*4%*	*4%*	*5%*	**11%p**	*5%*
Mean	3.73	-	3.73	3.70	3.76	3.69	**3.79ij**	**3.86eijk**	**3.76ij**	3.61	3.62	3.73	3.73	**3.82no**	3.65	3.67	3.74	3.69	3.71
Std Dev.	0.90	-	0.90	0.95	0.84	1.04	0.91	0.89	0.90	0.83	0.85	0.80	0.98	0.89	0.83	0.83	0.88	1.00	0.88
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	985	247	237	233	268	484	501	636	337	118	135	202	226	261	563	118	829
		19%	25%bcd	15%	20%b	19%b	19%	19%	21%h	17%	17%	21%k	16%	18%	28%ijkln	18%	17%	20%
Fairly satisfied	(4)	1910	345	627	444	494	971	938	1203	678	216	242	501	514	319	1258	220	1599
		37%	35%	39%	38%	36%	37%	36%	39%h	34%	32%	37%	39%l	41%lm	35%	39%l	32%	38%o
Neither satisfied or dissatisfied	(3)	1605	261	523	357	464	784	821	891	689	241	189	448	357	222	994	242	1241
		31%	26%	33%a	30%	33%a	30%	32%	29%	34%g	35%lm	29%	34%lm	28%	24%	31%m	35%p	30%
Fairly dissatisfied	(2)	191	46	53	48	44	99	93	134	54	24	26	40	49	46	115	25	161
		4%	5%	3%	4%	3%	4%	4%	4%h	3%	4%	4%	3%	4%	5%	4%	4%	4%
Very dissatisfied	(1)	93	18	24	34	17	42	51	69	19	8	9	21	32	19	63	8	81
		2%	2%	1%	3%d	1%	2%	2%	2%h	1%	1%	1%	2%	3%	2%	2%	1%	2%
Don't know		377	75	135	67	101	210	167	139	230	77	49	88	77	53	214	77	277
		7%	8%	8%c	6%	7%	8%	6%	5%	11%g	11%klmn	8%	7%	6%	6%	7%	11%p	7%
NET Very/fairly satisfied		2894	591	864	677	762	1455	1439	1839	1015	334	377	703	740	580	1821	338	2428
		56%	60%b	54%	57%	55%	56%	56%	60%h	51%	49%	58%l	54%	59%l	63%lkn	57%l	49%	58%o
NET Very/fairly dissatisfied		284	64	76	83	61	141	144	203	73	32	35	61	81	64	178	33	242
		6%	6%	5%	7%d	4%	5%	6%	7%h	4%	5%	5%	5%	6%	7%	6%	5%	6%
Mean		3.73	3.82bc	3.68	3.71	3.74	3.74	3.73	3.75	3.71	3.68	3.78	3.68	3.72	3.87ikln	3.72	3.68	3.75
Std Dev.		0.90	0.95	0.84	0.95	0.87	0.89	0.91	0.92	0.84	0.87	0.89	0.85	0.91	0.97	0.88	0.87	0.90
Std Error		0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.03	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	985	861	124	54	861	58	41	25	43	136	65	76	90	86	184	114	67	10	48
		19%	19%	17%	23%	20%e	13%	17%	17%	21%r	24%jopr	15%	20%r	20%r	18%	27%jmopqr	16%	15%	16%	13%
Fairly satisfied	(4)	1910	1657	253	80	1597	159	99	54	82	213	174	121	156	178	245	270	159	31	128
		37%	37%	35%	34%	37%	37%	40%	38%	39%	38%	41%k	32%	34%	37%	36%	38%	36%	50%iklmnpr	34%
Neither satisfied or dissatisfied	(3)	1605	1351	253	80	1341	148	67	49	63	157	126	130	152	154	179	228	152	13	135
		31%	30%	35%	34%	31%	34%f	27%	35%f	30%	28%	30%	35%nq	33%q	32%	26%	32%q	34%nq	21%	36%inq
Fairly dissatisfied	(2)	191	172	19	7	161	16	11	4	6	8	12	15	20	15	35	25	25	4	12
		4%	4%	3%	3%	4%	4%	4%	3%	3%	1%	3%	4%	4%l	3%	5%l	4%	6%l	6%l	3%
Very dissatisfied	(1)	93	83	11	3	84	5	2	1	3	12	2	11	8	12	12	19	5	*	5
		2%	2%	1%	1%	2%	1%	1%	1%	1%	2%	*	3%j	2%	2%	2%	3%	1%	*	1%
Don't know		377	314	64	13	294	47	27	9	11	40	46	22	30	36	22	52	35	5	43
		7%	7%	9%	5%	7%	11%dg	11%dg	6%	5%	7%	11%hn	6%	7%	7%n	3%	7%n	8%n	8%	11%hiklm
NET Very/fairly satisfied		2894	2517	377	133	2458	217	140	79	125	349	239	197	246	264	429	384	226	41	175
		56%	57%	52%	56%	57%e	50%	57%e	55%	60%r	62%kpr	56%r	52%	54%	55%	63%klopr	54%	51%	65%kpr	47%
NET Very/fairly dissatisfied		284	255	30	11	245	21	13	5	9	20	14	26	28	26	48	44	30	4	17
		6%	6%	4%	5%	6%	5%	5%	4%	4%	4%	3%	7%	6%	6%	7%	6%	7%	6%	5%
Mean		3.73	3.74	3.70	3.77	3.74e	3.64	3.75	3.73	3.79r	3.86kopr	3.76r	3.67	3.71	3.70	3.84opr	3.66	3.63	3.81	3.61
Std Dev.		0.90	0.90	0.86	0.90	0.91	0.83	0.85	0.84	0.87	0.90	0.79	0.97	0.91	0.91	0.96	0.91	0.87	0.80	0.84
Std Error		0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.03	0.06	0.06	0.05	0.06	0.06	0.06	0.06	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	985	663	224	56	19	19	887	38	689	224	49	14	4	913	18
		19%	**36%bcdefg**	**11%cdg**	*7%*	*5%*	**12%d**	**23%bcdeg**	*7%*	**37%ijklmn**	**11%jkn**	*5%*	*5%*	*4%*	**24%ijkln**	*5%*
Fairly satisfied	(4)	1910	586	917	206	144	46	1503	190	613	934	256	63	28	1547	91
		37%	**32%c**	**47%acefg**	*26%*	**40%ace**	*28%*	**40%ace**	**37%c**	**33%jkn**	**48%hjklmn**	*28%*	*24%*	*28%*	**41%hjkln**	*25%*
Neither satisfied or dissatisfied	(3)	1605	413	599	407	111	51	1012	162	378	587	472	117	28	965	145
		31%	*22%*	**31%af**	**52%abdefg**	**31%a**	**31%a**	**27%a**	**31%a**	*20%*	**30%hm**	**52%hilmn**	**44%hilm**	*28%*	**25%h**	**39%hlm**
Fairly dissatisfied	(2)	191	26	72	54	29	10	98	39	22	81	52	22	11	103	33
		4%	*1%*	**4%a**	**7%abf**	**8%abf**	**6%af**	**3%a**	**7%abf**	*1%*	**4%hm**	**6%hm**	**8%him**	**11%him**	**3%h**	**9%hlm**
Very dissatisfied	(1)	93	11	27	14	30	11	38	41	11	27	21	20	13	39	33
		2%	*1%*	*1%*	**2%a**	**8%abcf**	**7%abcf**	*1%*	**8%abcf**	*1%*	*1%*	**2%hm**	**8%hijm**	**13%hijm**	*1%*	**9%hijm**
Don't know		377	145	117	45	23	26	262	49	131	105	59	31	17	237	49
		7%	*8%*	*6%*	*6%*	*7%*	**16%abcdf**	*7%*	**10%b**	*7%*	*5%*	*7%*	**12%hijm**	**17%hijm**	*6%*	**13%hijm**
NET Very/fairly satisfied		2894	1249	1140	262	163	65	2389	228	1302	1158	305	77	33	2460	109
		56%	**68%bcdefg**	**58%cdeg**	*34%*	**46%c**	*40%*	**63%bcdeg**	**44%c**	**71%ijklmn**	**59%jkln**	*34%*	*29%*	*32%*	**65%ijkln**	*30%*
NET Very/fairly dissatisfied		284	37	99	68	59	21	136	80	33	108	73	42	24	142	66
		6%	*2%*	**5%af**	**9%abf**	**17%abcf**	**13%abf**	**4%a**	**15%abcf**	*2%*	**6%hm**	**8%hm**	**16%hijm**	**24%hijm**	**4%h**	**18%hijm**
Mean		3.73	**4.10bcdefg**	**3.67cdeg**	3.32	3.28	3.38	**3.88bcdeg**	3.31	**4.14ijklmn**	**3.67jkln**	**3.31kln**	3.12	2.99	**3.90ijkln**	3.09
Std Dev.		0.90	0.86	0.79	0.79	1.02	1.08	0.85	1.03	0.85	0.80	0.78	0.96	1.14	0.85	1.01
Std Error		0.01	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**985**	121	846	17	362	565	58	957	23	2	3	982	*
		19%	***30%b***	*18%*	*20%*	***23%e***	*17%*	*18%*	*19%*	*25%*	*8%*	*26%*	*19%*	*1%*
Fairly satisfied	(4)	**1910**	122	1760	28	533	1280	97	1873	23	5	2	1901	6
		37%	*30%*	***38%a***	*34%*	*34%*	***39%df***	*30%*	*37%*	*26%*	*25%*	*22%*	*37%*	*28%*
Neither satisfied or dissatisfied	(3)	**1605**	100	1473	31	455	1017	133	1551	31	8	5	1589	10
		31%	*25%*	***32%a***	*37%*	*29%*	*31%*	***41%de***	*31%*	*35%*	*37%*	*52%*	*31%*	*45%*
Fairly dissatisfied	(2)	**191**	18	171	2	54	132	6	179	5	4	-	188	3
		4%	*4%*	*4%*	*2%*	*3%*	*4%*	*2%*	*4%*	*6%*	*20%*	-	*4%*	*14%*
Very dissatisfied	(1)	**93**	4	85	4	32	53	9	87	4	1	-	91	2
		2%	*1%*	*2%*	***5%a***	*2%*	*2%*	*3%*	*2%*	*4%*	*3%*	-	*2%*	*10%*
Don't know		**377**	37	339	1	120	232	25	372	4	2	-	377	1
		7%	*9%*	*7%*	*1%*	*8%*	*7%*	*8%*	*7%*	*4%*	*8%*	-	*7%*	*2%*
NET Very/fairly satisfied		**2894**	243	2606	46	895	1845	155	2830	45	7	5	2883	7
		56%	*60%*	*56%*	*54%*	***58%f***	***56%f***	*47%*	*56%*	*51%*	*33%*	*48%*	*56%*	*29%*
NET Very/fairly dissatisfied		**284**	22	256	6	86	185	14	265	9	5	-	279	6
		6%	*5%*	*5%*	*8%*	*5%*	*6%*	*4%*	*5%*	*10%*	*23%*	-	*5%*	*24%*
Mean		**3.73**	***3.93b***	3.72	3.62	***3.79ef***	3.71	3.63	3.74	3.65	3.17	3.73	3.74	2.95
Std Dev.		**0.90**	0.95	0.89	1.01	0.94	0.88	0.91	0.89	1.07	0.99	0.89	0.90	0.97
Std Error		**0.01**	0.05	0.01	0.11	0.02	0.02	0.05	0.01	0.13	0.19	0.34	0.01	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**985**	215	314	238	217	53	83	80	119	101	94	87	78	72	77	75	65
		19%	*17%*	**24%acd**	*18%*	*17%*	*12%*	**20%e**	*18%*	**28%eglmnop**	**22%e**	**23%ep**	**20%e**	*18%*	*17%*	*17%*	*18%*	*16%*
Fairly satisfied	(4)	**1910**	464	474	476	496	156	155	153	153	182	138	146	152	178	178	154	164
		37%	*36%*	*37%*	*37%*	*38%*	*36%*	*37%*	*35%*	*36%*	*39%*	*35%*	*34%*	*35%*	*42%*	*38%*	*37%*	*39%*
Neither satisfied or dissatisfied	(3)	**1605**	435	354	413	403	170	130	135	111	129	115	131	148	133	140	117	146
		31%	**34%b**	*27%*	*32%*	*31%*	**39%hijno**	*31%*	*31%*	*26%*	*28%*	*29%*	*30%*	**34%h**	*31%*	*30%*	*28%*	**35%h**
Fairly dissatisfied	(2)	**191**	52	26	50	64	12	15	25	7	11	9	21	18	11	25	27	12
		4%	**4%b**	*2%*	**4%b**	**5%b**	*3%*	*4%*	**6%hj**	*2%*	*2%*	*2%*	*5%*	*4%*	*3%*	**5%h**	**7%hijmp**	*3%*
Very dissatisfied	(1)	**93**	13	27	36	18	7	4	2	5	11	11	13	9	15	3	4	10
		2%	*1%*	*2%*	**3%a**	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	**3%g**	**3%g**	*2%*	**3%gn**	*1%*	*1%*	*2%*
Don't know		**377**	111	95	78	94	35	28	47	35	28	32	34	26	17	40	35	18
		7%	*9%*	*7%*	*6%*	*7%*	*8%*	*7%*	**11%mp**	*8%*	*6%*	*8%*	*8%*	*6%*	*4%*	**9%m**	**8%m**	*4%*
NET Very/fairly satisfied		**2894**	680	788	714	713	209	238	233	273	283	232	233	230	250	255	229	229
		56%	*53%*	**61%acd**	*55%*	*55%*	*48%*	*57%*	*53%*	**63%eglkl**	**61%e**	**58%e**	*54%*	*53%*	**59%e**	*55%*	*56%*	*55%*
NET Very/fairly dissatisfied		**284**	65	53	85	81	19	19	27	11	21	20	33	26	26	28	32	22
		6%	*5%*	*4%*	**7%b**	*6%*	*4%*	*4%*	*6%*	*3%*	*5%*	*5%*	**8%h**	*6%*	*6%*	*6%*	**8%h**	*5%*
Mean		**3.73**	3.69	**3.86acd**	3.69	3.69	3.59	**3.77e**	3.72	**3.95efgklmnop**	**3.81e**	**3.80e**	3.69	3.68	3.69	3.71	3.71	3.66
Std Dev.		**0.90**	0.86	0.91	0.93	0.88	0.82	0.86	0.88	0.87	0.91	0.95	0.98	0.91	0.91	0.85	0.91	0.88
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.04	0.04	0.04	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4058**	-	4058	1952	2094	472	472	821	592	725	521	456	943	1413	1702	977	3700	333	4142
	79%	-	*79%*	*78%*	*80%*	*68%*	**78%e**	**77%e**	**79%e**	**81%e**	**82%e**	**87%efghi**	*73%*	**78%l**	**83%lm**	**84%lm**	**80%q**	*72%*	*80%*
Items you send reaching their destination	**4107**	-	4107	2008	2087	501	462	841	600	734	518	452	962	1441	1704	970	3761	313	4193
	80%	-	*80%*	*80%*	*79%*	*73%*	*76%*	**79%e**	**80%e**	**82%ef**	**82%e**	**86%efg**	*74%*	**80%l**	**83%l**	**84%l**	**81%q**	*68%*	*81%*
Items being delivered intact/undamaged	**4037**	-	4037	1979	2047	478	473	819	599	715	511	443	950	1418	1669	954	3687	326	4106
	78%	-	*78%*	*79%*	*78%*	*69%*	**78%e**	**77%e**	**80%e**	**80%e**	**81%e**	**84%efg**	*73%*	**79%l**	**81%l**	**82%l**	**79%q**	*70%*	*80%*
Speed of delivery	**3875**	-	3875	1904	1962	481	460	802	588	652	478	413	941	1391	1543	891	3543	304	3937
	75%	-	*75%*	*76%*	*75%*	*70%*	*76%*	*76%*	**79%el**	*73%*	*75%*	**79%e**	*73%*	**77%l**	*75%*	*77%*	**76%q**	*66%*	*76%*
Availability of post boxes	**3914**	-	3914	1911	1992	478	456	819	562	669	510	421	933	1381	1600	931	3565	317	3895
	76%	-	*76%*	*76%*	*76%*	*69%*	*75%*	**77%e**	*75%*	*75%*	**80%el**	**80%e**	*72%*	**76%l**	**78%l**	**80%l**	**77%q**	*68%*	*75%*
Availability of Post Office branches	**3537**	-	3537	1745	1789	475	427	773	513	563	426	359	902	1286	1349	786	3190	324	3471
	69%	-	*69%*	*69%*	*68%*	*69%*	**70%l**	**73%l**	*69%*	*63%*	*67%*	*68%*	*70%*	**71%n**	*66%*	*68%*	*69%*	*70%*	*67%*
Cost of postage	**2795**	-	2795	1412	1378	429	401	660	415	394	265	232	829	1075	891	497	2500	273	2752
	54%	-	*54%*	*56%*	*52%*	**62%ijk**	**66%hijk**	**62%hijk**	**56%ijk**	*44%*	*42%*	*44%*	**64%no**	**60%no**	*43%*	*43%*	*54%*	*59%*	*53%*
Accessibility of services	**3649**	-	3649	1799	1842	463	431	779	542	604	449	381	894	1321	1434	830	3323	303	3609
	71%	-	*71%*	*72%*	*70%*	*67%*	*71%*	**74%ei**	*73%*	*67%*	*71%*	*73%*	*69%*	*73%*	*70%*	*72%*	*71%*	*65%*	*70%*
Easy to access information, e.g. about complaints procedures	**2612**	-	2612	1307	1295	409	394	650	372	352	241	193	803	1022	786	434	2335	262	2496
	51%	-	*51%*	*52%*	*49%*	**59%hijk**	**65%hijk**	**61%hijk**	**50%ijk**	*39%*	*38%*	*37%*	**62%mno**	**57%no**	*38%*	*37%*	*50%*	*57%*	*48%*
Product and service innovation	**2894**	-	2894	1378	1507	409	373	707	432	418	299	256	782	1139	973	555	2603	279	2766
	56%	-	*56%*	*55%*	*57%*	**59%ijk**	**61%ijk**	**67%ehijk**	**58%ijk**	*47%*	*47%*	*49%*	**60%no**	**63%no**	*47%*	*48%*	*56%*	*60%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4058**	785	1302	905	1067	2086	1972	2387	1622	499	523	1013	1032	734	2567	504	3355
	79%	*79%*	**81%cd**	*76%*	*77%*	**81%f**	*77%*	*78%*	**81%g**	*73%*	**80%l**	*78%*	**82%ik**	**80%l**	**80%l**	*73%*	**80%o**
Items you send reaching their destination	**4107**	797	1287	934	1089	2084	2023	2437	1624	506	524	1020	1046	750	2590	510	3384
	80%	*80%*	*80%*	*79%*	*79%*	*80%*	*79%*	*79%*	*81%*	*74%*	**81%l**	*79%*	**83%ik**	**82%l**	**81%l**	*74%*	**81%o**
Items being delivered intact/undamaged	**4037**	811	1256	909	1062	2067	1970	2387	1609	486	507	993	1051	761	2551	491	3361
	78%	**82%cd**	*79%*	*77%*	*77%*	**80%f**	*77%*	*78%*	*80%*	*71%*	**78%l**	*76%*	**84%ijkn**	**83%ik**	**80%l**	*71%*	**80%o**
Speed of delivery	**3875**	768	1224	861	1022	1992	1883	2328	1506	460	489	972	983	740	2444	465	3229
	75%	*78%*	*77%*	*73%*	*74%*	**77%f**	*73%*	*76%*	*75%*	*67%*	**75%l**	**75%l**	**78%l**	**80%ik**	**76%l**	*67%*	**77%o**
Availability of post boxes	**3914**	762	1258	878	1015	2020	1894	2340	1528	459	497	983	990	739	2471	463	3262
	76%	*77%*	**79%cd**	*74%*	*73%*	**78%f**	*74%*	*76%*	*76%*	*67%*	**76%l**	**76%l**	**79%l**	**80%l**	**77%l**	*67%*	**78%o**
Availability of Post Office branches	**3537**	694	1141	794	908	1835	1702	2165	1328	407	435	917	882	692	2234	408	2963
	69%	*70%*	**71%d**	*67%*	*65%*	**71%f**	*66%*	**70%h**	*66%*	*59%*	**67%l**	**71%l**	**70%l**	**75%ijn**	**70%l**	*59%*	**71%o**
Cost of postage	**2795**	623	816	616	740	1439	1356	1815	952	303	332	668	745	599	1746	304	2374
	54%	**63%bcd**	*51%*	*52%*	*53%*	*56%*	*53%*	**59%h**	*47%*	*44%*	*51%*	**51%l**	**59%ijkn**	**65%ijkln**	**54%l**	*44%*	**57%o**
Accessibility of services	**3649**	723	1131	836	959	1854	1795	2211	1403	404	461	947	927	702	2335	408	3078
	71%	*73%*	*71%*	*71%*	*69%*	*72%*	*70%*	*72%*	*70%*	*59%*	**71%l**	**73%l**	**74%l**	**76%l**	**73%l**	*59%*	**73%o**
Easy to access information, e.g. about complaints procedures	**2612**	553	760	601	698	1313	1298	1713	864	316	307	653	652	547	1612	317	2189
	51%	**56%b**	*48%*	*51%*	*50%*	*51%*	*51%*	**56%h**	*43%*	*46%*	*47%*	*50%*	*52%*	**59%ijkln**	*50%*	*46%*	**52%o**
Product and service innovation	**2894**	591	864	677	762	1455	1439	1839	1015	334	377	703	740	580	1821	338	2428
	56%	**60%b**	*54%*	*57%*	*55%*	*56%*	*56%*	**60%h**	*51%*	*49%*	**58%l**	*54%*	**59%l**	**63%ikn**	**57%l**	*49%*	**58%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 233

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4058**	3477	581	181	3384	347	207	119	168	444	340	269	335	377	553	539	359	53	294
	79%	*78%*	*80%*	*77%*	*78%*	*80%*	**84%d**	**83%d**	**80%k**	*78%*	**80%k**	*72%*	*74%*	*79%*	**82%kl**	*76%*	**81%kl**	**84%k**	**79%k**
Items you send reaching their destination	**4107**	3516	592	189	3426	355	207	119	169	450	332	286	342	392	534	558	363	52	304
	80%	*79%*	*82%*	*80%*	*79%*	*82%*	**84%d**	*83%*	*81%*	*80%*	*78%*	*76%*	*75%*	*82%*	*79%*	*79%*	*82%*	*82%*	**82%l**
Items being delivered intact/undamaged	**4037**	3466	571	180	3362	352	206	116	173	449	330	263	327	390	531	551	349	51	301
	78%	*78%*	*79%*	*76%*	*78%*	*81%*	**83%d**	*82%*	**83%kl**	**79%kl**	*77%*	*70%*	*72%*	**81%kl**	**78%k**	**78%k**	**79%k**	**81%k**	**81%kl**
Speed of delivery	**3875**	3326	549	173	3231	334	198	112	156	426	314	250	317	369	526	539	333	52	282
	75%	*75%*	*76%*	*73%*	*74%*	*77%*	**80%d**	*78%*	*75%*	**75%k**	*74%*	*67%*	*70%*	**77%k**	**78%kl**	**76%k**	**75%k**	**83%kl**	**76%k**
Availability of post boxes	**3914**	3364	550	172	3300	317	188	110	162	450	322	273	328	373	521	535	335	53	264
	76%	*76%*	*76%*	*73%*	*76%*	*73%*	*76%*	*77%*	*77%*	**80%r**	*76%*	*73%*	*72%*	*78%*	*77%*	*76%*	*76%*	**84%klr**	*71%*
Availability of Post Office branches	**3537**	3061	476	156	2997	255	174	111	145	388	291	262	320	328	509	463	292	43	212
	69%	*69%*	*66%*	*66%*	**69%e**	*59%*	**70%e**	**78%def**	**69%r**	**69%r**	**68%r**	**70%r**	**70%r**	**68%r**	**75%opr**	**65%r**	**66%r**	*68%*	*57%*
Cost of postage	**2795**	2440	356	125	2356	222	131	86	119	326	217	181	242	244	448	368	211	40	183
	54%	**55%b**	*49%*	*53%*	*54%*	*51%*	*53%*	**60%def**	**57%p**	**58%kpr**	*51%*	*48%*	*53%*	*51%*	**66%hjklmopr**	*52%*	*48%*	**63%kpr**	*49%*
Accessibility of services	**3649**	3162	487	163	3082	285	177	106	153	399	290	265	318	350	491	510	307	44	241
	71%	*71%*	*67%*	*69%*	**71%e**	*66%*	*71%*	**74%e**	**73%r**	*70%*	*68%*	*71%*	*70%*	**73%r**	**72%r**	**72%r**	*69%*	*70%*	*65%*
Easy to access information, e.g. about complaints procedures	**2612**	2276	335	130	2223	185	125	78	119	314	199	154	222	240	415	359	201	36	149
	51%	*51%*	*46%*	*55%*	**51%e**	*43%*	**51%e**	**55%e**	**57%jkpr**	**56%jkpr**	*47%*	*41%*	**49%r**	**50%r**	**61%jklmopr**	**51%kr**	*45%*	**58%kr**	*40%*
Product and service innovation	**2894**	2517	377	133	2458	217	140	79	125	349	239	197	246	264	429	384	226	41	175
	56%	*57%*	*52%*	*56%*	**57%e**	*50%*	**57%e**	*55%*	**60%r**	**62%kpr**	**56%r**	*52%*	*54%*	*55%*	**63%klopr**	*54%*	*51%*	**65%kpr**	*47%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4058**	1718	1605	372	234	108	3323	342	1698	1630	459	166	66	3328	231
	79%	**93%bcdefg**	**82%cdeg**	*48%*	**66%c**	**66%c**	**87%bcdeg**	**66%c**	**92%ijklmn**	**83%jkln**	*50%*	**62%j**	**64%j**	**88%ijkln**	**63%j**
Items you send reaching their destination	**4107**	1726	1636	392	233	98	3363	331	1718	1672	468	159	53	3389	212
	80%	**94%bcdefg**	**84%cdeg**	*50%*	**66%c**	*60%*	**88%bcdeg**	**64%c**	**93%ijklmn**	**85%jkln**	*51%*	*60%*	*52%*	**89%ijkln**	*57%*
Items being delivered intact/undamaged	**4037**	1693	1603	373	252	93	3296	345	1688	1628	457	163	58	3316	220
	78%	**92%bcdefg**	**82%cdeg**	*48%*	**71%ce**	*57%*	**87%bcdeg**	**66%c**	**92%ijklmn**	**83%jkln**	*50%*	**61%j**	*56%*	**87%ijkln**	**60%j**
Speed of delivery	**3875**	1655	1531	341	227	102	3186	329	1653	1553	434	150	52	3206	202
	75%	**90%bcdefg**	**78%cdeg**	*44%*	**64%c**	**63%c**	**84%bcdeg**	**63%c**	**90%ijklmn**	**79%jkln**	*48%*	*56%*	*51%*	**84%ijkln**	*55%*
Availability of post boxes	**3914**	1631	1591	343	220	104	3222	324	1609	1571	468	164	57	3180	221
	76%	**88%bcdefg**	**81%cdeg**	*44%*	**62%c**	**64%c**	**85%bcdeg**	**62%c**	**87%ijklmn**	**80%jkln**	*51%*	**61%j**	*56%*	**84%ijkln**	**60%j**
Availability of Post Office branches	**3537**	1489	1398	336	202	88	2887	290	1502	1405	415	134	48	2907	181
	69%	**81%bcdefg**	**72%cdeg**	*43%*	**57%c**	**54%c**	**76%bcdeg**	**56%c**	**81%ijklmn**	**72%jkln**	*46%*	*50%*	*46%*	**76%ijkln**	*49%*
Cost of postage	**2795**	1240	1075	243	151	66	2315	216	1253	1130	275	84	31	2383	116
	54%	**67%bcdefg**	**55%cdeg**	*31%*	**42%c**	*40%*	**61%bcdeg**	**42%c**	**68%ijklmn**	**58%jkln**	*30%*	*32%*	*31%*	**63%ijkln**	*31%*
Accessibility of services	**3649**	1522	1475	353	199	78	2996	277	1562	1473	397	138	44	3035	182
	71%	**83%bcdefg**	**75%cdeg**	*45%*	**56%c**	*48%*	**79%bcdeg**	**53%c**	**85%ijklmn**	**75%jkln**	*44%*	*52%*	*43%*	**80%ijkln**	*49%*
Easy to access information, e.g. about complaints procedures	**2612**	1120	1014	243	160	58	2134	218	1153	1058	258	88	37	2211	124
	51%	**61%bcdefg**	**52%cdeg**	*31%*	**45%c**	*36%*	**56%bcdeg**	**42%c**	**63%ijklmn**	**54%jkln**	*28%*	*33%*	*36%*	**58%ijkln**	*34%*
Product and service innovation	**2894**	1249	1140	262	163	65	2389	228	1302	1158	305	77	33	2460	109
	56%	**68%bcdefg**	**58%cdeg**	*34%*	**46%c**	*40%*	**63%bcdeg**	**44%c**	**71%ijklmn**	**59%jkln**	*34%*	*29%*	*32%*	**65%ijkln**	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4058** *79%*	318 *79%*	3674 *79%*	67 *78%*	1225 **79%f**	2619 **80%f**	214 *65%*	3978 **79%h**	56 *64%*	13 *60%*	5 *48%*	4047 **79%h**	6 *27%*
Items you send reaching their destination	**4107** *80%*	320 *80%*	3723 *80%*	65 *76%*	1238 **80%f**	2648 **81%f**	221 *68%*	4033 **80%h**	51 *57%*	13 *60%*	7 *67%*	4097 **80%h**	4 *18%*
Items being delivered intact/undamaged	**4037** *78%*	316 *79%*	3656 *78%*	64 *76%*	1222 **79%f**	2615 **80%f**	200 *61%*	3959 **79%h**	56 *63%*	13 *62%*	5 *48%*	4028 **79%h**	4 *18%*
Speed of delivery	**3875** *75%*	305 *76%*	3506 *75%*	63 *75%*	1150 **74%f**	2520 **77%f**	204 *63%*	3795 **76%h**	55 *61%*	11 *54%*	5 *48%*	3861 **75%h**	9 *41%*
Availability of post boxes	**3914** *76%*	285 *71%*	3564 *76%*	64 *76%*	1151 **74%f**	2552 **78%df**	211 *64%*	3835 **76%h**	53 *60%*	14 *67%*	4 *39%*	3903 **76%h**	7 *30%*
Availability of Post Office branches	**3537** *69%*	279 *69%*	3206 *69%*	52 *61%*	1068 **69%f**	2279 **70%f**	191 *58%*	3466 **69%h**	45 *51%*	12 *58%*	5 *48%*	3524 **69%h**	8 *36%*
Cost of postage	**2795** *54%*	255 **63%b**	2491 *53%*	50 *59%*	852 *55%*	1778 *54%*	165 *51%*	2725 *54%*	50 *57%*	12 *55%*	5 *48%*	2787 *54%*	4 *15%*
Accessibility of services	**3649** *71%*	279 *69%*	3305 *71%*	65 *76%*	1104 **71%f**	2358 **72%f**	187 *57%*	3581 **71%h**	46 *52%*	10 *49%*	5 *48%*	3638 **71%h**	7 *28%*
Easy to access information, e.g. about complaints procedures	**2612** *51%*	232 **58%b**	2325 *50%*	54 *64%*	834 **54%e**	1617 *49%*	161 *49%*	2550 *51%*	50 *56%*	2 *9%*	5 *48%*	2602 *51%*	5 *22%*
Product and service innovation	**2894** *56%*	243 *60%*	2606 *56%*	46 *54%*	895 **58%f**	1845 **56%f**	155 *47%*	2830 *56%*	45 *51%*	7 *33%*	5 *48%*	2883 *56%*	7 *29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4058**	1006	1075	993	984	334	338	335	369	369	336	339	335	320	371	294	319
	79%	*78%*	**83%acd**	*77%*	*76%*	*77%*	**81%o**	*76%*	**86%egklmop**	**80%o**	**84%gmop**	*78%*	*78%*	*75%*	**80%o**	*71%*	*77%*
Items you send reaching their destination	**4107**	1024	1085	996	1003	352	334	338	369	386	330	331	335	330	379	295	329
	80%	*79%*	**84%acd**	*77%*	*78%*	**81%o**	**81%o**	*76%*	**86%gklmo**	**84%go**	**83%o**	*77%*	*78%*	*77%*	**82%o**	*72%*	*79%*
Items being delivered intact/undamaged	**4037**	991	1076	970	1000	334	337	321	362	385	329	331	324	315	367	300	332
	78%	*77%*	**83%acd**	*75%*	*77%*	*77%*	**81%go**	*72%*	**84%gklmo**	**84%glmo**	**82%gmo**	*77%*	*75%*	*74%*	*79%*	*73%*	*80%*
Speed of delivery	**3875**	957	1045	940	933	324	314	318	357	361	328	321	317	303	342	283	308
	75%	*74%*	**81%acd**	*73%*	*72%*	*75%*	*76%*	*72%*	**83%egklmnop**	**78%o**	**82%gklmnop**	*74%*	*74%*	*71%*	*74%*	*69%*	*74%*
Availability of post boxes	**3914**	977	1031	958	949	321	324	332	351	369	311	317	324	316	362	288	298
	76%	*76%*	**80%cd**	*74%*	*73%*	*74%*	**78%o**	*75%*	**82%kmop**	**80%op**	**78%o**	*73%*	*75%*	*74%*	**78%o**	*70%*	*72%*
Availability of Post Office branches	**3537**	872	948	853	863	282	287	303	328	338	282	278	292	283	324	263	277
	69%	*68%*	**73%acd**	*66%*	*67%*	*65%*	*69%*	*68%*	**76%eklmop**	**73%ko**	*71%*	*64%*	*68%*	*66%*	*70%*	*64%*	*67%*
Cost of postage	**2795**	694	775	709	618	208	242	244	269	278	228	240	245	224	219	198	200
	54%	**54%d**	**60%ad**	**55%d**	*48%*	*48%*	**58%enop**	*55%*	**62%emnop**	**60%enop**	**57%nop**	*55%*	**57%n**	*52%*	*47%*	*48%*	*48%*
Accessibility of services	**3649**	918	975	872	883	306	296	316	335	342	298	290	295	288	334	272	277
	71%	*71%*	**76%cd**	*68%*	*68%*	*71%*	*71%*	*71%*	**78%klmop**	**74%o**	**75%o**	*67%*	*68%*	*67%*	*72%*	*66%*	*67%*
Easy to access information, e.g. about complaints procedures	**2612**	625	726	617	643	201	212	212	255	239	232	220	209	189	230	199	215
	51%	*48%*	**56%acd**	*48%*	*50%*	*47%*	*51%*	*48%*	**59%eglmno**	*52%*	**58%eglmo**	*51%*	*48%*	*44%*	*50%*	*48%*	*52%*
Product and service innovation	**2894**	680	788	714	713	209	238	233	273	283	232	233	230	250	255	229	229
	56%	*53%*	**61%acd**	*55%*	*55%*	*48%*	*57%*	*53%*	**63%egkl**	**61%e**	**58%e**	*54%*	*53%*	**59%e**	*55%*	*56%*	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**257**	-	257	146	111	61	22	47	30	46	40	11	83	77	97	51	215	38	239
	5%	-	*5%*	*6%*	*4%*	**9%fghik**	*4%*	*4%*	*4%*	**5%k**	**6%k**	*2%*	*6%*	*4%*	*5%*	*4%*	*5%*	**8%p**	*5%*
Items you send reaching their destination	**221**	-	221	102	117	45	27	41	42	22	26	17	72	83	66	44	192	26	204
	4%	-	*4%*	*4%*	*4%*	**7%l**	*4%*	*4%*	**6%l**	*2%*	*4%*	*3%*	**6%n**	*5%*	*3%*	*4%*	*4%*	*6%*	*4%*
Items being delivered intact/undamaged	**232**	-	232	117	115	62	30	35	26	38	28	14	92	60	80	42	195	34	221
	5%	-	*5%*	*5%*	*4%*	**9%fghijk**	*5%*	*3%*	*3%*	*4%*	*4%*	*3%*	**7%mno**	*3%*	*4%*	*4%*	*4%*	**7%p**	*4%*
Speed of delivery	**370**	-	370	186	181	56	37	65	52	66	58	36	93	117	160	94	323	42	352
	7%	-	*7%*	*7%*	*7%*	*8%*	*6%*	*6%*	*7%*	*7%*	*9%*	*7%*	*7%*	*6%*	*8%*	*8%*	*7%*	*9%*	*7%*
Availability of post boxes	**347**	-	347	152	191	62	32	58	54	61	41	39	93	112	141	80	311	34	396
	7%	-	*7%*	*6%*	*7%*	**9%g**	*5%*	*5%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*7%*	*7%*	*7%*	*8%*
Availability of Post Office branches	**664**	-	664	328	328	66	54	85	120	161	99	79	120	204	339	179	606	52	757
	13%	-	*13%*	*13%*	*12%*	*10%*	*9%*	*8%*	**16%efg**	**18%efg**	**16%efg**	**15%efg**	*9%*	*11%*	**16%lm**	**15%lm**	*13%*	*11%*	*15%*
Cost of postage	**1007**	-	1007	458	543	84	67	150	136	247	178	145	151	286	570	323	917	82	1033
	20%	-	*20%*	*18%*	*21%*	*12%*	*11%*	*14%*	**18%ef**	**28%efgh**	**28%efgh**	**28%efgh**	*12%*	**16%l**	**28%lm**	**28%lm**	*20%*	*18%*	*20%*
Accessibility of services	**280**	-	280	136	140	46	35	41	37	48	46	28	80	78	122	74	250	25	315
	5%	-	*5%*	*5%*	*5%*	*7%*	*6%*	*4%*	*5%*	*5%*	**7%g**	*5%*	*6%*	*4%*	*6%*	*6%*	*5%*	*5%*	*6%*
Easy to access information, e.g. about complaints procedures	**367**	-	367	193	171	79	46	65	55	50	46	25	125	120	121	71	296	63	399
	7%	-	*7%*	*8%*	*7%*	**12%gik**	*7%*	*6%*	*7%*	*6%*	*7%*	*5%*	**10%mno**	*7%*	*6%*	*6%*	*6%*	**14%p**	*8%*
Product and service innovation	**284**	-	284	180	104	73	40	50	42	36	32	11	113	93	79	43	228	51	260
	6%	-	*6%*	**7%d**	*4%*	**11%ghijk**	**7%k**	*5%*	**6%k**	*4%*	*5%*	*2%*	**9%mno**	*5%*	*4%*	*4%*	*5%*	**11%p**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**257** *5%*	63 *6%*	68 *4%*	64 *5%*	63 *5%*	131 *5%*	126 *5%*	164 *5%*	85 *4%*	31 *4%*	32 *5%*	61 *5%*	62 *5%*	46 *5%*	155 *5%*	31 *4%*	204 *5%*
Items you send reaching their destination	**221** *4%*	40 *4%*	61 *4%*	72 **6%bd** *6%bd*	48 *3%*	101 *4%*	120 *5%*	143 *5%*	71 *4%*	30 *4%*	34 **5%l** *5%l*	82 **6%lm** *6%lm*	32 *3%*	31 *3%*	147 **5%l** *5%l*	31 *5%*	180 *4%*
Items being delivered intact/undamaged	**232** *5%*	35 *4%*	69 *4%*	70 *6%*	58 *4%*	104 *4%*	128 *5%*	154 **5%h** *5%h*	63 *3%*	36 *5%*	35 *5%*	63 *5%*	43 *3%*	34 *4%*	141 *4%*	36 *5%*	178 *4%*
Speed of delivery	**370** *7%*	72 *7%*	121 *8%*	90 *8%*	88 *6%*	192 *7%*	178 *7%*	220 *7%*	142 *7%*	62 **9%j** *9%j*	30 *5%*	97 *7%*	87 *7%*	56 *6%*	214 *7%*	62 *9%*	276 *7%*
Availability of post boxes	**347** *7%*	90 **9%bd** *9%bd*	81 *5%*	95 **8%b** *8%b*	80 *6%*	171 *7%*	175 *7%*	208 *7%*	132 *7%*	58 *8%*	51 *8%*	72 *6%*	81 *6%*	51 *6%*	203 *6%*	59 *9%*	256 *6%*
Availability of Post Office branches	**664** *13%*	119 *12%*	202 *13%*	176 *15%*	166 *12%*	322 *12%*	342 *13%*	360 *12%*	293 **15%g** *15%g*	103 **15%k** *15%k*	93 *14%*	137 *11%*	163 *13%*	103 *11%*	392 *12%*	104 *15%*	505 *12%*
Cost of postage	**1007** *20%*	154 *16%*	347 **22%a** *22%a*	246 **21%a** *21%a*	260 *19%*	501 *19%*	505 *20%*	531 *17%*	453 **23%g** *23%g*	153 **22%lm** *22%lm*	146 **22%lm** *22%lm*	264 **20%m** *20%m*	210 *17%*	142 *15%*	619 *19%*	154 *22%*	776 *19%*
Accessibility of services	**280** *5%*	63 *6%*	71 *4%*	76 *6%*	70 *5%*	134 *5%*	146 *6%*	146 *5%*	122 *6%*	55 **8%kln** *8%kln*	45 **7%l** *7%l*	63 *5%*	45 *4%*	50 *5%*	154 *5%*	56 **8%p** *8%p*	205 *5%*
Easy to access information, e.g. about complaints procedures	**367** *7%*	76 *8%*	122 *8%*	87 *7%*	82 *6%*	198 *8%*	169 *7%*	227 *7%*	134 *7%*	61 *9%*	43 *7%*	96 *7%*	83 *7%*	55 *6%*	223 *7%*	61 *9%*	286 *7%*
Product and service innovation	**284** *6%*	64 *6%*	76 *5%*	83 **7%d** *7%d*	61 *4%*	141 *5%*	144 *6%*	203 **7%h** *7%h*	73 *4%*	32 *5%*	35 *5%*	61 *5%*	81 *6%*	64 *7%*	178 *6%*	33 *5%*	242 *6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	257 5%	226 5%	31 4%	11 5%	223 5%	19 4%	11 4%	4 3%	9 4%	23 4%	18 4%	14 4%	22 5%	32 7%	36 5%	52 7%	16 4%	1 1%	18 5%
Items you send reaching their destination	221 4%	189 4%	32 4%	14 6%	188 4%	18 4%	10 4%	5 3%	6 3%	31 5%	16 4%	31 8%hjnop	25 6%	21 4%	22 3%	20 3%	16 4%	1 2%	17 5%
Items being delivered intact/undamaged	232 5%	200 5%	32 4%	13 5%	196 5%	20 5%	11 4%	5 4%	7 3%	15 3%	22 5%	30 8%hiop	27 6%	25 5%	34 5%	21 3%	15 3%	3 5%	17 5%
Speed of delivery	370 7%	327 7%	43 6%	19 8%	314 7%	30 7%	19 8%	8 5%	13 6%	40 7%	34 8%	41 11%noq	39 9%	31 7%	41 6%	43 6%	30 7%	2 2%	28 8%
Availability of post boxes	347 7%	302 7%	44 6%	18 8%	271 6%	42 10%d	23 9%d	11 7%	16 7%l	20 3%	23 5%	33 9%ll	19 4%	31 7%	46 7%	50 7%	35 8%l	3 5%	39 10%jl
Availability of Post Office branches	664 13%	554 12%	110 15%	34 14%	528 12%g	87 20%dfg	37 15%g	12 8%	25 12%	60 11%	63 15%	36 10%	46 10%	67 14%	78 12%	77 11%	74 17%kl	10 15%	78 21%hijklmno
Cost of postage	1007 20%	847 19%	160 22%	48 20%	836 19%	95 22%g	52 21%	24 17%	36 17%	99 17%	96 23%n	92 24%n	86 19%n	112 23%n	79 12%	141 20%n	96 22%n	9 14%	86 23%n
Accessibility of services	280 5%	237 5%	43 6%	9 4%	229 5%	26 6%	20 8%dg	5 3%	12 6%	28 5%	19 4%	28 7%	24 5%	25 5%	37 5%	28 4%	28 6%	5 8%	21 6%
Easy to access information, e.g. about complaints procedures	367 7%	325 7%	41 6%	18 7%	294 7%	40 9%d	22 9%	10 7%	10 5%	29 5%	27 6%	46 12%hijmop	33 7%	25 5%	55 8%	46 6%	24 5%	3 4%	38 10%himp
Product and service innovation	284 6%	255 6%	30 4%	11 5%	245 6%	21 5%	13 5%	5 4%	9 4%	20 4%	14 3%	26 7%	28 6%	26 6%	48 7%	44 6%	30 7%	4 6%	17 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	257	38	94	44	51	27	133	78	42	72	70	50	21	114	70
	5%	*2%*	**5%a**	**6%af**	**14%abcf**	**16%abcf**	**3%a**	**15%abcf**	*2%*	*4%*	**8%him**	**19%hijm**	**20%hijm**	*3%*	**19%hijm**
Items you send reaching their destination	221	33	61	54	56	15	95	71	22	55	78	39	22	77	61
	4%	*2%*	*3%*	**7%abf**	**16%abcf**	**9%abf**	*2%*	**14%abcf**	*1%*	**3%h**	**9%him**	**15%hijm**	**21%hijm**	*2%*	**17%hijm**
Items being delivered intact/undamaged	232	34	84	54	35	23	118	58	49	57	66	40	16	105	56
	5%	*2%*	**4%a**	**7%abf**	**10%abf**	**14%abcf**	**3%a**	**11%abcf**	*3%*	*3%*	**7%him**	**15%hijm**	**16%hijm**	*3%*	**15%hijm**
Speed of delivery	370	69	119	79	66	35	188	101	65	104	105	59	34	169	93
	7%	*4%*	**6%a**	**10%abf**	**19%abcf**	**21%abcf**	*5%*	**19%abcf**	*4%*	*5%*	**12%him**	**22%hijm**	**33%hijm**	*4%*	**25%hijm**
Availability of post boxes	347	82	123	72	44	25	204	69	87	122	70	44	23	209	67
	7%	*4%*	*6%*	**9%af**	**12%abf**	**15%abf**	*5%*	**13%abf**	*5%*	*6%*	**8%h**	**16%hijm**	**22%hijm**	*5%*	**18%hijm**
Availability of Post Office branches	664	190	252	112	75	33	442	108	173	245	139	68	32	418	101
	13%	*10%*	*13%*	**14%a**	**21%abcf**	**20%abf**	*12%*	**21%abcf**	*9%*	**13%h**	**15%hm**	**26%hijm**	**32%hijm**	*11%*	**27%hijm**
Cost of postage	1007	271	401	161	115	57	672	171	270	372	216	84	48	642	131
	20%	*15%*	**21%a**	**21%a**	**32%abcf**	**35%abcf**	**18%a**	**33%abcf**	*15%*	**19%h**	**24%him**	**31%him**	**47%hijkm**	*17%*	**36%hijm**
Accessibility of services	280	72	88	60	37	21	161	58	55	80	75	41	23	135	64
	5%	*4%*	*5%*	**8%abf**	**11%abf**	**13%abf**	*4%*	**11%abf**	*3%*	*4%*	**8%him**	**16%hijm**	**22%hijm**	*4%*	**17%hijm**
Easy to access information, e.g. about complaints procedures	367	74	136	63	57	35	210	92	86	124	78	51	25	210	76
	7%	*4%*	**7%a**	**8%af**	**16%abcf**	**21%abcf**	*6%*	**18%abcf**	*5%*	*6%*	**9%hm**	**19%hijm**	**24%hijm**	*6%*	**21%hijm**
Product and service innovation	284	37	99	68	59	21	136	80	33	108	73	42	24	142	66
	6%	*2%*	**5%af**	**9%abf**	**17%abcf**	**13%abf**	**4%a**	**15%abcf**	*2%*	**6%hm**	**8%hm**	**16%hijm**	**24%hijm**	**4%h**	**18%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**257**	12	242	3	91	149	17	241	7	4	-	253	5
	5%	*3%*	*5%*	*4%*	*6%*	*5%*	*5%*	*5%*	*8%*	*20%*	-	*5%*	*20%*
Items you send reaching their destination	**221**	17	200	3	83	126	13	199	18	*	-	216	4
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	**20%gk**	*	-	*4%*	*19%*
Items being delivered intact/undamaged	**232**	19	209	4	91	123	18	222	6	1	-	228	4
	5%	*5%*	*4%*	*5%*	**6%e**	*4%*	*5%*	*4%*	*7%*	*2%*	-	*4%*	*19%*
Speed of delivery	**370**	17	352	1	122	230	18	358	7	2	*	367	3
	7%	*4%*	*8%*	*1%*	*8%*	*7%*	*6%*	*7%*	*8%*	*11%*	*1%*	*7%*	*13%*
Availability of post boxes	**347**	28	313	6	130	201	15	335	9	3	-	347	-
	7%	*7%*	*7%*	*7%*	**8%e**	*6%*	*5%*	*7%*	*10%*	*13%*	-	*7%*	-
Availability of Post Office branches	**664**	63	595	6	236	396	31	644	15	4	-	662	2
	13%	*16%*	*13%*	*7%*	**15%ef**	*12%*	*10%*	*13%*	*17%*	*17%*	-	*13%*	*7%*
Cost of postage	**1007**	56	940	11	327	633	47	992	8	7	-	1007	-
	20%	*14%*	**20%a**	*13%*	**21%f**	*19%*	*15%*	*20%*	*9%*	*32%*	-	*20%*	-
Accessibility of services	**280**	33	246	1	106	162	12	260	11	4	-	274	6
	5%	*8%*	*5%*	*2%*	*7%*	*5%*	*4%*	*5%*	**12%gk**	*17%*	-	*5%*	*26%*
Easy to access information, e.g. about complaints procedures	**367**	33	328	5	121	222	24	348	14	4	-	366	1
	7%	*8%*	*7%*	*6%*	*8%*	*7%*	*7%*	*7%*	**16%gk**	*17%*	-	*7%*	*2%*
Product and service innovation	**284**	22	256	6	86	185	14	265	9	5	-	279	6
	6%	*5%*	*5%*	*8%*	*5%*	*6%*	*4%*	*5%*	*10%*	*23%*	-	*5%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**257**	54	51	75	77	12	18	24	13	25	12	28	23	24	30	25	23
	5%	*4%*	*4%*	*6%*	*6%*	*3%*	*4%*	*5%*	*3%*	*5%*	*3%*	*6%*	*5%*	*6%*	*6%*	*6%*	*5%*
Items you send reaching their destination	**221**	51	40	65	64	16	12	23	13	10	18	37	15	13	24	21	19
	4%	*4%*	*3%*	*5%*	*5%*	*4%*	*3%*	*5%*	*3%*	*2%*	*4%*	**9%efhilm**	*3%*	*3%*	*5%*	*5%*	*4%*
Items being delivered intact/undamaged	**232**	55	45	82	51	12	17	26	13	14	18	34	23	25	18	17	16
	5%	*4%*	*3%*	**6%bd**	*4%*	*3%*	*4%*	*6%*	*3%*	*3%*	*5%*	**8%ehi**	*5%*	*6%*	*4%*	*4%*	*4%*
Speed of delivery	**370**	71	75	109	115	21	33	18	23	33	18	27	48	35	39	47	29
	7%	*6%*	*6%*	**8%a**	**9%ab**	*5%*	*8%*	*4%*	*5%*	*7%*	*5%*	*6%*	**11%eghj**	*8%*	*8%*	**11%eghj**	*7%*
Availability of post boxes	**347**	77	59	110	101	18	26	33	16	17	25	41	28	40	26	38	37
	7%	*6%*	*5%*	**9%b**	**8%b**	*4%*	*6%*	*7%*	*4%*	*4%*	*6%*	**10%ehi**	*7%*	**9%ehi**	*6%*	**9%ehi**	**9%ehi**
Availability of Post Office branches	**664**	162	142	195	164	61	44	56	43	55	45	80	59	56	52	54	58
	13%	*13%*	*11%*	**15%b**	*13%*	*14%*	*11%*	*13%*	*10%*	*12%*	*11%*	**19%fhijn**	*14%*	*13%*	*11%*	*13%*	*14%*
Cost of postage	**1007**	215	209	254	328	65	75	76	56	68	85	82	87	85	134	105	89
	20%	*17%*	*16%*	*20%*	**25%abc**	*15%*	*18%*	*17%*	*13%*	*15%*	**21%h**	*19%*	**20%h**	**20%h**	**29%efghijklm**	**25%eghi**	**21%h**
Accessibility of services	**280**	49	59	84	87	9	22	18	12	24	23	38	18	28	25	27	35
	5%	*4%*	*5%*	**7%a**	**7%a**	*2%*	*5%*	*4%*	*3%*	*5%*	**6%e**	**9%egh**	*4%*	**6%e**	*5%*	**7%e**	**8%eh**
Easy to access information, e.g. about complaints procedures	**367**	74	74	116	103	34	19	21	21	27	26	37	35	44	34	27	42
	7%	*6%*	*6%*	**9%ab**	*8%*	*8%*	*5%*	*5%*	*5%*	*6%*	*7%*	*8%*	*8%*	**10%fgh**	*7%*	*6%*	**10%fgh**
Product and service innovation	**284**	65	53	85	81	19	19	27	11	21	20	33	26	26	28	32	22
	6%	*5%*	*4%*	**7%b**	*6%*	*4%*	*4%*	*6%*	*3%*	*5%*	*5%*	**8%h**	*6%*	*6%*	*6%*	**8%h**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.08**	-	4.08	4.06	**4.11c**	3.84	**4.06e**	**4.02e**	**4.07e**	**4.12eg**	**4.22efghi**	**4.36efghij**	3.94	**4.04l**	**4.21lm**	**4.28lmn**	**4.11q**	3.87	4.13
Items you send reaching their destination	**4.13**	-	4.13	**4.17d**	4.09	3.97	**4.08e**	**4.11e**	**4.07e**	**4.18efgh**	**4.22efgh**	**4.30efghij**	4.02	**4.09l**	**4.22lm**	**4.26lm**	**4.15q**	3.95	4.15
Items being delivered intact/undamaged	**4.07**	-	4.07	4.08	4.06	3.84	**4.03e**	**4.06e**	**4.06e**	**4.09e**	**4.18efg**	**4.24efghi**	3.93	**4.06l**	**4.16lm**	**4.21lm**	**4.09q**	3.90	4.09
Speed of delivery	**3.93**	-	3.93	3.95	3.91	3.83	3.97	**3.96e**	3.96	3.89	3.90	**3.99e**	3.89	3.96	3.92	3.94	**3.95q**	3.75	3.94
Availability of post boxes	**4.00**	-	4.00	4.03	3.98	3.86	**4.02e**	**4.02e**	3.97	3.97	**4.12ehi**	**4.10e**	3.93	4.00	**4.05l**	**4.11lm**	**4.02q**	3.86	3.98
Availability of Post Office branches	**3.79**	-	3.79	3.82	3.77	**3.83i**	**3.90hij**	**3.93hijk**	3.72	3.65	3.72	3.76	**3.86no**	**3.85n**	3.70	3.74	3.79	3.83	3.74
Cost of postage	**3.45**	-	3.45	**3.51d**	3.40	**3.67hijk**	**3.78hijk**	**3.67hijk**	**3.46ijk**	3.18	3.12	3.20	**3.72mno**	**3.58no**	3.17	3.16	3.44	3.54	3.43
Accessibility of services	**3.92**	-	3.92	3.93	3.91	3.82	3.95	**3.98ei**	3.94	3.85	3.92	**3.98ei**	3.88	3.96	3.90	3.95	3.93	3.84	3.89
Easy to access information, e.g. about complaints procedures	**3.69**	-	3.69	3.69	3.68	3.68	**3.86ehijk**	**3.83ehijk**	3.65	3.54	3.54	3.59	**3.76no**	**3.76no**	3.55	3.56	3.69	3.66	3.64
Product and service innovation	**3.73**	-	3.73	3.70	3.76	3.69	**3.79ij**	**3.86eijk**	**3.76ij**	3.61	3.62	3.73	3.73	**3.82no**	3.65	3.67	3.74	3.69	3.71

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.08**	**4.16bcd**	**4.09c**	4.04	4.05	**4.12f**	4.05	4.04	**4.16g**	4.02	**4.11ik**	4.04	**4.14ikn**	**4.16ikn**	**4.09ik**	4.02	**4.11o**
Items you send reaching their destination	**4.13**	**4.22bcd**	4.12	4.08	4.11	**4.16f**	4.10	4.11	**4.18g**	4.04	**4.15ik**	4.06	**4.19ikn**	**4.22ijkn**	**4.13ik**	4.04	**4.15o**
Items being delivered intact/undamaged	**4.07**	**4.20bcd**	4.04	4.03	4.04	4.10	4.03	4.04	**4.14g**	3.95	4.08	4.01	**4.14ik**	**4.21ijkn**	**4.07i**	3.95	**4.10o**
Speed of delivery	**3.93**	**4.00c**	3.92	3.88	3.92	3.95	3.90	3.94	3.93	3.79	**3.98i**	3.88	**3.96i**	**4.07ikln**	**3.93i**	3.79	**3.96o**
Availability of post boxes	**4.00**	4.03	4.04	3.95	3.99	4.04	3.97	3.99	4.03	3.89	3.99	3.97	**4.04i**	**4.14ijkn**	**4.00i**	3.89	**4.04o**
Availability of Post Office branches	**3.79**	**3.89cd**	3.79	3.74	3.76	**3.83f**	3.75	**3.84h**	3.73	3.66	3.73	**3.81i**	**3.80i**	**3.98ijkln**	**3.79i**	3.65	**3.83o**
Cost of postage	**3.45**	**3.68bcd**	3.35	3.40	3.45	3.47	3.43	**3.55h**	3.31	3.28	3.40	3.39	**3.52ik**	**3.72ijkln**	**3.44i**	3.28	**3.50o**
Accessibility of services	**3.92**	**4.01bcd**	3.89	3.89	3.90	3.94	3.90	3.93	3.92	3.73	**3.89l**	**3.92i**	**3.97i**	**4.06ijkn**	**3.94i**	3.73	**3.96o**
Easy to access information, e.g. about complaints procedures	**3.69**	**3.79bc**	3.64	3.65	3.70	3.70	3.67	**3.73h**	3.61	3.57	3.66	3.64	3.70	**3.89ijkln**	3.67	3.57	**3.72o**
Product and service innovation	**3.73**	**3.82bc**	3.68	3.71	3.74	3.74	3.73	3.75	3.71	3.68	3.78	3.68	3.72	**3.87ikln**	3.72	3.68	3.75

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 235

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.08**	4.07	**4.19a**	**4.19a**	4.07	4.13	4.18	4.21	**4.13o**	**4.10o**	**4.11o**	4.02	4.03	**4.06o**	**4.10o**	3.98	**4.13klo**	4.23	**4.12o**
Items you send reaching their destination	**4.13**	4.12	4.17	4.16	4.12	4.15	4.17	4.18	**4.17k**	**4.14k**	**4.14k**	4.02	4.07	**4.15k**	**4.15klo**	4.09	**4.17klo**	4.19	**4.14k**
Items being delivered intact/undamaged	**4.07**	4.06	4.10	4.06	4.06	4.05	4.14	4.14	**4.16kl**	**4.13kl**	**4.08k**	3.88	3.94	**4.10kl**	**4.06k**	**4.07k**	**4.13kl**	4.05	**4.05k**
Speed of delivery	**3.93**	3.93	3.93	3.90	3.92	3.93	3.99	3.99	**3.96k**	3.94	3.93	3.76	3.86	**3.95k**	**3.99k**	3.92	**3.94k**	**4.12klr**	3.90
Availability of post boxes	**4.00**	4.00	4.02	3.99	**4.02e**	3.88	3.95	3.99	**4.01r**	**4.11kr**	**4.01r**	3.89	**4.01r**	**4.08kr**	**4.06r**	3.96	3.99	**4.10r**	3.85
Availability of Post Office branches	**3.79**	3.81	3.70	3.72	**3.81e**	3.52	**3.73e**	**4.00def**	**3.79r**	**3.86r**	**3.80r**	**3.81r**	**3.85r**	**3.79r**	**3.92pr**	**3.77r**	**3.70r**	**3.75r**	3.48
Cost of postage	**3.45**	**3.47b**	3.33	3.47	**3.46e**	3.35	3.40	**3.55e**	**3.51r**	**3.55kmpr**	3.37	3.33	3.39	3.34	**3.76hijklmopr**	3.42	3.34	**3.58r**	3.31
Accessibility of services	**3.92**	3.93	3.87	3.97	**3.92e**	3.83	3.87	**4.04def**	3.92	**3.99r**	3.94	3.85	3.90	3.95	3.96	3.90	3.87	3.85	3.83
Easy to access information, e.g. about complaints procedures	**3.69**	3.69	3.66	3.72	**3.70e**	3.50	3.63	**3.77e**	**3.79kr**	**3.82jklpr**	**3.65r**	3.47	**3.64r**	**3.72kr**	**3.84jklopr**	**3.66kr**	**3.65r**	**3.75r**	3.46
Product and service innovation	**3.73**	3.74	3.70	3.77	**3.74e**	3.64	3.75	3.73	**3.79r**	**3.86kopr**	**3.76r**	3.67	3.71	3.70	**3.84opr**	3.66	3.63	3.81	3.61

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.08**	**4.51bcdefg**	**4.02cdeg**	3.53	**3.66c**	3.60	**4.26bcdeg**	**3.64c**	**4.50ijklmn**	**4.04jkln**	3.56	3.56	3.56	**4.26ijkln**	3.56
Items you send reaching their destination	**4.13**	**4.56bcdefg**	**4.06cdeg**	3.57	**3.67c**	**3.74c**	**4.30bcdeg**	**3.69c**	**4.55ijklmn**	**4.09jkln**	**3.58l**	3.60	3.41	**4.31ijkln**	3.55
Items being delivered intact/undamaged	**4.07**	**4.48bcdefg**	**3.99cdeg**	3.52	**3.76c**	3.61	**4.23bcdeg**	**3.71c**	**4.47ijklmn**	**4.03jkln**	3.56	3.58	3.57	**4.24ijkln**	3.58
Speed of delivery	**3.93**	**4.33bcdefg**	**3.88cdeg**	3.40	3.53	3.46	**4.10bcdeg**	3.51	**4.33ijklmn**	**3.90jkln**	**3.44l**	3.39	3.08	**4.11ijkln**	3.31
Availability of post boxes	**4.00**	**4.37bcdefg**	**3.97cdeg**	3.46	**3.63c**	**3.69c**	**4.16bcdeg**	**3.65c**	**4.34ijklmn**	**3.96jkln**	3.57	3.67	3.42	**4.15ijkln**	3.60
Availability of Post Office branches	**3.79**	**4.14bcdefg**	**3.73cdeg**	3.37	3.42	3.44	**3.93bcdeg**	3.43	**4.17ijklmn**	**3.75jkln**	**3.36l**	3.28	3.08	**3.95ijkln**	3.22
Cost of postage	**3.45**	**3.80bcdefg**	**3.39cdeg**	3.08	3.02	2.95	**3.59bcdeg**	3.00	**3.80ijklmn**	**3.46jkln**	**3.03ln**	**2.88l**	2.54	**3.62ijkln**	2.79
Accessibility of services	**3.92**	**4.27bcdefg**	**3.88cdeg**	3.46	3.55	3.43	**4.07bcdeg**	3.51	**4.29ijklmn**	**3.89jkln**	3.44	3.43	3.23	**4.09ijkln**	3.38
Easy to access information, e.g. about complaints procedures	**3.69**	**4.05bcdefg**	**3.61cdeg**	3.30	3.37	3.22	**3.82bcdeg**	3.33	**4.04ijklmn**	**3.65jkln**	3.25	3.20	3.09	**3.84ijkln**	3.17
Product and service innovation	**3.73**	**4.10bcdefg**	**3.67cdeg**	3.32	3.28	3.38	**3.88bcdeg**	3.31	**4.14ijklmn**	**3.67jkln**	**3.31kln**	3.12	2.99	**3.90ijkln**	3.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.08**	**4.16b**	4.07	4.20	**4.08f**	**4.11f**	3.82	**4.10hl**	**3.72i**	3.44	3.74	**4.09hl**	2.96
Items you send reaching their destination	**4.13**	4.14	4.13	4.04	**4.13f**	**4.15f**	3.90	**4.14hl**	**3.55i**	3.70	4.14	**4.13hl**	3.16
Items being delivered intact/undamaged	**4.07**	4.12	4.06	3.94	**4.07f**	**4.10f**	3.76	**4.08h**	3.67	3.88	3.96	**4.07h**	2.99
Speed of delivery	**3.93**	**4.05b**	3.91	4.05	**3.91f**	**3.95f**	3.76	**3.94h**	3.66	3.62	3.72	**3.93h**	3.23
Availability of post boxes	**4.00**	3.97	4.01	3.97	3.97	**4.03f**	3.88	**4.01h**	3.70	3.76	3.76	**4.01h**	3.37
Availability of Post Office branches	**3.79**	3.82	3.79	3.75	3.77	3.81	3.68	**3.80h**	3.43	3.60	3.86	**3.79h**	3.48
Cost of postage	**3.45**	**3.76b**	3.42	3.61	3.46	3.45	3.47	3.45	3.64	3.17	3.73	3.45	3.25
Accessibility of services	**3.92**	3.92	3.92	4.02	**3.92f**	**3.94f**	3.71	**3.93h**	3.59	3.43	3.85	**3.92h**	3.03
Easy to access information, e.g. about complaints procedures	**3.69**	**3.87b**	3.67	3.87	3.73	3.67	3.64	3.69	3.59	2.78	3.74	3.69	3.25
Product and service innovation	**3.73**	**3.93b**	3.72	3.62	**3.79ef**	3.71	3.63	3.74	3.65	3.17	3.73	3.74	2.95

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.08**	**4.09cd**	**4.19acd**	4.02	4.04	**4.05o**	**4.16egklmop**	**4.06o**	**4.25efgjklmnop**	**4.13klmop**	**4.18egklmop**	4.04	4.03	3.99	**4.10mo**	3.96	4.04
Items you send reaching their destination	**4.13**	**4.14cd**	**4.25acd**	4.05	4.07	**4.11o**	**4.20eklmop**	**4.11o**	**4.30efgjklmnop**	**4.25egklmnop**	**4.19klmop**	4.03	4.08	4.04	**4.13kmo**	4.00	4.08
Items being delivered intact/undamaged	**4.07**	4.04	**4.19acd**	3.97	4.06	4.02	**4.12m**	3.98	**4.25egklmop**	**4.18egklmo**	**4.14m**	4.00	3.99	3.92	**4.11m**	4.00	4.07
Speed of delivery	**3.93**	**3.95c**	**4.05acd**	3.84	3.86	**3.94o**	**3.94o**	**3.98o**	**4.11efklmnop**	**3.98mo**	**4.06klmop**	3.88	3.83	3.81	3.92	3.76	3.90
Availability of post boxes	**4.00**	3.99	**4.12acd**	3.96	3.95	3.96	**4.05op**	3.96	**4.22efgjklmop**	**4.12emop**	**4.03o**	3.95	**4.02o**	3.90	**4.12emop**	3.84	3.87
Availability of Post Office branches	**3.79**	3.77	**3.91acd**	3.72	3.76	3.69	3.86	3.79	**3.99egklmop**	**3.88e**	3.87	3.68	3.75	3.74	3.86	3.69	3.71
Cost of postage	**3.45**	**3.49d**	**3.60cd**	**3.43d**	3.29	3.44	**3.52nop**	**3.51no**	**3.70ejklmnop**	**3.60mnop**	**3.48n**	**3.49n**	3.45	3.37	3.26	3.28	3.31
Accessibility of services	**3.92**	3.94	**4.03acd**	3.84	3.86	3.88	3.96	3.96	**4.11eklmnop**	**4.01mp**	3.96	3.85	3.86	3.82	3.92	3.85	3.81
Easy to access information, e.g. about complaints procedures	**3.69**	3.69	**3.82acd**	3.59	3.64	3.61	**3.73m**	**3.74m**	**3.91eklmnop**	**3.74m**	**3.82emp**	**3.68m**	3.64	3.46	**3.70m**	**3.65m**	3.57
Product and service innovation	**3.73**	3.69	**3.86acd**	3.69	3.69	3.59	**3.77e**	3.72	**3.95efgklmnop**	**3.81e**	**3.80e**	3.69	3.68	3.69	3.71	3.71	3.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

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QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	1726	-	1726	903	822	222	226	378	242	269	191	198	448	620	658	389	1572	151	1688
	33%	-	33%	36%d	31%	32%	37%ij	36%i	32%	30%	30%	38%ij	35%	34%	32%	34%	34%	33%	33%
Fairly satisfied (4)	2491	-	2491	1163	1316	381	271	492	364	427	310	246	652	856	983	556	2246	224	2531
	48%	-	48%	46%	50%c	55%fgik	44%	46%	49%	48%	49%	47%	50%	47%	48%	48%	48%	48%	49%
Neither satisfied or dissatisfied (3)	697	-	697	323	372	64	93	150	103	139	89	59	158	253	287	148	606	75	685
	14%	-	14%	13%	14%	9%	15%e	14%e	14%	15%e	14%	11%	12%	14%	14%	13%	13%	16%	13%
Fairly dissatisfied (2)	146	-	146	76	68	7	3	22	19	41	35	20	10	41	95	54	138	8	151
	3%	-	3%	3%	3%	1%	*	2%f	3%f	5%efg	5%efgh	4%ef	1%	2%l	5%lm	5%lm	3%	2%	3%
Very dissatisfied (1)	68	-	68	44	24	6	8	13	13	17	8	3	14	25	28	11	64	2	67
	1%	-	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	*	1%
Don't know	33	-	33	7	25	9	7	5	6	4	2	*	16	11	6	2	29	4	39
	1%	-	1%	*	1%c	1%	1%	*	1%	*	*	*	1%no	1%	*	*	1%	1%	1%
NET Very/fairly satisfied	4217	-	4217	2066	2137	603	497	870	606	696	501	444	1100	1476	1641	945	3817	375	4219
	82%	-	82%	82%	81%	87%fghij	82%	82%	81%	78%	79%	84%i	85%n	82%	80%	81%	82%	81%	82%
NET Very/fairly dissatisfied	214	-	214	120	92	13	11	35	31	58	43	23	24	66	123	66	202	10	218
	4%	-	4%	5%	3%	2%	2%	3%	4%	6%efg	7%efg	4%	2%	4%l	6%lm	6%l	4%	2%	4%
Mean	4.10	-	4.10	4.12	4.09	4.18ij	4.17ij	4.14ij	4.09	4.00	4.01	4.17ij	4.18no	4.12	4.05	4.09	4.11	4.12	4.10
Std Dev.	0.83	-	0.83	0.87	0.80	0.71	0.80	0.82	0.85	0.90	0.88	0.81	0.76	0.83	0.88	0.86	0.84	0.76	0.83
Std Error	0.01	-	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**1726**	410	461	397	458	871	856	1071	638	197	203	403	437	409	1043	198	1468
		33%	***41%bcd***	*29%*	***34%b***	*33%*	*34%*	*33%*	*35%*	*32%*	*29%*	*31%*	*31%*	***35%i***	***45%ijkln***	*33%*	*29%*	***35%o***
Fairly satisfied	(4)	**2491**	440	864	550	637	1304	1187	1487	974	314	330	661	627	382	1617	318	2032
		48%	*44%*	***54%acd***	*46%*	*46%*	***50%f***	*46%*	*48%*	*49%*	*46%*	***51%m***	***51%m***	***50%m***	*42%*	***50%m***	*46%*	*49%*
Neither satisfied or dissatisfied	(3)	**697**	107	181	180	229	288	410	381	292	119	97	182	138	95	417	119	523
		14%	*11%*	*11%*	***15%ab***	***17%ab***	*11%*	***16%e***	*12%*	*15%*	***17%lmn***	*15%*	*14%*	*11%*	*10%*	*13%*	***17%p***	*12%*
Fairly dissatisfied	(2)	**146**	25	57	34	31	81	65	74	67	34	10	29	36	20	75	35	98
		3%	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	***5%jkmn***	*2%*	*2%*	*3%*	*2%*	*2%*	***5%p***	*2%*
Very dissatisfied	(1)	**68**	8	27	17	15	35	32	43	23	9	10	18	16	10	44	9	54
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know		**33**	2	9	5	17	11	22	14	13	12	1	6	3	3	10	12	13
		1%	*	*1%*	*	***1%a***	*	*1%*	*	*1%*	***2%jklmn***	*	*	*	*	*	***2%p***	*
NET Very/fairly satisfied		**4217**	850	1325	947	1095	2175	2042	2558	1612	510	532	1064	1064	792	2660	515	3500
		82%	***86%cd***	***83%d***	*80%*	*79%*	***84%f***	*79%*	***83%h***	*80%*	*75%*	***82%i***	***82%i***	***85%i***	***86%i***	***83%i***	*75%*	***84%o***
NET Very/fairly dissatisfied		**214**	33	84	51	46	117	97	117	90	43	21	47	52	29	120	44	152
		4%	*3%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	***6%jkmn***	*3%*	*4%*	*4%*	*3%*	*4%*	***6%p***	*4%*
Mean		**4.10**	***4.23bcd***	4.05	4.08	4.09	4.12	4.09	***4.13h***	4.07	3.97	4.08	***4.08i***	***4.14i***	***4.27ijkln***	***4.11i***	3.97	***4.14o***
Std Dev.		**0.83**	0.80	0.84	0.85	0.83	0.83	0.84	0.83	0.84	0.89	0.81	0.81	0.82	0.81	0.82	0.89	0.82
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	**1726**	1487	240	98	1474	121	76	55	70	191	139	117	143	164	286	226	140	23	99
		33%	*34%*	*33%*	**42%a**	**34%e**	*28%*	*31%*	**38%ef**	*33%*	*34%*	*33%*	*31%*	*31%*	**34%r**	**42%hijklopr**	*32%*	*32%*	*36%*	*27%*
Fairly satisfied	(4)	**2491**	2147	344	87	2054	240	131	66	101	259	203	175	218	216	315	342	224	32	208
		48%	**48%c**	**48%c**	*37%*	*47%*	**55%dg**	**53%d**	*46%*	*48%*	*46%*	*48%*	*47%*	*48%*	*45%*	*46%*	*48%*	*51%*	*51%*	**56%ijklmno**
Neither satisfied or dissatisfied	(3)	**697**	592	106	38	599	53	31	15	26	92	57	59	65	72	58	107	63	4	49
		14%	*13%*	*15%*	*16%*	*14%*	*12%*	*12%*	*11%*	*12%*	**16%nq**	*13%*	**16%nq**	**14%n**	**15%n**	*9%*	**15%n**	**14%n**	*6%*	*13%*
Fairly dissatisfied	(2)	**146**	128	18	6	125	10	6	5	7	19	20	10	15	10	13	25	8	1	9
		3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*3%*	*5%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*
Very dissatisfied	(1)	**68**	57	10	4	59	5	3	1	4	3	3	10	7	15	6	5	6	1	4
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	**3%jo**	*1%*	*1%*	*1%*	*2%*	*1%*
Don't know		**33**	27	6	4	27	4	2	1	2	1	3	5	7	3	-	4	2	2	2
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	**1%n**	*	*1%*	**1%n**	**1%n**	*1%*	-	*1%*	*1%*	**3%in**	*1%*
NET Very/fairly satisfied		**4217**	3633	584	185	3529	361	206	121	170	450	342	292	361	380	601	567	364	55	306
		82%	*82%*	*81%*	*78%*	*81%*	*83%*	*84%*	*85%*	*81%*	*80%*	*80%*	*78%*	*79%*	*79%*	**89%hijklmopr**	*80%*	*82%*	*87%*	*83%*
NET Very/fairly dissatisfied		**214**	185	28	10	184	16	8	6	11	22	22	19	22	25	19	30	13	2	13
		4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*3%*	*4%*	*3%*	*4%*	*4%*
Mean		**4.10**	4.11	4.09	4.16	4.10	4.08	4.11	**4.18e**	4.08	4.09	4.08	4.03	4.06	4.06	**4.27hijklmopr**	4.08	4.10	4.21	4.05
Std Dev.		**0.83**	0.83	0.84	0.90	0.84	0.78	0.78	0.81	0.88	0.82	0.84	0.90	0.86	0.93	0.77	0.82	0.80	0.81	0.77
Std Error		**0.01**	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1726	1030	446	125	77	39	1476	117	1016	517	133	32	16	1534	48
		33%	**56%bcdefg**	**23%c**	*16%*	*22%*	*24%*	**39%bcdeg**	**22%c**	**55%ijklmn**	**26%jkln**	*15%*	*12%*	*16%*	**40%ijkln**	*13%*
Fairly satisfied	(4)	2491	691	1230	287	190	76	1921	266	708	1191	385	133	46	1898	178
		48%	*37%*	**63%acdefg**	*37%*	**53%ac**	*47%*	**51%ac**	**51%ac**	*38%*	**61%hjklmn**	*42%*	**50%h**	*45%*	**50%hj**	**48%h**
Neither satisfied or dissatisfied	(3)	697	86	206	318	47	24	292	71	87	183	328	61	21	269	82
		14%	*5%*	**11%af**	**41%abdefg**	**13%af**	**15%af**	**8%a**	**14%af**	*5%*	**9%hm**	**36%hiklmn**	**23%him**	**20%him**	**7%h**	**22%him**
Fairly dissatisfied	(2)	146	25	59	30	23	8	84	32	23	53	35	25	8	76	32
		3%	*1%*	**3%a**	**4%af**	**7%abf**	**5%a**	*2%*	**6%abf**	*1%*	**3%h**	**4%hm**	**9%hijm**	**8%him**	*2%*	**9%hijm**
Very dissatisfied	(1)	68	12	13	11	15	13	24	29	9	14	16	14	12	24	26
		1%	*1%*	*1%*	*1%*	**4%abcf**	**8%abcf**	*1%*	**6%abcf**	*1%*	*1%*	**2%hm**	**5%hijm**	**12%hijm**	*1%*	**7%hijm**
Don't know		33	1	2	11	3	1	3	4	1	1	12	2	*	2	2
		1%	*	*	**1%abf**	**1%abf**	**1%af**	*	**1%abf**	*	*	**1%him**	**1%him**	*	*	**1%im**
NET Very/fairly satisfied		4217	1721	1676	411	267	116	3397	383	1724	1708	518	165	62	3432	227
		82%	**93%bcdefg**	**86%cdeg**	*53%*	**75%c**	**71%c**	**89%bcdeg**	**74%c**	**93%ijklmn**	**87%jkln**	*57%*	*62%*	*60%*	**90%ijkln**	*61%*
NET Very/fairly dissatisfied		214	36	72	41	39	22	108	60	32	67	52	39	20	99	58
		4%	*2%*	**4%a**	**5%af**	**11%abcf**	**13%abcf**	*3%*	**12%abcf**	*2%*	**3%h**	**6%him**	**14%hijm**	**19%hijm**	*3%*	**16%hijm**
Mean		4.10	**4.47bcdefg**	**4.04cdeg**	3.63	**3.82c**	3.74	**4.25bcdeg**	**3.80c**	**4.46ijklmn**	**4.10jkln**	3.65	3.55	3.45	**4.27ijkln**	3.52
Std Dev.		0.83	0.71	0.71	0.85	0.99	1.13	0.74	1.04	0.69	0.72	0.85	1.00	1.19	0.73	1.06
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.02	0.03	0.06	0.11	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1726**	186	1502	38	578	1066	81	1696	25	2	3	1722	2
		33%	**46%b**	*32%*	*44%*	**37%ef**	**33%f**	*25%*	*34%*	*28%*	*8%*	*26%*	*34%*	*7%*
Fairly satisfied	(4)	**2491**	142	2321	28	708	1634	148	2433	45	9	2	2488	1
		48%	*35%*	**50%ac**	*33%*	*46%*	**50%d**	*45%*	*48%*	*51%*	*45%*	*23%*	*49%*	*3%*
Neither satisfied or dissatisfied	(3)	**697**	54	629	15	200	421	77	652	16	9	5	676	16
		14%	*13%*	*13%*	*18%*	*13%*	*13%*	**24%de**	*13%*	*18%*	*41%*	*52%*	*13%*	*69%*
Fairly dissatisfied	(2)	**146**	8	136	2	41	97	9	143	3	-	-	146	-
		3%	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	-	-	*3%*	-
Very dissatisfied	(1)	**68**	7	60	1	22	44	2	67	-	*	-	67	1
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*2%*
Don't know		**33**	5	26	2	7	17	9	27	-	1	-	28	4
		1%	*1%*	*1%*	*2%*	*	*1%*	**3%de**	*1%*	-	*6%*	-	*1%*	*19%*
NET Very/fairly satisfied		**4217**	328	3823	66	1286	2701	230	4129	70	11	5	4210	2
		82%	*82%*	*82%*	*78%*	**83%f**	**82%f**	*70%*	*82%*	*79%*	*53%*	*48%*	*82%*	*9%*
NET Very/fairly dissatisfied		**214**	15	196	2	62	140	11	210	3	*	-	213	1
		4%	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*4%*	*	-	*4%*	*2%*
Mean		**4.10**	**4.24b**	4.09	4.21	**4.15f**	**4.10f**	3.94	4.11	4.02	3.64	3.74	4.11	3.14
Std Dev.		**0.83**	0.89	0.83	0.87	0.84	0.83	0.82	0.83	0.78	0.67	0.88	0.83	0.69
Std Error		**0.01**	0.05	0.01	0.09	0.02	0.01	0.05	0.01	0.09	0.13	0.33	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1726**	422	522	399	382	123	135	164	185	188	149	151	131	117	150	130	102
		33%	*33%*	**40%acd**	*31%*	*30%*	*28%*	*33%*	**37%mp**	**43%eflmnop**	**41%elmnop**	**37%emp**	**35%p**	*30%*	*27%*	*32%*	*32%*	*25%*
Fairly satisfied	(4)	**2491**	649	587	642	613	234	214	201	190	201	196	200	209	233	207	186	220
		48%	*50%*	*46%*	*50%*	*47%*	**54%hin**	*52%*	*45%*	*44%*	*44%*	*49%*	*46%*	*48%*	**55%hino**	*45%*	*45%*	**53%i**
Neither satisfied or dissatisfied	(3)	**697**	179	128	179	211	68	57	55	40	51	37	60	59	60	71	69	71
		14%	**14%b**	*10%*	**14%b**	**16%b**	**16%hj**	*14%*	*12%*	*9%*	*11%*	*9%*	*14%*	*14%*	*14%*	**15%hj**	**17%hj**	**17%hj**
Fairly dissatisfied	(2)	**146**	15	30	50	50	6	1	8	9	13	8	16	26	9	18	18	15
		3%	*1%*	*2%*	**4%a**	**4%a**	*1%*	*	*2%*	*2%*	**3%f**	*2%*	**4%f**	**6%efghjm**	*2%*	**4%f**	**4%f**	**4%f**
Very dissatisfied	(1)	**68**	13	16	16	22	1	4	9	5	4	6	3	7	6	12	7	3
		1%	*1%*	*1%*	*1%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	**3%e**	*2%*	*1%*
Don't know		**33**	11	6	4	12	1	4	6	1	2	3	2	-	2	6	2	4
		1%	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	-	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4217**	1071	1110	1041	995	357	349	365	375	389	345	352	340	349	357	316	322
		82%	**83%d**	**86%cd**	*81%*	*77%*	*83%*	**84%o**	*82%*	**87%lnop**	**85%nop**	**87%lnop**	*81%*	*79%*	*82%*	*77%*	*77%*	*77%*
NET Very/fairly dissatisfied		**214**	28	46	66	73	6	5	17	15	18	14	19	32	15	30	24	18
		4%	*2%*	*4%*	**5%a**	**6%a**	*1%*	*1%*	*4%*	*3%*	*4%*	*3%*	*4%*	**8%ef**	*4%*	**7%ef**	**6%ef**	**4%f**
Mean		**4.10**	**4.14d**	**4.22acd**	4.06	4.00	4.10	**4.16p**	**4.15p**	**4.26elmnop**	**4.21lmnop**	**4.20lmnop**	4.12	4.00	4.05	4.01	4.02	3.98
Std Dev.		**0.83**	0.77	0.81	0.85	0.88	0.71	0.74	0.86	0.81	0.83	0.81	0.83	0.91	0.80	0.94	0.90	0.80
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Very satisfied (5)	**1703**	-	1703	900	796	218	234	375	231	250	186	209	452	606	645	395	1539	161	1628
	33%	-	*33%*	**36%d**	*30%*	*32%*	**38%hij**	**35%l**	*31%*	*28%*	*29%*	**40%ehij**	*35%*	*34%*	*31%*	*34%*	*33%*	*35%*	*32%*
Fairly satisfied (4)	**2504**	-	2504	1149	1349	338	264	509	372	450	326	245	601	882	1021	571	2277	203	2588
	49%	-	*49%*	*46%*	**51%c**	*49%*	*43%*	*48%*	*50%*	**50%f**	**51%f**	*47%*	*46%*	*49%*	*50%*	*49%*	*49%*	*44%*	*50%*
Neither satisfied or dissatisfied (3)	**736**	-	736	347	385	103	87	137	107	151	91	59	191	243	302	150	635	86	722
	14%	-	*14%*	*14%*	*15%*	*15%*	*14%*	*13%*	*14%*	**17%k**	*14%*	*11%*	*15%*	*13%*	*15%*	*13%*	*14%*	**19%p**	*14%*
Fairly dissatisfied (2)	**133**	-	133	74	58	11	8	25	19	34	25	11	19	44	70	36	128	5	137
	3%	-	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	**4%f**	**4%f**	*2%*	*1%*	*2%*	**3%l**	**3%l**	*3%*	*1%*	*3%*
Very dissatisfied (1)	**37**	-	37	29	7	7	3	6	10	4	5	1	10	17	10	6	35	*	37
	1%	-	*1%*	**1%d**	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*
Don't know	**49**	-	49	16	30	13	12	7	7	8	2	*	25	14	10	2	40	9	49
	1%	-	*1%*	*1%*	*1%*	**2%jk**	**2%jk**	*1%*	*1%*	*1%*	*	*	**2%mno**	*1%*	*	*	*1%*	*2%*	*1%*
NET Very/fairly satisfied	**4207**	-	4207	2049	2145	555	498	885	603	700	512	454	1053	1488	1666	966	3816	364	4216
	82%	-	*82%*	*81%*	*82%*	*81%*	*82%*	**83%l**	*81%*	*78%*	*81%*	**86%l**	*81%*	*82%*	*81%*	*83%*	*82%*	*79%*	*82%*
NET Very/fairly dissatisfied	**170**	-	170	103	65	17	12	31	30	38	29	12	29	61	80	42	163	5	174
	3%	-	*3%*	**4%d**	*2%*	*2%*	*2%*	*3%*	*4%*	*4%*	**5%f**	*2%*	*2%*	*3%*	*4%*	*4%*	*3%*	*1%*	*3%*
Mean	**4.12**	-	4.12	4.13	4.11	4.11	**4.20hij**	**4.16ij**	4.07	4.02	4.05	**4.24ehij**	4.15	4.12	4.09	4.13	4.12	4.14	4.10
Std Dev.	**0.80**	-	0.80	0.84	0.75	0.78	0.78	0.78	0.83	0.80	0.81	0.75	0.78	0.80	0.80	0.79	0.80	0.75	0.79
Std Error	**0.01**	-	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Very satisfied	(5)	**1703**	400	478	386	439	879	824	1063	623	197	212	397	411	403	1020	198	1437
		33%	**40%bcd**	*30%*	*33%*	*32%*	*34%*	*32%*	**35%h**	*31%*	*29%*	*33%*	*31%*	*33%*	**44%ijkln**	*32%*	*29%*	**34%o**
Fairly satisfied	(4)	**2504**	431	863	570	640	1294	1210	1486	989	307	312	671	659	388	1642	310	2067
		49%	*43%*	**54%acd**	*48%*	*46%*	*50%*	*47%*	*48%*	*49%*	*45%*	*48%*	**52%lm**	**52%lm**	*42%*	**51%lm**	*45%*	*49%*
Neither satisfied or dissatisfied	(3)	**736**	121	180	181	253	301	434	400	310	141	108	182	134	97	424	142	530
		14%	*12%*	*11%*	**15%b**	**18%ab**	*12%*	**17%e**	*13%*	*15%*	**21%klmn**	**17%lm**	*14%*	*11%*	*11%*	*13%*	**21%p**	*13%*
Fairly dissatisfied	(2)	**133**	24	50	29	30	74	59	72	59	20	16	28	33	20	76	20	100
		3%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*
Very dissatisfied	(1)	**37**	9	10	10	8	19	17	25	10	7	2	11	10	5	22	7	27
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know		**49**	5	18	8	18	23	26	25	17	13	1	11	9	5	22	13	27
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%jn**	*	*1%*	*1%*	*1%*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**4207**	831	1341	956	1079	2173	2034	2549	1612	504	524	1067	1070	792	2662	508	3504
		82%	**84%d**	**84%d**	*81%*	*78%*	**84%f**	*79%*	*83%*	*80%*	*74%*	**81%i**	**82%i**	**85%i**	**86%lj**	**83%i**	*74%*	**84%o**
NET Very/fairly dissatisfied		**170**	34	60	39	37	94	76	97	68	27	17	39	42	25	99	27	127
		3%	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*
Mean		**4.12**	**4.21bcd**	4.11	4.10	4.08	4.14	4.09	**4.15h**	4.08	3.99	4.10	**4.10i**	**4.15i**	**4.27ijkln**	**4.12i**	3.99	**4.15o**
Std Dev.		**0.80**	0.82	0.77	0.80	0.80	0.79	0.80	0.79	0.79	0.85	0.77	0.78	0.77	0.78	0.77	0.85	0.78
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.01	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Very satisfied	(5)	**1703**	1464	239	93	1453	117	85	48	72	192	135	117	140	162	290	201	144	21	96
		33%	*33%*	*33%*	*39%*	**33%e**	*27%*	**34%e**	**34%e**	**34%r**	**34%r**	*32%*	*31%*	*31%*	**34%r**	**43%ijklmopr**	*28%*	*33%*	*33%*	*26%*
Fairly satisfied	(4)	**2504**	2139	364	101	2070	233	128	72	103	252	214	173	218	235	293	368	215	32	201
		49%	*48%*	*50%*	*43%*	*48%*	**54%d**	*52%*	*51%*	*49%*	*45%*	*50%*	*46%*	*48%*	*49%*	*43%*	**52%n**	*49%*	*51%*	**54%klm**
Neither satisfied or dissatisfied	(3)	**736**	642	94	30	626	67	24	18	26	91	57	67	76	60	74	111	66	8	59
		14%	*14%*	*13%*	*13%*	**14%f**	**15%f**	*10%*	*13%*	*12%*	*16%*	*13%*	**18%n**	**17%n**	*13%*	*11%*	*16%*	*15%*	*13%*	*16%*
Fairly dissatisfied	(2)	**133**	120	13	5	112	11	7	3	5	19	16	6	9	16	10	23	7	2	9
		3%	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*
Very dissatisfied	(1)	**37**	30	6	4	33	2	1	*	3	2	1	6	1	5	8	1	5	*	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	**2%o**	*	*	*2%*	*	*1%*	*1%*	*	*1%*	*	*1%*
Don't know		**49**	41	8	4	44	3	1	1	1	10	3	8	9	1	4	4	5	-	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*	*	*2%*	*1%*	*2%*	*2%*	*	*1%*	*1%*	*1%*	-	*1%*
NET Very/fairly satisfied		**4207**	3604	603	194	3523	350	213	120	175	444	349	289	358	397	583	569	359	53	297
		82%	*81%*	*83%*	*82%*	*81%*	*81%*	**86%de**	*84%*	*84%*	*78%*	*82%*	*77%*	*79%*	*83%*	**86%iklr**	*80%*	*81%*	*84%*	*80%*
NET Very/fairly dissatisfied		**170**	150	19	8	145	13	8	4	8	21	17	12	11	21	18	24	13	2	12
		3%	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*
Mean		**4.12**	4.11	4.14	4.18	4.12	4.05	**4.18e**	**4.16e**	4.13	4.10	4.10	4.06	4.09	4.11	**4.26ijklmopr**	4.06	4.11	4.14	4.03
Std Dev.		**0.80**	0.80	0.77	0.85	0.80	0.76	0.75	0.75	0.84	0.82	0.79	0.84	0.77	0.83	0.80	0.76	0.81	0.76	0.76
Std Error		**0.01**	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Very satisfied	(5)	1703	1013	465	120	64	33	1478	97	1001	494	135	40	21	1494	61
		33%	**55%bcdefg**	**24%c**	*15%*	*18%*	*20%*	**39%bcdeg**	*19%*	**54%ijklmn**	**25%jkn**	*15%*	*15%*	*20%*	**39%ijkln**	*17%*
Fairly satisfied	(4)	2504	688	1218	303	201	78	1906	279	705	1213	371	148	38	1918	186
		49%	*37%*	**62%acefg**	*39%*	**56%ac**	**48%a**	**50%ac**	**54%ac**	*38%*	**62%hjlmn**	*41%*	**56%hjl**	*37%*	**50%hjl**	**50%hj**
Neither satisfied or dissatisfied	(3)	736	99	226	310	57	28	325	85	100	200	345	50	23	300	74
		14%	*5%*	**12%af**	**40%abdefg**	**16%af**	**17%af**	**9%a**	**16%abf**	*5%*	**10%hm**	**38%hiklmn**	**19%him**	**23%him**	**8%h**	**20%him**
Fairly dissatisfied	(2)	133	31	33	35	23	9	64	32	26	39	40	20	7	65	27
		3%	*2%*	*2%*	**5%abf**	**6%abf**	**6%abf**	*2%*	**6%abf**	*1%*	*2%*	**4%him**	**7%him**	**7%him**	*2%*	**7%him**
Very dissatisfied	(1)	37	10	8	3	7	8	17	15	10	6	3	7	9	16	16
		1%	*1%*	*	*	**2%abcf**	**5%abcf**	*	**3%abcf**	*1%*	*	*	**3%hijm**	**8%hijm**	*	**4%hijm**
Don't know		49	3	6	12	5	6	9	11	3	7	15	*	5	10	5
		1%	*	*	**1%abf**	**1%abf**	**4%abf**	*	**2%abf**	*	*	**2%him**	*	**5%hikm**	*	**1%hm**
NET Very/fairly satisfied		4207	1702	1682	423	265	111	3384	376	1706	1706	506	188	59	3412	247
		82%	**92%bcdefg**	**86%cdeg**	*54%*	**74%c**	**68%c**	**89%bcdeg**	**72%c**	**92%ijklmn**	**87%jkln**	*56%*	**71%j**	*58%*	**90%ijkln**	**67%j**
NET Very/fairly dissatisfied		170	40	41	38	30	18	81	47	36	45	44	27	15	80	43
		3%	*2%*	*2%*	**5%abf**	**8%abf**	**11%abcf**	*2%*	**9%abcf**	*2%*	*2%*	**5%him**	**10%hijm**	**15%hijm**	*2%*	**12%hijm**
Mean		4.12	**4.45bcdefg**	**4.08cdeg**	3.65	**3.83c**	3.75	**4.26bcdeg**	**3.81c**	**4.44ijklmn**	**4.10jkln**	3.66	3.73	3.57	**4.27ijkln**	3.69
Std Dev.		0.80	0.72	0.67	0.81	0.87	1.02	0.72	0.92	0.71	0.67	0.80	0.91	1.16	0.71	0.98
Std Error		0.01	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.02	0.03	0.06	0.11	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Very satisfied	(5)	**1703**	184	1488	31	555	1060	88	1676	20	4	3	1701	-
		33%	**46%b**	*32%*	*37%*	**36%f**	*32%*	*27%*	*33%*	*23%*	*19%*	*26%*	*33%*	-
Fairly satisfied	(4)	**2504**	150	2322	32	716	1651	137	2438	49	12	2	2500	2
		49%	*37%*	**50%a**	*38%*	*46%*	**50%df**	*42%*	*49%*	*56%*	*58%*	*23%*	*49%*	*8%*
Neither satisfied or dissatisfied	(3)	**736**	53	663	20	214	441	81	696	18	4	5	718	12
		14%	*13%*	*14%*	*24%*	*14%*	*13%*	**25%de**	*14%*	*20%*	*18%*	*52%*	*14%*	*52%*
Fairly dissatisfied	(2)	**133**	8	124	1	48	79	6	130	1	-	-	132	2
		3%	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*1%*	-	-	*3%*	*7%*
Very dissatisfied	(1)	**37**	2	34	*	12	23	1	36	-	*	-	36	1
		1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	*2%*
Don't know		**49**	5	44	-	10	25	13	41	-	1	-	42	7
		1%	*1%*	*1%*	-	*1%*	*1%*	**4%de**	*1%*	-	*4%*	-	*1%*	*31%*
NET Very/fairly satisfied		**4207**	334	3809	64	1271	2711	225	4114	70	16	5	4200	2
		82%	*83%*	*82%*	*75%*	**82%f**	**83%f**	*69%*	*82%*	*78%*	*78%*	*48%*	*82%*	*8%*
NET Very/fairly dissatisfied		**170**	11	158	1	60	102	8	166	1	*	-	168	2
		3%	*3%*	*3%*	*1%*	*4%*	*3%*	*2%*	*3%*	*1%*	*	-	*3%*	*9%*
Mean		**4.12**	**4.27b**	4.10	4.10	**4.13f**	**4.12f**	3.97	4.12	3.99	4.01	3.74	4.12	2.95
Std Dev.		**0.80**	0.81	0.79	0.81	0.82	0.78	0.81	0.79	0.70	0.67	0.88	0.79	0.60
Std Error		**0.01**	0.04	0.01	0.09	0.02	0.01	0.05	0.01	0.08	0.13	0.33	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Very satisfied	(5)	**1703**	417	509	405	372	112	137	168	180	188	140	158	133	113	139	119	114
		33%	*32%*	**39%acd**	*31%*	*29%*	*26%*	*33%*	**38%emop**	**42%eflmnop**	**41%elmnop**	**35%em**	**37%emp**	*31%*	*27%*	*30%*	*29%*	*27%*
Fairly satisfied	(4)	**2504**	641	583	635	645	247	198	197	187	197	199	194	200	240	234	201	210
		49%	*50%*	*45%*	*49%*	*50%*	**57%ghikl**	*48%*	*44%*	*43%*	*43%*	*50%*	*45%*	*47%*	**56%ghikl**	*51%*	*49%*	*50%*
Neither satisfied or dissatisfied	(3)	**736**	198	142	193	202	64	69	65	46	51	45	61	71	61	58	70	74
		14%	**15%b**	*11%*	**15%b**	**16%b**	*15%*	*17%*	*15%*	*11%*	*11%*	*11%*	*14%*	*16%*	*14%*	*13%*	**17%h**	**18%hi**
Fairly dissatisfied	(2)	**133**	18	31	33	51	7	5	7	11	13	7	12	16	5	24	17	10
		3%	*1%*	*2%*	*3%*	**4%a**	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*3%*	*4%*	*1%*	**5%efgjm**	**4%f**	*2%*
Very dissatisfied	(1)	**37**	4	13	14	7	1	1	2	5	3	4	2	5	6	1	4	2
		1%	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
Don't know		**49**	12	12	11	14	3	5	4	1	8	3	4	5	2	6	2	6
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
NET Very/fairly satisfied		**4207**	1058	1092	1039	1017	359	335	365	367	385	340	352	334	353	373	320	324
		82%	*82%*	**85%cd**	*81%*	*79%*	*83%*	*81%*	*82%*	**85%lop**	*84%*	**85%lop**	*82%*	*77%*	*83%*	*81%*	*78%*	*78%*
NET Very/fairly dissatisfied		**170**	22	43	47	58	8	6	8	16	17	11	14	22	11	26	20	12
		3%	*2%*	**3%a**	**4%a**	**4%a**	*2%*	*1%*	*2%*	*4%*	*4%*	*3%*	*3%*	**5%f**	*3%*	**6%efg**	**5%f**	*3%*
Mean		**4.12**	**4.13d**	**4.21cd**	4.08	4.04	4.07	4.13	**4.19lop**	**4.23elmnop**	**4.22elmnop**	**4.17op**	4.15	4.03	4.06	4.06	4.01	4.04
Std Dev.		**0.80**	0.74	0.81	0.81	0.81	0.69	0.75	0.77	0.83	0.82	0.78	0.81	0.86	0.76	0.82	0.84	0.77
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**942**	-	942	515	417	179	152	278	127	119	52	35	331	406	205	86	810	123	820
	18%	-	*18%*	**20%d**	*16%*	**26%hijk**	**25%hijk**	**26%hijk**	**17%jk**	**13%jk**	*8%*	*7%*	**26%no**	**22%no**	*10%*	*7%*	*17%*	**27%p**	*16%*
No	**3847**	-	3847	1816	2021	463	431	737	573	682	537	423	894	1310	1643	960	3500	318	3969
	75%	-	*75%*	*72%*	**77%c**	*67%*	*71%*	*70%*	**77%eg**	**76%eg**	**85%efghi**	**80%efg**	*69%*	*73%*	**80%lm**	**83%lm**	**75%q**	*69%*	*77%*
I don't know	**372**	-	372	184	188	47	25	45	46	96	45	68	72	90	209	114	344	22	372
	7%	-	*7%*	*7%*	*7%*	*7%*	*4%*	*4%*	*6%*	**11%fgh**	*7%*	**13%efghj**	*6%*	*5%*	**10%lm**	**10%lm**	*7%*	*5%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**942**	293	275	175	198	568	374	671	266	124	89	205	188	277	482	124	772
	18%	**30%bcd**	*17%*	*15%*	*14%*	**22%f**	*15%*	**22%h**	*13%*	*18%*	*14%*	*16%*	*15%*	**30%ijkln**	*15%*	*18%*	*18%*
No	**3847**	654	1186	926	1081	1840	2007	2238	1550	501	516	989	993	593	2498	506	3138
	75%	*66%*	**74%a**	**78%a**	**78%a**	*71%*	**78%e**	*73%*	**77%g**	**73%m**	**79%m**	**76%m**	**79%lm**	*64%*	**78%lm**	*73%*	*75%*
I don't know	**372**	44	138	82	108	182	190	163	192	60	46	105	74	49	225	60	278
	7%	*4%*	**9%a**	*7%*	**8%a**	*7%*	*7%*	*5%*	**10%g**	*9%*	*7%*	*8%*	*6%*	*5%*	*7%*	*9%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	**942**	856	86	36	818	68	32	24	29	90	70	75	85	69	194	143	62	6	62
	18%	**19%b**	*12%*	*15%*	**19%f**	*16%*	*13%*	*17%*	*14%*	*16%*	*16%*	**20%q**	**19%q**	*14%*	**29%hijklmopqr**	**20%q**	*14%*	*9%*	*17%*
No	**3847**	3267	580	179	3205	335	194	112	168	442	318	263	334	368	450	514	349	53	283
	75%	*74%*	**80%a**	*76%*	*74%*	*77%*	**79%d**	*78%*	**80%kn**	**78%kn**	**75%n**	*70%*	*74%*	**77%n**	*66%*	*73%*	**79%kn**	**84%kno**	**76%n**
I don't know	**372**	314	58	21	314	31	20	7	12	33	38	37	35	43	34	51	31	5	26
	7%	*7%*	*8%*	*9%*	*7%*	*7%*	**8%g**	*5%*	*6%*	*6%*	*9%*	**10%n**	*8%*	*9%*	*5%*	*7%*	*7%*	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	942	352	329	137	71	45	682	115	332	344	151	78	28	675	106
	18%	*19%*	*17%*	*18%*	*20%*	**27%abcf**	*18%*	**22%b**	*18%*	*18%*	*17%*	**29%hijm**	**28%hijm**	*18%*	**29%hijm**
No	3847	1383	1521	543	264	105	2904	369	1413	1510	655	159	63	2924	222
	75%	**75%ce**	**78%ceg**	*69%*	*74%*	*64%*	**76%ceg**	*71%*	**77%kln**	**77%jkln**	**72%kn**	*60%*	*62%*	**77%jkln**	*60%*
I don't know	372	109	105	102	21	14	214	35	99	105	104	30	11	204	41
	7%	*6%*	*5%*	**13%abdfg**	*6%*	*8%*	*6%*	*7%*	*5%*	*5%*	**11%him**	**11%him**	*11%*	*5%*	**11%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**942**	143	782	18	399	458	84	883	44	8	4	936	2
	18%	**35%b**	*17%*	*21%*	**26%e**	*14%*	**26%e**	*18%*	**50%gk**	*38%*	*45%*	*18%*	*8%*
No	**3847**	233	3551	62	1047	2586	214	3781	40	12	5	3833	9
	75%	*58%*	**76%a**	**73%a**	*67%*	**79%df**	*65%*	**75%h**	*45%*	*55%*	*46%*	**75%h**	*40%*
I don't know	**372**	26	341	5	109	234	29	353	4	1	1	359	12
	7%	*7%*	*7%*	*5%*	*7%*	*7%*	*9%*	*7%*	*5%*	*6%*	*9%*	*7%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**942**	206	228	234	274	72	60	74	84	74	70	87	77	70	95	101	77
	18%	*16%*	*18%*	*18%*	**21%a**	*17%*	*14%*	*17%*	*20%*	*16%*	*17%*	*20%*	*18%*	*17%*	*21%*	**24%efgim**	*19%*
No	**3847**	980	976	967	924	316	322	343	324	354	298	318	321	328	336	276	311
	75%	*76%*	*76%*	*75%*	*72%*	*73%*	**78%o**	**77%o**	**75%o**	**77%o**	*75%*	*74%*	*74%*	**77%o**	*72%*	*67%*	*75%*
I don't know	**372**	103	86	89	94	45	33	26	22	33	32	27	33	28	32	35	27
	7%	*8%*	*7%*	*7%*	*7%*	**10%h**	*8%*	*6%*	*5%*	*7%*	*8%*	*6%*	*8%*	*7%*	*7%*	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**1007**	-	1007	555	445	170	148	278	129	143	85	54	318	407	282	139	872	126	946
	20%	-	*20%*	**22%d**	*17%*	**25%hijk**	**24%hijk**	**26%hijk**	**17%k**	**16%k**	*13%*	*10%*	**24%no**	**23%no**	*14%*	*12%*	*19%*	**27%p**	*18%*
No	**4014**	-	4014	1908	2094	476	431	752	608	734	544	469	907	1361	1746	1013	3677	306	4075
	78%	-	*78%*	*76%*	**80%c**	*69%*	*71%*	*71%*	**82%efg**	**82%efg**	**86%efg**	**89%efghi**	*70%*	**75%l**	**85%lm**	**87%lm**	**79%q**	*66%*	*79%*
I don't know	**140**	-	140	52	87	44	29	29	9	20	6	3	73	38	29	9	105	31	140
	3%	-	*3%*	*2%*	**3%c**	**6%ghijk**	**5%hijk**	**3%k**	*1%*	*2%*	*1%*	*1%*	**6%mno**	**2%o**	*1%*	*1%*	*2%*	**7%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	1007	286	280	242	199	566	441	714	277	133	105	223	215	268	544	133	822
	20%	**29%bcd**	*17%*	**20%d**	*14%*	**22%f**	*17%*	**23%h**	*14%*	*19%*	*16%*	*17%*	*17%*	**29%ijkln**	*17%*	*19%*	*20%*
No	4014	681	1282	917	1134	1963	2051	2284	1673	526	522	1051	1021	628	2594	532	3269
	78%	*69%*	**80%a**	**78%a**	**82%a**	*76%*	**80%e**	*74%*	**83%g**	**77%m**	**80%m**	**81%m**	**81%m**	*68%*	**81%m**	*77%*	*78%*
I don't know	140	25	37	24	54	62	78	72	58	26	24	25	20	23	68	26	97
	3%	*2%*	*2%*	*2%*	**4%c**	*2%*	*3%*	*2%*	*3%*	**4%l**	**4%l**	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	**1007**	870	137	58	856	83	43	25	30	94	63	89	101	85	193	125	76	15	69
	20%	*20%*	*19%*	*25%*	*20%*	*19%*	*17%*	*18%*	*14%*	*17%*	*15%*	**24%hij**	**22%hj**	*18%*	**29%hijmopr**	*18%*	*17%*	*23%*	*18%*
No	**4014**	3438	575	171	3363	339	196	115	173	459	352	272	340	384	462	571	352	45	294
	78%	*77%*	*79%*	*72%*	*78%*	*78%*	*80%*	*80%*	**83%klnq**	**81%kn**	**83%klnq**	*72%*	*75%*	**80%kn**	*68%*	**81%kn**	**79%n**	*72%*	**79%kn**
I don't know	**140**	129	12	7	118	11	8	3	6	12	11	14	14	11	23	12	15	3	8
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	**5%o**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	1007	360	382	148	72	39	742	111	374	363	180	60	23	737	83
	20%	*20%*	*20%*	*19%*	*20%*	*24%*	*20%*	*21%*	*20%*	*19%*	*20%*	*22%*	*23%*	*19%*	*23%*
No	4014	1470	1542	585	271	115	3012	386	1452	1560	678	198	77	3012	275
	78%	**80%ce**	*79%*	*75%*	*76%*	*70%*	**79%ce**	*74%*	*79%*	**80%j**	*75%*	*74%*	*75%*	**79%j**	*75%*
I don't know	140	14	31	49	12	9	45	21	18	36	52	8	2	54	11
	3%	*1%*	*2%*	**6%abf**	**3%af**	**6%abf**	*1%*	**4%abf**	*1%*	*2%*	**6%him**	**3%h**	*2%*	*1%*	**3%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	1007	164	817	26	436	484	86	960	44	1	2	1005	-
	20%	**41%b**	*17%*	**31%b**	**28%e**	*15%*	**26%e**	*19%*	**49%gk**	*6%*	*19%*	*20%*	-
No	4014	221	3740	53	1077	2722	216	3947	33	18	6	3998	10
	78%	*55%*	**80%ac**	*63%*	*69%*	**83%df**	*66%*	**79%h**	*37%*	*87%*	*55%*	**78%h**	*43%*
I don't know	140	18	117	5	43	73	25	111	12	1	3	125	13
	3%	*4%*	*3%*	*6%*	*3%*	*2%*	**8%de**	*2%*	**13%gk**	*7%*	*26%*	*2%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**1007**	209	258	286	255	65	59	85	105	77	75	89	93	104	93	85	77
	20%	*16%*	*20%*	**22%a**	*20%*	*15%*	*14%*	*19%*	**25%efi**	*17%*	*19%*	*21%*	**22%f**	**24%efi**	*20%*	*21%*	*18%*
No	**4014**	1036	1009	971	998	350	343	342	318	377	315	331	328	312	357	309	332
	78%	**80%c**	*78%*	*75%*	*77%*	**81%m**	**83%hmo**	*77%*	*74%*	**82%hm**	*79%*	*77%*	*76%*	*73%*	*77%*	*75%*	*80%*
I don't know	**140**	46	23	33	38	17	12	16	7	6	10	13	10	11	13	18	7
	3%	**4%b**	*2%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*3%*	**4%l**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**1620**	-	1620	809	799	263	209	409	224	255	139	121	472	633	515	260	1429	176	1573
	31%	-	*31%*	*32%*	*30%*	**38%hijk**	**34%jk**	**39%hijk**	**30%jk**	**28%j**	*22%*	*23%*	**36%no**	**35%no**	*25%*	*22%*	*31%*	**38%p**	*30%*
No	**3195**	-	3195	1537	1651	377	362	604	480	568	447	356	740	1084	1372	803	2915	255	3262
	62%	-	*62%*	*61%*	*63%*	*55%*	*60%*	*57%*	**64%eg**	**63%eg**	**71%efgi**	**68%efg**	*57%*	*60%*	**67%lm**	**69%lm**	**63%q**	*55%*	*63%*
I don't know	**346**	-	346	170	176	49	37	47	42	74	48	49	86	89	171	97	309	32	326
	7%	-	*7%*	*7%*	*7%*	*7%*	*6%*	*4%*	*6%*	**8%g**	**8%g**	**9%g**	*7%*	*5%*	**8%m**	**8%m**	*7%*	*7%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	1620	389	517	323	391	906	714	1055	544	224	194	369	356	363	919	225	1302
	31%	**39%bcd**	**32%c**	*27%*	*28%*	**35%f**	*28%*	**34%h**	*27%*	*33%*	*30%*	*28%*	*28%*	**39%ijkln**	*29%*	*33%*	*31%*
No	3195	549	976	783	887	1525	1670	1847	1304	406	400	828	847	507	2074	411	2615
	62%	*55%*	**61%a**	**66%ab**	**64%a**	*59%*	**65%e**	*60%*	**65%g**	*59%*	*61%*	**64%m**	**67%lm**	*55%*	**65%lm**	*60%*	*62%*
I don't know	346	54	106	77	109	160	186	169	160	54	57	103	53	49	213	54	271
	7%	*5%*	*7%*	*7%*	*8%*	*6%*	*7%*	*6%*	**8%g**	**8%l**	**9%l**	**8%l**	*4%*	*5%*	**7%l**	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 240

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	**1620**	1425	195	71	1375	135	63	47	53	172	123	118	137	150	260	245	117	11	123
	31%	**32%b**	*27%*	*30%*	**32%f**	*31%*	*25%*	**33%f**	*25%*	**30%q**	*29%*	**31%q**	**30%q**	**31%q**	**38%hjpq**	**35%hq**	*27%*	*18%*	**33%hq**
No	**3195**	2713	482	146	2670	265	167	93	145	365	278	232	287	309	358	411	286	49	216
	62%	*61%*	**67%a**	*62%*	*62%*	*61%*	**68%de**	*65%*	**69%nor**	**65%n**	**65%n**	**62%n**	**63%n**	**64%n**	*53%*	*58%*	**65%n**	**78%ijklmnopr**	*58%*
I don't know	**346**	299	47	19	292	34	17	3	11	28	24	25	31	21	60	52	39	3	31
	7%	*7%*	*7%*	*8%*	**7%g**	**8%g**	**7%g**	*2%*	*5%*	*5%*	*6%*	*7%*	*7%*	*4%*	*9%*	*7%*	**9%m**	*4%*	**8%m**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	1620	591	607	232	112	63	1198	174	562	652	243	103	43	1213	146
	31%	*32%*	*31%*	*30%*	*31%*	*38%*	*32%*	*34%*	*30%*	**33%j**	*27%*	**39%hj**	**42%hj**	**32%j**	**40%hjm**
No	3195	1168	1226	475	211	91	2394	302	1200	1207	564	135	52	2407	187
	62%	*63%*	*63%*	*61%*	*59%*	*56%*	*63%*	*58%*	**65%kln**	**62%kn**	**62%kn**	*51%*	*51%*	**63%kln**	*51%*
I don't know	346	85	123	75	33	9	208	42	83	100	103	29	7	183	36
	7%	*5%*	*6%*	**10%abf**	**9%af**	*6%*	*5%*	**8%a**	*4%*	*5%*	**11%him**	**11%him**	*7%*	*5%*	**10%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**1620**	189	1400	31	649	845	125	1565	38	10	5	1614	1
	31%	**47%b**	*30%*	*37%*	**42%e**	*26%*	**38%e**	*31%*	*43%*	*47%*	*55%*	*31%*	*3%*
No	**3195**	183	2974	39	797	2231	167	3135	40	11	3	3185	6
	62%	*45%*	**64%ac**	*46%*	*51%*	**68%df**	*51%*	**62%h**	*45%*	*51%*	*33%*	**62%h**	*27%*
I don't know	**346**	31	301	15	109	202	35	318	11	*	1	329	16
	7%	*8%*	*6%*	**17%ab**	*7%*	*6%*	**11%e**	*6%*	*12%*	*2%*	*12%*	*6%*	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 240

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**1620**	392	405	431	393	148	108	136	138	142	125	150	159	121	153	134	106
	31%	*30%*	*31%*	*33%*	*30%*	**34%p**	*26%*	*31%*	*32%*	*31%*	*31%*	**35%fp**	**37%fp**	*28%*	*33%*	*33%*	*25%*
No	**3195**	801	807	774	813	252	273	277	268	297	242	242	248	283	278	245	290
	62%	*62%*	*63%*	*60%*	*63%*	*58%*	**66%k**	*62%*	*62%*	*64%*	*61%*	*56%*	*58%*	**66%k**	*60%*	*59%*	**70%ejkInd**
I don't know	**346**	97	78	85	85	33	34	30	24	22	32	39	24	22	33	33	20
	7%	*8%*	*6%*	*7%*	*7%*	*8%*	*8%*	*7%*	*6%*	*5%*	*8%*	*9%*	*5%*	*5%*	*7%*	*8%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**1890**	-	1890	1004	880	276	205	386	235	353	248	187	481	621	788	435	1689	183	1843
	37%	-	*37%*	**40%d**	*34%*	**40%h**	*34%*	*36%*	*32%*	**39%h**	**39%h**	*36%*	*37%*	*34%*	*38%*	*37%*	*36%*	*40%*	*36%*
No	**3125**	-	3125	1451	1661	373	382	637	494	528	384	327	755	1131	1238	710	2840	264	3184
	61%	-	*61%*	*58%*	**63%c**	*54%*	**63%e**	*60%*	**66%di**	*59%*	*61%*	**62%e**	*58%*	*63%*	*60%*	*61%*	*61%*	*57%*	*62%*
I don't know	**147**	-	147	61	84	40	22	37	17	16	3	12	62	53	31	15	125	16	134
	3%	-	*3%*	*2%*	*3%*	**6%hijk**	**4%j**	**3%j**	**2%j**	*2%*	*	**2%j**	**5%no**	**3%no**	*2%*	*1%*	*3%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**1890**	445	579	420	446	1024	866	1135	725	248	238	437	410	423	1085	249	1533
	37%	**45%bcd**	*36%*	*36%*	*32%*	**40%f**	*34%*	*37%*	*36%*	*36%*	*37%*	*34%*	*33%*	**46%ijkln**	*34%*	*36%*	*37%*
No	**3125**	517	979	733	896	1496	1629	1859	1223	413	390	834	821	471	2046	417	2550
	61%	*52%*	**61%a**	**62%a**	**65%a**	*58%*	**63%e**	*61%*	*61%*	**60%m**	**60%m**	**64%m**	**65%m**	*51%*	**64%m**	*60%*	*61%*
I don't know	**147**	30	41	31	45	70	76	77	60	24	22	28	24	25	75	24	105
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	**1890**	1647	243	81	1594	161	89	46	58	166	169	141	159	161	328	255	159	20	140
	37%	*37%*	*34%*	*34%*	*37%*	*37%*	*36%*	*33%*	*27%*	*29%*	**40%hi**	**38%h**	*35%*	*33%*	**48%hiklmopqr**	**36%h**	*36%*	*32%*	**38%hi**
No	**3125**	2658	467	149	2616	263	152	94	148	378	239	216	285	309	333	434	273	40	223
	61%	*60%*	*64%*	*63%*	*60%*	*61%*	*62%*	**66%d**	**71%jknopr**	**67%jkn**	*56%*	*58%*	**63%n**	**64%n**	*49%*	**61%n**	**62%n**	**63%n**	**60%n**
I don't know	**147**	133	14	7	128	10	6	2	4	21	17	18	11	10	17	19	11	3	7
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*4%*	**5%r**	*2%*	*2%*	*3%*	*3%*	*3%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	1890	731	698	246	143	61	1430	204	691	723	283	136	44	1414	180
	37%	**40%c**	*36%*	*31%*	**40%c**	*37%*	**38%c**	**39%c**	**37%j**	**37%j**	*31%*	**51%hijm**	**43%j**	**37%j**	**49%hijm**
No	3125	1090	1217	491	206	92	2307	299	1122	1205	577	123	53	2327	176
	61%	*59%*	*62%*	*63%*	*58%*	*57%*	*61%*	*58%*	**61%kn**	**62%kn**	**63%kn**	*46%*	*52%*	**61%kn**	*48%*
I don't know	147	23	40	46	6	10	63	16	32	30	50	8	6	62	14
	3%	*1%*	*2%*	**6%abdf**	*2%*	**6%abdf**	*2%*	**3%a**	*2%*	*2%*	**6%him**	*3%*	**5%him**	*2%*	**4%im**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	1890	221	1644	25	730	1038	122	1834	38	7	5	1879	5
	37%	**55%bc**	*35%*	*29%*	**47%ef**	*32%*	*37%*	*37%*	*43%*	*33%*	*55%*	*37%*	*22%*
No	3125	167	2904	53	779	2164	181	3061	43	11	4	3115	6
	61%	*42%*	**62%a**	**63%a**	*50%*	**66%df**	*55%*	*61%*	*48%*	*54%*	*36%*	*61%*	*25%*
I don't know	147	14	126	7	46	77	24	123	8	3	1	134	12
	3%	*3%*	*3%*	**8%b**	*3%*	*2%*	**7%de**	*2%*	**8%gk**	*13%*	*9%*	*3%*	*53%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**1890**	407	493	494	495	137	131	140	192	144	158	170	170	154	181	167	147
	37%	*32%*	**38%a**	**38%a**	**38%a**	*32%*	*32%*	*32%*	**45%efgip**	*31%*	*39%*	*39%*	*40%*	*36%*	*39%*	**41%efgi**	*35%*
No	**3125**	842	769	759	755	283	272	286	233	303	232	255	251	253	263	231	262
	61%	**65%bcd**	*60%*	*59%*	*59%*	**65%ho**	**66%hno**	**65%h**	*54%*	**66%hno**	*58%*	*59%*	*58%*	*59%*	*57%*	*56%*	*63%*
I don't know	**147**	41	28	37	40	13	11	17	5	14	9	7	10	20	19	14	7
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	**5%h**	**4%h**	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**641**	-	641	411	225	121	103	241	77	67	19	13	224	318	99	32	541	97	511
	12%	-	*12%*	**16%d**	*9%*	**18%hijk**	**17%hijk**	**23%fhijk**	**10%jk**	**7%jk**	*3%*	*2%*	**17%no**	**18%no**	**5%o**	*3%*	*12%*	**21%p**	*10%*
No	**4320**	-	4320	2022	2284	529	480	785	645	788	593	500	1009	1430	1881	1093	3938	347	4429
	84%	-	*84%*	*80%*	**87%c**	*77%*	*79%*	*74%*	**86%efg**	**88%efg**	**94%efghi**	**95%efghi**	*78%*	*79%*	**91%lm**	**94%lmn**	**85%q**	*75%*	*86%*
I don't know	**200**	-	200	83	118	39	25	34	24	43	22	13	64	58	78	35	176	19	221
	4%	-	*4%*	*3%*	*4%*	*6%*	*4%*	*3%*	*3%*	*5%*	*3%*	*2%*	*5%*	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	641	241	150	137	112	391	249	520	107	62	57	128	120	240	306	62	549
	12%	**24%bcd**	*9%*	**12%d**	*8%*	**15%f**	*10%*	**17%h**	*5%*	*9%*	*9%*	*10%*	*10%*	**26%ijkln**	*10%*	*9%*	**13%o**
No	4320	721	1396	996	1207	2117	2203	2451	1811	578	568	1128	1101	650	2797	583	3504
	84%	*73%*	**87%a**	**84%a**	**87%a**	*82%*	**86%e**	*80%*	**90%g**	**84%m**	**87%m**	**87%m**	**88%m**	*71%*	**87%m**	*85%*	*84%*
I don't know	200	29	53	50	68	82	118	100	90	45	26	43	35	29	103	45	136
	4%	*3%*	*3%*	*4%*	*5%*	*3%*	*5%*	*3%*	*4%*	**7%klmn**	*4%*	*3%*	*3%*	*3%*	*3%*	**7%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	641	577	63	33	564	37	23	17	20	64	38	42	60	54	156	94	36	7	30
	12%	*13%b*	*9%*	*14%*	*13%ei*	*8%*	*9%*	*12%*	*10%*	*11%*	*9%*	*11%*	*13%r*	*11%*	*23%hijklmopqr*	*13%r*	*8%*	*11%*	*8%*
No	4320	3694	626	184	3605	383	211	122	180	485	367	313	378	419	501	582	380	54	329
	84%	*83%*	*87%c*	*78%*	*83%*	*88%d*	*85%*	*85%*	*86%n*	*86%n*	*86%n*	*83%n*	*83%n*	*87%n*	*74%*	*82%n*	*86%n*	*85%n*	*89%lno*
I don't know	200	166	34	19	169	14	13	4	9	17	20	21	17	7	21	31	27	2	12
	4%	*4%*	*5%*	*8%a*	*4%*	*3%*	*5%*	*3%*	*4%m*	*3%*	*5%m*	*6%m*	*4%*	*1%*	*3%*	*4%*	*6%m*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	641	272	229	76	37	23	501	60	255	240	104	24	11	495	35
	12%	**15%bc**	*12%*	*10%*	*11%*	*14%*	*13%*	*12%*	*14%*	*12%*	*11%*	*9%*	*11%*	*13%*	*10%*
No	4320	1535	1668	647	302	129	3203	431	1557	1656	741	225	87	3212	311
	84%	*83%*	*85%*	*83%*	*85%*	*79%*	*84%*	*83%*	*84%*	*85%*	*81%*	*84%*	*85%*	*84%*	*84%*
I don't know	200	38	58	59	17	11	96	28	33	63	65	17	5	96	22
	4%	*2%*	*3%*	**8%abf**	**5%a**	**7%abf**	*3%*	**5%af**	*2%*	**3%h**	**7%him**	**6%him**	*5%*	*3%*	**6%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	641	128	492	21	324	244	72	587	49	2	3	638	*
	12%	**32%b**	*11%*	**25%b**	**21%e**	*7%*	**22%e**	*12%*	**55%gk**	*9%*	*26%*	*12%*	*1%*
No	4320	260	4006	54	1177	2912	230	4252	37	18	5	4307	8
	84%	*65%*	**86%ac**	*64%*	*76%*	**89%df**	*70%*	**85%h**	*42%*	*85%*	*46%*	**84%h**	*35%*
I don't know	200	15	176	10	54	122	24	179	3	1	3	183	15
	4%	*4%*	*4%*	**12%ab**	*3%*	*4%*	**7%de**	*4%*	*3%*	*6%*	*28%*	*4%*	*64%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**641**	120	181	175	165	31	45	43	68	41	71	60	50	65	61	49	55
	12%	*9%*	**14%a**	**14%a**	**13%a**	*7%*	*11%*	*10%*	**16%egi**	*9%*	**18%efgi**	**14%e**	*12%*	**15%ei**	**13%e**	*12%*	**13%e**
No	**4320**	1124	1070	1052	1074	387	356	380	349	409	311	352	351	350	392	335	347
	84%	**87%bcd**	*83%*	*82%*	*83%*	**90%hjklmo**	**86%j**	**86%j**	*81%*	**89%hjklmo**	*78%*	*81%*	*81%*	*82%*	*85%*	*81%*	*83%*
I don't know	**200**	47	40	62	52	14	12	20	13	10	16	20	30	12	10	28	14
	4%	*4%*	*3%*	*5%*	*4%*	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*5%*	**7%in**	*3%*	*2%*	**7%imn**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**1202**	-	1202	664	531	247	173	355	153	158	64	52	419	508	275	116	1025	170	1092
	23%	-	*23%*	**26%d**	*20%*	**36%fhijk**	**28%hijk**	**33%hijk**	**21%jk**	**18%jk**	*10%*	*10%*	**32%no**	**28%no**	**13%o**	*10%*	*22%*	**37%p**	*21%*
No	**3799**	-	3799	1770	2018	395	411	678	584	708	560	462	806	1262	1730	1022	3496	273	3921
	74%	-	*74%*	*70%*	**77%c**	*57%*	**68%e**	**64%e**	**78%efg**	**79%efg**	**88%efghi**	**88%efghi**	*62%*	**70%l**	**84%lm**	**88%lmn**	**75%q**	*59%*	*76%*
I don't know	**160**	-	160	82	76	47	24	27	9	31	10	12	72	36	52	22	133	21	148
	3%	-	*3%*	*3%*	*3%*	**7%ghijk**	**4%hij**	*3%*	*1%*	**3%h**	*1%*	*2%*	**6%mno**	*2%*	*3%*	*2%*	*3%*	*5%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**1202**	347	365	236	254	712	490	871	314	145	128	269	288	318	685	145	1011
	23%	**35%bcd**	**23%d**	*20%*	*18%*	**27%f**	*19%*	**28%h**	*16%*	*21%*	*20%*	*21%*	*23%*	**35%ijkln**	*21%*	*21%*	*24%*
No	**3799**	623	1180	916	1081	1803	1997	2109	1636	517	498	999	942	578	2440	522	3065
	74%	*63%*	**74%a**	**77%a**	**78%a**	*70%*	**78%e**	*69%*	**81%g**	**76%m**	**77%m**	**77%m**	**75%m**	*63%*	**76%m**	*76%*	*73%*
I don't know	**160**	21	54	31	52	76	84	91	58	23	25	31	25	24	81	23	112
	3%	*2%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 243

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	1202	1093	109	39	1023	92	54	32	46	130	98	88	103	92	226	136	104	9	83
	23%	25%bc	15%	16%	24%	21%	22%	23%	22%	23%	23%	24%	23%	19%	33%hijklmopqr	19%	24%	14%	22%
No	3799	3205	594	186	3177	329	185	109	159	416	306	270	337	382	432	556	319	53	276
	74%	72%	82%a	79%	73%	76%	75%	76%	76%n	74%n	72%	72%	74%n	80%ijknp	64%	79%n	72%n	84%ijknp	75%n
I don't know	160	139	20	12	138	12	8	2	5	19	22	17	15	5	20	16	19	1	11
	3%	3%	3%	5%	3%g	3%	3%	1%	2%	3%	5%m	4%m	3%	1%	3%	2%	4%m	2%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	1202	447	424	188	96	44	872	140	441	454	208	63	33	895	96
	23%	*24%*	*22%*	*24%*	*27%*	*27%*	*23%*	*27%*	*24%*	*23%*	*23%*	*23%*	*33%*	*24%*	*26%*
No	3799	1379	1498	542	236	108	2877	344	1380	1452	653	196	62	2832	258
	74%	**75%cdg**	**77%cdeg**	*69%*	*66%*	*66%*	**76%cdeg**	*66%*	**75%l**	**74%l**	*72%*	*74%*	*61%*	**74%l**	*70%*
I don't know	160	18	33	52	25	11	51	35	24	52	49	8	7	76	14
	3%	*1%*	*2%*	**7%abf**	**7%abf**	**7%abf**	*1%*	**7%abf**	*1%*	**3%h**	**5%hlm**	*3%*	**7%hm**	*2%*	**4%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	1202	180	996	26	509	602	92	1140	52	10	-	1202	*
	23%	**45%b**	*21%*	*31%*	**33%e**	*18%*	**28%e**	*23%*	**58%gk**	*45%*	-	*23%*	*1%*
No	3799	205	3541	53	1000	2591	208	3740	32	11	7	3783	9
	74%	*51%*	**76%ac**	*63%*	*64%*	**79%df**	*64%*	**75%h**	*36%*	*53%*	*72%*	**74%h**	*40%*
I don't know	160	17	137	5	47	86	27	138	5	*	3	143	14
	3%	*4%*	*3%*	*6%*	*3%*	*3%*	**8%de**	*3%*	*6%*	*2%*	*28%*	*3%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**1202**	266	300	304	332	94	84	88	87	99	114	104	93	108	138	94	100
	23%	*21%*	*23%*	*24%*	**26%a**	*22%*	*20%*	*20%*	*20%*	*21%*	**29%fgh**	*24%*	*21%*	*25%*	**30%fghil**	*23%*	*24%*
No	**3799**	971	954	955	919	322	313	336	335	350	269	322	325	308	316	299	304
	74%	*75%*	*74%*	*74%*	*71%*	*75%*	*76%*	**76%j**	**78%jn**	**76%j**	*67%*	*74%*	*75%*	*72%*	*68%*	*73%*	*73%*
I don't know	**160**	53	36	31	41	16	17	19	8	12	16	7	13	11	10	19	11
	3%	*4%*	*3%*	*2%*	*3%*	*4%*	*4%*	*4%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	*5%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	**942**	-	942	515	417	179	152	278	127	119	52	35	331	406	205	86	810	123	820
	18%	-	*18%*	**20%d**	*16%*	**26%hijk**	**25%hijk**	**26%hijk**	**17%jk**	**13%jk**	*8%*	*7%*	**26%no**	**22%no**	*10%*	*7%*	*17%*	**27%p**	*16%*
Damaged mail	**1007**	-	1007	555	445	170	148	278	129	143	85	54	318	407	282	139	872	126	946
	20%	-	*20%*	**22%d**	*17%*	**25%hijk**	**24%hijk**	**26%hijk**	**17%k**	**16%k**	*13%*	*10%*	**24%no**	**23%no**	*14%*	*12%*	*19%*	**27%p**	*18%*
Delayed mail	**1620**	-	1620	809	799	263	209	409	224	255	139	121	472	633	515	260	1429	176	1573
	31%	-	*31%*	*32%*	*30%*	**38%hijk**	**34%jk**	**39%hijk**	**30%jk**	**28%j**	*22%*	*23%*	**36%no**	**35%no**	*25%*	*22%*	*31%*	**38%p**	*30%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	-	1890	1004	880	276	205	386	235	353	248	187	481	621	788	435	1689	183	1843
	37%	-	*37%*	**40%d**	*34%*	**40%h**	*34%*	*36%*	*32%*	**39%h**	**39%h**	*36%*	*37%*	*34%*	*38%*	*37%*	*36%*	*40%*	*36%*
Mail that has been tampered with	**641**	-	641	411	225	121	103	241	77	67	19	13	224	318	99	32	541	97	511
	12%	-	*12%*	**16%d**	*9%*	**18%hijk**	**17%hijk**	**23%fhijk**	**10%jk**	**7%jk**	*3%*	*2%*	**17%no**	**18%no**	**5%o**	*3%*	*12%*	**21%p**	*10%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	-	1202	664	531	247	173	355	153	158	64	52	419	508	275	116	1025	170	1092
	23%	-	*23%*	**26%d**	*20%*	**36%fhijk**	**28%hijk**	**33%hijk**	**21%jk**	**18%jk**	*10%*	*10%*	**32%no**	**28%no**	**13%o**	*10%*	*22%*	**37%p**	*21%*
NET Any problems experienced	**2960**	-	2960	1505	1439	467	363	645	380	513	312	280	830	1025	1105	592	2632	306	2925
	57%	-	*57%*	**60%d**	*55%*	**68%fghijk**	**60%hj**	**61%hjk**	*51%*	**57%j**	*49%*	*53%*	**64%mno**	**57%o**	*54%*	*51%*	*57%*	**66%p**	*57%*
NET No problems experienced	**2201**	-	2201	1011	1186	222	246	415	366	384	322	246	468	781	953	568	2022	158	2236
	43%	-	*43%*	*40%*	**45%c**	*32%*	**40%e**	**39%e**	**49%efg**	**43%e**	**51%efgi**	**47%eg**	*36%*	**43%l**	**46%l**	**49%lm**	**43%q**	*34%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**942**	293	275	175	198	568	374	671	266	124	89	205	188	277	482	124	772
	18%	**30%bcd**	*17%*	*15%*	*14%*	**22%f**	*15%*	**22%h**	*13%*	*18%*	*14%*	*16%*	*15%*	**30%ijkln**	*15%*	*18%*	*18%*
Damaged mail	**1007**	286	280	242	199	566	441	714	277	133	105	223	215	268	544	133	822
	20%	**29%bcd**	*17%*	**20%d**	*14%*	**22%f**	*17%*	**23%h**	*14%*	*19%*	*16%*	*17%*	*17%*	**29%ijkln**	*17%*	*19%*	*20%*
Delayed mail	**1620**	389	517	323	391	906	714	1055	544	224	194	369	356	363	919	225	1302
	31%	**39%bcd**	**32%c**	*27%*	*28%*	**35%f**	*28%*	**34%h**	*27%*	*33%*	*30%*	*28%*	*28%*	**39%ijkln**	*29%*	*33%*	*31%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	445	579	420	446	1024	866	1135	725	248	238	437	410	423	1085	249	1533
	37%	**45%bcd**	*36%*	*36%*	*32%*	**40%f**	*34%*	*37%*	*36%*	*36%*	*37%*	*34%*	*33%*	**46%ijkln**	*34%*	*36%*	*37%*
Mail that has been tampered with	**641**	241	150	137	112	391	249	520	107	62	57	128	120	240	306	62	549
	12%	**24%bcd**	*9%*	**12%d**	*8%*	**15%f**	*10%*	**17%h**	*5%*	*9%*	*9%*	*10%*	*10%*	**26%ijkln**	*10%*	*9%*	**13%o**
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	347	365	236	254	712	490	871	314	145	128	269	288	318	685	145	1011
	23%	**35%bcd**	**23%d**	*20%*	*18%*	**27%f**	*19%*	**28%h**	*16%*	*21%*	*20%*	*21%*	*23%*	**35%ijkln**	*21%*	*21%*	*24%*
NET Any problems experienced	**2960**	672	939	629	719	1611	1349	1829	1089	402	355	718	674	620	1748	404	2408
	57%	**68%bcd**	**59%cd**	*53%*	*52%*	**62%f**	*52%*	**60%h**	*54%*	*59%*	*55%*	*55%*	*54%*	**67%ijkln**	*55%*	*58%*	*58%*
NET No problems experienced	**2201**	320	660	554	668	979	1222	1242	919	282	296	581	582	299	1458	287	1780
	43%	*32%*	**41%a**	**47%ab**	**48%ab**	*38%*	**48%e**	*40%*	**46%g**	**41%m**	**45%m**	**45%m**	**46%m**	*33%*	**45%m**	*42%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 244

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	942	856	86	36	818	68	32	24	29	90	70	75	85	69	194	143	62	6	62
	18%	*19%b*	*12%*	*15%*	*19%f*	*16%*	*13%*	*17%*	*14%*	*16%*	*16%*	*20%q*	*19%q*	*14%*	*29%hijklmopqr*	*20%q*	*14%*	*9%*	*17%*
Damaged mail	1007	870	137	58	856	83	43	25	30	94	63	89	101	85	193	125	76	15	69
	20%	*20%*	*19%*	*25%*	*20%*	*19%*	*17%*	*18%*	*14%*	*17%*	*15%*	*24%hij*	*22%hij*	*18%*	*29%hijmopr*	*18%*	*17%*	*23%*	*18%*
Delayed mail	1620	1425	195	71	1375	135	63	47	53	172	123	118	137	150	260	245	117	11	123
	31%	*32%b*	*27%*	*30%*	*32%f*	*31%*	*25%*	*33%f*	*25%*	*30%q*	*29%*	*31%q*	*30%q*	*31%q*	*38%hjpq*	*35%hq*	*27%*	*18%*	*33%hq*
Mis-delivered mail - you have received someone else's mail or they have received yours	1890	1647	243	81	1594	161	89	46	58	166	169	141	159	161	328	255	159	20	140
	37%	*37%*	*34%*	*34%*	*37%*	*37%*	*36%*	*33%*	*27%*	*29%*	*40%hi*	*38%h*	*35%*	*33%*	*48%hiklmopqr*	*36%h*	*36%*	*32%*	*38%hi*
Mail that has been tampered with	641	577	63	33	564	37	23	17	20	64	38	42	60	54	156	94	36	7	30
	12%	*13%b*	*9%*	*14%*	*13%ef*	*8%*	*9%*	*12%*	*10%*	*11%*	*9%*	*11%*	*13%r*	*11%*	*23%hijklmopqr*	*13%r*	*8%*	*11%*	*8%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	1202	1093	109	39	1023	92	54	32	46	130	98	88	103	92	226	136	104	9	83
	23%	*25%bc*	*15%*	*16%*	*24%*	*21%*	*22%*	*23%*	*22%*	*23%*	*23%*	*24%*	*23%*	*19%*	*33%hijklmopqr*	*19%*	*24%*	*14%*	*22%*
NET Any problems experienced	2960	2585	375	129	2477	267	133	82	94	291	251	220	260	256	453	400	253	34	233
	57%	*58%b*	*52%*	*54%*	*57%*	*62%f*	*54%*	*57%*	*45%*	*52%*	*59%h*	*59%h*	*57%h*	*53%*	*67%hilmopq*	*56%h*	*57%h*	*55%*	*63%him*
NET No problems experienced	2201	1853	349	108	1860	166	114	61	115	274	174	155	195	223	225	308	190	29	138
	43%	*42%*	*48%a*	*46%*	*43%*	*38%*	*46%e*	*43%*	*55%jklnopr*	*48%nr*	*41%*	*41%*	*43%n*	*47%nr*	*33%*	*44%n*	*43%n*	*45%n*	*37%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	**942**	352	329	137	71	45	682	115	332	344	151	78	28	675	106
	18%	*19%*	*17%*	*18%*	*20%*	**27%abcf**	*18%*	**22%b**	*18%*	*18%*	*17%*	**29%hijm**	**28%hijm**	*18%*	**29%hijm**
Damaged mail	**1007**	360	382	148	72	39	742	111	374	363	180	60	23	737	83
	20%	*20%*	*20%*	*19%*	*20%*	*24%*	*20%*	*21%*	*20%*	*19%*	*20%*	*22%*	*23%*	*19%*	*23%*
Delayed mail	**1620**	591	607	232	112	63	1198	174	562	652	243	103	43	1213	146
	31%	*32%*	*31%*	*30%*	*31%*	*38%*	*32%*	*34%*	*30%*	**33%j**	*27%*	**39%hj**	**42%hj**	**32%j**	**40%hjm**
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	731	698	246	143	61	1430	204	691	723	283	136	44	1414	180
	37%	**40%c**	*36%*	*31%*	**40%c**	*37%*	**38%c**	**39%c**	**37%j**	**37%j**	*31%*	**51%hijm**	**43%j**	**37%j**	**49%hijm**
Mail that has been tampered with	**641**	272	229	76	37	23	501	60	255	240	104	24	11	495	35
	12%	**15%bc**	*12%*	*10%*	*11%*	*14%*	*13%*	*12%*	*14%*	*12%*	*11%*	*9%*	*11%*	*13%*	*10%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	447	424	188	96	44	872	140	441	454	208	63	33	895	96
	23%	*24%*	*22%*	*24%*	*27%*	*27%*	*23%*	*27%*	*24%*	*23%*	*23%*	*23%*	*33%*	*24%*	*26%*
NET Any problems experienced	**2960**	1051	1141	408	226	108	2192	334	1040	1149	490	182	67	2189	249
	57%	*57%*	**58%c**	*52%*	**64%c**	**66%c**	**58%c**	**64%acf**	*56%*	*59%*	*54%*	**68%hijm**	*65%*	*58%*	**68%hijm**
NET No problems experienced	**2201**	793	814	374	130	55	1607	185	804	809	420	84	35	1614	120
	43%	**43%g**	*42%*	**48%bdefg**	*36%*	*34%*	**42%g**	*36%*	**44%kn**	**41%kn**	**46%kn**	*32%*	*35%*	**42%kn**	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	**942**	143	782	18	399	458	84	883	44	8	4	936	2
	18%	**35%b**	*17%*	*21%*	**26%e**	*14%*	**26%e**	*18%*	**50%gk**	*38%*	*45%*	*18%*	*8%*
Damaged mail	**1007**	164	817	26	436	484	86	960	44	1	2	1005	-
	20%	**41%b**	*17%*	**31%b**	**28%e**	*15%*	**26%e**	*19%*	**49%gk**	*6%*	*19%*	*20%*	-
Delayed mail	**1620**	189	1400	31	649	845	125	1565	38	10	5	1614	1
	31%	**47%b**	*30%*	*37%*	**42%e**	*26%*	**38%e**	*31%*	*43%*	*47%*	*55%*	*31%*	*3%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	221	1644	25	730	1038	122	1834	38	7	5	1879	5
	37%	**55%bc**	*35%*	*29%*	**47%ef**	*32%*	*37%*	*37%*	*43%*	*33%*	*55%*	*37%*	*22%*
Mail that has been tampered with	**641**	128	492	21	324	244	72	587	49	2	3	638	*
	12%	**32%b**	*11%*	**25%b**	**21%e**	*7%*	**22%e**	*12%*	**55%gk**	*9%*	*26%*	*12%*	*1%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	180	996	26	509	602	92	1140	52	10	-	1202	*
	23%	**45%b**	*21%*	*31%*	**33%e**	*18%*	**28%e**	*23%*	**58%gk**	*45%*	-	*23%*	*1%*
NET Any problems experienced	**2960**	303	2609	48	1090	1673	196	2864	68	15	6	2947	7
	57%	**75%bc**	*56%*	*56%*	**70%ef**	*51%*	**60%e**	*57%*	**76%gk**	*72%*	*64%*	*57%*	*29%*
NET No problems experienced	**2201**	99	2065	37	465	1606	130	2154	21	6	4	2181	16
	43%	*25%*	**44%a**	**44%a**	*30%*	**49%df**	**40%d**	**43%h**	*24%*	*28%*	*36%*	**43%h**	*71%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	942	206	228	234	274	72	60	74	84	74	70	87	77	70	95	101	77
	18%	*16%*	*18%*	*18%*	**21%a**	*17%*	*14%*	*17%*	*20%*	*16%*	*17%*	*20%*	*18%*	*17%*	*21%*	**24%efgim**	*19%*
Damaged mail	1007	209	258	286	255	65	59	85	105	77	75	89	93	104	93	85	77
	20%	*16%*	*20%*	**22%a**	*20%*	*15%*	*14%*	*19%*	**25%efi**	*17%*	*19%*	*21%*	**22%f**	**24%efi**	*20%*	*21%*	*18%*
Delayed mail	1620	392	405	431	393	148	108	136	138	142	125	150	159	121	153	134	106
	31%	*30%*	*31%*	*33%*	*30%*	**34%p**	*26%*	*31%*	*32%*	*31%*	*31%*	**35%fp**	**37%fp**	*28%*	*33%*	*33%*	*25%*
Mis-delivered mail - you have received someone else's mail or they have received yours	1890	407	493	494	495	137	131	140	192	144	158	170	170	154	181	167	147
	37%	*32%*	**38%a**	**38%a**	**38%a**	*32%*	*32%*	*32%*	**45%efgjp**	*31%*	*39%*	*39%*	*40%*	*36%*	*39%*	**41%efgj**	*35%*
Mail that has been tampered with	641	120	181	175	165	31	45	43	68	41	71	60	50	65	61	49	55
	12%	*9%*	**14%a**	**14%a**	**13%a**	*7%*	*11%*	*10%*	**16%egj**	*9%*	**18%efgi**	**14%e**	*12%*	**15%ei**	**13%e**	*12%*	**13%e**
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	1202	266	300	304	332	94	84	88	87	99	114	104	93	108	138	94	100
	23%	*21%*	*23%*	*24%*	**26%a**	*22%*	*20%*	*20%*	*20%*	*21%*	**29%fgh**	*24%*	*21%*	*25%*	**30%fghil**	*23%*	*24%*
NET Any problems experienced	2960	702	733	780	745	261	204	237	256	242	235	256	264	260	267	251	228
	57%	*54%*	*57%*	**60%a**	*58%*	**60%f**	*49%*	*54%*	**60%f**	*52%*	**59%f**	**59%f**	**61%f**	**61%f**	*58%*	**61%f**	*55%*
NET No problems experienced	2201	588	557	510	546	172	211	206	174	219	164	176	168	167	197	161	188
	43%	**46%c**	*43%*	*40%*	*42%*	*40%*	**51%ehjklmo**	*46%*	*40%*	*48%*	*41%*	*41%*	*39%*	*39%*	*42%*	*39%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2925**	-	2925	1413	1499	399	379	590	358	556	408	235	778	948	1199	643	2713	188	2925
Weighted Base	**2960**	-**	2960	1505	1439	467	363	645	380	513	312	280	830	1025	1105	592	2632	306	2925
Effective Base	**1601**	-	1601	785	810	225	214	346	202	300	186	137	435	549	619	320	1457	137	2925
Lost mail	**942**	-	942	515	417	179	152	278	127	119	52	35	331	406	205	86	810	123	820
	32%	-	*32%*	**34%d**	*29%*	**38%ijk**	**42%ijk**	**43%hijk**	**34%ijk**	**23%k**	*16%*	*12%*	**40%no**	**40%no**	*19%*	*15%*	*31%*	**40%p**	*28%*
Damaged mail	**1007**	-	1007	555	445	170	148	278	129	143	85	54	318	407	282	139	872	126	946
	34%	-	*34%*	**37%d**	*31%*	**36%ik**	**41%ijk**	**43%hijk**	**34%k**	*28%*	*27%*	*19%*	**38%no**	**40%no**	*26%*	*23%*	*33%*	*41%*	*32%*
Delayed mail	**1620**	-	1620	809	799	263	209	409	224	255	139	121	472	633	515	260	1429	176	1573
	55%	-	*55%*	*54%*	*56%*	**56%jk**	**57%jk**	**63%ijk**	**59%ijk**	*50%*	*44%*	*43%*	**57%no**	**62%no**	*47%*	*44%*	*54%*	*58%*	*54%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	-	1890	1004	880	276	205	386	235	353	248	187	481	621	788	435	1689	183	1843
	64%	-	*64%*	**67%d**	*61%*	*59%*	*56%*	*60%*	*62%*	**69%efg**	**79%efghik**	**67%f**	*58%*	*61%*	**71%lm**	**73%lm**	*64%*	*60%*	*63%*
Mail that has been tampered with	**641**	-	641	411	225	121	103	241	77	67	19	13	224	318	99	32	541	97	511
	22%	-	*22%*	**27%d**	*16%*	**26%ijk**	**29%ijk**	**37%efhijk**	**20%ijk**	**13%jk**	*6%*	*5%*	**27%no**	**31%no**	*9%*	*5%*	*21%*	**32%p**	*17%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	-	1202	664	531	247	173	355	153	158	64	52	419	508	275	116	1025	170	1092
	41%	-	*41%*	**44%d**	*37%*	**53%hijk**	**48%ijk**	**55%hijk**	**40%ijk**	**31%jk**	*21%*	*19%*	**51%no**	**50%no**	*25%*	*20%*	*39%*	**56%p**	*37%*
NET Any problems experienced	**2960**	-	2960	1505	1439	467	363	645	380	513	312	280	830	1025	1105	592	2632	306	2925
	100%	-	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2925**	813	900	549	663	1713	1212	1555	1330	373	343	726	692	565	1761	375	2380
Weighted Base	**2960**	672	939	629	719	1611	1349	1829	1089	402	355	718	674	620	1748	404	2408
Effective Base	**1601**	357	514	320	413	871	730	895	718	222	207	401	356	303	962	224	1288
Lost mail	**942**	293	275	175	198	568	374	671	266	124	89	205	188	277	482	124	772
	32%	**44%bcd**	*29%*	*28%*	*28%*	**35%f**	*28%*	**37%h**	*24%*	*31%*	*25%*	*29%*	*28%*	**45%ijkln**	*28%*	*31%*	*32%*
Damaged mail	**1007**	286	280	242	199	566	441	714	277	133	105	223	215	268	544	133	822
	34%	**43%bd**	*30%*	**38%bd**	*28%*	*35%*	*33%*	**39%h**	*25%*	*33%*	*30%*	*31%*	*32%*	**43%ijkln**	*31%*	*33%*	*34%*
Delayed mail	**1620**	389	517	323	391	906	714	1055	544	224	194	369	356	363	919	225	1302
	55%	*58%*	*55%*	*51%*	*54%*	*56%*	*53%*	**58%h**	*50%*	*56%*	*55%*	*51%*	*53%*	*59%*	*53%*	*56%*	*54%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	445	579	420	446	1024	866	1135	725	248	238	437	410	423	1085	249	1533
	64%	*66%*	*62%*	*67%*	*62%*	*64%*	*64%*	*62%*	*67%*	*62%*	*67%*	*61%*	*61%*	**68%kl**	*62%*	*62%*	*64%*
Mail that has been tampered with	**641**	241	150	137	112	391	249	520	107	62	57	128	120	240	306	62	549
	22%	**36%bcd**	*16%*	**22%bd**	*16%*	**24%f**	*18%*	**28%h**	*10%*	*15%*	*16%*	*18%*	*18%*	**39%ijkln**	*17%*	*15%*	**23%o**
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	347	365	236	254	712	490	871	314	145	128	269	288	318	685	145	1011
	41%	**52%bcd**	*39%*	*38%*	*35%*	**44%f**	*36%*	**48%h**	*29%*	*36%*	*36%*	*37%*	*43%*	**51%ijkln**	*39%*	*36%*	*42%*
NET Any problems experienced	**2960**	672	939	629	719	1611	1349	1829	1089	402	355	718	674	620	1748	404	2408
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2925**	2009	916	399	1429	622	506	368	115	150	163	152	169	151	192	173	164	87	535
Weighted Base	**2960**	2585	375	129*	2477	267	133	82	94	291	251	220	260	256	453	400	253	34*	233
Effective Base	**1601**	1371	235	82	1195	293	268	267	102	135	142	136	149	136	173	150	146	46	249
Lost mail	**942**	856	86	36	818	68	32	24	29	90	70	75	85	69	194	143	62	6	62
	32%	**33%b**	*23%*	*28%*	**33%ef**	*25%*	*24%*	*29%*	*31%*	*31%*	*28%*	**34%q**	**33%q**	*27%*	**43%ijmpqr**	**36%pq**	*25%*	*16%*	*27%*
Damaged mail	**1007**	870	137	58	856	83	43	25	30	94	63	89	101	85	193	125	76	15	69
	34%	*34%*	*37%*	**46%a**	*35%*	*31%*	*32%*	*31%*	*32%*	*32%*	*25%*	**41%jr**	**39%j**	*33%*	**43%jopr**	*31%*	*30%*	**42%j**	*29%*
Delayed mail	**1620**	1425	195	71	1375	135	63	47	53	172	123	118	137	150	260	245	117	11	123
	55%	*55%*	*52%*	*55%*	**56%f**	*50%*	*47%*	**58%f**	**56%q**	**59%pq**	*49%*	**54%q**	**53%q**	**58%pq**	**57%pq**	**61%jpq**	*46%*	*33%*	**53%q**
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	1647	243	81	1594	161	89	46	58	166	169	141	159	161	328	255	159	20	140
	64%	*64%*	*65%*	*63%*	**64%g**	*60%*	**67%g**	*57%*	*61%*	*57%*	*67%*	*64%*	*61%*	*63%*	**72%ilr**	*64%*	*63%*	*59%*	*60%*
Mail that has been tampered with	**641**	577	63	33	564	37	23	17	20	64	38	42	60	54	156	94	36	7	30
	22%	*22%*	*17%*	*26%*	**23%ef**	*14%*	*17%*	**21%e**	**22%r**	**22%r**	*15%*	*19%*	**23%r**	**21%r**	**34%hijklmopr**	**24%pr**	*14%*	*21%*	*13%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	1093	109	39	1023	92	54	32	46	130	98	88	103	92	226	136	104	9	83
	41%	**42%bc**	*29%*	*30%*	**41%e**	*34%*	*41%*	*39%*	**49%moqr**	**45%q**	*39%*	*40%*	*40%*	*36%*	**50%moqr**	*34%*	*41%*	*26%*	*36%*
NET Any problems experienced	**2960**	2585	375	129	2477	267	133	82	94	291	251	220	260	256	453	400	253	34	233
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2925**	1035	1176	361	216	109	2211	325	1078	1159	424	159	73	2237	232
Weighted Base	**2960**	1051	1141	408	226	108*	2192	334	1040	1149	490	182*	67*	2189	249
Effective Base	**1601**	559	625	212	126	64	1184	190	569	616	257	98	44	1185	141
Lost mail	**942**	352	329	137	71	45	682	115	332	344	151	78	28	675	106
	32%	*34%*	*29%*	*34%*	*31%*	**41%b**	*31%*	*35%*	*32%*	*30%*	*31%*	**43%hijm**	*42%*	*31%*	**43%hijm**
Damaged mail	**1007**	360	382	148	72	39	742	111	374	363	180	60	23	737	83
	34%	*34%*	*33%*	*36%*	*32%*	*36%*	*34%*	*33%*	*36%*	*32%*	*37%*	*33%*	*35%*	*34%*	*33%*
Delayed mail	**1620**	591	607	232	112	63	1198	174	562	652	243	103	43	1213	146
	55%	*56%*	*53%*	*57%*	*49%*	*58%*	*55%*	*52%*	*54%*	*57%*	*50%*	*56%*	*65%*	*55%*	*59%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	731	698	246	143	61	1430	204	691	723	283	136	44	1414	180
	64%	**70%bceg**	*61%*	*60%*	*63%*	*56%*	*65%*	*61%*	**66%j**	*63%*	*58%*	**74%ij**	*66%*	**65%j**	**72%ij**
Mail that has been tampered with	**641**	272	229	76	37	23	501	60	255	240	104	24	11	495	35
	22%	**26%bcdg**	*20%*	*19%*	*17%*	*21%*	*23%*	*18%*	**25%kn**	*21%*	*21%*	*13%*	*16%*	**23%kn**	*14%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	447	424	188	96	44	872	140	441	454	208	63	33	895	96
	41%	*43%*	*37%*	**46%b**	*42%*	*41%*	*40%*	*42%*	*42%*	*40%*	*42%*	*34%*	*50%*	*41%*	*38%*
NET Any problems experienced	**2960**	1051	1141	408	226	108	2192	334	1040	1149	490	182	67	2189	249
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2925**	265	2609	51	1071	1666	188	2843	53	20	5	2916	4
Weighted Base	**2960**	303	2609	48**	1090	1673	196	2864	68*	15**	6**	2947	7**
Effective Base	**1601**	164	1414	23	594	889	120	1550	37	12	3	1597	2
Lost mail	**942**	143	782	18	399	458	84	883	44	8	4	936	2
	32%	**47%b**	*30%*	*38%*	**37%e**	*27%*	**43%e**	*31%*	**65%gk**	*53%*	*70%*	*32%*	*27%*
Damaged mail	**1007**	164	817	26	436	484	86	960	44	1	2	1005	-
	34%	**54%b**	*31%*	*55%*	**40%e**	*29%*	**44%e**	*34%*	**65%gk**	*9%*	*30%*	*34%*	-
Delayed mail	**1620**	189	1400	31	649	845	125	1565	38	10	5	1614	1
	55%	**62%b**	*54%*	*66%*	**60%e**	*51%*	**64%e**	*55%*	*57%*	*65%*	*85%*	*55%*	*11%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	221	1644	25	730	1038	122	1834	38	7	5	1879	5
	64%	**73%b**	*63%*	*52%*	*67%*	*62%*	*62%*	*64%*	*57%*	*45%*	*85%*	*64%*	*76%*
Mail that has been tampered with	**641**	128	492	21	324	244	72	587	49	2	3	638	*
	22%	**42%b**	*19%*	*44%*	**30%e**	*15%*	**37%e**	*21%*	**72%gk**	*12%*	*40%*	*22%*	*3%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	180	996	26	509	602	92	1140	52	10	-	1202	*
	41%	**59%b**	*38%*	*55%*	**47%e**	*36%*	**47%e**	*40%*	**77%gk**	*63%*	-	*41%*	*3%*
NET Any problems experienced	**2960**	303	2609	48	1090	1673	196	2864	68	15	6	2947	7
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH1_NET_ANYPROBLEMS. Royal Mail's services that participant has experienced a problem with in the last 12 months - Summary of any problems experienced

Base : All those experiencing problems

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2925**	710	733	760	722	245	219	246	241	238	254	266	249	245	241	247	234
Weighted Base	**2960**	702	733	780	745	261	204	237	256	242	235	256	264	260	267	251	228
Effective Base	**1601**	359	429	398	421	126	108	126	147	135	148	135	133	130	142	145	134
Lost mail	**942**	206	228	234	274	72	60	74	84	74	70	87	77	70	95	101	77
	32%	*29%*	*31%*	*30%*	**37%ac**	*28%*	*29%*	*31%*	*33%*	*30%*	*30%*	*34%*	*29%*	*27%*	*36%*	**40%em**	*34%*
Damaged mail	**1007**	209	258	286	255	65	59	85	105	77	75	89	93	104	93	85	77
	34%	*30%*	*35%*	**37%a**	*34%*	*25%*	*29%*	*36%*	**41%ef**	*32%*	*32%*	*35%*	*35%*	**40%e**	*35%*	*34%*	*34%*
Delayed mail	**1620**	392	405	431	393	148	108	136	138	142	125	150	159	121	153	134	106
	55%	*56%*	*55%*	*55%*	*53%*	*57%*	*53%*	*57%*	*54%*	**59%p**	*53%*	**59%p**	**60%mp**	*47%*	*57%*	*54%*	*46%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1890**	407	493	494	495	137	131	140	192	144	158	170	170	154	181	167	147
	64%	*58%*	**67%a**	*63%*	**66%a**	*52%*	*64%*	*59%*	**75%egim**	*60%*	**67%e**	**66%e**	**65%e**	*59%*	**68%e**	**67%e**	**65%e**
Mail that has been tampered with	**641**	120	181	175	165	31	45	43	68	41	71	60	50	65	61	49	55
	22%	*17%*	**25%a**	*22%*	*22%*	*12%*	**22%e**	*18%*	**27%e**	*17%*	**30%egilo**	**23%e**	*19%*	**25%e**	**23%e**	*19%*	**24%e**
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1202**	266	300	304	332	94	84	88	87	99	114	104	93	108	138	94	100
	41%	*38%*	*41%*	*39%*	*44%*	*36%*	*41%*	*37%*	*34%*	*41%*	**49%ehlo**	*40%*	*35%*	*42%*	**52%eghlo**	*37%*	*44%*
NET Any problems experienced	**2960**	702	733	780	745	261	204	237	256	242	235	256	264	260	267	251	228
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**758**	-	758	467	289	160	110	250	87	73	48	30	270	337	151	78	633	119	630
	15%	-	*15%*	**19%d**	*11%*	**23%hijk**	**18%hijk**	**24%hijk**	**12%k**	*8%*	*8%*	*6%*	**21%no**	**19%no**	*7%*	*7%*	*14%*	**26%p**	*12%*
No	**4307**	-	4307	2002	2289	495	486	784	648	816	584	495	981	1432	1895	1079	3942	330	4430
	83%	-	*83%*	*80%*	**87%c**	*72%*	**80%eg**	*74%*	**87%efg**	**91%efgh**	**92%efgh**	**94%efgh**	*76%*	*79%*	**92%lm**	**93%lm**	**85%q**	*71%*	*86%*
I don't know	**96**	-	96	46	49	34	12	26	12	8	2	2	46	38	12	4	79	14	101
	2%	-	*2%*	*2%*	*2%*	**5%fghijk**	**2%j**	**2%ijk**	*2%*	*1%*	*	*	**4%no**	**2%no**	*1%*	*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**758**	268	191	172	127	459	299	558	193	90	76	163	155	237	393	90	642
	15%	**27%bcd**	*12%*	**15%d**	*9%*	**18%f**	*12%*	**18%h**	*10%*	*13%*	*12%*	*13%*	*12%*	**26%jkln**	*12%*	*13%*	*15%*
No	**4307**	708	1384	996	1219	2093	2215	2469	1776	576	567	1115	1085	671	2768	581	3489
	83%	*71%*	**87%a**	**84%a**	**88%ac**	*81%*	**86%e**	*80%*	**88%g**	**84%m**	**87%m**	**86%m**	**86%m**	*73%*	**86%m**	*84%*	*83%*
I don't know	**96**	15	24	16	41	39	57	45	39	19	8	22	15	11	45	19	58
	2%	*1%*	*2%*	*1%*	**3%bc**	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	**3%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	758	683	75	37	667	39	31	21	21	81	41	59	64	54	173	122	52	5	34
	15%	15%b	*10%*	*16%*	15%e	*9%*	*13%*	15%e	*10%*	14%r	*10%*	16%jr	*14%*	*11%*	25%hijklmopqr	17%hjr	*12%*	*8%*	*9%*
No	4307	3676	631	192	3589	388	212	118	184	473	377	305	383	421	489	574	384	55	332
	83%	*83%*	87%a	*81%*	*83%*	89%dg	*86%*	*83%*	88%no	84%n	89%kno	81%n	84%n	88%kno	*72%*	81%n	87%n	88%n	90%lkno
I don't know	96	78	18	7	82	7	4	3	5	12	7	11	8	4	16	12	7	3	4
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	4%mr	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	758	310	259	93	62	32	569	94	280	288	113	54	19	568	73
	15%	**17%bc**	*13%*	*12%*	*17%*	**19%c**	*15%*	**18%bc**	*15%*	*15%*	*12%*	**20%j**	*18%*	*15%*	**20%j**
No	4307	1524	1681	642	286	126	3206	412	1544	1658	755	205	83	3202	288
	83%	*83%*	**86%adeg**	*82%*	*80%*	*77%*	**84%g**	*79%*	**84%kn**	**85%kn**	*83%*	*77%*	*81%*	**84%kn**	*78%*
I don't know	96	10	15	47	8	5	25	13	20	12	42	7	1	33	8
	2%	*1%*	*1%*	**6%abdfg**	**2%af**	**3%abf**	*1%*	**2%abf**	*1%*	*1%*	**5%him**	**3%im**	*1%*	*1%*	**2%im**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**758**	151	591	16	369	328	62	710	41	4	2	756	*
	15%	**37%bc**	*13%*	*19%*	**24%e**	*10%*	**19%e**	*14%*	**47%gk**	*21%*	*19%*	*15%*	*1%*
No	**4307**	245	3999	63	1159	2908	240	4227	47	16	7	4291	9
	83%	*61%*	**86%ac**	*75%*	*75%*	**89%df**	*73%*	**84%h**	*53%*	*77%*	*72%*	**84%h**	*41%*
I don't know	**96**	7	84	5	27	43	25	81	*	*	1	81	13
	2%	*2%*	*2%*	**6%b**	*2%*	*1%*	**8%de**	*2%*	*	*2%*	*9%*	*2%*	*58%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**758**	153	209	188	209	39	57	57	78	55	75	65	51	72	70	76	62
	15%	*12%*	**16%a**	*15%*	**16%a**	*9%*	*14%*	*13%*	**18%e**	*12%*	**19%eil**	**15%e**	*12%*	**17%e**	**15%e**	**18%eil**	**15%e**
No	**4307**	1117	1053	1086	1052	391	352	374	346	389	318	360	376	350	379	327	346
	83%	**87%bd**	*82%*	*84%*	*81%*	**90%hjkmnop**	*85%*	*84%*	*80%*	*84%*	*80%*	*83%*	**87%hjq**	*82%*	*82%*	*79%*	*83%*
I don't know	**96**	21	28	16	31	3	5	12	7	16	5	7	4	5	14	9	8
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	**4%e**	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**630**	-	630	346	282	121	98	184	65	83	53	26	219	249	162	79	557	66	630
Weighted Base	**758**	-**	758	467	289	160*	110*	250	87*	73*	48**	30**	270	337	151*	78*	633	119*	630
Effective Base	**376**	-	376	218	159	72	61	120	43	44	24	15	132	163	82	39	324	50	630
Yes - in person (e.g. to the postman/woman)	**87**	-	87	64	23	23	12	34	9	4	4	3	34	42	10	6	77	10	64
	12%	-	*12%*	*14%*	*8%*	*14%*	*11%*	*13%*	*10%*	*6%*	*8%*	*9%*	*13%*	*13%*	*7%*	*8%*	*12%*	*9%*	*10%*
Yes - by telephone	**122**	-	122	73	49	34	15	38	11	7	11	6	49	49	24	17	96	24	98
	16%	-	*16%*	*16%*	*17%*	*21%*	*14%*	*15%*	*12%*	*9%*	*22%*	*22%*	*18%*	*14%*	*16%*	*22%*	*15%*	*20%*	*16%*
Yes - by email	**176**	-	176	104	70	33	21	49	32	19	15	6	54	82	41	21	164	9	170
	23%	-	*23%*	*22%*	*24%*	*21%*	*19%*	*20%*	**37%fg**	*26%*	*31%*	*21%*	*20%*	*24%*	*27%*	*28%*	**26%q**	*7%*	*27%*
Yes - by letter	**69**	-	69	49	20	17	13	25	7	4	3	1	30	31	8	4	50	20	58
	9%	-	*9%*	*11%*	*7%*	*10%*	*12%*	*10%*	*8%*	*6%*	*7%*	*2%*	*11%*	*9%*	*5%*	*5%*	*8%*	*16%*	*9%*
Yes - on an online web forum	**118**	-	118	62	56	9	24	46	8	20	3	7	33	54	30	10	105	13	105
	16%	-	*16%*	*13%*	*19%*	*6%*	**22%e**	**19%e**	*9%*	**27%eh**	*6%*	*23%*	*12%*	*16%*	*20%*	*12%*	*17%*	*10%*	*17%*
Yes - via social media (Facebook, Twitter, etc)	**116**	-	116	86	30	34	20	50	12	-	-	-	54	61	-	-	88	28	65
	15%	-	*15%*	**18%d**	*10%*	**21%i**	**18%i**	**20%i**	**13%i**	-	-	-	**20%no**	**18%no**	-	-	*14%*	*24%*	*10%*
Yes - by other means (please specify)	**23**	-	23	8	14	-	-	1	5	9	3	4	-	6	17	7	20	3	21
	3%	-	*3%*	*2%*	*5%*	-	-	*	**6%eg**	**13%efg**	*7%*	*13%*	-	*2%*	**11%lm**	**9%lm**	*3%*	*2%*	*3%*
No	**47**	-	47	21	26	10	5	7	4	9	9	3	15	11	21	12	33	14	49
	6%	-	*6%*	*5%*	*9%*	*6%*	*4%*	*3%*	*5%*	**13%g**	*19%*	*10%*	*5%*	*3%*	**14%lm**	**15%lm**	*5%*	*11%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**630**	234	169	119	108	403	227	413	209	74	69	142	143	160	354	74	525
Weighted Base	**758**	268	191*	172*	127*	459	299	558	193	90*	76*	163*	155*	237	393	90*	642
Effective Base	**376**	130	95	82	70	225	151	255	125	51	43	85	72	106	198	51	310
Yes - in person (e.g. to the postman/woman)	**87**	34	19	14	20	53	34	72	15	6	7	13	20	37	41	6	82
	12%	*13%*	*10%*	*8%*	*16%*	*12%*	*11%*	*13%*	*8%*	*6%*	*10%*	*8%*	*13%*	*16%*	*10%*	*6%*	*13%*
Yes - by telephone	**122**	28	42	33	20	70	52	80	39	21	11	28	28	22	67	21	90
	16%	*11%*	**22%a**	*19%*	*15%*	*15%*	*17%*	*14%*	*20%*	**23%m**	*14%*	*17%*	*18%*	*9%*	*17%*	*23%*	*14%*
Yes - by email	**176**	58	40	50	29	98	78	114	58	25	25	29	42	46	96	25	144
	23%	*22%*	*21%*	*29%*	*23%*	*21%*	*26%*	*20%*	**30%g**	*28%*	*32%*	*18%*	*27%*	*19%*	*24%*	*28%*	*22%*
Yes - by letter	**69**	24	23	13	9	47	22	64	5	8	4	21	8	28	33	8	61
	9%	*9%*	*12%*	*8%*	*7%*	*10%*	*7%*	**12%h**	*2%*	*9%*	*5%*	*13%*	*5%*	*12%*	*8%*	*9%*	*9%*
Yes - on an online web forum	**118**	52	21	24	20	73	45	79	38	11	16	32	17	36	65	11	101
	16%	*19%*	*11%*	*14%*	*16%*	*16%*	*15%*	*14%*	*20%*	*12%*	*22%*	*19%*	*11%*	*15%*	*16%*	*12%*	*16%*
Yes - via social media (Facebook, Twitter, etc)	**116**	62	20	23	11	82	34	112	4	5	8	14	23	64	45	5	109
	15%	**23%bd**	*10%*	*13%*	*9%*	*18%*	*11%*	**20%h**	*2%*	*6%*	*11%*	*9%*	*15%*	**27%ijkn**	*12%*	*6%*	**17%o**
Yes - by other means (please specify)	**23**	5	7	3	8	12	11	11	12	8	-	10	5	*	15	8	15
	3%	*2%*	*4%*	*2%*	*6%*	*3%*	*4%*	*2%*	**6%g**	**9%m**	-	**6%m**	*3%*	*	*4%*	**9%p**	*2%*
No	**47**	5	19	12	10	24	22	26	21	6	5	15	13	4	32	6	40
	6%	*2%*	**10%a**	*7%*	**8%a**	*5%*	*7%*	*5%*	**11%g**	*7%*	*7%*	**9%m**	**8%m**	*2%*	**8%m**	*7%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**630**	477	153	70	360	85	105	80	26	43	29	37	36	34	73	50	32	10	75
Weighted Base	**758**	683	75*	37**	667	39*	31*	21*	21**	81*	41**	59*	64*	54*	173*	122*	52**	5**	34*
Effective Base	**376**	332	46	20	303	49	50	48	23	40	25	34	31	31	66	43	28	5	44
Yes - in person (e.g. to the postman/woman)	**87**	80	7	6	78	5	2	3	2	5	5	8	5	3	33	8	8	-	5
	12%	*12%*	*9%*	*15%*	*12%*	*12%*	*6%*	*13%*	*8%*	*6%*	*13%*	*14%*	*8%*	*6%*	*19%*	*7%*	*16%*	-	*14%*
Yes - by telephone	**122**	111	11	6	108	6	4	4	5	30	5	3	20	8	15	19	4	1	5
	16%	*16%*	*14%*	*17%*	*16%*	*16%*	*13%*	*16%*	*22%*	**37%kmnor**	*12%*	*5%*	**32%kn**	*14%*	*8%*	*16%*	*8%*	*17%*	*16%*
Yes - by email	**176**	161	16	4	145	16	9	7	7	9	12	12	9	21	29	31	16	3	13
	23%	*24%*	*21%*	*11%*	*22%*	**41%d**	*28%*	*31%*	*32%*	*11%*	*29%*	*21%*	*14%*	**38%lln**	*17%*	*26%*	*32%*	*60%*	**38%lln**
Yes - by letter	**69**	65	4	3	60	3	4	2	3	10	-	11	1	1	19	14	2	*	2
	9%	*10%*	*5%*	*7%*	*9%*	*6%*	*14%*	*11%*	*14%*	*12%*	-	**19%lm**	*2%*	*2%*	*11%*	*11%*	*3%*	*3%*	*7%*
Yes - on an online web forum	**118**	102	16	7	105	4	8	1	3	16	6	9	11	7	23	19	9	-	4
	16%	*15%*	*21%*	*20%*	*16%*	*10%*	**26%cg**	*6%*	*16%*	*20%*	*14%*	*16%*	*18%*	*13%*	*14%*	*16%*	*17%*	-	*12%*
Yes - via social media (Facebook, Twitter, etc)	**116**	109	7	6	110	2	1	2	1	7	6	10	8	7	48	20	3	1	1
	15%	*16%*	*9%*	*15%*	**17%ef**	*5%*	*4%*	*12%*	*3%*	*9%*	*15%*	*16%*	*13%*	*13%*	**28%ir**	*17%*	*6%*	*16%*	*3%*
Yes - by other means (please specify)	**23**	16	6	2	20	1	1	*	-	3	4	4	5	1	-	-	4	*	1
	3%	*2%*	**8%a**	*6%*	*3%*	*3%*	*2%*	*2%*	-	*4%*	*10%*	**6%n**	**7%no**	*3%*	-	-	*7%*	*4%*	**3%n**
No	**47**	38	9	3	40	2	2	2	1	2	3	3	4	6	6	9	6	-	2
	6%	*6%*	*11%*	*9%*	*6%*	*6%*	*7%*	*9%*	*5%*	*3%*	*8%*	*4%*	*7%*	*12%*	*3%*	*8%*	*11%*	-	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**630**	239	227	70	59	32	466	91	237	233	86	48	22	470	70
Weighted Base	**758**	310	259	93*	62*	32**	569	94*	280	288	113*	54*	19**	568	73*
Effective Base	**376**	145	129	45	40	18	274	58	137	140	55	32	10	277	42
Yes - in person (e.g. to the postman/woman)	**87**	47	25	5	7	2	72	10	40	27	18	2	*	67	3
	12%	*15%*	*10%*	*6%*	*12%*	*7%*	*13%*	*10%*	*14%*	*9%*	*16%*	*4%*	*2%*	*12%*	*4%*
Yes - by telephone	**122**	46	32	33	6	5	78	11	36	43	25	10	8	79	18
	16%	*15%*	*12%*	**36%abdfg**	*9%*	*17%*	*14%*	*12%*	*13%*	*15%*	*22%*	*18%*	*45%*	*14%*	*25%*
Yes - by email	**176**	65	60	24	16	11	125	27	59	67	26	22	1	126	23
	23%	*21%*	*23%*	*25%*	*26%*	*35%*	*22%*	*29%*	*21%*	*23%*	*23%*	**40%hlm**	*8%*	*22%*	*32%*
Yes - by letter	**69**	26	25	7	11	*	51	11	24	30	8	2	3	54	5
	9%	*8%*	*10%*	*7%*	*17%*	*1%*	*9%*	*12%*	*9%*	*10%*	*7%*	*3%*	*17%*	*10%*	*7%*
Yes - on an online web forum	**118**	52	45	8	8	5	97	13	50	43	14	9	2	93	10
	16%	*17%*	*17%*	*9%*	*13%*	*14%*	*17%*	*13%*	*18%*	*15%*	*13%*	*16%*	*8%*	*16%*	*14%*
Yes - via social media (Facebook, Twitter, etc)	**116**	57	38	9	4	7	96	12	47	52	11	2	3	99	5
	15%	*18%*	*15%*	*9%*	*7%*	*23%*	*17%*	*12%*	*17%*	**18%k**	*10%*	*4%*	*18%*	**17%k**	*7%*
Yes - by other means (please specify)	**23**	6	15	1	1	-	20	1	11	8	3	-	-	19	-
	3%	*2%*	*6%*	*2%*	*2%*	-	*4%*	*1%*	*4%*	*3%*	*3%*	-	-	*3%*	-
No	**47**	12	18	6	9	1	30	10	14	17	7	8	*	31	8
	6%	*4%*	*7%*	*6%*	**15%af**	*2%*	*5%*	*10%*	*5%*	*6%*	*6%*	*14%*	*2%*	*5%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	630	101	510	19	295	282	53	592	30	6	1	628	1
Weighted Base	758	151*	591	16**	369	328	62*	710	41**	4**	2**	756	***
Effective Base	376	71	296	9	182	160	35	350	22	3	1	375	1
Yes - in person (e.g. to the postman/woman)	87	22	62	3	48	38	2	84	3	*	-	87	-
	12%	*15%*	*11%*	*17%*	*13%*	*12%*	*3%*	*12%*	*6%*	*6%*	-	*12%*	-
Yes - by telephone	122	22	98	2	44	59	19	114	8	-	-	122	-
	16%	*14%*	*17%*	*11%*	*12%*	*18%*	**31%d**	*16%*	*20%*	-	-	*16%*	-
Yes - by email	176	37	134	5	94	70	12	166	8	-	2	174	*
	23%	*25%*	*23%*	*28%*	*26%*	*21%*	*20%*	*23%*	*19%*	-	*100%*	*23%*	*100%*
Yes - by letter	69	14	54	*	36	27	7	61	8	-	-	69	-
	9%	*10%*	*9%*	*3%*	*10%*	*8%*	*11%*	*9%*	*19%*	-	-	*9%*	-
Yes - on an online web forum	118	17	98	2	61	50	7	111	5	2	-	118	-
	16%	*11%*	*17%*	*13%*	*16%*	*15%*	*12%*	*16%*	*12%*	*36%*	-	*16%*	-
Yes - via social media (Facebook, Twitter, etc)	116	37	75	4	67	40	10	105	10	1	-	116	-
	15%	**25%b**	*13%*	*25%*	*18%*	*12%*	*16%*	*15%*	*24%*	*15%*	-	*15%*	-
Yes - by other means (please specify)	23	*	22	-	9	10	3	23	-	-	-	23	-
	3%	*	*4%*	-	*3%*	*3%*	*5%*	*3%*	-	-	-	*3%*	-
No	47	*	46	1	10	35	2	45	-	2	-	47	-
	6%	*	**8%a**	*3%*	*3%*	**11%d**	*4%*	*6%*	-	*44%*	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**630**	135	184	150	161	36	50	49	73	48	63	55	40	55	51	57	53
Weighted Base	**758**	153*	209	188*	209	39**	57**	57**	78*	55**	75*	65**	51**	72*	70*	76*	62*
Effective Base	**376**	69	120	85	105	20	28	23	51	28	42	30	23	32	33	38	35
Yes - in person (e.g. to the postman/woman)	**87**	13	24	19	31	1	6	6	3	12	9	5	4	10	14	13	4
	12%	*8%*	*12%*	*10%*	*15%*	*2%*	*11%*	*10%*	*4%*	*22%*	*12%*	*8%*	*7%*	*14%*	**19%h**	*17%*	*7%*
Yes - by telephone	**122**	34	27	26	35	16	14	3	11	7	9	8	2	16	6	14	15
	16%	*22%*	*13%*	*14%*	*17%*	*41%*	*26%*	*6%*	*15%*	*13%*	*12%*	*13%*	*4%*	*22%*	*9%*	*18%*	*24%*
Yes - by email	**176**	35	52	50	40	10	14	10	23	5	24	16	20	13	14	12	14
	23%	*23%*	*25%*	*27%*	*19%*	*26%*	*25%*	*18%*	*30%*	*9%*	*32%*	*25%*	*40%*	*18%*	*20%*	*16%*	*22%*
Yes - by letter	**69**	10	25	14	19	2	3	5	7	8	10	5	5	4	5	9	6
	9%	*7%*	*12%*	*8%*	*9%*	*5%*	*5%*	*9%*	*10%*	*15%*	*13%*	*8%*	*9%*	*6%*	*7%*	*12%*	*9%*
Yes - on an online web forum	**118**	16	36	34	33	4	4	7	20	6	9	17	10	7	8	12	13
	16%	*10%*	*17%*	*18%*	*16%*	*11%*	*8%*	*12%*	*26%*	*11%*	*12%*	*26%*	*19%*	*10%*	*11%*	*16%*	*20%*
Yes - via social media (Facebook, Twitter, etc)	**116**	23	37	25	32	2	6	14	12	14	11	12	5	7	17	8	7
	15%	*15%*	*18%*	*13%*	*15%*	*6%*	*11%*	*25%*	*15%*	*25%*	*15%*	*19%*	*11%*	*10%*	*24%*	*10%*	*11%*
Yes - by other means (please specify)	**23**	6	*	7	9	2	1	4	*	-	-	-	3	4	4	4	*
	3%	**4%b**	*	*4%*	**4%b**	*5%*	*1%*	*6%*	*	-	-	-	*6%*	*6%*	*6%*	*5%*	*
No	**47**	17	6	13	11	1	8	8	*	2	3	1	2	10	3	4	4
	6%	**11%b**	*3%*	*7%*	*5%*	*3%*	*13%*	*14%*	*	*4%*	*5%*	*2%*	*4%*	**14%h**	*4%*	*5%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**581**	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	**711**	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	**352**	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
Didn't need this information	**75**	-	75	44	31	18	12	25	3	4	6	8	29	28	18	14	60	15	59
	11%	-	*11%*	*10%*	*12%*	*12%*	*11%*	*10%*	*3%*	*6%*	*15%*	*31%*	*11%*	*9%*	*14%*	**21%m**	*10%*	*14%*	*10%*
On Royal Mail's website	**502**	-	502	311	189	105	72	163	69	53	27	12	177	232	92	40	426	70	413
	71%	-	*71%*	*70%*	*72%*	*70%*	*68%*	*67%*	**84%g**	*83%*	*69%*	*47%*	*69%*	*71%*	*71%*	*60%*	*71%*	*66%*	*71%*
Speaking to someone who works for Royal Mail over the phone	**138**	-	138	106	31	24	33	61	17	1	3	-	57	78	3	3	112	23	97
	19%	-	*19%*	**24%d**	*12%*	**16%l**	**31%eil**	**25%l**	**20%l**	*1%*	*7%*	-	**22%no**	**24%no**	*2%*	*4%*	*19%*	*22%*	*17%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**109**	-	109	86	22	21	21	47	7	6	2	5	42	53	13	6	95	13	83
	15%	-	*15%*	**19%d**	*8%*	*14%*	*20%*	*19%*	*8%*	*10%*	*5%*	*17%*	*17%*	*16%*	*10%*	*10%*	*16%*	*13%*	*14%*
Another way (please specify)	**7**	-	7	5	3	1	-	2	2	*	-	2	1	4	3	2	6	2	10
	1%	-	*1%*	*1%*	*1%*	*	-	*1%*	*2%*	*	-	*8%*	*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*
I don't know	**9**	-	9	3	6	-	-	5	1	-	2	*	-	7	2	2	9	-	7
	1%	-	*1%*	*1%*	*2%*	-	-	*2%*	*2%*	-	*4%*	*	-	*2%*	*1%*	*3%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base	**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base	**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
Didn't need this information	**75**	29	22	12	12	52	23	54	20	17	8	10	12	20	30	17	52
	11%	*11%*	*13%*	*7%*	*10%*	*12%*	*8%*	*10%*	*11%*	**20%kmn**	*11%*	*7%*	*8%*	*8%*	*8%*	**20%p**	*9%*
On Royal Mail's website	**502**	177	125	118	81	303	200	379	117	53	46	108	107	168	260	53	430
	71%	*67%*	*73%*	*74%*	*69%*	*70%*	*72%*	*71%*	*68%*	*63%*	*65%*	*73%*	*75%*	*72%*	*72%*	*63%*	*72%*
Speaking to someone who works for Royal Mail over the phone	**138**	65	25	28	19	90	48	120	15	13	14	24	10	74	48	13	122
	19%	*25%*	*14%*	*18%*	*17%*	*21%*	*17%*	**23%h**	*9%*	*16%*	**20%l**	*16%*	*7%*	**32%iklm**	*13%*	*16%*	*20%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**109**	63	19	18	9	82	27	91	18	1	6	14	31	54	51	1	108
	15%	**24%bcd**	*11%*	*11%*	*8%*	**19%f**	*10%*	*17%*	*10%*	*1%*	*9%*	*10%*	**22%l**	**23%ijk**	**14%l**	*1%*	**18%o**
Another way (please specify)	**7**	1	2	4	-	3	4	5	2	-	*	3	3	*	6	-	7
	1%	*	*1%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	-	*	*2%*	*2%*	*	*2%*	-	*1%*
I don't know	**9**	3	-	2	3	3	5	3	5	2	1	3	3	-	7	2	7
	1%	*1%*	-	*1%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	-	*2%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base	**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base	**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
Didn't need this information	**75**	68	7	2	62	7	2	5	1	8	8	5	5	4	20	8	3	3	4
	11%	*11%*	*10%*	*7%*	*10%*	*19%*	*5%*	**26%df**	*6%*	*11%*	*22%*	*8%*	*8%*	*9%*	*12%*	*7%*	*6%*	*62%*	*12%*
On Royal Mail's website	**502**	453	49	25	449	23	19	11	16	64	28	36	37	30	110	89	40	2	21
	71%	*70%*	*74%*	*74%*	*72%*	*62%*	*66%*	*57%*	*83%*	*81%*	*73%*	*64%*	*63%*	*62%*	*66%*	*79%*	*85%*	*37%*	*66%*
Speaking to someone who works for Royal Mail over the phone	**138**	132	5	3	129	3	3	3	6	15	4	15	19	4	50	12	4	-	3
	19%	**21%b**	*8%*	*8%*	*21%*	*8%*	*9%*	*16%*	*33%*	*19%*	*10%*	*26%*	**31%or**	*8%*	**30%or**	*10%*	*8%*	-	*9%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**109**	101	7	2	94	5	7	2	6	6	3	6	8	9	40	11	5	*	5
	15%	*16%*	*11%*	*7%*	*15%*	*15%*	**26%g**	*8%*	*29%*	*7%*	*8%*	*10%*	*14%*	*19%*	**24%l**	*10%*	*12%*	*1%*	*17%*
Another way (please specify)	**7**	5	2	2	5	1	*	*	-	-	-	2	2	-	-	2	-	-	1
	1%	*1%*	*3%*	*6%*	*1%*	*4%*	*1%*	*1%*	-	-	-	*4%*	*3%*	-	-	*1%*	-	-	**5%n**
I don't know	**9**	8	*	*	8	*	1	-	-	-	-	-	-	6	-	2	-	-	*
	1%	*1%*	*	*1%*	*1%*	*	*2%*	-	-	-	-	-	-	*13%*	-	*2%*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**581**	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base	**711**	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base	**352**	137	123	42	36	17	260	52	128	133	52	28	10	261	38
Didn't need this information	**75**	38	24	9	3	1	62	4	30	26	12	5	*	56	6
	11%	*13%*	*10%*	*10%*	*6%*	*2%*	*12%*	*4%*	*11%*	*9%*	*11%*	*12%*	*2%*	*10%*	*9%*
On Royal Mail's website	**502**	206	178	52	40	24	384	64	191	204	62	31	13	395	44
	71%	*69%*	*74%*	*60%*	*75%*	*78%*	*71%*	*76%*	*72%*	**75%j**	*59%*	*67%*	*69%*	**73%j**	*67%*
Speaking to someone who works for Royal Mail over the phone	**138**	74	37	16	7	4	111	11	62	50	18	3	5	111	9
	19%	*25%*	*15%*	*18%*	*13%*	*13%*	*21%*	*13%*	*23%*	*18%*	*17%*	*7%*	*28%*	*21%*	*13%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**109**	79	17	4	4	4	97	7	49	42	14	4	*	91	4
	15%	**27%bcdfg**	*7%*	*5%*	*7%*	*12%*	**18%bc**	*9%*	*19%*	*15%*	*13%*	*8%*	*	*17%*	*6%*
Another way (please specify)	**7**	2	1	4	*	-	3	*	3	*	-	4	-	4	4
	1%	*1%*	*	**4%f**	*1%*	-	*1%*	*1%*	*1%*	*	-	*8%*	-	*1%*	**6%im**
I don't know	**9**	*	4	5	*	-	4	*	2	2	5	-	-	4	-
	1%	*	*1%*	**5%af**	*	-	*1%*	*	*1%*	*1%*	**5%m**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**581**	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base	**711**	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base	**352**	71	273	8	176	143	33	327	22	2	1	351	1
Didn't need this information	**75**	20	54	1	34	35	6	71	4	-	-	75	-
	11%	*13%*	*10%*	*7%*	*10%*	*12%*	*10%*	*11%*	*9%*	-	-	*11%*	-
On Royal Mail's website	**502**	103	385	15	250	212	40	473	27	*	2	500	*
	71%	*68%*	*71%*	*93%*	*70%*	*72%*	*67%*	*71%*	*66%*	*4%*	*100%*	*71%*	*100%*
Speaking to someone who works for Royal Mail over the phone	**138**	45	92	1	86	32	19	129	8	-	-	138	-
	19%	**30%b**	*17%*	*3%*	**24%e**	*11%*	**32%e**	*19%*	*20%*	-	-	*19%*	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**109**	36	72	-	76	30	2	102	4	2	-	109	-
	15%	**24%b**	*13%*	-	**21%ef**	*10%*	*4%*	*15%*	*10%*	*96%*	-	*15%*	-
Another way (please specify)	**7**	-	7	-	2	5	-	7	-	-	-	7	-
	1%	-	*1%*	-	*1%*	*2%*	-	*1%*	-	-	-	*1%*	-
I don't know	**9**	2	7	-	2	5	2	9	-	-	-	9	-
	1%	*1%*	*1%*	-	*1%*	*2%*	*3%*	*1%*	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**581**	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base	**711**	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base	**352**	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
Didn't need this information	**75**	11	21	20	24	5	3	3	9	6	6	3	7	10	5	10	8
	11%	*8%*	*10%*	*11%*	*12%*	*14%*	*5%*	*5%*	*12%*	*11%*	*9%*	*4%*	*15%*	*16%*	*8%*	*14%*	*14%*
On Royal Mail's website	**502**	95	139	134	133	26	38	31	47	40	53	57	34	43	45	45	43
	71%	*70%*	*69%*	*77%*	*67%*	*70%*	*77%*	*63%*	*61%*	*75%*	*73%*	*88%*	*71%*	*69%*	*67%*	*62%*	*75%*
Speaking to someone who works for Royal Mail over the phone	**138**	30	57	14	37	6	10	13	22	11	24	3	5	6	17	13	6
	19%	***22%c***	***28%c***	*8%*	***19%c***	*16%*	*21%*	*27%*	*29%*	*22%*	***33%p***	*5%*	*10%*	*9%*	*25%*	*18%*	*11%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**109**	22	37	17	32	6	2	15	15	7	15	6	10	2	20	6	6
	15%	*16%*	*18%*	*10%*	*16%*	*16%*	*3%*	*30%*	*19%*	*13%*	*21%*	*9%*	*20%*	*3%*	***30%o***	*9%*	*10%*
Another way (please specify)	**7**	2	1	4	*	-	-	2	*	*	*	2	-	2	*	-	*
	1%	*1%*	*	*2%*	*	-	-	*4%*	*	*	*1%*	*3%*	-	*3%*	*	-	*
I don't know	**9**	1	2	5	2	*	-	1	-	2	-	-	3	2	-	2	-
	1%	*	*1%*	*3%*	*1%*	*	-	*1%*	-	*3%*	-	-	*6%*	*3%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**581**	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	**711**	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	**352**	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
Very easy (5)	**309**	-	309	235	73	62	53	138	28	17	1	9	115	166	27	10	266	40	202
	43%	-	*43%*	**53%d**	*28%*	*41%*	**51%i**	**57%ehi**	*34%*	*27%*	*3%*	*33%*	**45%no**	**51%no**	*21%*	*15%*	*44%*	*38%*	*35%*
Fairly easy (4)	**207**	-	207	115	92	49	35	61	26	14	13	10	84	86	37	22	163	44	174
	29%	-	*29%*	*26%*	*35%*	*33%*	*33%*	*25%*	*31%*	*23%*	*32%*	*37%*	*33%*	*26%*	*28%*	*34%*	*27%*	*41%*	*30%*
Neither easy nor difficult (3)	**78**	-	78	36	41	23	6	19	6	11	11	2	29	25	23	12	63	13	67
	11%	-	*11%*	*8%*	**16%c**	*15%*	*6%*	*8%*	*8%*	*17%*	*28%*	*6%*	*11%*	*8%*	**18%m**	**19%m**	*11%*	*12%*	*12%*
Fairly difficult (2)	**58**	-	58	27	31	10	8	6	9	13	11	1	18	15	25	13	50	6	64
	8%	-	*8%*	*6%*	*12%*	*7%*	*7%*	*2%*	**11%g**	**20%eg**	*29%*	*5%*	*7%*	*5%*	**19%lm**	**19%lm**	*8%*	*6%*	*11%*
Very difficult (1)	**59**	-	59	32	25	6	3	19	14	9	3	5	9	33	17	9	56	4	72
	8%	-	*8%*	*7%*	*10%*	*4%*	*3%*	*8%*	**17%ef**	**13%f**	*8%*	*19%*	*4%*	**10%l**	**13%l**	**13%l**	*9%*	*3%*	*12%*
I don't know	*	-	*	*	*	*	-	-	-	*	-	-	*	-	*	-	*	-	2
	*	-	*	*	*	*	-	-	-	*	-	-	*	-	*	-	*	-	*
NET Very/fairly easy	**516**	-	516	350	165	111	89	198	54	32	14	19	199	252	64	32	430	84	376
	73%	-	*73%*	**79%d**	*63%*	**74%i**	**84%hi**	**82%hi**	*65%*	*50%*	*35%*	*69%*	**78%no**	**77%no**	*49%*	*49%*	*72%*	*79%*	*65%*
NET Very/fairly difficult	**117**	-	117	59	56	16	11	25	23	21	14	7	27	48	42	21	106	10	136
	17%	-	*17%*	*13%*	**21%c**	*11%*	*10%*	*10%*	**28%efg**	**33%efg**	*37%*	*24%*	*11%*	*15%*	**32%lm**	**32%lm**	*18%*	*9%*	*23%*
Mean	**3.91**	-	3.91	**4.11d**	3.60	**4.00i**	**4.22hi**	**4.20hi**	3.54	3.31	2.92	3.58	**4.09no**	**4.03no**	3.25	3.19	3.89	4.04	3.64
Std Dev.	**1.27**	-	1.27	1.22	1.27	1.10	1.04	1.19	1.48	1.41	1.04	1.50	1.08	1.30	1.34	1.28	1.31	1.02	1.38
Std Error	**0.05**	-	0.05	0.07	0.08	0.11	0.11	0.09	0.19	0.16	0.15	0.31	0.08	0.09	0.11	0.15	0.06	0.13	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base		**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base		**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
Very easy	(5)	**309**	165	48	62	33	214	95	270	35	20	24	39	52	169	115	20	284
		43%	**63%bcd**	*28%*	*39%*	*28%*	**49%f**	*34%*	**51%h**	*20%*	*24%*	*33%*	*27%*	*36%*	**73%ijkln**	*32%*	*24%*	**47%o**
Fairly easy	(4)	**207**	53	77	44	33	130	77	148	59	28	23	57	51	40	131	28	171
		29%	*20%*	**45%acd**	*28%*	*28%*	*30%*	*28%*	*28%*	*34%*	**34%m**	**32%m**	**38%m**	**36%m**	*17%*	**36%m**	*34%*	*28%*
Neither easy nor difficult	(3)	**78**	14	16	28	19	31	47	46	31	8	8	28	16	12	51	8	65
		11%	*5%*	*10%*	**18%a**	**16%a**	*7%*	**17%e**	*9%*	**18%g**	*10%*	*11%*	**19%m**	*11%*	*5%*	**14%m**	*10%*	*11%*
Fairly difficult	(2)	**58**	15	11	15	17	26	32	38	17	9	11	12	9	8	32	9	44
		8%	*6%*	*7%*	*9%*	**14%a**	*6%*	*11%*	*7%*	*10%*	**11%m**	**15%m**	*8%*	*6%*	*3%*	*9%*	*11%*	*7%*
Very difficult	(1)	**59**	15	18	10	16	33	26	30	29	17	6	11	15	5	32	17	39
		8%	*6%*	*11%*	*7%*	*14%*	*8%*	*10%*	*6%*	**17%g**	**21%kmn**	*8%*	*8%*	**10%m**	*2%*	**9%m**	**21%p**	*6%*
I don't know		*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
		*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
NET Very/fairly easy		**516**	218	125	106	66	344	172	418	94	48	47	96	103	209	245	48	455
		73%	**83%cd**	**73%d**	*67%*	*56%*	**79%f**	*62%*	**79%h**	*55%*	*58%*	*66%*	*65%*	*72%*	**90%ijkln**	*68%*	*58%*	**76%o**
NET Very/fairly difficult		**117**	30	29	25	33	59	58	68	47	27	17	23	24	12	64	27	82
		17%	*11%*	*17%*	*16%*	**28%a**	*14%*	*21%*	*13%*	**27%g**	**32%kmn**	**24%m**	**16%m**	**17%m**	*5%*	**18%m**	**32%p**	*14%*
Mean		**3.91**	**4.29bcd**	3.74	3.83	3.42	**4.07f**	3.66	**4.11h**	3.30	3.29	3.67	3.69	**3.81i**	**4.55ijkln**	**3.73i**	3.29	**4.03o**
Std Dev.		**1.27**	1.16	1.24	1.23	1.38	1.22	1.31	1.17	1.36	1.48	1.31	1.17	1.28	0.88	1.24	1.48	1.20
Std Error		**0.05**	0.08	0.10	0.12	0.14	0.06	0.09	0.06	0.10	0.18	0.16	0.10	0.11	0.07	0.07	0.18	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base		**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base		**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
Very easy	(5)	**309**	281	28	18	287	8	8	5	7	30	18	21	22	17	101	51	20	2	7
		43%	*44%*	*42%*	*55%*	**46%efg**	*22%*	*26%*	*28%*	*35%*	*38%*	*48%*	*37%*	*38%*	*36%*	**60%iklr**	**45%r**	*43%*	*30%*	*21%*
Fairly easy	(4)	**207**	194	14	7	180	13	9	5	8	30	6	14	19	10	54	28	11	3	10
		29%	*30%*	*21%*	*22%*	*29%*	*36%*	*32%*	*27%*	*40%*	*37%*	*16%*	*26%*	*31%*	*22%*	*32%*	*25%*	*23%*	*58%*	*33%*
Neither easy nor difficult	(3)	**78**	68	10	3	66	4	5	2	-	11	4	5	6	8	9	18	6	*	4
		11%	*11%*	*15%*	*8%*	*11%*	*11%*	*18%*	*11%*	-	*14%*	*10%*	*8%*	*11%*	*16%*	*5%*	*16%*	*14%*	*4%*	*12%*
Fairly difficult	(2)	**58**	52	6	2	47	4	4	2	4	4	4	10	5	5	4	6	6	*	4
		8%	*8%*	*9%*	*6%*	*8%*	*11%*	*15%*	*12%*	*19%*	*4%*	*11%*	**17%n**	*8%*	*11%*	*2%*	*5%*	*14%*	*1%*	**13%n**
Very difficult	(1)	**59**	50	9	3	46	7	2	4	1	4	6	7	7	7	-	10	3	*	7
		8%	*8%*	*14%*	*8%*	*7%*	**19%d**	*8%*	**21%d**	*7%*	**5%n**	*16%*	**12%n**	**12%n**	*15%*	-	**9%n**	*7%*	*5%*	**21%in**
I don't know		*	*	*	-	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-
		*	*	*	-	-	*	-	**1%d**	-	-	-	-	-	-	-	-	-	*2%*	-
NET Very/fairly easy		**516**	474	42	26	467	21	17	11	15	60	24	35	41	28	155	79	31	5	17
		73%	*74%*	*63%*	*77%*	**75%efg**	*59%*	*58%*	*54%*	*75%*	**76%r**	*64%*	*63%*	*69%*	*58%*	**93%iklor**	*70%*	*66%*	*88%*	*54%*
NET Very/fairly difficult		**117**	102	15	5	93	11	7	6	5	8	10	16	12	12	4	16	10	*	11
		17%	*16%*	*23%*	*15%*	*15%*	**30%d**	*24%*	**33%d**	*25%*	*10%*	*26%*	**29%in**	**21%n**	*25%*	*2%*	**14%n**	*21%*	*7%*	**34%ino**
Mean		**3.91**	3.93	3.68	4.09	**3.98efg**	3.32	3.52	3.28	3.78	**3.98r**	3.70	3.58	3.74	3.55	**4.51iklor**	**3.92r**	3.81	4.08	3.19
Std Dev.		**1.27**	1.25	1.45	1.30	1.24	1.45	1.28	1.55	1.32	1.10	1.54	1.44	1.37	1.45	0.70	1.28	1.32	1.05	1.48
Std Error		**0.05**	0.06	0.12	0.16	0.07	0.17	0.13	0.19	0.26	0.17	0.30	0.24	0.23	0.26	0.08	0.19	0.25	0.35	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**581**	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base		**711**	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base		**352**	137	123	42	36	17	260	52	128	133	52	28	10	261	38
Very easy	(5)	**309**	213	63	8	14	8	277	22	176	97	17	12	5	273	17
		43%	**72%bcdfg**	**26%c**	*10%*	**27%c**	*26%*	**51%bcdg**	**26%c**	**66%ijmn**	**36%j**	*16%*	*26%*	*30%*	**51%ijn**	*27%*
Fairly easy	(4)	**207**	41	105	31	22	9	145	30	45	106	40	11	3	151	15
		29%	*14%*	**43%af**	**36%a**	**41%a**	*28%*	**27%a**	**36%a**	*17%*	**39%hm**	**38%h**	*25%*	*18%*	**28%h**	*23%*
Neither easy nor difficult	(3)	**78**	12	32	21	11	2	44	12	18	23	23	10	4	41	14
		11%	*4%*	**13%a**	**24%af**	**20%af**	*6%*	*8%*	**15%a**	*7%*	*8%*	**21%hlm**	*22%*	*21%*	*8%*	**22%hlm**
Fairly difficult	(2)	**58**	9	26	10	5	7	35	12	11	23	18	6	1	34	7
		8%	*3%*	**11%a**	**12%a**	*10%*	*23%*	*7%*	**15%af**	*4%*	*8%*	**17%hm**	*12%*	*5%*	*6%*	*10%*
Very difficult	(1)	**59**	22	15	16	1	5	37	6	16	22	9	7	5	39	12
		8%	*7%*	*6%*	**18%abdf**	*2%*	*17%*	*7%*	*8%*	*6%*	*8%*	*8%*	*15%*	*27%*	*7%*	**19%hm**
I don't know		*	-	*	*	-	-	*	-	*	*	-	-	-	*	-
		*	-	*	*	-	-	*	-	*	*	-	-	-	*	-
NET Very/fairly easy		**516**	254	168	40	36	17	422	53	221	203	57	23	9	424	32
		73%	**85%bcdg**	**70%c**	*45%*	*68%*	*54%*	**78%cg**	*63%*	**83%jn**	**75%jn**	*54%*	*50%*	*48%*	**79%jn**	*49%*
NET Very/fairly difficult		**117**	31	41	27	6	12	72	19	27	45	26	13	6	72	19
		17%	*10%*	*17%*	**30%af**	*12%*	*40%*	*13%*	**22%a**	*10%*	*17%*	**25%hm**	*28%*	*32%*	*13%*	**29%hm**
Mean		**3.91**	**4.39bcdfg**	**3.73c**	3.06	**3.80c**	3.22	**4.10bcg**	**3.59c**	**4.33ijn**	**3.86jn**	3.37	3.33	3.19	**4.09jn**	3.29
Std Dev.		**1.27**	1.18	1.15	1.27	1.02	1.50	1.21	1.24	1.16	1.23	1.18	1.39	1.62	1.22	1.45
Std Error		**0.05**	0.08	0.08	0.16	0.14	0.28	0.06	0.14	0.08	0.08	0.13	0.22	0.36	0.06	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		581	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base		711	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base		352	71	273	8	176	143	33	327	22	2	1	351	1
Very easy	(5)	309	93	208	8	196	88	25	296	12	*	-	309	-
		43%	**62%b**	*38%*	*48%*	**55%e**	*30%*	*41%*	*45%*	*30%*	*4%*	-	*44%*	-
Fairly easy	(4)	207	32	170	5	80	114	13	188	16	1	2	205	-
		29%	*21%*	*31%*	*33%*	*22%*	**39%d**	*22%*	*28%*	*39%*	*37%*	*100%*	*29%*	-
Neither easy nor difficult	(3)	78	9	67	2	37	30	11	64	13	1	-	78	-
		11%	*6%*	*12%*	*12%*	*10%*	*10%*	*18%*	*10%*	*30%*	*59%*	-	*11%*	-
Fairly difficult	(2)	58	8	49	1	18	32	7	58	-	-	-	58	-
		8%	*6%*	*9%*	*3%*	*5%*	*11%*	*13%*	*9%*	-	-	-	*8%*	-
Very difficult	(1)	59	7	52	1	27	29	4	59	*	-	-	59	-
		8%	*5%*	*9%*	*4%*	*8%*	*10%*	*6%*	*9%*	*1%*	-	-	*8%*	-
I don't know		*	-	*	-	-	*	*	*	-	-	-	*	*
		*	-	*	-	-	*	*	*	-	-	-	*	*100%*
NET Very/fairly easy		516	125	378	13	276	202	37	484	28	1	2	514	-
		73%	**83%b**	*69%*	*81%*	*77%*	*69%*	*63%*	*73%*	*69%*	*41%*	*100%*	*72%*	-
NET Very/fairly difficult		117	16	101	1	46	61	11	117	*	-	-	117	-
		17%	*10%*	*18%*	*7%*	*13%*	*21%*	*19%*	*18%*	*1%*	-	-	*17%*	-
Mean		3.91	**4.31b**	3.79	4.18	**4.11e**	3.69	3.80	3.91	3.97	3.45	4.00	3.91	-
Std Dev.		1.27	1.12	1.30	1.05	1.24	1.28	1.28	1.30	0.82	0.74	-	1.27	-
Std Error		0.05	0.11	0.06	0.26	0.07	0.08	0.19	0.06	0.15	0.37	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**581**	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base	**711**	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base	**352**	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
Very easy (5)	**309**	62	98	64	84	16	17	30	43	24	31	27	16	22	39	23	23
	43%	*46%*	*48%*	*37%*	*43%*	*42%*	*34%*	*61%*	**55%o**	*46%*	*43%*	*42%*	*32%*	*35%*	**58%o**	*31%*	*39%*
Fairly easy (4)	**207**	42	61	45	59	10	19	12	23	16	23	14	19	12	14	25	20
	29%	*31%*	*30%*	*26%*	*30%*	*28%*	*39%*	*25%*	*29%*	*29%*	*32%*	*22%*	*40%*	*19%*	*21%*	*34%*	*35%*
Neither easy nor difficult (3)	**78**	17	18	26	17	9	5	3	6	4	8	11	3	13	4	8	5
	11%	*12%*	*9%*	*15%*	*8%*	*25%*	*9%*	*5%*	*8%*	*7%*	*12%*	*16%*	*5%*	*21%*	*6%*	*11%*	*9%*
Fairly difficult (2)	**58**	10	11	14	23	2	4	4	1	6	4	7	2	6	7	13	3
	8%	*8%*	*5%*	*8%*	*12%*	*5%*	*9%*	*9%*	*1%*	*10%*	*6%*	*10%*	*3%*	*9%*	*10%*	**18%h**	*6%*
Very difficult (1)	**59**	5	14	25	15	*	4	*	5	4	5	6	10	10	4	4	7
	8%	*4%*	*7%*	**15%a**	*8%*	*1%*	*9%*	*	*6%*	*7%*	*7%*	*9%*	*20%*	*16%*	*6%*	*6%*	*11%*
I don't know	*	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-
NET Very/fairly easy	**516**	104	159	110	143	26	36	42	65	40	54	41	35	33	53	47	43
	73%	*77%*	**78%c**	*63%*	*72%*	*70%*	*73%*	*86%*	**84%o**	*75%*	*75%*	*64%*	*72%*	*54%*	*78%*	*65%*	*74%*
NET Very/fairly difficult	**117**	15	25	39	38	2	9	5	6	9	10	12	11	16	11	17	10
	17%	*11%*	*12%*	*22%*	*19%*	*6%*	*17%*	*9%*	*8%*	*18%*	*13%*	*19%*	*23%*	*25%*	*16%*	**24%h**	*17%*
Mean	**3.91**	**4.08c**	**4.07c**	3.62	3.88	4.05	3.81	4.37	**4.26o**	3.95	3.97	3.79	3.61	3.47	4.14	3.66	3.85
Std Dev.	**1.27**	1.10	1.19	1.42	1.28	0.98	1.25	0.97	1.10	1.28	1.21	1.34	1.47	1.46	1.25	1.27	1.32
Std Error	**0.05**	0.10	0.09	0.12	0.10	0.17	0.19	0.15	0.13	0.19	0.16	0.19	0.24	0.22	0.18	0.17	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**136**	-	136	67	67	16	13	24	27	27	20	9	29	51	56	29	127	7	136
Weighted Base	**117***	-**	117*	59*	56*	16**	11**	25**	23**	21**	14**	7**	27**	48*	42**	21**	106*	10**	136
Effective Base	**75**	-	75	36	39	10	6	14	18	16	9	5	16	30	30	14	69	5	136
Finding out how to make a complaint	**58**	-	58	31	26	8	6	11	14	11	7	2	14	25	19	9	50	7	74
	49%	-	*49%*	*53%*	*47%*	*50%*	*51%*	*42%*	*63%*	*51%*	*46%*	*28%*	*51%*	*52%*	*46%*	*40%*	*47%*	*73%*	*54%*
Getting through to the right person to speak to	**69**	-	69	35	32	11	6	17	12	11	10	3	16	29	24	13	64	5	78
	59%	-	*59%*	*59%*	*57%*	*65%*	*50%*	*67%*	*52%*	*54%*	*68%*	*45%*	*59%*	*60%*	*57%*	*61%*	*60%*	*47%*	*57%*
Other (please specify)	**16**	-	16	5	10	-	-	4	2	3	3	3	-	6	9	6	16	-	21
	13%	-	*13%*	*9%*	*19%*	-	-	*16%*	*10%*	*16%*	*22%*	*44%*	-	*13%*	*22%*	*29%*	*15%*	-	*15%*
I don't know	**2**	-	2	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
	2%	-	*2%*	*4%*	-	-	*21%*	-	-	-	-	-	*8%*	-	-	-	*2%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**136**	50	40	18	28	90	46	75	59	21	17	31	33	17	81	21	104
Weighted Base	**117***	30**	29**	25**	33**	59*	58*	68*	47*	27**	17**	23**	24**	12**	64*	27**	82*
Effective Base	**75**	21	20	14	21	41	35	40	35	15	12	17	14	9	42	15	54
Finding out how to make a complaint	**58**	20	12	11	15	32	26	30	28	10	16	16	8	8	39	10	48
	49%	*68%*	*40%*	*44%*	*45%*	*54%*	*44%*	*44%*	*60%*	*37%*	*95%*	*67%*	*33%*	*65%*	*62%*	*37%*	*58%*
Getting through to the right person to speak to	**69**	19	17	15	17	36	33	42	24	16	3	10	19	11	32	16	47
	59%	*63%*	*59%*	*61%*	*53%*	*61%*	*56%*	*63%*	*51%*	*61%*	*15%*	*42%*	*80%*	*94%*	*49%*	*61%*	*57%*
Other (please specify)	**16**	4	6	-	6	10	6	9	7	7	1	4	1	1	6	7	9
	13%	*14%*	*20%*	-	*17%*	*17%*	*10%*	*13%*	*14%*	*24%*	*8%*	*16%*	*5%*	*6%*	*10%*	*24%*	*11%*
I don't know	**2**	-	-	2	-	-	2	2	-	-	-	-	-	-	-	-	-
	2%	-	-	*9%*	-	-	*4%*	*3%*	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 250

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**136**	90	46	23	59	31	27	19	6	4	8	10	7	7	2	9	6	3	28
Weighted Base	**117***	102*	15**	5**	93*	11**	7**	6**	5**	8**	10**	16**	12**	12**	4**	16**	10**	***	11**
Effective Base	**75**	63	13	6	52	15	12	8	5	4	8	9	6	6	2	8	6	2	15
Finding out how to make a complaint	**58**	49	9	3	45	8	2	3	3	4	9	3	7	4	-	6	10	*	8
	49%	*48%*	*62%*	*61%*	*48%*	*71%*	*36%*	*44%*	*52%*	*52%*	*89%*	*20%*	*57%*	*32%*	-	*34%*	*100%*	*81%*	*71%*
Getting through to the right person to speak to	**69**	64	5	4	54	8	5	2	4	2	3	11	7	11	4	10	3	*	7
	59%	*62%*	*36%*	*82%*	*58%*	*70%*	*66%*	*37%*	*81%*	*19%*	*28%*	*66%*	*56%*	*91%*	*100%*	*64%*	*33%*	*79%*	*70%*
Other (please specify)	**16**	9	6	1	11	1	1	3	-	-	1	6	-	-	-	4	-	*	1
	13%	*9%*	*42%*	*11%*	*12%*	*12%*	*9%*	*44%*	-	-	*9%*	*34%*	-	-	-	*28%*	-	*60%*	*10%*
I don't know	**2**	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	2%	*2%*	-	-	*2%*	-	-	-	-	*29%*	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**136**	40	51	21	10	14	91	24	40	47	25	13	11	87	24
Weighted Base	**117***	31**	41**	27**	6**	12**	72*	19**	27**	45**	26**	13**	6**	72*	19**
Effective Base	**75**	21	28	14	6	8	49	13	21	29	14	9	5	49	14
Finding out how to make a complaint	**58**	11	22	15	2	8	33	11	12	24	12	5	5	36	10
	49%	*35%*	*53%*	*56%*	*38%*	*65%*	*46%*	*56%*	*43%*	*54%*	*46%*	*38%*	*88%*	*50%*	*53%*
Getting through to the right person to speak to	**69**	18	26	17	4	3	44	7	17	27	13	10	2	44	12
	59%	*58%*	*64%*	*66%*	*62%*	*28%*	*61%*	*39%*	*63%*	*60%*	*48%*	*74%*	*39%*	*61%*	*63%*
Other (please specify)	**16**	5	5	1	1	3	11	4	8	3	4	1	-	11	1
	13%	*17%*	*13%*	*4%*	*21%*	*22%*	*15%*	*22%*	*28%*	*7%*	*14%*	*10%*	-	*15%*	*7%*
I don't know	**2**	2	-	-	-	-	2	-	-	2	-	-	-	2	-
	2%	*7%*	-	-	-	-	*3%*	-	-	*5%*	-	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**136**	13	121	2	57	66	13	135	1	-	-	136	-
Weighted Base	**117***	16**	101*	1**	46*	61*	11**	117*	***	-**	-**	117*	-**
Effective Base	**75**	10	64	2	32	36	8	75	1	-	-	75	-
Finding out how to make a complaint	**58**	8	50	1	27	27	4	58	*	-	-	58	-
	49%	*50%*	*49%*	*52%*	*59%*	*45%*	*36%*	*49%*	*100%*	-	-	*49%*	-
Getting through to the right person to speak to	**69**	10	58	1	21	43	5	69	*	-	-	69	-
	59%	*64%*	*58%*	*48%*	*47%*	**71%d**	*42%*	*59%*	*100%*	-	-	*59%*	-
Other (please specify)	**16**	-	16	-	6	9	1	16	-	-	-	16	-
	13%	-	*16%*	-	*14%*	*14%*	*7%*	*13%*	-	-	-	*13%*	-
I don't know	**2**	-	2	-	-	-	2	2	-	-	-	2	-
	2%	-	*2%*	-	-	-	*21%*	*2%*	-	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**136**	27	30	39	40	6	13	8	6	15	9	12	10	17	8	18	14
Weighted Base	**117***	15**	25**	39**	38**	2**	9**	5**	6**	9**	10**	12**	11**	16**	11**	17**	10**
Effective Base	**75**	12	17	23	25	3	7	3	5	6	6	7	6	10	6	11	8
Finding out how to make a complaint	**58**	9	13	16	20	1	5	3	4	5	4	7	4	5	8	8	5
	49%	*58%*	*52%*	*40%*	*54%*	*59%*	*59%*	*58%*	*61%*	*57%*	*42%*	*55%*	*33%*	*34%*	*71%*	*47%*	*46%*
Getting through to the right person to speak to	**69**	11	20	25	14	1	8	3	5	8	7	7	7	10	1	5	8
	59%	*73%*	*79%*	*63%*	*36%*	*42%*	*89%*	*57%*	*89%*	*80%*	*70%*	*60%*	*61%*	*67%*	*7%*	*30%*	*76%*
Other (please specify)	**16**	3	2	4	7	*	1	2	-	*	2	1	1	2	2	4	1
	13%	*17%*	*10%*	*10%*	*18%*	*3%*	*6%*	*41%*	-	*2%*	*24%*	*4%*	*10%*	*14%*	*17%*	*23%*	*9%*
I don't know	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-
	2%	-	-	-	*6%*	-	-	-	-	-	-	-	-	-	*22%*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	581	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	711	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	352	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
Very satisfied (5)	271	-	271	192	78	45	45	127	30	12	3	9	89	157	24	12	229	39	181
	38%	-	*38%*	43%d	*30%*	*30%*	43%i	52%ei	*36%*	*19%*	*9%*	*33%*	35%n	48%ino	*19%*	*18%*	*38%*	*37%*	*31%*
Fairly satisfied (4)	172	-	172	114	58	37	26	67	17	11	7	7	63	84	25	14	124	45	147
	24%	-	*24%*	*25%*	*22%*	*25%*	*25%*	*27%*	*21%*	*17%*	*18%*	*26%*	*25%*	*26%*	*19%*	*21%*	*21%*	42%p	*25%*
Neither satisfied or dissatisfied (3)	94	-	94	50	44	28	21	10	8	15	10	3	48	19	28	13	86	8	80
	13%	-	*13%*	*11%*	*17%*	18%g	20%g	*4%*	*10%*	23%g	*26%*	*11%*	19%m	*6%*	21%m	20%m	*14%*	*8%*	*14%*
Fairly dissatisfied (2)	107	-	107	56	51	32	12	23	13	14	12	2	44	36	27	13	97	9	84
	15%	-	*15%*	*13%*	*19%*	21%g	*11%*	*9%*	*16%*	22%g	*30%*	*6%*	*17%*	*11%*	21%m	*20%*	*16%*	*9%*	*14%*
Very dissatisfied (1)	57	-	57	31	24	8	2	15	13	6	6	7	10	27	19	13	52	5	78
	8%	-	*8%*	*7%*	*9%*	*5%*	*2%*	*6%*	16%f	*10%*	*16%*	*24%*	*4%*	*8%*	15%l	19%l	*9%*	*4%*	*13%*
Don't know	10	-	10	3	7	1	-	1	1	6	1	-	1	2	6	1	10	-	11
	1%	-	*1%*	*1%*	*3%*	*1%*	-	*	*2%*	9%efg	*1%*	-	*1%*	*1%*	5%lm	*1%*	*2%*	-	*2%*
NET Very/fairly satisfied	443	-	443	306	137	81	71	194	47	23	10	16	152	241	49	26	354	84	328
	62%	-	*62%*	69%d	*52%*	*54%*	67%i	80%ehi	*57%*	*36%*	*27%*	*58%*	60%no	74%ino	*38%*	*40%*	*59%*	79%p	*56%*
NET Very/fairly dissatisfied	164	-	164	87	75	40	14	37	26	21	18	8	54	64	47	26	149	14	162
	23%	-	*23%*	*20%*	29%c	*27%*	*13%*	*15%*	32%fg	32%fg	*45%*	*31%*	*21%*	*20%*	36%lm	39%lm	*25%*	*13%*	*28%*
Mean	3.70	-	3.70	3.86d	3.45	3.52	3.95i	4.11ehi	3.46	3.14	2.74	3.36	3.70no	3.95no	3.06	2.99	3.65	3.99	3.47
Std Dev.	1.33	-	1.33	1.29	1.35	1.27	1.11	1.22	1.51	1.31	1.20	1.60	1.22	1.33	1.36	1.40	1.37	1.10	1.42
Std Error	0.06	-	0.06	0.07	0.09	0.12	0.12	0.09	0.20	0.16	0.18	0.33	0.09	0.09	0.11	0.17	0.06	0.14	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base		**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base		**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
Very satisfied	(5)	**271**	155	41	58	16	196	75	234	34	12	19	39	46	151	104	12	256
		38%	**59%bcd**	*24%*	**37%d**	*14%*	**45%f**	*27%*	**44%h**	*20%*	*14%*	*27%*	*26%*	**32%i**	**65%ijkln**	**29%l**	*14%*	**42%o**
Fairly satisfied	(4)	**172**	43	58	41	30	101	71	133	39	13	29	41	40	41	110	13	151
		24%	*16%*	**34%a**	*26%*	*25%*	*23%*	*26%*	*25%*	*23%*	*16%*	**41%lm**	*27%*	*28%*	*18%*	**30%m**	*16%*	*25%*
Neither satisfied or dissatisfied	(3)	**94**	24	26	22	22	50	45	56	38	19	7	31	15	15	53	19	69
		13%	*9%*	*15%*	*14%*	**19%a**	*12%*	*16%*	*11%*	**22%g**	**22%m**	*9%*	**21%m**	*11%*	*6%*	**15%m**	**22%p**	*11%*
Fairly dissatisfied	(2)	**107**	24	21	27	35	46	62	76	29	27	12	19	23	18	54	27	75
		15%	*9%*	*13%*	*17%*	**30%ab**	*11%*	**22%e**	*14%*	*17%*	**32%kmn**	*17%*	*13%*	*16%*	*8%*	*15%*	**32%p**	*12%*
Very dissatisfied	(1)	**57**	16	24	11	6	40	17	31	25	10	4	12	17	8	34	10	45
		8%	*6%*	**14%a**	*7%*	*5%*	*9%*	*6%*	*6%*	**14%g**	**12%m**	*6%*	*8%*	**12%m**	*4%*	*9%*	*12%*	*7%*
Don't know		**10**	1	1	-	8	2	8	3	7	3	-	6	-	-	6	3	6
		1%	*	*1%*	-	**7%abc**	*	**3%e**	*	**4%g**	**4%m**	-	**4%m**	-	-	*2%*	*4%*	*1%*
NET Very/fairly satisfied		**443**	198	99	100	46	297	146	366	73	25	48	79	86	192	214	25	406
		62%	**75%bd**	**58%d**	**62%d**	*39%*	**68%f**	*53%*	**69%h**	*42%*	*30%*	**68%i**	**54%i**	**61%i**	**82%ikln**	**59%i**	*30%*	**68%o**
NET Very/fairly dissatisfied		**164**	40	45	38	41	86	78	107	54	37	16	31	41	26	88	37	120
		23%	*15%*	**26%a**	*24%*	**35%a**	*20%*	*28%*	*20%*	**31%g**	**44%jkmn**	*22%*	*21%*	**29%m**	*11%*	**24%m**	**44%p**	*20%*
Mean		**3.70**	**4.13bcd**	3.41	**3.68d**	3.15	**3.85f**	3.46	**3.87h**	3.17	2.88	**3.67i**	**3.53i**	**3.52i**	**4.33jkln**	**3.55i**	2.88	**3.84o**
Std Dev.		**1.33**	1.26	1.35	1.31	1.18	1.34	1.28	1.28	1.35	1.25	1.20	1.27	1.40	1.11	1.31	1.25	1.31
Std Error		**0.06**	0.08	0.11	0.13	0.12	0.07	0.09	0.07	0.10	0.16	0.15	0.11	0.12	0.09	0.07	0.16	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base		**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base		**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
Very satisfied	(5)	**271**	254	17	12	246	12	8	5	8	32	9	17	14	17	101	32	17	3	9
		38%	*39%*	*26%*	*36%*	**39%g**	*34%*	*26%*	*23%*	*39%*	*41%*	*24%*	*30%*	*24%*	*34%*	**60%klor**	*29%*	*36%*	*63%*	*29%*
Fairly satisfied	(4)	**172**	157	14	6	152	8	6	5	5	20	8	10	17	12	48	25	8	1	8
		24%	*24%*	*22%*	*17%*	*24%*	*23%*	*22%*	*26%*	*24%*	*26%*	*21%*	*19%*	*28%*	*24%*	*28%*	*22%*	*17%*	*16%*	*24%*
Neither satisfied or dissatisfied	(3)	**94**	79	15	11	82	4	5	3	1	5	12	4	16	4	12	18	9	*	4
		13%	*12%*	*23%*	*33%*	*13%*	*12%*	*17%*	*15%*	*7%*	*6%*	*33%*	*8%*	**28%lkn**	*8%*	*7%*	*16%*	*19%*	*1%*	*14%*
Fairly dissatisfied	(2)	**107**	103	5	2	98	4	3	3	4	14	1	13	6	11	5	35	9	1	3
		15%	*16%*	*7%*	*6%*	*16%*	*10%*	*11%*	*15%*	*19%*	**17%n**	*3%*	**23%n**	*11%*	*24%*	*3%*	**31%nr**	*19%*	*13%*	*9%*
Very dissatisfied	(1)	**57**	44	12	3	40	6	7	4	2	6	5	12	4	5	1	3	2	*	6
		8%	*7%*	**19%a**	*9%*	*6%*	**17%d**	**23%d**	**20%d**	*12%*	**8%n**	*12%*	**21%no**	*7%*	*10%*	*1%*	*2%*	*5%*	*5%*	**19%no**
Don't know		**10**	7	3	-	8	2	*	*	-	2	2	-	1	-	-	-	3	*	1
		1%	*1%*	*4%*	-	*1%*	*4%*	*1%*	*1%*	-	*2%*	*6%*	-	*2%*	-	-	-	*6%*	*2%*	**5%no**
NET Very/fairly satisfied		**443**	411	31	18	398	21	14	10	12	53	17	27	31	28	148	57	24	4	17
		62%	**64%b**	*47%*	*53%*	*64%*	*57%*	*48%*	*49%*	*63%*	*67%*	*46%*	*48%*	*52%*	*59%*	**89%iklor**	*51%*	*52%*	*79%*	*53%*
NET Very/fairly dissatisfied		**164**	147	17	5	138	10	10	7	6	20	6	25	11	16	7	37	11	1	9
		23%	*23%*	*26%*	*14%*	*22%*	*27%*	*34%*	*35%*	*31%*	**25%n**	*15%*	**44%ln**	**18%n**	*34%*	*4%*	**33%n**	*23%*	*18%*	**28%n**
Mean		**3.70**	**3.74b**	3.30	3.66	**3.76fg**	3.49	3.19	3.18	3.60	3.76	3.46	3.13	3.53	3.49	**4.44lkor**	3.44	3.64	4.21	3.36
Std Dev.		**1.33**	1.31	1.44	1.27	1.30	1.51	1.54	1.50	1.49	1.37	1.29	1.57	1.19	1.43	0.83	1.26	1.31	1.42	1.52
Std Error		**0.06**	0.06	0.13	0.16	0.07	0.18	0.16	0.18	0.30	0.21	0.26	0.27	0.21	0.26	0.10	0.19	0.25	0.47	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**581**	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base		**711**	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base		**352**	137	123	42	36	17	260	52	128	133	52	28	10	261	38
Very satisfied	(5)	**271**	221	40	3	2	3	262	5	166	93	9	*	1	259	1
		38%	**74%bcdfg**	**17%cd**	*4%*	*3%*	*10%*	**49%bcdg**	*6%*	**62%ijmn**	**34%jn**	*8%*	*1%*	*6%*	**48%ijn**	*2%*
Fairly satisfied	(4)	**172**	27	118	16	7	3	146	10	40	88	34	9	*	129	9
		24%	*9%*	**49%acdfg**	*18%*	*14%*	*10%*	**27%ag**	*12%*	*15%*	**33%hn**	**33%hn**	*19%*	*	**24%h**	*14%*
Neither satisfied or dissatisfied	(3)	**94**	11	27	32	17	7	38	24	13	36	27	14	5	49	19
		13%	*4%*	**11%a**	**37%abf**	**33%abf**	*22%*	*7%*	**29%abf**	*5%*	**13%h**	**25%hlm**	*30%*	*28%*	*9%*	**30%hlm**
Fairly dissatisfied	(2)	**107**	15	43	25	14	11	57	25	24	37	27	14	5	61	20
		15%	*5%*	**18%a**	**29%af**	**26%af**	*35%*	*11%*	**30%af**	*9%*	*14%*	**25%hm**	*31%*	*30%*	*11%*	**30%hlm**
Very dissatisfied	(1)	**57**	16	12	11	12	7	27	18	16	17	7	9	6	33	15
		8%	*5%*	*5%*	*13%*	**22%abf**	*21%*	*5%*	**22%abf**	*6%*	*6%*	*6%*	*19%*	*34%*	*6%*	**23%hljm**
Don't know		**10**	7	1	*	1	*	8	2	7	*	2	-	1	7	1
		1%	*2%*	*	*	*2%*	*2%*	*2%*	*2%*	*3%*	*	*2%*	-	*3%*	*1%*	*1%*
NET Very/fairly satisfied		**443**	249	159	19	9	6	407	15	206	182	43	9	1	388	10
		62%	**84%bcdg**	**66%cdg**	*22%*	*17%*	*20%*	**76%bcdg**	*18%*	**77%ijn**	**67%jn**	**41%n**	*20%*	*6%*	**72%jn**	*16%*
NET Very/fairly dissatisfied		**164**	30	54	36	26	17	84	43	41	53	33	23	12	94	35
		23%	*10%*	**22%a**	**41%abf**	**49%abf**	*56%*	*16%*	**52%abf**	*15%*	*20%*	**32%hm**	*50%*	*63%*	*18%*	**54%hljm**
Mean		**3.70**	**4.46bcdfg**	**3.56cdg**	2.72	2.48	2.51	**4.05bcdg**	2.49	**4.21ijn**	**3.76jn**	**3.11n**	2.51	2.12	**3.98jn**	2.41
Std Dev.		**1.33**	1.13	1.11	1.03	1.10	1.24	1.21	1.14	1.26	1.23	1.09	1.04	1.11	1.27	1.06
Std Error		**0.06**	0.08	0.08	0.13	0.15	0.24	0.06	0.13	0.09	0.08	0.12	0.16	0.26	0.06	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**581**	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base		**711**	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base		**352**	71	273	8	176	143	33	327	22	2	1	351	1
Very satisfied	(5)	**271**	86	177	7	167	80	23	259	12	1	-	271	-
		38%	**58%b**	*32%*	*46%*	**47%e**	*27%*	*39%*	*39%*	*28%*	*26%*	-	*38%*	-
Fairly satisfied	(4)	**172**	27	141	4	77	74	20	154	17	2	-	172	-
		24%	*18%*	*26%*	*23%*	*22%*	*25%*	*34%*	*23%*	*40%*	*63%*	-	*24%*	-
Neither satisfied or dissatisfied	(3)	**94**	18	74	2	39	50	5	84	8	*	2	93	-
		13%	*12%*	*14%*	*12%*	*11%*	*17%*	*9%*	*13%*	*19%*	*11%*	*100%*	*13%*	-
Fairly dissatisfied	(2)	**107**	11	94	2	46	54	7	105	2	-	-	107	-
		15%	*8%*	**17%a**	*11%*	*13%*	*19%*	*12%*	*16%*	*6%*	-	-	*15%*	-
Very dissatisfied	(1)	**57**	6	49	1	21	32	3	54	3	-	-	57	-
		8%	*4%*	*9%*	*8%*	*6%*	*11%*	*5%*	*8%*	*6%*	-	-	*8%*	-
Don't know		**10**	*	10	-	8	1	*	10	*	-	-	10	*
		1%	*	*2%*	-	*2%*	*	*	*1%*	*1%*	-	-	*1%*	*100%*
NET Very/fairly satisfied		**443**	114	318	11	245	155	43	412	28	2	-	443	-
		62%	**76%b**	*58%*	*70%*	**68%e**	*53%*	**73%e**	*62%*	*68%*	*89%*	-	*62%*	-
NET Very/fairly dissatisfied		**164**	18	143	3	67	86	11	159	5	-	-	164	-
		23%	*12%*	**26%a**	*19%*	*19%*	**29%d**	*18%*	*24%*	*12%*	-	-	*23%*	-
Mean		**3.70**	**4.17b**	3.57	3.89	**3.92e**	3.40	3.89	3.70	3.78	4.15	3.00	3.70	-
Std Dev.		**1.33**	1.17	1.35	1.36	1.29	1.35	1.22	1.35	1.13	0.76	-	1.33	-
Std Error		**0.06**	0.12	0.06	0.34	0.08	0.09	0.18	0.06	0.21	0.38	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 251

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**581**	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base		**711**	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base		**352**	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
Very satisfied	(5)	**271**	42	96	61	72	12	13	17	42	24	30	25	18	18	40	22	10
		38%	*31%*	**47%a**	*35%*	*37%*	*32%*	*26%*	*35%*	**54%op**	*46%*	**41%p**	*39%*	*37%*	*29%*	**59%op**	*30%*	*18%*
Fairly satisfied	(4)	**172**	35	48	36	53	9	16	10	23	12	13	16	9	11	12	15	26
		24%	*26%*	*24%*	*21%*	*27%*	*23%*	*33%*	*20%*	*30%*	*22%*	*19%*	*24%*	*19%*	*18%*	*18%*	*21%*	**44%no**
Neither satisfied or dissatisfied	(3)	**94**	24	22	25	24	11	6	7	7	2	13	7	9	9	2	15	7
		13%	*17%*	*11%*	*14%*	*12%*	*29%*	*12%*	*14%*	*9%*	*4%*	*18%*	*11%*	*19%*	*14%*	*3%*	**20%n**	*12%*
Fairly dissatisfied	(2)	**107**	27	22	25	33	3	10	15	-	12	10	8	3	14	8	14	10
		15%	*20%*	*11%*	*14%*	*17%*	*7%*	*19%*	*31%*	-	*23%*	**14%h**	*13%*	*6%*	*22%*	**12%h**	**20%h**	**18%h**
Very dissatisfied	(1)	**57**	7	13	25	12	3	3	*	5	2	6	5	10	10	3	4	5
		8%	*5%*	*7%*	*14%*	*6%*	*9%*	*7%*	*	*7%*	*4%*	*8%*	*8%*	*20%*	*16%*	*5%*	*5%*	*8%*
Don't know		**10**	2	1	3	4	-	2	-	*	-	1	3	-	*	1	2	*
		1%	*1%*	*1%*	*2%*	*2%*	-	*3%*	-	*	-	*1%*	*5%*	-	*	*2%*	*3%*	*
NET Very/fairly satisfied		**443**	76	144	97	125	20	29	27	65	36	43	40	27	29	52	37	36
		62%	*56%*	**71%ac**	*56%*	*63%*	*54%*	*59%*	*55%*	**84%jop**	*68%*	*60%*	*63%*	*56%*	*47%*	**77%o**	*51%*	*62%*
NET Very/fairly dissatisfied		**164**	34	36	50	45	6	13	15	5	15	15	14	12	23	12	18	15
		23%	*25%*	*18%*	*28%*	*23%*	*16%*	*26%*	*31%*	*7%*	*28%*	*21%*	*22%*	*25%*	*38%*	*18%*	**25%h**	**25%h**
Mean		**3.70**	3.57	**3.95c**	3.49	3.73	3.61	3.54	3.58	**4.24op**	3.82	3.73	3.75	3.48	3.24	**4.16p**	3.53	3.47
Std Dev.		**1.33**	1.26	1.28	1.46	1.29	1.26	1.28	1.27	1.11	1.36	1.34	1.35	1.52	1.48	1.27	1.28	1.21
Std Error		**0.06**	0.12	0.10	0.13	0.11	0.22	0.19	0.20	0.13	0.20	0.18	0.19	0.25	0.22	0.18	0.18	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**581**	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	**711**	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	**352**	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
Very satisfied (5)	**219**	-	219	152	67	41	24	97	29	16	7	6	65	126	29	13	184	33	153
	31%	-	*31%*	*34%*	*26%*	*27%*	*23%*	**40%f**	*34%*	*25%*	*17%*	*23%*	*25%*	**39%lno**	*22%*	*19%*	*31%*	*31%*	*26%*
Fairly satisfied (4)	**225**	-	225	152	73	44	54	86	18	12	8	3	98	104	23	11	180	43	180
	32%	-	*32%*	*34%*	*28%*	*29%*	**51%eghi**	*35%*	*22%*	*19%*	*21%*	*11%*	**38%no**	**32%n**	*18%*	*17%*	*30%*	*40%*	*31%*
Neither satisfied or dissatisfied (3)	**100**	-	100	56	44	40	8	23	11	7	7	5	48	34	19	12	83	17	80
	14%	-	*14%*	*13%*	*17%*	**27%fg**	*8%*	*10%*	*13%*	*11%*	*17%*	*19%*	**19%m**	*10%*	*14%*	*18%*	*14%*	*16%*	*14%*
Fairly dissatisfied (2)	**84**	-	84	46	38	18	13	17	10	13	8	6	31	27	27	14	76	7	74
	12%	-	*12%*	*10%*	*14%*	*12%*	*12%*	*7%*	*12%*	**20%g**	*20%*	*22%*	*12%*	*8%*	**20%m**	**21%m**	*13%*	*7%*	*13%*
Very dissatisfied (1)	**72**	-	72	38	33	8	5	19	16	9	9	6	13	35	24	16	66	6	81
	10%	-	*10%*	*8%*	*12%*	*5%*	*5%*	*8%*	**19%efg**	*14%*	*23%*	*24%*	*5%*	*11%*	**19%l**	**24%lm**	*11%*	*6%*	*14%*
Don't know	**10**	-	10	2	8	1	*	1	-	8	1	*	1	1	8	1	10	-	13
	1%	-	*1%*	*	*3%*	*	*	*	-	**12%efgh**	*1%*	*	*	*	**6%lm**	*1%*	*2%*	-	*2%*
NET Very/fairly satisfied	**445**	-	445	304	140	84	78	183	47	28	15	9	163	230	52	24	364	76	333
	63%	-	*63%*	**68%d**	*53%*	*56%*	**74%ei**	**75%ehi**	*56%*	*44%*	*38%*	*34%*	**64%no**	**71%no**	*40%*	*36%*	*61%*	*72%*	*57%*
NET Very/fairly dissatisfied	**156**	-	156	83	71	26	18	35	26	22	17	12	44	61	51	29	142	13	155
	22%	-	*22%*	*19%*	*27%*	*17%*	*17%*	*15%*	**31%g**	**34%efg**	*43%*	*46%*	*17%*	*19%*	**39%lm**	**45%lm**	*24%*	*12%*	*27%*
Mean	**3.62**	-	3.62	**3.76d**	3.41	3.61	3.75	**3.93hi**	3.41	3.24	2.88	2.86	**3.67no**	**3.80no**	3.04	2.87	3.58	3.85	3.44
Std Dev.	**1.31**	-	1.31	1.26	1.36	1.16	1.10	1.21	1.53	1.47	1.45	1.52	1.14	1.32	1.47	1.46	1.34	1.12	1.38
Std Error	**0.06**	-	0.06	0.07	0.09	0.11	0.12	0.09	0.20	0.18	0.21	0.32	0.08	0.09	0.13	0.17	0.06	0.15	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base		**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base		**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
Very satisfied	(5)	**219**	101	48	51	19	149	70	177	39	18	17	35	25	118	77	18	195
		31%	**39%d**	*28%*	**32%d**	*16%*	*34%*	*25%*	**33%h**	*23%*	*21%*	*25%*	*23%*	*18%*	**51%ijkln**	*21%*	*21%*	*32%*
Fairly satisfied	(4)	**225**	95	50	50	31	145	81	188	37	18	35	49	43	73	126	18	199
		32%	*36%*	*29%*	*31%*	*26%*	*33%*	*29%*	**35%h**	*21%*	*21%*	**49%lm**	*33%*	*30%*	*31%*	*35%*	*21%*	*33%*
Neither satisfied or dissatisfied	(3)	**100**	28	32	22	18	61	40	66	35	16	6	22	29	24	57	16	82
		14%	*11%*	*19%*	*14%*	*15%*	*14%*	*14%*	*12%*	**20%g**	*19%*	*8%*	*15%*	*21%*	*10%*	*16%*	*19%*	*14%*
Fairly dissatisfied	(2)	**84**	19	13	21	30	33	51	53	28	16	8	22	21	8	52	16	63
		12%	*7%*	*8%*	*13%*	**25%ab**	*8%*	**18%e**	*10%*	*16%*	**20%m**	*12%*	**15%m**	**15%m**	*4%*	**14%m**	*20%*	*10%*
Very dissatisfied	(1)	**72**	18	25	15	14	43	29	45	27	14	5	15	23	9	43	14	56
		10%	*7%*	*15%*	*10%*	*12%*	*10%*	*11%*	*8%*	**16%g**	**17%m**	*6%*	*10%*	**16%m**	*4%*	**12%m**	*17%*	*9%*
Don't know		**10**	1	3	-	6	4	6	3	7	2	-	6	*	*	6	2	6
		1%	*	*2%*	-	**5%ac**	*1%*	*2%*	*1%*	**4%g**	*2%*	-	*4%*	*	*	*2%*	*2%*	*1%*
NET Very/fairly satisfied		**445**	196	98	101	50	294	150	365	76	35	52	83	68	191	204	35	395
		63%	**75%bd**	*57%*	**63%d**	*42%*	**68%f**	*54%*	**69%h**	*44%*	*42%*	**74%ilm**	*56%*	*48%*	**82%iklm**	*56%*	*42%*	**66%o**
NET Very/fairly dissatisfied		**156**	37	38	37	44	75	81	98	54	31	13	37	45	18	95	31	119
		22%	*14%*	*22%*	*23%*	**37%ab**	*17%*	**29%e**	*18%*	**32%g**	**37%m**	*18%*	**25%m**	**31%m**	*8%*	**26%m**	**37%p**	*20%*
Mean		**3.62**	**3.93bd**	3.49	**3.62d**	3.09	**3.76f**	3.41	**3.76h**	3.20	3.10	**3.73ll**	3.46	3.18	**4.21jklm**	3.40	3.10	**3.70o**
Std Dev.		**1.31**	1.18	1.37	1.32	1.32	1.28	1.34	1.25	1.40	1.41	1.15	1.30	1.34	1.04	1.30	1.41	1.28
Std Error		**0.06**	0.08	0.11	0.13	0.14	0.07	0.09	0.06	0.10	0.17	0.14	0.12	0.12	0.08	0.07	0.17	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 252

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base		**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base		**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
Very satisfied	(5)	**219**	201	18	12	200	9	6	4	5	30	4	15	14	15	70	32	15	2	7
		31%	*31%*	*27%*	*36%*	*32%*	*24%*	*21%*	*21%*	*26%*	*38%*	*12%*	*26%*	*24%*	*32%*	*42%*	*28%*	*33%*	*30%*	*23%*
Fairly satisfied	(4)	**225**	210	15	8	197	14	9	6	7	19	16	12	18	13	76	24	12	3	11
		32%	*33%*	*23%*	*25%*	*31%*	*37%*	*31%*	*31%*	*37%*	*24%*	*41%*	*22%*	*31%*	*26%*	**45%iko**	*21%*	*27%*	*51%*	*35%*
Neither satisfied or dissatisfied	(3)	**100**	90	10	7	89	6	4	2	*	12	6	11	12	6	17	20	4	1	5
		14%	*14%*	*15%*	*20%*	*14%*	*17%*	*13%*	*10%*	*3%*	*15%*	*15%*	*20%*	*20%*	*12%*	*10%*	*18%*	*9%*	*13%*	*17%*
Fairly dissatisfied	(2)	**84**	77	7	4	73	2	6	3	4	4	5	4	6	7	4	29	10	-	2
		12%	*12%*	*10%*	*11%*	*12%*	*4%*	**20%e**	*16%*	*23%*	*5%*	*14%*	*7%*	*11%*	*15%*	*2%*	**26%lnr**	*21%*	-	*5%*
Very dissatisfied	(1)	**72**	58	14	3	59	5	4	4	2	11	6	14	7	7	2	7	2	*	5
		10%	*9%*	**21%a**	*8%*	*9%*	*15%*	*14%*	**20%d**	*12%*	**14%n**	*16%*	**25%no**	**12%n**	*15%*	*1%*	*6%*	*5%*	*4%*	**16%n**
Don't know		**10**	7	3	*	8	1	*	*	-	3	1	-	1	-	-	-	3	*	1
		1%	*1%*	*5%*	*1%*	*1%*	*3%*	*1%*	*1%*	-	*4%*	*3%*	-	*2%*	-	-	-	*6%*	*3%*	**3%n**
NET Very/fairly satisfied		**445**	412	33	20	397	22	15	10	12	49	20	27	33	28	145	56	28	4	18
		63%	*64%*	*49%*	*61%*	*63%*	*61%*	*52%*	*52%*	*63%*	*62%*	*52%*	*47%*	*55%*	*58%*	**87%iklor**	*50%*	*60%*	*81%*	*58%*
NET Very/fairly dissatisfied		**156**	136	20	6	132	7	10	7	7	15	11	18	13	14	5	36	12	*	7
		22%	*21%*	*31%*	*19%*	*21%*	*19%*	**34%d**	**36%d**	*34%*	**19%n**	*30%*	**32%n**	**22%n**	*30%*	*3%*	**32%n**	*26%*	*4%*	**21%n**
Mean		**3.62**	3.66	3.26	3.70	**3.66g**	3.54	3.25	3.16	3.43	3.70	3.19	3.16	3.46	3.44	**4.24ikor**	3.40	3.67	4.05	3.45
Std Dev.		**1.31**	1.28	1.52	1.30	1.30	1.34	1.40	1.49	1.42	1.41	1.30	1.53	1.31	1.46	0.80	1.31	1.30	1.01	1.38
Std Error		**0.06**	0.06	0.13	0.16	0.07	0.16	0.14	0.18	0.28	0.22	0.26	0.26	0.23	0.26	0.10	0.19	0.25	0.36	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		581	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base		711	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base		352	137	123	42	36	17	260	52	128	133	52	28	10	261	38
Very satisfied	(5)	219	145	59	4	5	6	204	10	156	34	21	6	1	190	7
		31%	**49%bcdfg**	**24%cd**	*4%*	*9%*	*19%*	**38%bcdg**	*12%*	**59%ijmn**	*13%*	*20%*	*13%*	*6%*	**35%ijn**	*11%*
Fairly satisfied	(4)	225	92	94	22	12	4	187	17	45	149	20	7	4	194	11
		32%	*31%*	**39%g**	*25%*	*23%*	*14%*	**35%g**	*20%*	*17%*	**55%hjmn**	*19%*	*15%*	*22%*	**36%hjn**	*17%*
Neither satisfied or dissatisfied	(3)	100	19	35	21	18	8	54	25	15	36	29	16	5	51	21
		14%	*6%*	**15%a**	**24%af**	**33%abf**	*25%*	*10%*	**30%abf**	*6%*	**13%h**	**27%him**	*35%*	*27%*	*9%*	**33%him**
Fairly dissatisfied	(2)	84	16	31	20	10	7	48	16	25	29	23	5	2	54	6
		12%	*6%*	**13%a**	**23%af**	**18%a**	*22%*	*9%*	**20%af**	*9%*	*11%*	**22%hm**	*10%*	*9%*	*10%*	*10%*
Very dissatisfied	(1)	72	18	21	21	6	6	39	12	19	22	10	13	6	42	19
		10%	*6%*	*9%*	**24%abf**	*11%*	*19%*	*7%*	*14%*	*7%*	*8%*	*9%*	*27%*	*33%*	*8%*	**29%hijm**
Don't know		10	6	1	*	3	*	7	3	6	*	3	-	1	6	1
		1%	*2%*	*	*	**5%b**	*2%*	*1%*	**4%b**	*2%*	*	*3%*	-	*3%*	*1%*	*1%*
NET Very/fairly satisfied		445	238	153	26	17	10	391	27	201	183	41	13	5	384	18
		63%	**80%bcdg**	**63%cdg**	*29%*	*32%*	*33%*	**73%cdg**	*32%*	**75%ijn**	**68%ijn**	*38%*	*28%*	*28%*	**72%ijn**	*28%*
NET Very/fairly dissatisfied		156	35	52	41	16	12	87	28	44	52	33	17	8	96	25
		22%	*12%*	**22%a**	**47%abf**	**30%af**	*40%*	*16%*	**34%af**	*17%*	*19%*	**31%hm**	*37%*	*42%*	*18%*	**39%him**
Mean		3.62	**4.13bcdg**	**3.58cdg**	2.62	3.00	2.93	**3.88bcdg**	2.97	**4.13ijmn**	**3.53n**	3.18	2.76	2.58	**3.82ijn**	2.71
Std Dev.		1.31	1.16	1.23	1.22	1.14	1.39	1.22	1.24	1.30	1.10	1.27	1.36	1.36	1.24	1.35
Std Error		0.06	0.08	0.09	0.15	0.16	0.27	0.06	0.14	0.09	0.07	0.14	0.21	0.32	0.06	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**581**	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base		**711**	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base		**352**	71	273	8	176	143	33	327	22	2	1	351	1
Very satisfied	(5)	**219**	66	148	5	122	73	24	208	11	-	-	219	-
		31%	**44%b**	*27%*	*34%*	*34%*	*25%*	*41%*	*31%*	*27%*	-	-	*31%*	-
Fairly satisfied	(4)	**225**	51	168	6	127	82	17	211	14	1	-	225	-
		32%	*34%*	*31%*	*37%*	*35%*	*28%*	*28%*	*32%*	*34%*	*30%*	-	*32%*	-
Neither satisfied or dissatisfied	(3)	**100**	14	82	4	42	51	7	86	10	2	2	99	-
		14%	*9%*	*15%*	*26%*	*12%*	*18%*	*12%*	*13%*	*25%*	*70%*	*100%*	*14%*	-
Fairly dissatisfied	(2)	**84**	10	73	1	39	41	4	78	6	-	-	84	-
		12%	*7%*	*13%*	*3%*	*11%*	*14%*	*7%*	*12%*	*14%*	-	-	*12%*	-
Very dissatisfied	(1)	**72**	8	64	-	22	42	8	72	-	-	-	72	-
		10%	*5%*	*12%*	-	*6%*	**14%d**	*13%*	*11%*	-	-	-	*10%*	-
Don't know		**10**	*	10	-	6	4	*	10	*	-	-	10	*
		1%	*	*2%*	-	*2%*	*1%*	*	*1%*	*1%*	-	-	*1%*	*100%*
NET Very/fairly satisfied		**445**	117	316	11	249	155	41	419	25	1	-	445	-
		63%	**78%b**	*58%*	*70%*	**69%e**	*53%*	*69%*	*63%*	*61%*	*30%*	-	*63%*	-
NET Very/fairly dissatisfied		**156**	19	137	1	61	83	11	150	6	-	-	156	-
		22%	*12%*	**25%a**	*3%*	*17%*	**29%d**	*19%*	*23%*	*14%*	-	-	*22%*	-
Mean		**3.62**	**4.04b**	3.49	4.00	**3.82e**	3.35	3.78	3.62	3.75	3.30	3.00	3.62	-
Std Dev.		**1.31**	1.14	1.34	0.89	1.20	1.38	1.39	1.33	1.02	0.59	-	1.31	-
Std Error		**0.06**	0.12	0.06	0.22	0.07	0.09	0.20	0.06	0.19	0.30	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**581**	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base		**711**	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base		**352**	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
Very satisfied	(5)	**219**	31	82	56	50	5	9	17	36	22	24	23	11	22	23	15	12
		31%	*23%*	**41%ad**	*32%*	*25%*	*13%*	*19%*	*34%*	**47%op**	*42%*	*33%*	*35%*	*23%*	*35%*	*35%*	*21%*	*20%*
Fairly satisfied	(4)	**225**	47	67	34	77	16	20	11	23	19	25	11	16	7	30	20	26
		32%	**35%c**	**33%c**	*20%*	**39%c**	*43%*	*41%*	*22%*	*30%*	*36%*	*35%*	*17%*	*34%*	*11%*	*45%*	*28%*	*44%*
Neither satisfied or dissatisfied	(3)	**100**	23	26	29	23	11	6	6	12	5	9	9	8	12	2	10	12
		14%	*17%*	*13%*	*16%*	*12%*	*29%*	*13%*	*12%*	*16%*	*8%*	*12%*	*13%*	*17%*	*19%*	*3%*	*13%*	**20%n**
Fairly dissatisfied	(2)	**84**	21	16	28	19	2	8	10	*	5	12	13	4	11	4	11	5
		12%	*15%*	*8%*	*16%*	*10%*	*7%*	*16%*	*21%*	*	*9%*	**16%h**	*21%*	*7%*	*18%*	*5%*	**15%h**	*8%*
Very dissatisfied	(1)	**72**	13	11	25	24	3	4	5	6	2	3	6	9	10	6	15	2
		10%	*9%*	*5%*	**14%b**	*12%*	*9%*	*9%*	*10%*	*7%*	*4%*	*4%*	*9%*	*19%*	*16%*	*9%*	**21%jp**	*3%*
Don't know		**10**	2	*	3	5	-	2	*	*	-	*	3	-	*	2	1	2
		1%	*1%*	*	*2%*	*3%*	-	*3%*	*	*	-	*	*5%*	-	*	*3%*	*1%*	*3%*
NET Very/fairly satisfied		**445**	78	150	90	127	21	29	28	59	41	49	34	28	29	54	35	38
		63%	*57%*	**74%ac**	*51%*	*64%*	*56%*	*60%*	*56%*	**76%o**	*78%*	*68%*	*52%*	*57%*	*46%*	**80%o**	*49%*	*65%*
NET Very/fairly dissatisfied		**156**	33	27	53	42	6	12	16	6	7	14	19	13	21	10	26	7
		22%	*25%*	*13%*	**30%b**	*21%*	*16%*	*24%*	*32%*	*7%*	*14%*	*20%*	*30%*	*27%*	*34%*	*15%*	**36%hnp**	*12%*
Mean		**3.62**	3.47	**3.96acd**	3.39	3.58	3.43	3.47	3.49	**4.09o**	4.02	**3.77o**	3.51	3.34	3.32	**3.93o**	3.14	3.72
Std Dev.		**1.31**	1.26	1.16	1.45	1.31	1.10	1.24	1.42	1.14	1.14	1.19	1.42	1.43	1.51	1.22	1.47	1.01
Std Error		**0.06**	0.12	0.09	0.13	0.11	0.19	0.19	0.23	0.13	0.17	0.16	0.20	0.23	0.23	0.18	0.20	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	581	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	711	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	352	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
Very satisfied (5)	227	-	227	168	60	45	36	111	18	12	4	3	80	129	18	6	189	39	162
	32%	-	32%	38%d	23%	30%	34%	46%ehi	22%	19%	9%	10%	31%no	40%no	14%	9%	32%	36%	28%
Fairly satisfied (4)	219	-	219	148	71	39	36	83	32	15	7	8	75	115	30	15	177	40	171
	31%	-	31%	33%	27%	26%	34%	34%	38%	23%	18%	31%	29%	35%	23%	23%	30%	38%	29%
Neither satisfied or dissatisfied (3)	102	-	102	52	49	33	17	21	10	7	9	6	50	30	21	15	85	13	81
	14%	-	14%	12%	19%	22%g	16%	8%	12%	10%	23%	22%	20%m	9%	16%	22%m	14%	13%	14%
Fairly dissatisfied (2)	80	-	80	40	40	28	8	11	6	11	11	5	36	17	27	16	73	8	73
	11%	-	11%	9%	15%	19%g	8%	5%	7%	17%g	29%	18%	14%m	5%	21%m	24%m	12%	7%	13%
Very dissatisfied (1)	64	-	64	34	28	5	9	16	15	10	4	5	14	31	19	9	60	3	76
	9%	-	9%	8%	11%	3%	8%	7%	18%eg	15%e	9%	19%	5%	10%	14%l	14%	10%	3%	13%
Don't know	19	-	19	4	15	1	*	1	2	10	4	*	1	3	14	5	16	3	18
	3%	-	3%	1%	6%c	*	*	*	3%	15%efgh	11%	*	*	1%	11%lm	7%lm	3%	3%	3%
NET Very/fairly satisfied	447	-	447	316	131	84	71	193	50	27	11	11	155	244	48	22	366	78	333
	63%	-	63%	71%d	50%	56%	68%i	80%ehi	61%	42%	27%	41%	61%no	75%lno	37%	33%	61%	74%	57%
NET Very/fairly dissatisfied	144	-	144	74	68	33	16	28	21	21	15	10	49	48	46	25	133	11	149
	20%	-	20%	17%	26%c	22%	16%	11%	25%g	33%fg	39%	37%	19%	15%	35%lm	38%lm	22%	11%	26%
Mean	3.67	-	3.67	3.85d	3.38	3.60	3.78l	4.08ehi	3.41	3.14	2.87	2.95	3.68no	3.91no	3.01	2.90	3.62	3.99	3.48
Std Dev.	1.29	-	1.29	1.24	1.31	1.19	1.23	1.16	1.41	1.45	1.18	1.31	1.21	1.26	1.34	1.23	1.32	1.06	1.38
Std Error	0.05	-	0.05	0.07	0.08	0.12	0.13	0.09	0.18	0.18	0.18	0.27	0.09	0.08	0.12	0.15	0.06	0.14	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base	**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base	**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
Very satisfied (5)	**227**	129	40	40	18	169	59	200	26	14	19	36	29	125	84	14	209
	32%	***49%bcd***	*23%*	*25%*	*16%*	***39%f***	*21%*	***38%h***	*15%*	*16%*	*27%*	*24%*	*20%*	***54%ijkln***	*23%*	*16%*	***35%o***
Fairly satisfied (4)	**219**	64	66	56	34	130	90	174	43	18	23	51	47	71	122	18	192
	31%	*24%*	***38%a***	*35%*	*29%*	*30%*	*32%*	*33%*	*25%*	*22%*	*32%*	*35%*	*33%*	*30%*	*34%*	*22%*	*32%*
Neither satisfied or dissatisfied (3)	**102**	34	23	25	21	56	46	66	35	10	16	28	22	19	66	10	86
	14%	*13%*	*13%*	*16%*	*18%*	*13%*	*16%*	*12%*	***20%g***	*12%*	***23%m***	***19%m***	*15%*	*8%*	***18%m***	*12%*	*14%*
Fairly dissatisfied (2)	**80**	19	14	26	22	32	48	46	33	16	7	17	24	9	47	16	60
	11%	*7%*	*8%*	***16%a***	***18%a***	*7%*	***17%e***	*9%*	***19%g***	***19%m***	*9%*	***11%m***	***17%m***	*4%*	***13%m***	*19%*	*10%*
Very dissatisfied (1)	**64**	15	27	12	9	42	21	41	22	16	6	9	20	9	35	16	46
	9%	*6%*	***16%a***	*7%*	*8%*	*10%*	*8%*	*8%*	*13%*	***19%km***	*8%*	*6%*	***14%m***	*4%*	*10%*	***19%p***	*8%*
Don't know	**19**	2	3	-	14	5	14	5	13	9	1	6	-	*	7	9	8
	3%	*1%*	*2%*	-	***12%abc***	*1%*	***5%e***	*1%*	***8%g***	***11%lmn***	*1%*	***4%m***	-	*	*2%*	***11%p***	*1%*
NET Very/fairly satisfied	**447**	193	105	97	52	298	149	374	69	32	42	87	76	196	205	32	401
	63%	***73%d***	***61%d***	*61%*	*44%*	***69%f***	*54%*	***70%h***	*40%*	*38%*	*59%*	***59%l***	*54%*	***84%ijkln***	***57%l***	*38%*	***67%o***
NET Very/fairly dissatisfied	**144**	34	41	38	31	75	69	87	55	32	12	26	44	18	82	32	106
	20%	*13%*	***24%a***	***24%a***	***26%a***	*17%*	*25%*	*16%*	***32%g***	***39%jkmn***	*17%*	***18%m***	***31%m***	*8%*	***23%m***	***39%p***	*18%*
Mean	**3.67**	***4.04bcd***	3.46	3.55	3.29	***3.81f***	3.44	***3.85h***	3.12	2.97	***3.61l***	***3.63l***	3.29	***4.27ijkln***	***3.49l***	2.97	***3.77o***
Std Dev.	**1.29**	1.20	1.36	1.24	1.24	1.30	1.24	1.24	1.29	1.44	1.21	1.17	1.35	1.03	1.26	1.44	1.25
Std Error	**0.05**	0.08	0.11	0.12	0.13	0.07	0.09	0.06	0.10	0.18	0.15	0.11	0.12	0.08	0.07	0.18	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base		**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base		**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
Very satisfied	(5)	**227**	209	19	13	205	11	8	4	6	29	7	12	14	12	75	33	16	4	7
		32%	*32%*	*28%*	*38%*	*33%*	*30%*	*28%*	*18%*	*31%*	*36%*	*19%*	*22%*	*24%*	*24%*	**45%kr**	*30%*	*35%*	*76%*	*23%*
Fairly satisfied	(4)	**219**	203	17	9	195	11	7	6	6	24	12	16	20	12	63	29	13	*	11
		31%	*31%*	*25%*	*28%*	*31%*	*31%*	*26%*	*30%*	*32%*	*30%*	*30%*	*29%*	*33%*	*25%*	*38%*	*26%*	*27%*	*4%*	*36%*
Neither satisfied or dissatisfied	(3)	**102**	91	11	5	90	4	4	3	1	13	9	7	11	8	18	21	3	1	3
		14%	*14%*	*17%*	*14%*	*14%*	*11%*	*14%*	*17%*	*3%*	*16%*	*25%*	*12%*	*18%*	*17%*	*11%*	*19%*	*6%*	*13%*	*11%*
Fairly dissatisfied	(2)	**80**	75	5	4	72	2	4	3	3	6	5	6	7	8	9	18	11	-	2
		11%	*12%*	*8%*	*12%*	*12%*	*5%*	*14%*	*13%*	*17%*	*7%*	*12%*	*10%*	*12%*	*16%*	*5%*	*16%*	*23%*	-	*5%*
Very dissatisfied	(1)	**64**	51	12	3	49	7	3	4	3	2	3	14	6	8	2	10	1	*	7
		9%	*8%*	**18%a**	*8%*	*8%*	**20%d**	*11%*	**20%d**	*18%*	*3%*	*8%*	**24%in**	**10%n**	*18%*	*1%*	*9%*	*2%*	*7%*	**22%in**
Don't know		**19**	16	3	*	15	1	2	*	-	6	2	2	1	-	-	-	3	*	1
		3%	*2%*	*4%*	*	*2%*	*3%*	*6%*	*1%*	-	**8%n**	*6%*	*3%*	*2%*	-	-	-	*7%*	*2%*	**4%n**
NET Very/fairly satisfied		**447**	412	35	22	399	22	16	10	12	52	19	28	34	24	139	63	29	4	18
		63%	*64%*	*53%*	*66%*	*64%*	*61%*	*54%*	*49%*	*63%*	*66%*	*49%*	*50%*	*57%*	*49%*	**83%klor**	*56%*	*62%*	*79%*	*58%*
NET Very/fairly dissatisfied		**144**	127	17	7	121	9	7	6	7	8	7	19	13	16	11	28	12	*	9
		20%	*20%*	*26%*	*20%*	*19%*	*25%*	*25%*	**33%d**	*34%*	*10%*	*20%*	**34%in**	**23%n**	*34%*	*6%*	**25%n**	*25%*	*7%*	**27%in**
Mean		**3.67**	3.70	3.38	3.77	**3.71g**	3.49	3.49	3.15	3.41	**3.97kr**	3.44	3.14	3.49	3.22	**4.21kor**	3.51	3.75	4.44	3.33
Std Dev.		**1.29**	1.27	1.47	1.31	1.26	1.51	1.40	1.44	1.54	1.08	1.20	1.53	1.28	1.44	0.91	1.31	1.27	1.28	1.50
Std Error		**0.05**	0.06	0.13	0.17	0.07	0.18	0.14	0.17	0.31	0.17	0.24	0.26	0.22	0.26	0.11	0.19	0.25	0.43	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**581**	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base		**711**	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base		**352**	137	123	42	36	17	260	52	128	133	52	28	10	261	38
Very satisfied	(5)	**227**	171	44	3	6	2	215	8	142	61	18	6	-	203	6
		32%	**58%bcdfg**	**18%c**	*4%*	*11%*	*5%*	**40%bcdg**	*9%*	**53%ijmn**	*22%*	*17%*	*12%*	-	**38%ijn**	*9%*
Fairly satisfied	(4)	**219**	71	112	25	9	2	183	11	60	132	15	8	4	192	13
		31%	*24%*	**47%acdfg**	*28%*	*17%*	*7%*	**34%adg**	*14%*	*22%*	**49%hjmn**	*14%*	*18%*	*22%*	**36%hjn**	*19%*
Neither satisfied or dissatisfied	(3)	**102**	12	33	22	18	16	45	35	15	29	36	14	7	44	22
		14%	*4%*	**14%a**	**25%af**	**35%abf**	*53%*	*8%*	**41%abf**	*6%*	*11%*	**34%him**	*31%*	*39%*	*8%*	**33%him**
Fairly dissatisfied	(2)	**80**	14	32	20	9	4	46	14	19	30	22	8	*	49	9
		11%	*5%*	**13%a**	**23%af**	**18%a**	*14%*	*9%*	**17%a**	*7%*	*11%*	**21%hm**	*18%*	*2%*	*9%*	*13%*
Very dissatisfied	(1)	**64**	20	13	17	7	6	33	13	19	16	12	9	6	35	15
		9%	*7%*	*5%*	**20%abf**	*13%*	*19%*	*6%*	**15%bf**	*7%*	*6%*	*11%*	*19%*	*33%*	*7%*	**23%him**
Don't know		**19**	9	6	*	3	*	15	3	10	4	3	1	1	14	2
		3%	*3%*	*3%*	*	*6%*	*2%*	*3%*	*4%*	*4%*	*1%*	*3%*	*2%*	*3%*	*3%*	*2%*
NET Very/fairly satisfied		**447**	242	157	28	15	4	398	19	202	192	33	14	4	395	18
		63%	**81%bcdg**	**65%cdg**	*32%*	*29%*	*12%*	**74%cdg**	*23%*	**76%ijn**	**71%jn**	*31%*	*31%*	*22%*	**73%jn**	*28%*
NET Very/fairly dissatisfied		**144**	35	45	37	17	10	80	27	39	46	34	17	6	85	23
		20%	*12%*	*19%*	**43%abf**	**31%af**	*33%*	*15%*	**32%af**	*15%*	*17%*	**32%him**	*36%*	*35%*	*16%*	**36%him**
Mean		**3.67**	**4.24bcdfg**	**3.61cdg**	2.73	2.95	2.65	**3.96bcdg**	2.84	**4.12ijn**	**3.71jn**	3.04	2.88	2.52	**3.91jn**	2.78
Std Dev.		**1.29**	1.19	1.11	1.19	1.20	1.05	1.19	1.15	1.26	1.12	1.23	1.29	1.22	1.21	1.27
Std Error		**0.05**	0.08	0.08	0.15	0.17	0.20	0.06	0.13	0.09	0.08	0.14	0.21	0.29	0.06	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**581**	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base		**711**	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base		**352**	71	273	8	176	143	33	327	22	2	1	351	1
Very satisfied	(5)	**227**	76	144	7	131	76	21	219	9	-	-	227	-
		32%	**51%b**	*26%*	*46%*	**37%e**	*26%*	*35%*	*33%*	*21%*	-	-	*32%*	-
Fairly satisfied	(4)	**219**	42	174	4	121	79	19	200	18	1	-	219	-
		31%	*28%*	*32%*	*22%*	*34%*	*27%*	*31%*	*30%*	*44%*	*30%*	-	*31%*	-
Neither satisfied or dissatisfied	(3)	**102**	12	87	3	41	51	10	90	8	2	2	100	-
		14%	*8%*	*16%*	*19%*	*11%*	*17%*	*17%*	*13%*	*20%*	*70%*	*100%*	*14%*	-
Fairly dissatisfied	(2)	**80**	10	69	2	35	42	4	75	6	-	-	80	-
		11%	*6%*	*13%*	*13%*	*10%*	*14%*	*7%*	*11%*	*14%*	-	-	*11%*	-
Very dissatisfied	(1)	**64**	8	55	-	21	41	2	64	-	-	-	64	-
		9%	*6%*	*10%*	-	*6%*	**14%d**	*4%*	*10%*	-	-	-	*9%*	-
Don't know		**19**	1	17	-	10	5	4	18	*	-	-	18	*
		3%	*1%*	*3%*	-	*3%*	*2%*	*6%*	*3%*	*1%*	-	-	*3%*	*100%*
NET Very/fairly satisfied		**447**	119	317	11	252	155	40	419	27	1	-	447	-
		63%	**79%b**	*58%*	*68%*	**70%e**	*53%*	*67%*	*63%*	*65%*	*30%*	-	*63%*	-
NET Very/fairly dissatisfied		**144**	18	124	2	55	82	6	138	6	-	-	144	-
		20%	*12%*	**23%a**	*13%*	*15%*	**28%df**	*10%*	*21%*	*14%*	-	-	*20%*	-
Mean		**3.67**	**4.13b**	3.53	4.02	**3.88e**	3.37	**3.94e**	3.67	3.72	3.30	3.00	3.68	-
Std Dev.		**1.29**	1.16	1.30	1.11	1.19	1.38	1.10	1.31	0.96	0.59	-	1.29	-
Std Error		**0.05**	0.12	0.06	0.28	0.07	0.09	0.16	0.06	0.18	0.30	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		581	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base		711	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base		352	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
Very satisfied	(5)	227	52	77	43	56	13	18	20	39	13	25	19	11	13	27	20	9
		32%	38%	38%	25%	28%	36%	36%	41%	51%op	24%	34%	30%	23%	22%	40%p	28%	15%
Fairly satisfied	(4)	219	33	66	50	71	11	14	8	19	23	25	14	16	20	26	14	30
		31%	24%	32%	29%	36%	30%	28%	16%	24%	43%	34%	22%	33%	32%	39%	20%	52%hq
Neither satisfied or dissatisfied	(3)	102	19	32	24	28	9	3	6	11	8	13	9	6	9	4	15	8
		14%	14%	16%	14%	14%	25%	6%	13%	14%	15%	18%	14%	12%	15%	6%	21%	15%
Fairly dissatisfied	(2)	80	19	15	27	19	2	6	10	1	4	10	12	7	9	5	10	4
		11%	14%	7%	16%	10%	7%	13%	20%	2%	8%	13%h	19%	14%	14%	7%	14%h	7%
Very dissatisfied	(1)	64	10	13	25	15	1	6	3	7	5	*	6	9	10	3	7	4
		9%	7%	6%	15%	8%	3%	13%	6%	9%	10%	1%	10%	19%	16%	5%	10%	7%
Don't know		19	4	*	5	9	-	2	2	*	-	*	4	-	1	2	5	2
		3%	3%	*	3%	5%b	-	4%	4%	*	-	*	6%	-	2%	3%	7%	3%
NET Very/fairly satisfied		447	84	143	93	127	25	31	28	58	36	49	33	27	33	53	34	39
		63%	62%	70%c	53%	64%	66%	64%	57%	75%o	67%	68%	52%	55%	54%	79%o	48%	67%
NET Very/fairly dissatisfied		144	29	28	53	34	3	13	13	8	10	10	18	16	18	8	17	9
		20%	21%	14%	30%bd	17%	9%	26%	26%	11%	18%	14%	28%	33%	30%	12%	24%	15%
Mean		3.67	3.73	3.88c	3.34	3.71	3.90	3.65	3.68	4.06o	3.63	3.88	3.46	3.25	3.30	4.04	3.44	3.62
Std Dev.		1.29	1.32	1.18	1.40	1.22	1.06	1.45	1.38	1.24	1.24	1.05	1.39	1.46	1.39	1.12	1.35	1.09
Std Error		0.05	0.12	0.09	0.12	0.10	0.19	0.22	0.22	0.15	0.18	0.14	0.20	0.24	0.21	0.16	0.19	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**581**	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	**711**	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	**352**	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
How your complaint was handled	**443**	-	443	306	137	81	71	194	47	23	10	16	152	241	49	26	354	84	328
	62%	-	*62%*	**69%d**	*52%*	*54%*	**67%i**	**80%ehi**	*57%*	*36%*	*27%*	*58%*	**60%no**	**74%lno**	*38%*	*40%*	*59%*	**79%p**	*56%*
The resolution to your complaint	**445**	-	445	304	140	84	78	183	47	28	15	9	163	230	52	24	364	76	333
	63%	-	*63%*	**68%d**	*53%*	*56%*	**74%ei**	**75%ehi**	*56%*	*44%*	*38%*	*34%*	**64%no**	**71%no**	*40%*	*36%*	*61%*	*72%*	*57%*
The time taken to resolve your complaint	**447**	-	447	316	131	84	71	193	50	27	11	11	155	244	48	22	366	78	333
	63%	-	*63%*	**71%d**	*50%*	*56%*	**68%i**	**80%ehi**	*61%*	*42%*	*27%*	*41%*	**61%no**	**75%lno**	*37%*	*33%*	*61%*	*74%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base	**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base	**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
How your complaint was handled	**443**	198	99	100	46	297	146	366	73	25	48	79	86	192	214	25	406
	62%	**75%bd**	**58%d**	**62%d**	*39%*	**68%f**	*53%*	**69%h**	*42%*	*30%*	**68%l**	**54%l**	**61%l**	**82%ijkln**	**59%l**	*30%*	**68%o**
The resolution to your complaint	**445**	196	98	101	50	294	150	365	76	35	52	83	68	191	204	35	395
	63%	**75%bd**	*57%*	**63%d**	*42%*	**68%f**	*54%*	**69%h**	*44%*	*42%*	**74%lln**	*56%*	*48%*	**82%ijkln**	*56%*	*42%*	**66%o**
The time taken to resolve your complaint	**447**	193	105	97	52	298	149	374	69	32	42	87	76	196	205	32	401
	63%	**73%d**	**61%d**	*61%*	*44%*	**69%f**	*54%*	**70%h**	*40%*	*38%*	*59%*	**59%l**	*54%*	**84%ijkln**	**57%l**	*38%*	**67%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base	**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base	**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
How your complaint was handled	**443**	411	31	18	398	21	14	10	12	53	17	27	31	28	148	57	24	4	17
	62%	*64%b*	*47%*	*53%*	*64%*	*57%*	*48%*	*49%*	*63%*	*67%*	*46%*	*48%*	*52%*	*59%*	*89%klor*	*51%*	*52%*	*79%*	*53%*
The resolution to your complaint	**445**	412	33	20	397	22	15	10	12	49	20	27	33	28	145	56	28	4	18
	63%	*64%*	*49%*	*61%*	*63%*	*61%*	*52%*	*52%*	*63%*	*62%*	*52%*	*47%*	*55%*	*58%*	*87%klor*	*50%*	*60%*	*81%*	*58%*
The time taken to resolve your complaint	**447**	412	35	22	399	22	16	10	12	52	19	28	34	24	139	63	29	4	18
	63%	*64%*	*53%*	*66%*	*64%*	*61%*	*54%*	*49%*	*63%*	*66%*	*49%*	*50%*	*57%*	*49%*	*83%klor*	*56%*	*62%*	*79%*	*58%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**581**	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base	**711**	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base	**352**	137	123	42	36	17	260	52	128	133	52	28	10	261	38
How your complaint was handled	**443**	249	159	19	9	6	407	15	206	182	43	9	1	388	10
	62%	**84%bcdg**	**66%cdg**	*22%*	*17%*	*20%*	**76%bcdg**	*18%*	**77%jn**	**67%jn**	**41%n**	*20%*	*6%*	**72%jn**	*16%*
The resolution to your complaint	**445**	238	153	26	17	10	391	27	201	183	41	13	5	384	18
	63%	**80%bcdg**	**63%cdg**	*29%*	*32%*	*33%*	**73%cdg**	*32%*	**75%jn**	**68%jn**	*38%*	*28%*	*28%*	**72%jn**	*28%*
The time taken to resolve your complaint	**447**	242	157	28	15	4	398	19	202	192	33	14	4	395	18
	63%	**81%bcdg**	**65%cdg**	*32%*	*29%*	*12%*	**74%cdg**	*23%*	**76%jn**	**71%jn**	*31%*	*31%*	*22%*	**73%jn**	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**581**	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base	**711**	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base	**352**	71	273	8	176	143	33	327	22	2	1	351	1
How your complaint was handled	**443**	114	318	11	245	155	43	412	28	2	-	443	-
	62%	***76%b***	*58%*	*70%*	***68%e***	*53%*	***73%e***	*62%*	*68%*	*89%*	-	*62%*	-
The resolution to your complaint	**445**	117	316	11	249	155	41	419	25	1	-	445	-
	63%	***78%b***	*58%*	*70%*	***69%e***	*53%*	*69%*	*63%*	*61%*	*30%*	-	*63%*	-
The time taken to resolve your complaint	**447**	119	317	11	252	155	40	419	27	1	-	447	-
	63%	***79%b***	*58%*	*68%*	***70%e***	*53%*	*67%*	*63%*	*65%*	*30%*	-	*63%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**581**	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base	**711**	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base	**352**	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
How your complaint was handled	**443**	76	144	97	125	20	29	27	65	36	43	40	27	29	52	37	36
	62%	*56%*	**71%ac**	*56%*	*63%*	*54%*	*59%*	*55%*	**84%jop**	*68%*	*60%*	*63%*	*56%*	*47%*	**77%o**	*51%*	*62%*
The resolution to your complaint	**445**	78	150	90	127	21	29	28	59	41	49	34	28	29	54	35	38
	63%	*57%*	**74%ac**	*51%*	*64%*	*56%*	*60%*	*56%*	**76%o**	*78%*	*68%*	*52%*	*57%*	*46%*	**80%o**	*49%*	*65%*
The time taken to resolve your complaint	**447**	84	143	93	127	25	31	28	58	36	49	33	27	33	53	34	39
	63%	*62%*	**70%c**	*53%*	*64%*	*66%*	*64%*	*57%*	**75%o**	*67%*	*68%*	*52%*	*55%*	*54%*	**79%o**	*48%*	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**581**	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	**711**	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	**352**	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
How your complaint was handled	**164**	-	164	87	75	40	14	37	26	21	18	8	54	64	47	26	149	14	162
	23%	-	*23%*	*20%*	**29%c**	*27%*	*13%*	*15%*	**32%fg**	**32%fg**	*45%*	*31%*	*21%*	*20%*	**36%lm**	**39%lm**	*25%*	*13%*	*28%*
The resolution to your complaint	**156**	-	156	83	71	26	18	35	26	22	17	12	44	61	51	29	142	13	155
	22%	-	*22%*	*19%*	*27%*	*17%*	*17%*	*15%*	**31%g**	**34%cg**	*43%*	*46%*	*17%*	*19%*	**39%lm**	**45%lm**	*24%*	*12%*	*27%*
The time taken to resolve your complaint	**144**	-	144	74	68	33	16	28	21	21	15	10	49	48	46	25	133	11	149
	20%	-	*20%*	*17%*	**26%c**	*22%*	*16%*	*11%*	**25%g**	**33%fg**	*39%*	*37%*	*19%*	*15%*	**35%lm**	**38%lm**	*22%*	*11%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base	**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base	**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
How your complaint was handled	**164**	40	45	38	41	86	78	107	54	37	16	31	41	26	88	37	120
	23%	*15%*	**26%a**	*24%*	**35%a**	*20%*	*28%*	*20%*	**31%g**	**44%jkmn**	*22%*	*21%*	**29%m**	*11%*	**24%m**	**44%p**	*20%*
The resolution to your complaint	**156**	37	38	37	44	75	81	98	54	31	13	37	45	18	95	31	119
	22%	*14%*	*22%*	*23%*	**37%ab**	*17%*	**29%e**	*18%*	**32%g**	**37%m**	*18%*	**25%m**	**31%m**	*8%*	**26%m**	**37%p**	*20%*
The time taken to resolve your complaint	**144**	34	41	38	31	75	69	87	55	32	12	26	44	18	82	32	106
	20%	*13%*	**24%a**	**24%a**	**26%a**	*17%*	*25%*	*16%*	**32%g**	**39%jkmn**	*17%*	**18%m**	**31%m**	*8%*	**23%m**	**39%p**	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base	**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base	**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
How your complaint was handled	**164**	147	17	5	138	10	10	7	6	20	6	25	11	16	7	37	11	1	9
	23%	*23%*	*26%*	*14%*	*22%*	*27%*	*34%*	*35%*	*31%*	**25%n**	*15%*	**44%ln**	**18%n**	*34%*	*4%*	**33%n**	*23%*	*18%*	**28%n**
The resolution to your complaint	**156**	136	20	6	132	7	10	7	7	15	11	18	13	14	5	36	12	*	7
	22%	*21%*	*31%*	*19%*	*21%*	*19%*	**34%d**	**36%d**	*34%*	**19%n**	*30%*	**32%n**	**22%n**	*30%*	*3%*	**32%n**	*26%*	*4%*	**21%n**
The time taken to resolve your complaint	**144**	127	17	7	121	9	7	6	7	8	7	19	13	16	11	28	12	*	9
	20%	*20%*	*26%*	*20%*	*19%*	*25%*	*25%*	**33%d**	*34%*	*10%*	*20%*	**34%ln**	**23%n**	*34%*	*6%*	**25%n**	*25%*	*7%*	**27%ln**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**581**	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base	**711**	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base	**352**	137	123	42	36	17	260	52	128	133	52	28	10	261	38
How your complaint was handled	**164**	30	54	36	26	17	84	43	41	53	33	23	12	94	35
	23%	*10%*	**22%a**	**41%abf**	**49%abf**	*56%*	*16%*	**52%abf**	*15%*	*20%*	**32%hm**	*50%*	*63%*	*18%*	**54%hijm**
The resolution to your complaint	**156**	35	52	41	16	12	87	28	44	52	33	17	8	96	25
	22%	*12%*	**22%a**	**47%abf**	**30%af**	*40%*	*16%*	**34%af**	*17%*	*19%*	**31%hm**	*37%*	*42%*	*18%*	**39%hijm**
The time taken to resolve your complaint	**144**	35	45	37	17	10	80	27	39	46	34	17	6	85	23
	20%	*12%*	*19%*	**43%abf**	**31%af**	*33%*	*15%*	**32%af**	*15%*	*17%*	**32%hm**	*36%*	*35%*	*16%*	**36%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**581**	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base	**711**	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base	**352**	71	273	8	176	143	33	327	22	2	1	351	1
How your complaint was handled	**164**	18	143	3	67	86	11	159	5	-	-	164	-
	23%	*12%*	**26%a**	*19%*	*19%*	**29%d**	*18%*	*24%*	*12%*	-	-	*23%*	-
The resolution to your complaint	**156**	19	137	1	61	83	11	150	6	-	-	156	-
	22%	*12%*	**25%a**	*3%*	*17%*	**29%d**	*19%*	*23%*	*14%*	-	-	*22%*	-
The time taken to resolve your complaint	**144**	18	124	2	55	82	6	138	6	-	-	144	-
	20%	*12%*	**23%a**	*13%*	*15%*	**28%df**	*10%*	*21%*	*14%*	-	-	*20%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**581**	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base	**711**	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base	**352**	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
How your complaint was handled	**164**	34	36	50	45	6	13	15	5	15	15	14	12	23	12	18	15
	23%	*25%*	*18%*	*28%*	*23%*	*16%*	*26%*	*31%*	*7%*	*28%*	*21%*	*22%*	*25%*	*38%*	*18%*	**25%h**	**25%h**
The resolution to your complaint	**156**	33	27	53	42	6	12	16	6	7	14	19	13	21	10	26	7
	22%	*25%*	*13%*	**30%b**	*21%*	*16%*	*24%*	*32%*	*7%*	*14%*	*20%*	*30%*	*27%*	*34%*	*15%*	**36%hnp**	*12%*
The time taken to resolve your complaint	**144**	29	28	53	34	3	13	13	8	10	10	18	16	18	8	17	9
	20%	*21%*	*14%*	**30%bd**	*17%*	*9%*	*26%*	*26%*	*11%*	*18%*	*14%*	*28%*	*33%*	*30%*	*12%*	*24%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**581**	-	581	327	252	109	91	173	61	74	49	24	200	234	147	73	517	58	581
Weighted Base	**711**	-**	711	446	263	150*	105*	243	83*	64*	39**	27**	256	326	130*	66*	599	106*	581
Effective Base	**352**	-	352	207	146	67	58	115	41	40	22	13	123	156	74	35	304	45	581
How your complaint was handled	**3.70**	-	3.70	**3.86d**	3.45	**3.52ij**	**3.95ehijk**	**4.11ehijk**	**3.46j**	3.14	2.74	**3.36j**	**3.70no**	**3.95ino**	3.06	2.99	3.65	**3.99p**	3.47
The resolution to your complaint	**3.62**	-	3.62	**3.76d**	3.41	**3.61ijk**	**3.75hijk**	**3.93ehijk**	**3.41jk**	3.24	2.88	2.86	**3.67no**	**3.80no**	3.04	2.87	3.58	**3.85p**	3.44
The time taken to resolve your complaint	**3.67**	-	3.67	**3.85d**	3.38	3.60	**3.78i**	**4.08ehi**	3.41	3.14	2.87	2.95	**3.68no**	**3.91no**	3.01	2.90	3.62	3.99	3.48

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**581**	225	148	110	98	373	208	385	188	68	64	128	129	156	321	68	485
Weighted Base	**711**	263	171*	160*	117*	434	277	532	172	84*	71*	148*	142*	233	361	84*	602
Effective Base	**352**	126	86	76	65	212	140	243	113	47	42	77	65	104	183	47	290
How your complaint was handled	**3.70**	**4.13bcd**	**3.41d**	**3.68bd**	3.15	**3.85f**	3.46	**3.87h**	3.17	2.88	**3.67i**	**3.53i**	**3.52i**	**4.33ijkln**	**3.55i**	2.88	**3.84o**
The resolution to your complaint	**3.62**	**3.93bcd**	**3.49d**	**3.62d**	3.09	**3.76f**	3.41	**3.76h**	3.20	3.10	**3.73iln**	**3.46il**	3.18	**4.21ijkln**	**3.40il**	3.10	**3.70o**
The time taken to resolve your complaint	**3.67**	**4.04bcd**	3.46	3.55	3.29	**3.81f**	3.44	**3.85h**	3.12	2.97	**3.61l**	**3.63l**	3.29	**4.27ijkln**	**3.49l**	2.97	**3.77o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**581**	446	135	64	338	77	96	70	25	42	27	35	34	31	70	46	28	10	67
Weighted Base	**711**	645	67*	33**	626	37*	29*	20*	20**	79*	38**	56*	60*	48**	167*	112*	46**	5**	31*
Effective Base	**352**	312	42	19	284	45	45	42	22	39	23	32	30	28	63	40	25	5	40
How your complaint was handled	**3.70**	**3.74b**	3.30	3.66	3.76	3.49	3.19	3.18	3.60	**3.76ko**	3.46	3.13	**3.53k**	3.49	**4.44ijklmop**	**3.44k**	**3.64k**	4.21	3.36
The resolution to your complaint	**3.62**	**3.66b**	3.26	3.70	3.66	3.54	3.25	3.16	3.43	**3.70jko**	3.19	3.16	3.46	3.44	**4.24ijklmop**	3.40	**3.67jk**	4.05	3.45
The time taken to resolve your complaint	**3.67**	3.70	3.38	3.77	**3.71g**	3.49	3.49	3.15	3.41	**3.97kr**	3.44	3.14	3.49	3.22	**4.21kor**	3.51	3.75	4.44	3.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	581	224	212	63	52	29	436	81	219	219	80	40	20	438	60
Weighted Base	711	297	241	88*	53*	31**	538	84*	266	271	106*	47**	18**	538	65*
Effective Base	352	137	123	42	36	17	260	52	128	133	52	28	10	261	38
How your complaint was handled	3.70	4.46bcdefg	3.56cdeg	2.72	2.48	2.51	4.05bcdeg	2.49	4.21ijklmn	3.76jkln	3.11kln	2.51	2.12	3.98ijkln	2.41
The resolution to your complaint	3.62	4.13bcdefg	3.58cdeg	2.62	3.00c	2.93	3.88bcdeg	2.97c	4.13ijklmn	3.53jkln	3.18kln	2.76	2.58	3.82ijkln	2.71
The time taken to resolve your complaint	3.67	4.24bcdfg	3.61cdg	2.73	2.95	2.65	3.96bcdg	2.84	4.12ijn	3.71jn	3.04	2.88	2.52	3.91jn	2.78

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**581**	98	467	16	278	255	48	545	30	4	1	579	1
Weighted Base	**711**	150*	545	16**	359	293	60*	665	41**	2**	2**	709	***
Effective Base	**352**	71	273	8	176	143	33	327	22	2	1	351	1
How your complaint was handled	**3.70**	**4.17b**	3.57	3.89	**3.92e**	3.40	**3.89e**	3.70	3.78	4.15	3.00	3.70	-
The resolution to your complaint	**3.62**	**4.04b**	3.49	4.00	**3.82e**	3.35	**3.78e**	3.62	3.75	3.30	3.00	3.62	-
The time taken to resolve your complaint	**3.67**	**4.13b**	3.53	4.02	**3.88e**	3.37	**3.94e**	3.67	3.72	3.30	3.00	3.68	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**581**	118	176	135	152	32	45	41	72	45	59	52	37	46	50	53	49
Weighted Base	**711**	136*	203	175*	198*	38**	49**	49**	77*	53**	72*	64**	49**	62**	67*	72*	58*
Effective Base	**352**	62	116	77	100	19	25	20	51	26	41	29	22	27	32	36	32
How your complaint was handled	**3.70**	3.57	**3.95acd**	3.49	**3.73c**	3.61	3.54	**3.58m**	**4.24efgijklmop**	**3.82mp**	**3.73m**	**3.75m**	3.48	3.24	**4.16efgijklmop**	3.53	3.47
The resolution to your complaint	**3.62**	3.47	**3.96acd**	3.39	3.58	3.43	3.47	**3.49o**	**4.09efgijklmop**	**4.02efgklmop**	**3.77elmo**	**3.51o**	3.34	3.32	**3.93efgklmo**	3.14	**3.72lmo**
The time taken to resolve your complaint	**3.67**	3.73	**3.88c**	3.34	3.71	3.90	3.65	3.68	**4.06o**	3.63	3.88	3.46	3.25	3.30	4.04	3.44	3.62

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**49**	-	49	19	30	12	7	11	4	9	4	2	19	15	15	6	40	8	49
Weighted Base	**47***	-**	47**	21**	26**	10**	5**	7**	4**	9**	9**	3**	15**	11**	21**	12**	33**	14**	49*
Effective Base	**24**	-	24	11	13	6	4	6	2	5	3	2	10	8	9	4	20	5	49
Didn't know where to go/ who to complain to	**11**	-	11	2	8	4	*	1	-	1	4	2	4	1	6	5	7	4	13
	23%	-	*23%*	*11%*	*33%*	*35%*	*5%*	*11%*	-	*9%*	*39%*	*64%*	*26%*	*7%*	*29%*	*45%*	*21%*	*27%*	*27%*
Didn't have the time	**5**	-	5	-	5	1	3	*	-	*	-	-	4	*	*	-	4	1	7
	10%	-	*10%*	-	*18%*	*8%*	*70%*	*2%*	-	*5%*	-	-	*28%*	*1%*	*2%*	-	*12%*	*5%*	*14%*
Not worth the hassle	**22**	-	22	11	10	6	4	3	2	4	4	-	10	4	7	4	18	4	26
	46%	-	*46%*	*53%*	*40%*	*59%*	*79%*	*36%*	*48%*	*39%*	*42%*	-	*66%*	*41%*	*35%*	*32%*	*53%*	*27%*	*53%*
Wouldn't change anything anyway	**22**	-	22	10	12	6	-	2	2	4	9	-	6	4	13	9	13	9	15
	47%	-	*47%*	*48%*	*46%*	*57%*	-	*27%*	*48%*	*40%*	*98%*	-	*39%*	*34%*	*59%*	*74%*	*39%*	*67%*	*31%*
The problem was sorted without needing to complain	**2**	-	2	1	1	-	-	1	-	-	-	1	-	1	1	1	1	1	2
	4%	-	*4%*	*5%*	*4%*	-	-	*13%*	-	-	-	*36%*	-	*9%*	*5%*	*9%*	*3%*	*7%*	*4%*
Not a major issue	**2**	-	2	*	2	-	-	*	2	-	-	-	-	2	-	-	2	-	3
	5%	-	*5%*	*1%*	*9%*	-	-	*6%*	*52%*	-	-	-	-	*23%*	-	-	*8%*	-	*6%*
Any other reason (please specify)	**3**	-	3	2	1	-	*	1	*	2	-	-	*	1	2	-	1	2	4
	7%	-	*7%*	*11%*	*3%*	-	*4%*	*11%*	*2%*	*24%*	-	-	*1%*	*7%*	*10%*	-	*3%*	*16%*	*8%*
I don't know	**1**	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	1
	1%	-	*1%*	*2%*	-	-	-	*8%*	-	-	-	-	-	*5%*	-	-	-	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**49**	9	21	9	10	30	19	28	21	6	5	14	14	4	33	6	40
Weighted Base	**47***	5**	19**	12**	10**	24**	22**	26**	21**	6**	5**	15**	13**	4**	32**	6**	40**
Effective Base	**24**	4	9	6	5	12	12	12	12	4	2	8	6	3	15	4	20
Didn't know where to go/ who to complain to	**11**	2	5	2	1	7	3	1	10	1	4	5	*	1	8	1	10
	23%	*45%*	*26%*	*15%*	*14%*	*30%*	*15%*	*4%*	*46%*	*16%*	*74%*	*31%*	*1%*	*29%*	*26%*	*16%*	*24%*
Didn't have the time	**5**	2	2	1	*	3	1	1	3	-	*	*	2	-	3	-	4
	10%	*30%*	*9%*	*7%*	*5%*	*14%*	*6%*	*5%*	*17%*	-	*3%*	*3%*	*18%*	-	*9%*	-	*10%*
Not worth the hassle	**22**	1	11	5	4	13	9	15	7	2	1	7	10	*	18	2	20
	46%	*25%*	*59%*	*38%*	*42%*	*52%*	*40%*	*57%*	*32%*	*30%*	*26%*	*48%*	*79%*	*3%*	*57%*	*30%*	*49%*
Wouldn't change anything anyway	**22**	2	10	6	4	12	10	13	9	2	4	10	5	2	19	2	20
	47%	*40%*	*52%*	*51%*	*36%*	*49%*	*44%*	*49%*	*44%*	*25%*	*72%*	*67%*	*40%*	*46%*	*57%*	*25%*	*51%*
The problem was sorted without needing to complain	**2**	1	-	1	-	1	1	1	1	-	-	1	-	1	1	-	2
	4%	*18%*	-	*9%*	-	*4%*	*5%*	*4%*	*5%*	-	-	*7%*	-	*23%*	*3%*	-	*5%*
Not a major issue	**2**	*	*	-	2	*	2	2	-	2	-	*	*	-	*	2	*
	5%	*2%*	*1%*	-	*21%*	*2%*	*9%*	*10%*	-	*35%*	-	*2%*	*1%*	-	*1%*	*35%*	*1%*
Any other reason (please specify)	**3**	-	*	2	1	*	3	2	1	1	-	-	*	-	*	1	2
	7%	-	*1%*	*18%*	*7%*	*1%*	*13%*	*10%*	*3%*	*12%*	-	-	*2%*	-	*1%*	*12%*	*6%*
I don't know	**1**	-	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1
	1%	-	*3%*	-	-	*2%*	-	*2%*	-	-	-	*4%*	-	-	*2%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**49**	31	18	6	22	8	9	10	1	1	2	2	2	3	3	4	4	-	8
Weighted Base	**47***	38**	9**	3**	40**	2**	2**	2**	1**	2**	3**	3**	4**	6**	6**	9**	6**	-**	2**
Effective Base	**24**	20	4	2	19	5	6	7	1	1	2	2	1	3	3	3	4	-	5
Didn't know where to go/ who to complain to	**11**	10	*	*	9	*	1	*	-	2	-	2	1	-	-	4	1	-	*
	23%	*27%*	*5%*	*10%*	*23%*	*8%*	*29%*	*22%*	-	*100%*	-	*72%*	*17%*	-	-	*38%*	*21%*	-	*8%*
Didn't have the time	**5**	4	*	-	3	*	1	-	-	-	-	1	-	-	2	1	-	-	*
	10%	*12%*	*2%*	-	*9%*	*8%*	*47%*	-	-	-	-	*28%*	-	-	*31%*	*11%*	-	-	*8%*
Not worth the hassle	**22**	14	8	3	18	1	2	1	1	-	3	-	4	4	2	4	-	-	1
	46%	*35%*	*93%*	*90%*	*45%*	*48%*	*71%*	*38%*	*100%*	-	*100%*	-	*83%*	*70%*	*31%*	*43%*	-	-	*48%*
Wouldn't change anything anyway	**22**	19	3	3	20	*	1	*	-	2	-	-	4	6	2	5	1	-	*
	47%	*49%*	*35%*	*84%*	*51%*	*14%*	*46%*	*8%*	-	*100%*	-	-	*83%*	*100%*	*30%*	*57%*	*24%*	-	*14%*
The problem was sorted without needing to complain	**2**	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	-	1
	4%	*5%*	-	-	*3%*	*38%*	-	-	-	-	-	-	-	-	-	-	*18%*	-	*38%*
Not a major issue	**2**	2	*	-	2	-	-	*	-	-	-	-	-	-	-	-	2	-	-
	5%	*6%*	*1%*	-	*5%*	-	-	*21%*	-	-	-	-	-	-	-	-	*37%*	-	-
Any other reason (please specify)	**3**	3	*	-	3	*	*	-	-	-	-	-	1	-	2	-	-	-	*
	7%	*8%*	*3%*	-	*7%*	*7%*	*4%*	-	-	-	-	-	*17%*	-	*40%*	-	-	-	*7%*
I don't know	**1**	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	*28%*	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**49**	15	15	7	7	3	30	10	18	14	6	8	2	32	10
Weighted Base	**47***	12**	18**	6**	9**	1**	30**	10**	14**	17**	7**	8**	***	31**	8**
Effective Base	**24**	9	7	3	5	3	15	5	10	7	3	4	2	16	5
Didn't know where to go/ who to complain to	**11**	3	6	1	-	-	9	-	6	*	4	-	*	6	*
	23%	*22%*	*33%*	*23%*	-	-	*28%*	-	*43%*	*2%*	*50%*	-	*22%*	*20%*	*1%*
Didn't have the time	**5**	1	3	*	1	-	4	1	2	1	-	1	-	4	1
	10%	*8%*	*14%*	*1%*	*12%*	-	*12%*	*11%*	*17%*	*8%*	-	*14%*	-	*12%*	*13%*
Not worth the hassle	**22**	2	9	2	7	1	11	8	4	9	2	6	*	13	6
	46%	*15%*	*52%*	*33%*	*82%*	*100%*	*37%*	*83%*	*29%*	*55%*	*28%*	*76%*	*100%*	*43%*	*77%*
Wouldn't change anything anyway	**22**	6	10	2	4	*	15	5	5	6	7	5	*	10	5
	47%	*45%*	*54%*	*30%*	*48%*	*78%*	*51%*	*50%*	*33%*	*33%*	*95%*	*60%*	*78%*	*33%*	*60%*
The problem was sorted without needing to complain	**2**	2	-	-	-	-	2	-	2	-	-	-	-	2	-
	4%	*16%*	-	-	-	-	*7%*	-	*14%*	-	-	-	-	*6%*	-
Not a major issue	**2**	-	2	*	-	-	2	-	-	2	*	-	-	2	-
	5%	-	*12%*	*5%*	-	-	*7%*	-	-	*13%*	*4%*	-	-	*7%*	-
Any other reason (please specify)	**3**	*	*	2	-	-	*	-	*	2	-	*	-	2	*
	7%	*1%*	*	*39%*	-	-	*1%*	-	*1%*	*13%*	-	*2%*	-	*7%*	*2%*
I don't know	**1**	1	-	-	-	-	1	-	1	-	-	-	-	1	-
	1%	*4%*	-	-	-	-	*2%*	-	*4%*	-	-	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**49**	3	43	3	17	27	5	47	-	2	-	49	-
Weighted Base	**47***	***	46**	1**	10**	35**	2**	45**	-**	2**	-**	47**	-**
Effective Base	**24**	3	23	2	6	17	3	23	-	1	-	24	-
Didn't know where to go/ who to complain to	**11**	*	10	*	3	8	*	11	-	*	-	11	-
	23%	*20%*	*23%*	*47%*	*27%*	*22%*	*15%*	*24%*	-	*4%*	-	*23%*	-
Didn't have the time	**5**	-	5	-	*	2	2	5	-	-	-	5	-
	10%	-	*10%*	-	*5%*	*7%*	*80%*	*10%*	-	-	-	*10%*	-
Not worth the hassle	**22**	*	21	-	7	14	1	22	-	-	-	22	-
	46%	*74%*	*46%*	-	*66%*	*40%*	*53%*	*48%*	-	-	-	*46%*	-
Wouldn't change anything anyway	**22**	-	22	-	4	17	-	20	-	2	-	22	-
	47%	-	*48%*	-	*45%*	*50%*	-	*45%*	-	*96%*	-	*47%*	-
The problem was sorted without needing to complain	**2**	-	2	-	1	1	-	2	-	-	-	2	-
	4%	-	*4%*	-	*11%*	*3%*	-	*4%*	-	-	-	*4%*	-
Not a major issue	**2**	*	2	*	*	2	-	2	-	-	-	2	-
	5%	*26%*	*5%*	*53%*	*1%*	*7%*	-	*6%*	-	-	-	*5%*	-
Any other reason (please specify)	**3**	-	3	-	1	2	-	3	-	-	-	3	-
	7%	-	*7%*	-	*10%*	*6%*	-	*7%*	-	-	-	*7%*	-
I don't know	**1**	-	1	-	-	1	-	1	-	-	-	1	-
	1%	-	*1%*	-	-	*2%*	-	*1%*	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**49**	17	8	15	9	4	5	8	1	3	4	3	3	9	1	4	4
Weighted Base	**47***	17**	6**	13**	11**	1**	8**	8**	***	2**	3**	1**	2**	10**	3**	4**	4**
Effective Base	**24**	7	4	9	6	2	3	3	1	2	2	2	3	6	1	2	3
Didn't know where to go/ who to complain to	**11**	4	1	4	2	*	4	*	-	1	-	1	*	2	-	-	2
	23%	*23%*	*22%*	*28%*	*17%*	*16%*	*47%*	*1%*	-	*58%*	-	*80%*	*23%*	*24%*	-	-	*45%*
Didn't have the time	**5**	1	-	2	2	*	1	-	-	-	-	-	2	-	-	2	-
	10%	*5%*	-	*16%*	*15%*	*3%*	*11%*	-	-	-	-	-	*100%*	-	-	*42%*	-
Not worth the hassle	**22**	6	5	4	7	*	*	5	*	1	3	*	2	2	3	2	2
	46%	*35%*	*76%*	*28%*	*66%*	*25%*	*2%*	*69%*	*100%*	*42%*	*97%*	*20%*	*73%*	*19%*	*100%*	*53%*	*55%*
Wouldn't change anything anyway	**22**	9	3	7	3	*	4	5	-	-	3	-	*	7	-	2	1
	47%	*54%*	*45%*	*58%*	*24%*	*13%*	*47%*	*68%*	-	-	*80%*	-	*23%*	*71%*	-	*54%*	*12%*
The problem was sorted without needing to complain	**2**	2	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
	4%	*12%*	-	-	-	*75%*	*14%*	-	-	-	-	-	-	-	-	-	-
Not a major issue	**2**	2	*	*	-	-	2	-	-	-	*	-	-	*	-	-	-
	5%	*13%*	*2%*	*2%*	-	-	*28%*	-	-	-	*3%*	-	-	*3%*	-	-	-
Any other reason (please specify)	**3**	*	-	3	-	-	-	*	-	-	-	1	-	2	-	-	-
	7%	*2%*	-	*23%*	-	-	-	*3%*	-	-	-	*71%*	-	*22%*	-	-	-
I don't know	**1**	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	*3%*	-	-	-	-	-	*7%*	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**630**	-	630	346	282	121	98	184	65	83	53	26	219	249	162	79	557	66	630
Weighted Base	**758**	-**	758	467	289	160*	110*	250	87*	73*	48**	30**	270	337	151*	78*	633	119*	630
Effective Base	**376**	-	376	218	159	72	61	120	43	44	24	15	132	163	82	39	324	50	630
Yes - over the counter at the Post Office	**297**	-	297	224	73	57	55	142	25	10	2	5	113	168	17	7	245	50	212
	39%	-	*39%*	**48%d**	*25%*	**36%l**	**50%hi**	**57%ehi**	*29%*	*14%*	*4%*	*16%*	**42%no**	**50%no**	*11%*	*8%*	*39%*	*42%*	*34%*
Yes - by phone/ letter/ email to the Post Office	**227**	-	227	166	61	57	46	89	20	12	3	2	103	109	16	4	182	46	149
	30%	-	*30%*	**36%d**	*21%*	**36%l**	**41%hi**	**36%l**	*22%*	*16%*	*5%*	*5%*	**38%no**	**32%no**	*11%*	*5%*	*29%*	*38%*	*24%*
Yes - to the regulator (Ofcom)	**84**	-	84	65	19	30	15	27	8	4	-	-	45	35	4	-	64	20	54
	11%	-	*11%*	**14%d**	*7%*	**19%l**	*14%*	*11%*	*9%*	*5%*	-	-	**17%no**	**10%no**	*3%*	-	*10%*	*17%*	*9%*
Yes - to Citizens Advice Bureau	**42**	-	42	38	3	7	15	19	1	-	-	-	22	20	-	-	31	11	30
	5%	-	*5%*	**8%d**	*1%*	*4%*	**14%hl**	*8%*	*1%*	-	-	-	**8%n**	**6%n**	-	-	*5%*	*9%*	*5%*
Yes - to someone else (please specify)	**35**	-	35	13	20	5	3	5	6	2	6	6	9	12	14	12	28	7	25
	5%	-	*5%*	*3%*	*7%*	*3%*	*3%*	*2%*	*7%*	*3%*	*13%*	*19%*	*3%*	*3%*	*9%*	**15%lm**	*4%*	*6%*	*4%*
No	**251**	-	251	124	128	42	21	45	40	48	37	18	63	85	103	55	228	20	256
	33%	-	*33%*	*26%*	**44%c**	*26%*	*19%*	*18%*	**47%efg**	**66%efg**	*78%*	*60%*	*23%*	*25%*	**68%lm**	**71%lm**	**36%q**	*16%*	*41%*
I don't know	**1**	-	1	*	1	*	*	1	-	-	*	-	*	1	*	*	1	-	5
	*	-	*	*	*	*	*	*	-	-	*	-	*	*	*	*	*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**630**	234	169	119	108	403	227	413	209	74	69	142	143	160	354	74	525
Weighted Base	**758**	268	191*	172*	127*	459	299	558	193	90*	76*	163*	155*	237	393	90*	642
Effective Base	**376**	130	95	82	70	225	151	255	125	51	43	85	72	106	198	51	310
Yes - over the counter at the Post Office	**297**	168	50	48	31	218	79	268	25	28	20	34	41	168	95	28	263
	39%	**63%bcd**	*26%*	*28%*	*25%*	**48%f**	*26%*	**48%h**	*13%*	*32%*	*27%*	*21%*	*26%*	**71%ijkln**	*24%*	*32%*	*41%*
Yes - by phone/ letter/ email to the Post Office	**227**	98	55	49	26	153	74	205	22	19	17	39	55	96	112	19	208
	30%	**37%d**	*29%*	*28%*	*20%*	*33%*	*25%*	**37%h**	*11%*	*21%*	*23%*	*24%*	*35%*	**40%ijkn**	*28%*	*21%*	*32%*
Yes - to the regulator (Ofcom)	**84**	36	26	15	7	62	22	72	12	5	2	24	12	40	39	5	79
	11%	*13%*	*13%*	*9%*	*5%*	*13%*	*7%*	**13%h**	*6%*	*6%*	*3%*	*15%*	*8%*	**17%j**	*10%*	*6%*	*12%*
Yes - to Citizens Advice Bureau	**42**	27	6	8	*	33	9	41	1	*	4	9	7	21	19	*	41
	5%	**10%d**	*3%*	*5%*	*	*7%*	*3%*	**7%h**	*	*	*5%*	*5%*	*5%*	**9%i**	*5%*	*	*6%*
Yes - to someone else (please specify)	**35**	5	10	7	12	16	19	15	19	5	5	12	8	5	25	5	30
	5%	*2%*	*5%*	*4%*	**9%a**	*3%*	*6%*	*3%*	**10%g**	*5%*	*7%*	*7%*	*5%*	*2%*	*6%*	*5%*	*5%*
No	**251**	44	77	74	57	121	131	134	115	38	34	72	60	19	165	38	194
	33%	*16%*	**40%a**	**43%a**	**45%a**	*26%*	**44%e**	*24%*	**60%g**	**43%m**	**44%m**	**44%m**	**39%m**	*8%*	**42%m**	*43%*	*30%*
I don't know	**1**	*	*	-	1	*	1	*	1	1	-	-	*	-	*	1	*
	*	*	*	-	*1%*	*	*	*	*	*1%*	-	-	*	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 258

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**630**	477	153	70	360	85	105	80	26	43	29	37	36	34	73	50	32	10	75
Weighted Base	**758**	683	75*	37**	667	39*	31*	21*	21**	81*	41**	59*	64*	54*	173*	122*	52**	5**	34*
Effective Base	**376**	332	46	20	303	49	50	48	23	40	25	34	31	31	66	43	28	5	44
Yes - over the counter at the Post Office	**297**	280	18	12	265	14	11	8	10	36	12	30	19	10	104	27	18	2	11
	39%	**41%b**	*23%*	*33%*	*40%*	*36%*	*35%*	*35%*	*50%*	**45%mo**	*29%*	**51%mo**	*29%*	*18%*	**60%lmor**	*22%*	*34%*	*46%*	*34%*
Yes - by phone/ letter/ email to the Post Office	**227**	211	16	12	209	8	6	4	7	15	13	14	24	9	77	43	7	2	6
	30%	*31%*	*22%*	*34%*	*31%*	*20%*	*20%*	*19%*	*32%*	*19%*	*32%*	*25%*	*38%*	*16%*	**44%lmr**	*35%*	*14%*	*39%*	*17%*
Yes - to the regulator (Ofcom)	**84**	80	3	*	77	5	2	*	5	10	2	4	9	4	22	16	5	-	5
	11%	*12%*	*5%*	*	*11%*	*12%*	*7%*	*2%*	*23%*	*13%*	*5%*	*7%*	*14%*	*8%*	*12%*	*13%*	*9%*	-	*14%*
Yes - to Citizens Advice Bureau	**42**	41	*	-	39	1	1	1	4	5	5	-	5	2	16	2	1	1	1
	5%	*6%*	*	-	*6%*	*3%*	*3%*	*3%*	*18%*	*7%*	*11%*	-	*7%*	*3%*	*9%*	*1%*	*2%*	*13%*	*2%*
Yes - to someone else (please specify)	**35**	32	2	2	32	1	2	*	-	2	-	-	2	5	11	8	4	-	1
	5%	*5%*	*3%*	*6%*	*5%*	*2%*	*7%*	*1%*	-	*2%*	-	-	*3%*	*9%*	*7%*	*6%*	*7%*	-	*3%*
No	**251**	210	42	14	215	16	11	10	5	33	15	19	22	32	15	47	27	1	15
	33%	*31%*	**56%a**	*37%*	*32%*	*41%*	*35%*	*44%*	*24%*	**41%n**	*37%*	**32%n**	**34%n**	**60%kn**	*9%*	**39%n**	*51%*	*28%*	**43%n**
I don't know	**1**	1	*	*	1	*	*	*	1	-	-	-	-	-	-	-	-	-	*
	*	*	*	*	*	*	**1%d**	*1%*	*3%*	-	-	-	-	-	-	-	-	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**630**	239	227	70	59	32	466	91	237	233	86	48	22	470	70
Weighted Base	**758**	310	259	93*	62*	32**	569	94*	280	288	113*	54*	19**	568	73*
Effective Base	**376**	145	129	45	40	18	274	58	137	140	55	32	10	277	42
Yes - over the counter at the Post Office	**297**	191	78	13	11	3	270	14	152	111	24	7	3	262	10
	39%	**62%bcdfg**	**30%cg**	*14%*	*17%*	*10%*	**47%bcdg**	*15%*	**54%ljkn**	**38%jkn**	*21%*	*12%*	*17%*	**46%jkn**	*14%*
Yes - by phone/ letter/ email to the Post Office	**227**	114	61	33	15	4	176	19	87	93	22	17	6	180	24
	30%	**37%bg**	*24%*	*35%*	*24%*	*12%*	*31%*	*20%*	*31%*	*32%*	*20%*	*32%*	*35%*	*32%*	*33%*
Yes - to the regulator (Ofcom)	**84**	42	23	8	6	4	65	10	25	38	16	5	-	63	5
	11%	*13%*	*9%*	*9%*	*10%*	*13%*	*11%*	*11%*	*9%*	*13%*	*14%*	*9%*	-	*11%*	*6%*
Yes - to Citizens Advice Bureau	**42**	32	6	2	-	2	38	2	23	16	1	-	2	39	2
	5%	**10%bd**	*2%*	*2%*	-	*6%*	*7%*	*2%*	*8%*	*5%*	*1%*	-	*9%*	*7%*	*2%*
Yes - to someone else (please specify)	**35**	13	13	3	5	-	26	5	17	9	5	3	*	26	3
	5%	*4%*	*5%*	*3%*	*8%*	-	*5%*	*5%*	*6%*	*3%*	*4%*	*6%*	*	*5%*	*5%*
No	**251**	63	102	40	26	19	165	46	73	96	47	27	8	169	35
	33%	*20%*	**39%af**	**43%a**	**42%a**	*62%*	*29%*	**49%af**	*26%*	*33%*	**41%h**	**50%hm**	*42%*	*30%*	**48%hm**
I don't know	**1**	*	*	1	-	-	1	-	*	1	-	*	-	1	*
	*	*	*	*1%*	-	-	*	-	*	*	-	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	630	101	510	19	295	282	53	592	30	6	1	628	1
Weighted Base	758	151*	591	16**	369	328	62*	710	41**	4**	2**	756	***
Effective Base	376	71	296	9	182	160	35	350	22	3	1	375	1
Yes - over the counter at the Post Office	297	95	198	5	193	86	19	288	9	*	-	297	-
	39%	**63%b**	*33%*	*30%*	**52%ef**	*26%*	*30%*	*41%*	*22%*	*6%*	-	*39%*	-
Yes - by phone/ letter/ email to the Post Office	227	68	148	11	113	96	18	204	21	-	2	225	-
	30%	**45%b**	*25%*	*68%*	*31%*	*29%*	*30%*	*29%*	*52%*	-	*100%*	*30%*	-
Yes - to the regulator (Ofcom)	84	27	56	1	54	25	4	68	13	1	2	82	-
	11%	**18%b**	*10%*	*3%*	**15%e**	*8%*	*7%*	*10%*	*30%*	*33%*	*100%*	*11%*	-
Yes - to Citizens Advice Bureau	42	15	25	2	26	12	4	40	2	1	-	42	-
	5%	*10%*	*4%*	*9%*	*7%*	*4%*	*6%*	*6%*	*4%*	*15%*	-	*6%*	-
Yes - to someone else (please specify)	35	11	24	-	18	16	*	35	-	-	-	35	-
	5%	*7%*	*4%*	-	*5%*	*5%*	*	*5%*	-	-	-	*5%*	-
No	251	15	232	4	94	135	22	247	2	2	-	251	-
	33%	*10%*	**39%a**	*25%*	*26%*	**41%d**	*36%*	*35%*	*6%*	*46%*	-	*33%*	-
I don't know	1	-	1	-	1	*	*	1	-	-	-	1	*
	*	-	*	-	*	*	*	*	-	-	-	*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**630**	135	184	150	161	36	50	49	73	48	63	55	40	55	51	57	53
Weighted Base	**758**	153*	209	188*	209	39**	57**	57**	78*	55**	75*	65**	51**	72*	70*	76*	62*
Effective Base	**376**	69	120	85	105	20	28	23	51	28	42	30	23	32	33	38	35
Yes - over the counter at the Post Office	**297**	57	97	64	79	17	16	25	41	24	32	22	17	25	30	30	19
	39%	*38%*	*47%*	*34%*	*38%*	*43%*	*28%*	*44%*	**53%p**	*44%*	*42%*	*33%*	*34%*	*35%*	*42%*	*39%*	*30%*
Yes - by phone/ letter/ email to the Post Office	**227**	39	69	51	68	8	18	14	21	20	28	15	16	19	34	14	20
	30%	*26%*	*33%*	*27%*	*33%*	*21%*	*31%*	*24%*	*27%*	*37%*	*37%*	*24%*	*32%*	*26%*	**48%o**	*19%*	*32%*
Yes - to the regulator (Ofcom)	**84**	18	41	15	10	7	4	7	17	6	18	3	7	5	3	2	5
	11%	*12%*	**20%cd**	*8%*	*5%*	*18%*	*8%*	*12%*	**21%no**	*11%*	**24%mno**	*4%*	*14%*	*7%*	*4%*	*3%*	*9%*
Yes - to Citizens Advice Bureau	**42**	16	15	4	6	1	9	7	6	1	8	4	-	-	3	1	3
	5%	**11%cd**	*7%*	*2%*	*3%*	*3%*	*15%*	*12%*	*7%*	*2%*	*10%*	*7%*	-	-	*4%*	*1%*	*4%*
Yes - to someone else (please specify)	**35**	14	4	13	5	-	4	10	-	*	4	7	3	3	*	1	3
	5%	**9%b**	*2%*	*7%*	*2%*	-	*6%*	*17%*	-	*	*5%*	*10%*	*7%*	*4%*	*	*2%*	*5%*
No	**251**	57	49	75	71	18	19	20	18	13	18	28	18	28	24	30	17
	33%	**37%b**	*23%*	**40%b**	*34%*	*45%*	*34%*	*35%*	*23%*	*23%*	*24%*	*43%*	*36%*	*39%*	*34%*	*39%*	*27%*
I don't know	**1**	*	*	-	1	*	-	*	*	-	-	-	-	-	1	-	-
	*	*	*	-	*	*	-	*	*	-	-	-	-	-	*1%*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Royal Mail	4798	-	4798	2298	2486	605	552	960	705	862	606	508	1156	1665	1976	1114	4351	405	4831
	93%	-	93%	91%	95%c	88%	91%	91%	95%efg	96%efg	96%efg	97%efg	89%	92%l	96%lm	96%lm	93%q	88%	94%
Citipost	855	-	855	530	321	56	59	183	158	194	117	87	115	341	399	204	778	72	876
	17%	-	17%	21%d	12%	8%	10%	17%ef	21%ef	22%ef	18%ef	17%ef	9%	19%l	19%l	18%l	17%	15%	17%
Collect + (Collect Plus)	1413	-	1413	573	837	133	200	321	284	260	123	91	333	606	474	214	1291	111	1403
	27%	-	27%	23%	32%c	19%	33%ejk	30%ejk	38%egijk	29%ejk	19%	17%	26%o	34%lno	23%o	18%	28%	24%	27%
DHL	4072	-	4072	1913	2146	357	396	770	642	829	586	493	752	1412	1908	1079	3753	289	4183
	79%	-	79%	76%	82%c	52%	65%e	73%ef	86%efg	92%efgh	92%efgh	94%efgh	58%	78%l	93%lm	93%lm	81%q	62%	81%
FedEx	3910	-	3910	1845	2049	397	383	729	605	782	559	455	780	1334	1796	1014	3600	278	4027
	76%	-	76%	73%	78%c	58%	63%	69%e	81%efg	87%efgh	88%efgh	86%efg	60%	74%l	87%lm	87%lm	77%q	60%	78%
Hermes / Evri	4097	-	4097	1819	2265	397	398	729	637	841	599	496	795	1367	1936	1095	3794	269	4311
	79%	-	79%	72%	86%c	58%	65%e	69%e	85%efg	94%efgh	94%efgh	94%efgh	61%	76%l	94%lm	94%lm	82%q	58%	84%
Interlink	1368	-	1368	692	671	45	82	324	262	309	191	155	127	586	654	346	1268	87	1417
	26%	-	26%	27%	26%	6%	14%e	31%ef	35%ef	34%ef	30%ef	30%ef	10%	32%l	32%l	30%l	27%q	19%	27%
DPD	3712	-	3712	1675	2024	327	378	688	586	757	534	442	705	1274	1734	976	3433	253	3920
	72%	-	72%	67%	77%c	47%	62%e	65%e	79%efg	84%efgh	84%efgh	84%efg	54%	71%l	84%lm	84%lm	74%q	55%	76%
Parcelforce	3727	-	3727	1692	2021	243	341	654	597	810	587	496	584	1251	1893	1082	3500	200	3963
	72%	-	72%	67%	77%c	35%	56%e	62%e	80%efg	90%efgh	92%efgh	94%efgh	45%	69%l	92%lm	93%lm	75%q	43%	77%
TNT Express	2514	-	2514	1280	1228	88	160	434	449	613	429	342	248	883	1384	771	2373	127	2584
	49%	-	49%	51%d	47%	13%	26%e	41%ef	60%efg	68%efgh	68%efgh	65%efg	19%	49%l	67%lm	66%lm	51%q	27%	50%
TNT Post UK	1136	-	1136	631	498	86	84	220	198	241	169	138	170	418	548	306	1050	78	1128
	22%	-	22%	25%d	19%	12%	14%	21%ef	27%efg	27%efg	27%efg	26%ef	13%	23%l	27%l	26%l	23%	17%	22%
UPS	3315	-	3315	1537	1762	288	298	589	549	702	494	395	586	1139	1591	889	3073	221	3429
	64%	-	64%	61%	67%c	42%	49%	56%ef	74%efg	78%efg	78%efg	75%efg	45%	63%l	77%lm	77%lm	66%q	48%	66%
UK Mail (not to be confused with Royal Mail)	1280	-	1280	711	565	82	106	254	208	294	174	162	188	463	629	336	1179	92	1200
	25%	-	25%	28%d	22%	12%	17%e	24%ef	28%ef	33%efg	27%ef	31%efg	14%	26%l	31%lm	29%l	25%	20%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
DX	**706**	-	706	408	296	39	65	180	159	163	63	38	104	339	264	101	640	59	713
	14%	-	*14%*	**16%d**	*11%*	*6%*	**11%e**	**17%efjk**	**21%efjk**	**18%efjk**	**10%e**	*7%*	*8%*	**19%lno**	**13%lo**	*9%*	*14%*	*13%*	*14%*
Yodel	**3407**	-	3407	1485	1910	225	311	602	555	734	532	447	536	1157	1713	979	3193	192	3643
	66%	-	*66%*	*59%*	**73%c**	*33%*	**51%e**	**57%e**	**74%efg**	**82%efgh**	**84%efgh**	**85%efgh**	*41%*	**64%l**	**83%lm**	**84%lm**	**69%q**	*41%*	*71%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	-	2352	1108	1235	166	197	446	391	497	378	275	363	838	1151	653	2197	140	2323
	46%	-	*46%*	*44%*	*47%*	*24%*	**32%e**	**42%ef**	**52%efg**	**55%efg**	**60%efgh**	**52%efg**	*28%*	**46%l**	**56%lm**	**56%lm**	**47%q**	*30%*	*45%*
Any other postal services company (please specify)	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	23
	*	-	*	*	*	*	-	*	*	*	*1%*	**1%fghl**	*	*	**1%m**	**1%lm**	*	-	*
None of the above	**43**	-	43	23	16	17	6	8	8	4	*	-	23	16	4	*	39	4	41
	1%	-	*1%*	*1%*	*1%*	**2%gjk**	*1%*	*1%*	*1%*	*	*	-	**2%no**	**1%no**	*	*	*1%*	*1%*	*1%*
NET Royal Mail/ Parcelforce	**4915**	-	4915	2367	2532	614	560	981	726	887	623	523	1174	1707	2034	1146	4459	414	4968
	95%	-	*95%*	*94%*	**96%c**	*89%*	*92%*	*93%*	**97%efg**	**99%efg**	**98%efg**	**99%efgh**	*91%*	**95%l**	**99%lm**	**99%lm**	**96%q**	*89%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Royal Mail	**4798**	862	1509	1106	1321	2371	2427	2812	1912	629	604	1246	1174	813	3025	635	3900
	93%	*87%*	**94%a**	**93%a**	**95%a**	*92%*	**94%e**	*92%*	**95%g**	*92%*	**93%m**	**96%ijlm**	**93%m**	*88%*	**94%m**	*92%*	*93%*
Citipost	**855**	183	269	196	206	453	402	521	326	114	101	225	198	170	524	114	701
	17%	*19%*	*17%*	*17%*	*15%*	*17%*	*16%*	*17%*	*16%*	*17%*	*16%*	*17%*	*16%*	*19%*	*16%*	*16%*	*17%*
Collect + (Collect Plus)	**1413**	200	451	335	427	650	763	896	492	190	159	357	374	245	890	190	1158
	27%	*20%*	**28%a**	**28%a**	**31%a**	*25%*	**30%e**	**29%h**	*24%*	*28%*	*24%*	*27%*	*30%*	*27%*	*28%*	*28%*	*28%*
DHL	**4072**	692	1332	950	1098	2024	2048	2277	1742	549	514	1055	1013	660	2582	555	3295
	79%	*70%*	**83%ad**	**80%a**	**79%a**	*78%*	*80%*	*74%*	**87%g**	**80%m**	**79%m**	**81%m**	**81%m**	*72%*	**81%m**	*80%*	*79%*
FedEx	**3910**	673	1252	922	1063	1925	1985	2170	1695	525	480	992	1023	608	2495	530	3160
	76%	*68%*	**78%a**	**78%a**	**77%a**	*74%*	*77%*	*71%*	**84%g**	**77%m**	**74%m**	**76%m**	**81%jkm**	*66%*	**78%m**	*77%*	*75%*
Hermes / Evri	**4097**	630	1337	960	1170	1967	2130	2248	1783	561	542	1081	1040	577	2663	566	3299
	79%	*64%*	**84%a**	**81%a**	**84%a**	*76%*	**83%e**	*73%*	**89%g**	**82%m**	**83%m**	**83%m**	**83%m**	*63%*	**83%m**	*82%*	*79%*
Interlink	**1368**	232	434	334	367	666	702	788	571	184	162	323	372	237	857	188	1118
	26%	*23%*	*27%*	*28%*	*26%*	*26%*	*27%*	*26%*	*28%*	*27%*	*25%*	*25%*	**30%k**	*26%*	*27%*	*27%*	*27%*
DPD	**3712**	576	1229	866	1040	1806	1906	2056	1606	521	463	962	949	550	2374	527	2977
	72%	*58%*	**77%a**	**73%a**	**75%a**	*70%*	**74%e**	*67%*	**80%g**	**76%m**	**71%m**	**74%m**	**76%m**	*60%*	**74%m**	**76%p**	*71%*
Parcelforce	**3727**	551	1233	889	1054	1785	1942	1974	1704	522	487	972	963	519	2422	527	2999
	72%	*56%*	**77%a**	**75%a**	**76%a**	*69%*	**76%e**	*64%*	**85%g**	**76%m**	**75%m**	**75%m**	**77%m**	*56%*	**76%m**	*76%*	*72%*
TNT Express	**2514**	399	848	600	667	1247	1267	1317	1172	322	315	651	648	406	1614	323	2053
	49%	*40%*	**53%ad**	**51%a**	**48%a**	*48%*	*49%*	*43%*	**58%g**	*47%*	*48%*	**50%m**	**52%m**	*44%*	**50%m**	*47%*	*49%*
TNT Post UK	**1136**	204	353	281	298	557	579	644	486	143	131	298	305	192	735	144	945
	22%	*21%*	*22%*	*24%*	*21%*	*22%*	*23%*	*21%*	**24%g**	*21%*	*20%*	*23%*	*24%*	*21%*	*23%*	*21%*	*23%*
UPS	**3315**	525	1095	775	920	1621	1695	1790	1491	452	417	846	879	484	2142	457	2682
	64%	*53%*	**69%a**	**65%a**	**66%a**	*63%*	*66%*	*58%*	**74%g**	**66%m**	**64%m**	**65%m**	**70%jm**	*53%*	**67%m**	*66%*	*64%*
UK Mail (not to be confused with Royal Mail)	**1280**	235	435	309	300	670	610	754	517	170	152	317	346	233	815	171	1057
	25%	*24%*	**27%d**	*26%*	*22%*	*26%*	*24%*	*25%*	*26%*	*25%*	*23%*	*24%*	*28%*	*25%*	*25%*	*25%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
DX	**706**	129	223	184	170	352	354	496	204	74	55	181	206	147	442	74	594
	14%	*13%*	*14%*	*16%*	*12%*	*14%*	*14%*	**16%h**	*10%*	*11%*	*8%*	**14%j**	**16%lj**	**16%lj**	**14%j**	*11%*	*14%*
Yodel	**3407**	480	1147	813	967	1627	1780	1819	1543	475	469	878	886	471	2234	480	2751
	66%	*48%*	**72%a**	**69%a**	**70%a**	*63%*	**69%e**	*59%*	**77%g**	**69%m**	**72%m**	**68%m**	**71%m**	*51%*	**70%m**	*70%*	*66%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	363	774	544	672	1136	1216	1266	1055	310	298	619	631	347	1548	314	1929
	46%	*37%*	**48%a**	**46%a**	**48%a**	*44%*	*47%*	*41%*	**53%g**	**45%m**	**46%m**	**48%m**	**50%m**	*38%*	**48%m**	*45%*	*46%*
Any other postal services company (please specify)	**14**	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	*	*	*	*	*	*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
None of the above	**43**	5	14	13	12	18	25	28	14	14	6	7	3	4	17	14	21
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%klmn**	*1%*	*1%*	*	*	*1%*	**2%p**	*1%*
NET Royal Mail/ Parcelforce	**4915**	894	1538	1132	1351	2432	2483	2881	1958	646	618	1262	1209	845	3089	651	3997
	95%	*90%*	**96%a**	**96%a**	**97%a**	*94%*	**97%e**	*94%*	**98%g**	*94%*	*95%*	**97%lm**	**96%m**	*92%*	**96%m**	*94%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Royal Mail	4798	4104	694	229	4028	403	232	135	195	523	397	347	427	460	609	651	419	55	348
	93%	*92%*	**96%a**	**97%a**	*93%*	*93%*	*94%*	*95%*	*93%*	*92%*	*93%*	*92%*	**94%q**	**96%nq**	*90%*	*92%*	**95%nq**	*87%*	**94%q**
Citipost	855	725	130	45	729	59	44	22	38	110	78	61	73	94	111	88	77	9	50
	17%	*16%*	*18%*	*19%*	*17%*	*14%*	*18%*	*16%*	*18%*	**19%or**	*18%*	*16%*	*16%*	**20%or**	*16%*	*12%*	*17%*	*15%*	*13%*
Collect + (Collect Plus)	1413	1214	199	75	1190	118	64	41	63	155	126	109	132	144	166	188	108	18	100
	27%	*27%*	*27%*	*32%*	*27%*	*27%*	*26%*	*29%*	*30%*	*27%*	*30%*	*29%*	*29%*	*30%*	*24%*	*27%*	*24%*	*28%*	*27%*
DHL	4072	3443	628	196	3401	361	197	113	166	446	347	285	382	415	437	555	368	52	309
	79%	*78%*	**87%a**	*83%*	*78%*	**83%d**	*80%*	*79%*	**79%n**	**79%n**	**82%n**	**76%n**	**84%kn**	**86%hikno**	*64%*	**78%n**	**83%n**	**82%n**	**83%kn**
FedEx	3910	3333	577	170	3261	346	198	105	155	435	336	272	342	392	449	528	353	50	297
	76%	*75%*	**80%ac**	*72%*	*75%*	**80%dg**	**80%dg**	*74%*	*74%*	**77%n**	**79%n**	*72%*	**75%n**	**82%hkn**	*66%*	**75%n**	**80%n**	**79%n**	**80%kn**
Hermes / Evri	4097	3453	644	205	3401	364	216	115	184	443	357	297	368	425	401	563	364	52	313
	79%	*78%*	**89%a**	**87%a**	*78%*	**84%d**	**87%dg**	*81%*	**88%ikno**	**78%n**	**84%n**	**79%n**	**81%n**	**89%iklnop**	*59%*	**80%n**	**82%n**	**82%n**	**84%n**
Interlink	1368	1139	229	82	1160	96	77	35	53	140	99	94	123	170	117	217	147	8	87
	26%	*26%*	**32%a**	**35%a**	**27%e**	*22%*	**31%eg**	*24%*	**25%nq**	**25%nq**	*23%*	**25%nq**	**27%nq**	**35%hijklnqr**	*17%*	**31%nqr**	**33%ijnqr**	*13%*	**24%nq**
DPD	3712	3123	589	173	3081	327	196	108	148	405	317	274	326	384	355	516	356	42	285
	72%	*70%*	**81%ac**	*73%*	*71%*	**75%d**	**79%d**	*76%*	**71%n**	**72%n**	**75%n**	**73%n**	**72%n**	**80%hilnq**	*52%*	**73%n**	**80%hilnoq**	**67%n**	**77%n**
Parcelforce	3727	3117	611	189	3096	327	194	111	163	394	330	265	347	401	330	503	362	47	280
	72%	*70%*	**84%a**	**80%a**	*71%*	*75%*	**79%d**	**78%d**	**78%in**	**70%n**	**78%in**	**71%n**	**76%n**	**84%iklnor**	*49%*	**71%n**	**82%ikno**	**74%n**	**76%n**
TNT Express	2514	2126	388	108	2108	218	121	67	105	277	224	177	234	283	223	341	244	37	182
	49%	*48%*	**54%a**	*46%*	*49%*	*50%*	*49%*	*47%*	**50%n**	**49%n**	**53%n**	**47%n**	**51%n**	**59%iknor**	*33%*	**48%n**	**55%n**	**58%n**	**49%n**
TNT Post UK	1136	990	146	54	965	88	56	27	44	141	61	87	97	139	123	174	98	9	80
	22%	*22%*	*20%*	*23%*	*22%*	*20%*	*23%*	*19%*	*21%*	**25%jq**	*14%*	**23%j**	**21%j**	**29%hjlnqr**	*18%*	**25%jq**	**22%j**	*14%*	**22%j**
UPS	3315	2814	501	144	2766	296	166	88	130	367	287	247	296	345	327	456	311	41	255
	64%	*63%*	**69%ac**	*61%*	*64%*	**68%g**	*67%*	*61%*	**62%n**	**65%n**	**68%n**	**66%n**	**65%n**	**72%hn**	*48%*	**64%n**	**70%n**	**66%n**	**69%n**
UK Mail (not to be confused with Royal Mail)	1280	1105	174	57	1108	92	59	21	45	155	102	102	112	164	137	181	109	10	82
	25%	*25%*	*24%*	*24%*	**26%eg**	**21%g**	**24%g**	*14%*	*21%*	**27%q**	*24%*	*27%*	*25%*	**34%hjlnopqr**	*20%*	*26%*	*25%*	*16%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
DX	**706**	606	100	35	591	71	33	11	39	92	59	46	70	84	61	86	53	4	67
	14%	*14%*	*14%*	*15%*	**14%g**	**16%g**	**14%g**	*8%*	**18%nopq**	**16%nq**	*14%*	*12%*	**15%n**	**18%nq**	*9%*	*12%*	*12%*	*7%*	**18%nopq**
Yodel	**3407**	2838	569	171	2810	313	183	101	144	375	317	252	301	369	273	446	331	43	271
	66%	*64%*	**79%a**	**72%a**	*65%*	**72%d**	**74%d**	**71%d**	**69%n**	**66%n**	**75%ilno**	**67%n**	**66%n**	**77%hiklno**	*40%*	**63%n**	**75%ilno**	**67%n**	**73%nq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	1986	366	108	1974	196	118	64	91	236	213	177	209	273	225	312	237	23	173
	46%	*45%*	**51%a**	*46%*	*46%*	*45%*	*48%*	*45%*	**43%n**	**42%n**	**50%nq**	**47%n**	**46%n**	**57%hiklnoqr**	*33%*	**44%n**	**54%hinoq**	*36%*	**47%n**
Any other postal services company (please specify)	**14**	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	*	*	**1%a**	*1%*	*	*1%*	*	*1%*	-	*	*1%*	-	-	-	-	*	*1%*	*	*1%*
None of the above	**43**	41	3	*	39	2	1	1	2	10	3	6	1	1	9	3	4	1	2
	1%	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*	*1%*	*	*1%*	*1%*	*
NET Royal Mail/ Parcelforce	**4915**	4202	714	234	4123	413	240	139	200	529	408	354	439	473	625	666	428	58	355
	95%	*95%*	**99%a**	**99%a**	*95%*	*95%*	*97%*	*97%*	*96%*	*94%*	*96%*	*94%*	**97%n**	**99%hiknoqr**	*92%*	*94%*	**97%n**	*92%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Royal Mail	4798	1722	1834	721	328	142	3556	469	1732	1851	810	248	91	3583	338
	93%	93%e	94%eg	*92%*	*92%*	*87%*	94%eg	*90%*	94%j	94%jl	*89%*	*93%*	*88%*	94%jl	*92%*
Citipost	855	385	303	107	31	26	688	57	349	309	126	42	24	658	65
	17%	21%bcdg	16%d	*14%*	*9%*	*16%*	18%cdg	*11%*	19%j	*16%*	*14%*	*16%*	23%j	*17%*	*18%*
Collect + (Collect Plus)	1413	539	512	211	84	53	1051	138	550	550	210	64	25	1100	89
	27%	*29%*	*26%*	*27%*	*24%*	*33%*	*28%*	*27%*	30%j	28%j	*23%*	*24%*	*25%*	29%j	*24%*
DHL	4072	1526	1573	551	264	123	3099	387	1524	1548	657	201	85	3072	286
	79%	83%cdg	80%cdg	*70%*	*74%*	*75%*	82%cdg	*75%*	83%djk	79%j	*72%*	*76%*	*83%*	81%j	*78%*
FedEx	3910	1467	1520	521	245	123	2987	368	1497	1487	599	199	76	2984	276
	76%	80%cdg	78%cdg	*67%*	*69%*	*76%*	79%cdg	*71%*	81%djn	76%j	*66%*	75%j	*75%*	78%j	75%j
Hermes / Evri	4097	1497	1581	591	260	126	3078	386	1502	1571	665	213	86	3074	299
	79%	81%cdg	81%cdg	*76%*	*73%*	*77%*	81%cdg	*74%*	81%j	80%j	*73%*	*80%*	*84%*	81%j	81%j
Interlink	1368	572	506	171	67	47	1078	114	567	492	197	65	36	1060	100
	26%	31%bcdg	26%d	*22%*	*19%*	29%d	28%cdg	*22%*	31%j	*25%*	*22%*	*24%*	35%j	28%j	*27%*
DPD	3712	1360	1419	531	245	121	2778	366	1373	1401	606	198	79	2774	277
	72%	74%c	*73%*	*68%*	*69%*	*74%*	73%c	*71%*	74%j	*72%*	*67%*	*74%*	*77%*	73%j	75%j
Parcelforce	3727	1425	1461	486	219	111	2886	330	1413	1434	583	177	75	2847	252
	72%	77%cdeg	75%cdg	*62%*	*61%*	*68%*	76%cdg	*64%*	77%jkn	73%j	*64%*	*66%*	*73%*	75%jkn	*68%*
TNT Express	2514	1011	956	317	153	66	1968	219	974	929	415	124	51	1903	175
	49%	55%bcdeg	49%cg	*40%*	*43%*	*40%*	52%cdeg	*42%*	53%j	*47%*	*46%*	*46%*	*50%*	*50%*	*47%*
TNT Post UK	1136	470	417	140	64	41	887	104	457	427	176	45	25	884	70
	22%	25%bcd	*21%*	*18%*	*18%*	*25%*	23%c	*20%*	25%jk	*22%*	*19%*	*17%*	*25%*	*23%*	*19%*
UPS	3315	1250	1289	403	227	117	2539	344	1266	1264	487	181	72	2530	253
	64%	68%c	66%c	*51%*	64%c	72%c	67%c	66%c	69%j	65%j	*54%*	68%j	71%j	67%j	69%j
UK Mail (not to be confused with Royal Mail)	1280	521	481	161	69	42	1002	111	529	460	178	76	25	989	101
	25%	28%cdg	*25%*	*21%*	*19%*	*26%*	26%cd	*21%*	29%dj	*24%*	*20%*	28%j	*25%*	26%j	27%j

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
DX	**706**	260	261	113	48	19	521	66	269	247	122	39	19	516	58
	14%	*14%*	*13%*	*14%*	*13%*	*11%*	*14%*	*13%*	*15%*	*13%*	*13%*	*15%*	*19%*	*14%*	*16%*
Yodel	**3407**	1286	1335	439	213	107	2621	321	1302	1303	517	172	70	2605	242
	66%	**70%cdg**	**68%cdg**	*56%*	*60%*	*66%*	**69%cdg**	*62%*	**71%ij**	**67%j**	*57%*	*65%*	*68%*	**68%j**	**66%j**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	879	906	328	156	69	1785	225	921	898	348	124	39	1819	163
	46%	**48%c**	*46%*	*42%*	*44%*	*42%*	*47%*	*43%*	**50%j**	**46%j**	*38%*	*47%*	*38%*	**48%j**	*44%*
Any other postal services company (please specify)	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	-	*	*1%*
None of the above	**43**	1	8	21	3	1	10	4	1	6	26	2	*	8	2
	1%	*	*	**3%abf**	**1%a**	*1%*	*	**1%a**	*	*	**3%hlm**	*1%*	*	*	*1%*
NET Royal Mail/ Parcelforce	**4915**	1772	1876	729	332	154	3648	487	1774	1895	831	251	93	3669	345
	95%	**96%c**	**96%c**	*93%*	*93%*	*95%*	**96%c**	*94%*	**96%jl**	**97%jln**	*91%*	*94%*	*91%*	**96%jln**	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Royal Mail	4798	353	4368	77	1430	3084	284	4703	55	17	10	4775	13
	93%	88%	93%a	90%	92%f	94%df	87%	94%h	62%	82%	100%	93%h	57%
Citipost	855	73	762	20	293	527	35	846	5	4	-	855	-
	17%	18%	16%	24%	19%f	16%f	11%	17%h	6%	18%	-	17%	-
Collect + (Collect Plus)	1413	104	1277	31	466	892	55	1388	14	3	*	1405	8
	27%	26%	27%	37%	30%f	27%f	17%	28%	15%	14%	1%	27%	34%
DHL	4072	260	3749	63	1206	2679	187	4005	37	16	6	4058	7
	79%	65%	80%a	74%	78%f	82%df	57%	80%h	41%	77%	57%	79%h	32%
FedEx	3910	238	3616	56	1142	2579	189	3859	23	17	5	3899	6
	76%	59%	77%a	66%	73%f	79%df	58%	77%h	26%	79%	48%	76%h	27%
Hermes / Evri	4097	237	3805	56	1173	2716	208	4038	27	18	6	4082	9
	79%	59%	81%ac	66%	75%f	83%df	64%	80%h	30%	83%	57%	80%h	41%
Interlink	1368	100	1245	23	429	885	53	1358	3	4	-	1365	2
	26%	25%	27%	27%	28%f	27%f	16%	27%h	4%	18%	-	27%h	9%
DPD	3712	228	3434	49	1060	2474	177	3670	17	12	6	3699	7
	72%	57%	73%ac	58%	68%f	75%df	54%	73%h	19%	57%	57%	72%h	32%
Parcelforce	3727	210	3463	54	1096	2462	170	3696	7	13	4	3716	7
	72%	52%	74%a	64%	70%f	75%df	52%	74%h	8%	64%	36%	72%h	31%
TNT Express	2514	147	2337	31	735	1690	90	2490	10	12	1	2512	2
	49%	37%	50%a	36%	47%f	52%df	27%	50%h	11%	55%	11%	49%h	7%
TNT Post UK	1136	85	1034	17	338	759	39	1125	3	7	1	1135	-
	22%	21%	22%	20%	22%f	23%f	12%	22%h	4%	31%	10%	22%h	-
UPS	3315	188	3078	49	984	2185	145	3288	6	11	1	3306	8
	64%	47%	66%a	58%	63%f	67%f	44%	66%h	7%	54%	13%	64%h	34%
UK Mail (not to be confused with Royal Mail)	1280	84	1182	14	352	875	52	1263	8	7	*	1279	1
	25%	21%	25%	17%	23%f	27%df	16%	25%h	9%	34%	1%	25%h	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**706**	38	662	7	190	480	36	701	4	1	-	706	*
	14%	*9%*	**14%a**	*8%*	*12%*	*15%*	*11%*	*14%*	*5%*	*3%*	-	*14%*	*1%*
Yodel	**3407**	180	3186	41	974	2277	155	3377	9	11	4	3397	6
	66%	*45%*	**68%ac**	*48%*	**63%f**	**69%df**	*47%*	**67%h**	*10%*	*51%*	*36%*	**66%h**	*27%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	147	2173	32	723	1524	105	2332	6	6	2	2343	6
	46%	*37%*	**46%a**	*37%*	**46%f**	**46%f**	*32%*	**46%h**	*6%*	*27%*	*22%*	**46%h**	*26%*
Any other postal services company (please specify)	**14**	3	11	-	10	4	*	14	-	-	-	14	-
	*	*1%*	*	-	**1%e**	*	*	*	-	-	-	*	-
None of the above	**43**	3	39	2	5	26	12	37	*	-	-	37	6
	1%	*1%*	*1%*	*2%*	*	*1%*	**4%de**	*1%*	*	-	-	*1%*	*28%*
NET Royal Mail/ Parcelforce	**4915**	360	4477	79	1465	3159	292	4817	56	19	10	4892	13
	95%	*89%*	**96%a**	*93%*	**94%f**	**96%df**	*89%*	**96%h**	*63%*	*89%*	*100%*	**95%h**	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Royal Mail	4798	1210	1185	1216	1187	416	381	413	391	434	360	407	414	395	421	380	386
	93%	94%	92%	94%	92%	96%hjn	92%	93%	91%	94%	90%	94%	96%hjn	92%	91%	92%	93%
Citipost	855	251	211	207	186	91	74	85	66	60	85	77	67	63	67	69	51
	17%	19%d	16%	16%	14%	21%lp	18%	19%p	15%	13%	21%inp	18%	16%	15%	14%	17%	12%
Collect + (Collect Plus)	1413	380	352	365	316	116	123	140	127	111	115	127	126	111	121	93	102
	27%	29%d	27%	28%	24%	27%	30%	32%o	30%	24%	29%	29%	29%	26%	26%	23%	25%
DHL	4072	1035	1019	1027	991	362	330	343	340	353	325	347	351	329	365	316	310
	79%	80%	79%	80%	77%	84%p	80%	77%	79%	77%	82%	80%	81%	77%	79%	77%	74%
FedEx	3910	1022	965	994	929	351	321	351	303	353	309	341	333	319	337	302	290
	76%	79%bd	75%	77%d	72%	81%hnop	77%	79%hp	70%	77%	77%	79%hp	77%	75%	73%	73%	70%
Hermes / Evri	4097	1068	995	1056	979	370	344	353	313	369	312	355	358	343	359	298	322
	79%	83%bd	77%	82%bd	76%	86%hjnop	83%ho	80%	73%	80%o	78%	82%ho	83%ho	80%o	78%	72%	77%
Interlink	1368	409	325	339	295	128	136	144	106	112	107	129	110	100	122	95	78
	26%	32%bcd	25%	26%	23%	30%p	33%imop	33%imop	25%	24%	27%p	30%p	26%	23%	26%p	23%	19%
DPD	3712	945	914	955	898	329	298	318	291	334	289	322	323	310	321	291	286
	72%	73%	71%	74%	70%	76%h	72%	72%	68%	72%	72%	75%	75%	73%	69%	71%	69%
Parcelforce	3727	981	906	927	913	345	315	321	293	337	276	311	312	305	337	286	290
	72%	76%bd	70%	72%	71%	80%hjmop	76%	73%	68%	73%	69%	72%	72%	71%	73%	69%	70%
TNT Express	2514	680	619	645	570	241	208	231	190	219	210	226	218	201	221	179	170
	49%	53%d	48%	50%d	44%	56%hop	50%p	52%p	44%	48%	53%op	52%p	51%p	47%	48%	43%	41%
TNT Post UK	1136	318	277	293	248	105	112	101	95	104	79	107	94	92	99	70	78
	22%	25%d	21%	23%	19%	24%	27%op	23%	22%	23%	20%	25%o	22%	22%	21%	17%	19%
UPS	3315	875	798	842	801	311	280	284	239	290	268	279	294	269	292	257	252
	64%	68%bd	62%	65%	62%	72%himnop	68%h	64%	56%	63%	67%h	65%	68%h	63%	63%	63%	61%
UK Mail (not to be confused with Royal Mail)	1280	357	333	341	249	129	115	113	105	135	93	135	99	107	97	82	70
	25%	28%d	26%d	26%d	19%	30%nop	28%p	26%p	24%p	29%nop	23%	31%lnop	23%	25%p	21%	20%	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
DX	**706**	189	187	185	145	64	58	68	61	65	61	53	75	56	55	40	50
	14%	*15%*	*14%*	*14%*	*11%*	*15%*	*14%*	*15%*	*14%*	*14%*	*15%*	*12%*	**17%o**	*13%*	*12%*	*10%*	*12%*
Yodel	**3407**	876	843	865	824	288	289	298	265	321	256	289	297	278	300	253	271
	66%	*68%*	*65%*	*67%*	*64%*	*67%*	*70%*	*67%*	*62%*	*70%*	*64%*	*67%*	*69%*	*65%*	*65%*	*61%*	*65%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	609	593	608	542	208	185	216	187	234	173	206	208	194	200	163	179
	46%	*47%*	*46%*	*47%*	*42%*	*48%*	*45%*	**49%o**	*43%*	**51%o**	*43%*	*48%*	*48%*	*45%*	*43%*	*40%*	*43%*
Any other postal services company (please specify)	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*
None of the above	**43**	10	9	5	20	2	5	3	*	6	2	2	3	1	7	6	7
	1%	*1%*	*1%*	*	**2%c**	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*2%*	*1%*	*2%*
NET Royal Mail/ Parcelforce	**4915**	1233	1217	1239	1225	423	392	418	403	443	371	415	420	404	443	387	395
	95%	*96%*	*94%*	*96%*	*95%*	**98%hjo**	*95%*	*94%*	*94%*	*96%*	*93%*	*96%*	**97%j**	*95%*	*96%*	*94%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4831**	-	4831	2280	2538	539	542	923	685	971	712	459	1081	1608	2142	1171	4541	253	4831
Weighted Base	**4798**	-**	4798	2298	2486	605	552	960	705	862	606	508	1156	1665	1976	1114	4351	405	4831
Effective Base	**2590**	-	2590	1219	1363	297	312	517	375	513	329	256	606	892	1093	585	2401	179	4831
I've used them to send a letter, packet or parcel	**3543**	-	3543	1671	1862	425	382	750	517	656	444	369	806	1267	1469	813	3199	320	3593
	74%	-	*74%*	*73%*	*75%*	*70%*	*69%*	**78%ef**	*73%*	**76%f**	*73%*	*73%*	*70%*	**76%l**	**74%l**	*73%*	*74%*	*79%*	*74%*
They've delivered a letter, packet or parcel	**3717**	-	3717	1711	1995	435	399	660	582	707	521	413	834	1242	1641	934	3423	261	3908
	77%	-	*77%*	*74%*	**80%c**	*72%*	*72%*	*69%*	**83%efg**	**82%efg**	**86%efg**	**81%efg**	*72%*	*75%*	**83%lm**	**84%lm**	**79%q**	*64%*	*81%*
Not used	**204**	-	204	119	85	15	33	54	16	42	20	23	48	71	85	43	189	12	169
	4%	-	*4%*	**5%d**	*3%*	*2%*	**6%eh**	**6%eh**	*2%*	*5%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*
NET Any usage	**4594**	-	4594	2179	2401	590	518	906	689	820	586	485	1108	1595	1891	1071	4162	394	4662
	96%	-	*96%*	*95%*	**97%c**	**98%fg**	*94%*	*94%*	**98%fg**	*95%*	*97%*	*95%*	*96%*	*96%*	*96%*	*96%*	*96%*	*97%*	*97%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**4831**	1187	1470	981	1193	2657	2174	2443	2316	584	602	1240	1245	808	3087	589	3970
Weighted Base	**4798**	862	1509	1106	1321	2371	2427	2812	1912	629	604	1246	1174	813	3025	635	3900
Effective Base	**2590**	474	829	569	719	1303	1288	1363	1239	335	343	685	636	402	1664	338	2099
I've used them to send a letter, packet or parcel	**3543**	675	1133	829	906	1808	1735	2158	1332	421	420	914	893	650	2227	426	2920
	74%	**78%d**	**75%d**	**75%d**	*69%*	**76%f**	*71%*	**77%h**	*70%*	*67%*	*69%*	**73%l**	**76%ij**	**80%ijkn**	**74%l**	*67%*	**75%o**
They've delivered a letter, packet or parcel	**3717**	607	1220	853	1037	1827	1890	2056	1611	492	474	956	946	593	2375	497	3022
	77%	*70%*	**81%a**	**77%a**	**79%a**	*77%*	*78%*	*73%*	**84%g**	*78%*	*78%*	*77%*	**81%m**	*73%*	**79%m**	*78%*	*77%*
Not used	**204**	28	75	45	55	103	101	128	71	35	22	62	49	26	132	35	162
	4%	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*6%*	*4%*	*5%*	*4%*	*3%*	*4%*	*6%*	*4%*
NET Any usage	**4594**	834	1434	1061	1266	2268	2326	2684	1841	594	583	1185	1126	787	2893	600	3738
	96%	*97%*	*95%*	*96%*	*96%*	*96%*	*96%*	*95%*	*96%*	*94%*	*96%*	*95%*	*96%*	*97%*	*96%*	*94%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4831**	3192	1639	696	2356	1014	857	604	246	263	261	247	281	267	254	269	268	155	859
Weighted Base	**4798**	4104	694	229	4028	403	232	135	195	523	397	347	427	460	609	651	419	55*	348
Effective Base	**2590**	2160	442	154	1939	475	408	377	219	235	230	218	248	240	227	234	241	77	401
I've used them to send a letter, packet or parcel	**3543**	3022	521	185	2953	306	173	110	139	390	289	249	282	358	454	493	299	40	266
	74%	*74%*	*75%*	*81%*	*73%*	*76%*	*75%*	**81%d**	*72%*	**75%l**	*73%*	*72%*	*66%*	**78%l**	**75%l**	**76%l**	*71%*	*74%*	**76%l**
They've delivered a letter, packet or parcel	**3717**	3182	536	166	3074	338	196	109	150	417	305	263	331	371	391	513	333	47	291
	77%	*78%*	*77%*	*72%*	*76%*	**84%d**	**85%d**	*81%*	**77%n**	**80%n**	**77%n**	**76%n**	**77%n**	**81%n**	*64%*	**79%n**	**79%n**	**86%n**	**84%hjkn**
Not used	**204**	172	31	9	180	13	8	2	8	22	25	9	27	14	22	33	21	1	12
	4%	*4%*	*5%*	*4%*	**4%g**	*3%*	*3%*	*2%*	*4%*	*4%*	*6%*	*3%*	*6%*	*3%*	*4%*	*5%*	*5%*	*2%*	*4%*
NET Any usage	**4594**	3931	663	220	3847	389	225	133	187	501	372	338	400	446	587	618	398	53	336
	96%	*96%*	*95%*	*96%*	*96%*	*97%*	*97%*	**98%d**	*96%*	*96%*	*94%*	*97%*	*94%*	*97%*	*96%*	*95%*	*95%*	*98%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4831**	1756	1874	685	311	153	3630	464	1823	1883	732	228	103	3706	331
Weighted Base	**4798**	1722	1834	721	328	142*	3556	469	1732	1851	810	248	91*	3583	338
Effective Base	**2590**	928	979	385	182	88	1906	269	952	981	421	138	64	1932	200
I've used them to send a letter, packet or parcel	**3543**	1385	1389	452	219	78	2774	297	1399	1401	494	176	45	2799	221
	74%	**80%bcdeg**	**76%cdeg**	*63%*	*67%*	*55%*	**78%cdeg**	*63%*	**81%jkln**	**76%jln**	*61%*	**71%jl**	*50%*	**78%jln**	**65%l**
They've delivered a letter, packet or parcel	**3717**	1372	1429	528	243	111	2801	354	1395	1440	572	194	67	2835	261
	77%	**80%c**	*78%*	*73%*	*74%*	*78%*	**79%c**	*75%*	**81%j**	**78%j**	*71%*	*78%*	*74%*	**79%j**	*77%*
Not used	**204**	46	54	66	20	7	99	27	45	47	84	9	7	92	16
	4%	*3%*	*3%*	**9%abf**	**6%abf**	*5%*	*3%*	**6%abf**	*3%*	*3%*	**10%hikmn**	*4%*	**8%him**	*3%*	*5%*
NET Any usage	**4594**	1677	1780	655	307	135	3457	442	1687	1804	727	239	84	3491	322
	96%	**97%cdg**	**97%cdg**	*91%*	*94%*	*95%*	**97%cdg**	*94%*	**97%jl**	**97%jl**	*90%*	**96%j**	*92%*	**97%jl**	**95%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4831**	353	4397	81	1510	3036	285	4743	46	24	7	4813	11
Weighted Base	**4798**	353	4368	77*	1430	3084	284	4703	55**	17**	10**	4775	13**
Effective Base	**2590**	198	2351	41	805	1617	173	2538	30	13	5	2580	6
I've used them to send a letter, packet or parcel	**3543**	259	3225	59	1021	2334	187	3482	38	9	4	3529	9
	74%	*73%*	*74%*	*77%*	*71%*	**76%df**	*66%*	*74%*	*69%*	*55%*	*41%*	*74%*	*72%*
They've delivered a letter, packet or parcel	**3717**	232	3434	52	1087	2444	186	3667	23	14	6	3704	8
	77%	*66%*	**79%a**	*67%*	**76%f**	**79%f**	*66%*	*78%*	*41%*	*80%*	*57%*	*78%*	*61%*
Not used	**204**	12	189	3	50	125	29	193	5	-	2	198	3
	4%	*3%*	*4%*	*4%*	*3%*	*4%*	**10%de**	*4%*	*9%*	-	*23%*	*4%*	*25%*
NET Any usage	**4594**	342	4179	74	1381	2958	255	4509	50	17	8	4577	10
	96%	*97%*	*96%*	*96%*	**97%f**	**96%f**	*90%*	*96%*	*91%*	*100%*	*77%*	*96%*	*75%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**4831**	1218	1198	1216	1199	414	396	408	396	409	393	399	414	403	397	403	399
Weighted Base	**4798**	1210	1185	1216	1187	416	381	413	391	434	360	407	414	395	421	380	386
Effective Base	**2590**	617	685	620	677	212	198	207	223	234	231	200	210	211	231	223	224
I've used them to send a letter, packet or parcel	**3543**	891	877	896	879	298	298	295	299	312	266	297	294	304	304	286	289
	74%	*74%*	*74%*	*74%*	*74%*	*72%*	*78%*	*71%*	*77%*	*72%*	*74%*	*73%*	*71%*	*77%*	*72%*	*75%*	*75%*
They've delivered a letter, packet or parcel	**3717**	952	919	954	892	330	303	319	296	340	283	312	330	312	304	295	292
	77%	*79%*	*78%*	*78%*	*75%*	*79%*	*80%*	*77%*	*76%*	*78%*	*79%*	*77%*	*80%*	*79%*	*72%*	*78%*	*76%*
Not used	**204**	47	42	60	55	18	10	19	14	11	17	19	23	18	29	15	11
	4%	*4%*	*4%*	*5%*	*5%*	*4%*	*3%*	*5%*	*4%*	*2%*	*5%*	*5%*	*6%*	*4%*	***7%fjp***	*4%*	*3%*
NET Any usage	**4594**	1163	1143	1156	1132	399	371	393	377	424	343	388	391	377	392	365	375
	96%	*96%*	*96%*	*95%*	*95%*	*96%*	***97%n***	*95%*	*96%*	***98%n***	*95%*	*95%*	*94%*	*96%*	*93%*	*96%*	***97%n***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**876**	-	876	542	332	34	56	165	157	233	154	77	90	322	464	231	835	37	876
Weighted Base	**855**	-**	855	530	321	56**	59*	183*	158*	194	117*	87*	115*	341	399	204	778	72**	876
Effective Base	**473**	-	473	296	175	22	33	99	87	123	72	44	54	186	236	114	447	28	876
I've used them to send a letter, packet or parcel	**90**	-	90	78	12	26	13	38	12	1	-	-	39	50	1	-	72	18	55
	11%	-	*11%*	**15%d**	*4%*	*47%*	**22%hijk**	**21%hijk**	**8%ij**	*	-	-	**34%mno**	**15%no**	*	-	*9%*	*25%*	*6%*
They've delivered a letter, packet or parcel	**137**	-	137	92	44	15	17	47	25	15	14	4	32	72	33	18	129	8	135
	16%	-	*16%*	*17%*	*14%*	*28%*	**28%ik**	**25%ijk**	*16%*	*7%*	*12%*	*5%*	**28%no**	**21%no**	*8%*	*9%*	*17%*	*11%*	*15%*
Not used	**645**	-	645	377	265	17	31	109	123	179	103	83	48	233	365	186	592	48	696
	75%	-	*75%*	*71%*	**83%c**	*30%*	*52%*	*60%*	**78%fg**	**92%fgh**	**88%fg**	**95%fgh**	*41%*	**68%l**	**92%lm**	**91%lm**	*76%*	*67%*	*79%*
NET Any usage	**209**	-	209	153	56	39	28	74	35	15	14	4	68	109	33	18	186	23	180
	25%	-	*25%*	**29%d**	*17%*	*70%*	**48%hijk**	**40%hijk**	**22%ik**	*8%*	*12%*	*5%*	**59%mno**	**32%no**	*8%*	*9%*	*24%*	*33%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	876	259	263	164	190	522	354	460	410	100	97	236	222	177	555	100	740
Weighted Base	855	183	269	196	206	453	402	521	326	114*	101*	225	198	170*	524	114*	701
Effective Base	473	102	150	102	119	252	221	261	218	62	57	128	114	85	298	62	386
I've used them to send a letter, packet or parcel	90	52	12	22	4	64	26	83	4	8	5	18	7	50	30	8	80
	11%	28%bcd	4%	11%bd	2%	14%f	6%	16%h	1%	7%	5%	8%	4%	29%ijkln	6%	7%	11%
They've delivered a letter, packet or parcel	137	54	39	25	19	93	43	109	25	15	17	32	21	48	71	15	118
	16%	30%bcd	15%	13%	9%	21%f	11%	21%h	8%	13%	17%	14%	11%	28%ikln	13%	13%	17%
Not used	645	88	221	153	184	309	336	344	297	94	79	180	170	82	429	94	517
	75%	48%	82%a	78%a	89%ac	68%	84%e	66%	91%g	83%m	78%m	80%m	86%m	48%	82%m	83%	74%
NET Any usage	209	96	48	43	23	144	66	177	29	20	22	45	28	89	95	20	184
	25%	52%bcd	18%	22%d	11%	32%f	16%	34%h	9%	17%	22%	20%	14%	52%ijkln	18%	17%	26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**876**	534	342	145	435	160	176	105	47	59	50	43	46	52	49	38	51	25	135
Weighted Base	**855**	725	130*	45*	729	59*	44*	22*	38*	110*	78*	61*	73*	94*	111*	88*	77*	9**	50*
Effective Base	**473**	389	87	36	367	65	59	63	43	53	44	38	40	47	44	34	45	13	53
I've used them to send a letter, packet or parcel	**90**	79	11	6	84	4	1	1	8	12	-	5	2	9	32	10	6	-	4
	11%	*11%*	*9%*	*13%*	**11%f**	*7%*	*3%*	*5%*	**20%jl**	**11%j**	-	*8%*	*2%*	**10%j**	**29%ijklmpr**	**11%j**	*8%*	-	**8%j**
They've delivered a letter, packet or parcel	**137**	109	28	13	112	11	10	4	7	12	14	10	9	7	31	11	12	3	8
	16%	*15%*	*22%*	**29%a**	*15%*	*18%*	*23%*	*16%*	*18%*	*10%*	*18%*	*17%*	*12%*	*7%*	**28%lm**	*13%*	*15%*	*34%*	*15%*
Not used	**645**	549	96	30	549	46	33	18	24	86	64	46	63	80	60	67	59	6	39
	75%	*76%*	*74%*	*65%*	*75%*	*77%*	*74%*	*80%*	*64%*	**79%n**	**82%n**	*75%*	**86%hn**	**86%hn**	*54%*	**76%n**	**77%n**	*66%*	**79%n**
NET Any usage	**209**	176	34	16	180	13	11	4	14	23	14	15	10	13	51	21	18	3	10
	25%	*24%*	*26%*	*35%*	*25%*	*23%*	*26%*	*20%*	**36%lm**	*21%*	*18%*	*25%*	*14%*	*14%*	**46%ijlmopr**	*24%*	*23%*	*34%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	876	402	322	87	34	27	724	61	391	314	105	36	25	705	61
Weighted Base	855	385	303	107*	31**	26**	688	57*	349	309	126*	42**	24**	658	65*
Effective Base	473	213	167	56	19	19	379	37	199	169	67	20	14	368	34
I've used them to send a letter, packet or parcel	90	47	28	8	4	2	75	6	48	24	11	2	5	72	8
	11%	*12%*	*9%*	*8%*	*14%*	*7%*	*11%*	*10%*	*14%*	*8%*	*8%*	*6%*	*23%*	*11%*	*12%*
They've delivered a letter, packet or parcel	137	56	53	17	5	6	109	11	59	39	27	5	7	98	11
	16%	*15%*	*17%*	*16%*	*15%*	*23%*	*16%*	*19%*	*17%*	*13%*	*22%*	*11%*	*28%*	*15%*	*17%*
Not used	645	288	229	85	22	18	518	41	250	252	91	35	12	502	46
	75%	*75%*	*76%*	*79%*	*72%*	*70%*	*75%*	*71%*	*72%*	**81%h**	*72%*	*84%*	*49%*	*76%*	*71%*
NET Any usage	209	96	74	22	9	8	170	17	98	57	35	7	12	156	19
	25%	*25%*	*24%*	*21%*	*28%*	*30%*	*25%*	*29%*	**28%l**	*19%*	*28%*	*16%*	*51%*	*24%*	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**876**	75	787	14	312	526	38	869	5	2	-	876	-
Weighted Base	**855**	73*	762	20**	293	527	35**	846	5**	4**	-**	855	-**
Effective Base	**473**	39	423	11	160	291	22	467	5	2	-	473	-
I've used them to send a letter, packet or parcel	**90**	21	69	-	43	42	4	86	4	-	-	90	-
	11%	**28%b**	*9%*	-	**15%e**	*8%*	*12%*	*10%*	*72%*	-	-	*11%*	-
They've delivered a letter, packet or parcel	**137**	15	115	7	46	80	10	135	2	-	-	137	-
	16%	*21%*	*15%*	*33%*	*16%*	*15%*	*29%*	*16%*	*28%*	-	-	*16%*	-
Not used	**645**	38	594	13	208	416	21	642	-	4	-	645	-
	75%	*53%*	**78%a**	*67%*	*71%*	*79%*	*61%*	*76%*	-	*100%*	-	*75%*	-
NET Any usage	**209**	35	168	7	84	111	14	204	5	-	-	209	-
	25%	**47%b**	*22%*	*33%*	*29%*	*21%*	*39%*	*24%*	*100%*	-	-	*25%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**876**	239	240	214	183	85	72	82	80	66	94	72	73	69	66	62	55
Weighted Base	**855**	251	211	207	186	91*	74*	85*	66*	60*	85*	77*	67*	63*	67*	69*	51*
Effective Base	**473**	128	131	113	104	50	38	40	43	34	54	41	38	34	37	36	30
I've used them to send a letter, packet or parcel	**90**	23	29	20	18	2	16	6	7	8	14	5	6	9	3	6	9
	11%	*9%*	*14%*	*10%*	*9%*	*2%*	**21%en**	*7%*	*11%*	**13%e**	**17%e**	*6%*	*9%*	**15%e**	*5%*	*8%*	**18%e**
They've delivered a letter, packet or parcel	**137**	36	36	32	33	10	11	15	13	7	16	12	17	3	9	14	11
	16%	*14%*	*17%*	*15%*	*18%*	*11%*	*15%*	*18%*	*19%*	*12%*	**19%m**	*16%*	**25%m**	*4%*	*13%*	*20%*	**21%m**
Not used	**645**	194	153	156	142	80	51	64	48	45	60	60	45	51	55	52	35
	75%	*78%*	*73%*	*75%*	*76%*	**88%fjlp**	*68%*	*75%*	*73%*	*75%*	*71%*	*78%*	*67%*	*81%*	*83%*	*76%*	*68%*
NET Any usage	**209**	56	58	51	44	11	24	21	18	15	25	17	22	12	11	17	16
	25%	*22%*	*27%*	*25%*	*24%*	*12%*	**32%e**	*25%*	*27%*	*25%*	**29%e**	*22%*	**33%e**	*19%*	*17%*	*24%*	**32%e**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1403**	-	1403	538	863	130	202	345	273	261	127	65	332	618	453	192	1330	63	1403
Weighted Base	**1413**	-**	1413	573	837	133*	200	321	284	260	123*	91*	333	606	474	214*	1291	111*	1403
Effective Base	**778**	-	778	310	466	74	116	190	152	152	57	42	190	341	248	99	721	52	1403
I've used them to send a letter, packet or parcel	**296**	-	296	121	175	39	44	82	49	51	23	8	83	131	82	31	264	30	330
	21%	-	*21%*	*21%*	*21%*	**29%hk**	*22%*	**26%k**	*17%*	*20%*	*19%*	*9%*	**25%o**	*22%*	*17%*	*14%*	*20%*	*27%*	*24%*
They've delivered a letter, packet or parcel	**391**	-	391	156	235	35	79	93	97	53	24	10	114	191	87	34	354	35	437
	28%	-	*28%*	*27%*	*28%*	**26%k**	**39%ijk**	**29%k**	**34%ijk**	*20%*	*19%*	*11%*	**34%no**	**31%no**	*18%*	*16%*	*27%*	*32%*	*31%*
Not used	**819**	-	819	327	489	73	98	163	155	172	85	74	170	318	331	159	760	53	749
	58%	-	*58%*	*57%*	*58%*	*54%*	*49%*	*51%*	*55%*	**66%fgh**	**69%fg**	**81%efgh**	*51%*	*53%*	**70%lm**	**74%lm**	*59%*	*47%*	*53%*
NET Any usage	**594**	-	594	245	348	61	102	158	129	88	38	17	163	287	143	55	531	58	654
	42%	-	*42%*	*43%*	*42%*	**46%k**	**51%ijk**	**49%ijk**	**45%ik**	*34%*	*31%*	*19%*	**49%no**	**47%no**	*30%*	*26%*	*41%*	*53%*	*47%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1403	287	458	293	365	745	658	816	568	163	161	357	369	263	887	163	1176
Weighted Base	1413	200	451	335	427	650	763	896	492	190*	159*	357	374	245	890	190*	1158
Effective Base	778	116	262	175	227	378	402	455	329	97	96	204	208	123	508	97	642
I've used them to send a letter, packet or parcel	296	76	85	76	59	161	135	205	81	27	25	66	88	71	179	27	252
	21%	**38%bcd**	*19%*	**23%d**	*14%*	**25%f**	*18%*	**23%h**	*17%*	*14%*	*16%*	*18%*	*24%*	**29%ijkn**	*20%*	*14%*	*22%*
They've delivered a letter, packet or parcel	391	66	138	93	94	204	187	289	93	36	44	86	120	89	249	36	346
	28%	**33%d**	**31%d**	*28%*	*22%*	**31%f**	*25%*	**32%h**	*19%*	*19%*	*27%*	*24%*	**32%l**	**36%ik**	*28%*	*19%*	**30%o**
Not used	819	81	258	187	294	339	481	462	343	139	99	225	200	102	524	139	641
	58%	*40%*	**57%a**	**56%a**	**69%abc**	*52%*	**63%e**	*52%*	**70%g**	**73%lmn**	**62%m**	**63%lm**	**53%m**	*41%*	**59%m**	**73%p**	*55%*
NET Any usage	594	119	193	148	134	312	282	433	149	51	60	131	175	143	366	51	517
	42%	**60%bcd**	**43%d**	**44%d**	*31%*	**48%f**	*37%*	**48%h**	*30%*	*27%*	*38%*	*37%*	**47%ik**	**59%ijkln**	**41%i**	*27%*	**45%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1403	946	457	199	700	279	225	199	76	78	82	75	85	81	72	80	71	41	238
Weighted Base	1413	1214	199	75*	1190	118	64*	41	63*	155*	126*	109*	132*	144*	166*	188*	108*	18**	100
Effective Base	778	657	123	43	586	152	98	126	69	70	75	68	75	73	66	67	65	21	131
I've used them to send a letter, packet or parcel	296	256	40	15	236	32	15	13	10	19	27	18	24	40	51	27	21	4	28
	21%	*21%*	*20%*	*20%*	*20%*	**27%d**	*23%*	**32%d**	*16%*	*12%*	*21%*	*16%*	*18%*	**28%i**	**31%io**	*14%*	*20%*	*22%*	**28%hio**
They've delivered a letter, packet or parcel	391	326	66	22	311	42	22	16	22	24	26	34	36	38	49	42	41	9	33
	28%	*27%*	*33%*	*29%*	*26%*	**36%d**	*35%*	**39%d**	**34%l**	*15%*	*21%*	**31%l**	*28%*	*26%*	*29%*	*22%*	**38%ijo**	*50%*	**33%lj**
Not used	819	709	110	44	714	56	32	18	35	115	81	61	82	79	79	128	54	6	49
	58%	*58%*	*55%*	*59%*	**60%efg**	*47%*	*50%*	*43%*	*56%*	**74%hkmnpr**	**64%r**	*56%*	*62%*	*55%*	*47%*	**68%npr**	*51%*	*35%*	*49%*
NET Any usage	594	505	89	30	476	62	32	23	28	39	46	48	50	65	87	59	53	11	51
	42%	*42%*	*45%*	*41%*	*40%*	**53%d**	*50%*	**57%d**	**44%l**	*26%*	*36%*	**44%l**	*38%*	**45%i**	**53%io**	*32%*	**49%io**	*65%*	**51%ijo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1403**	549	529	180	85	51	1078	136	566	573	172	56	24	1139	80
Weighted Base	**1413**	539	512	211	84*	53*	1051	138*	550	550	210	64*	25**	1100	89*
Effective Base	**778**	302	281	112	46	32	583	78	314	301	105	35	17	614	52
I've used them to send a letter, packet or parcel	**296**	122	107	28	24	8	230	32	134	120	28	11	1	255	12
	21%	***23%c***	*21%*	*13%*	***28%c***	*16%*	***22%c***	*23%*	***24%j***	*22%*	*13%*	*17%*	*5%*	***23%j***	*14%*
They've delivered a letter, packet or parcel	**391**	140	142	66	20	16	281	36	145	167	56	12	7	312	19
	28%	*26%*	*28%*	*31%*	*24%*	*31%*	*27%*	*26%*	*26%*	*30%*	*27%*	*19%*	*28%*	*28%*	*22%*
Not used	**819**	314	297	125	47	32	610	79	316	302	130	44	17	618	62
	58%	*58%*	*58%*	*59%*	*56%*	*61%*	*58%*	*58%*	*57%*	*55%*	*62%*	*70%*	*68%*	*56%*	*69%*
NET Any usage	**594**	225	215	86	37	21	441	58	234	248	80	19	8	482	28
	42%	*42%*	*42%*	*41%*	*44%*	*39%*	*42%*	*42%*	*43%*	*45%*	*38%*	*30%*	*32%*	*44%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1403**	107	1264	32	461	884	58	1384	10	3	1	1397	5
Weighted Base	**1413**	104*	1277	31**	466	892	55*	1388	14**	3**	***	1405	8**
Effective Base	**778**	59	705	15	259	486	34	766	9	2	1	776	3
I've used them to send a letter, packet or parcel	**296**	30	262	3	88	201	8	292	3	1	-	296	-
	21%	*29%*	*21%*	*11%*	*19%*	*22%*	*14%*	*21%*	*23%*	*21%*	-	*21%*	-
They've delivered a letter, packet or parcel	**391**	23	363	6	114	252	25	382	10	-	*	391	-
	28%	*22%*	*28%*	*18%*	*24%*	*28%*	**46%de**	*27%*	*71%*	-	*100%*	*28%*	-
Not used	**819**	57	740	22	285	509	26	808	1	2	-	812	8
	58%	*55%*	*58%*	*71%*	*61%*	*57%*	*47%*	*58%*	*7%*	*79%*	-	*58%*	*100%*
NET Any usage	**594**	47	538	9	181	383	29	580	13	1	*	593	-
	42%	*45%*	*42%*	*29%*	*39%*	*43%*	*53%*	*42%*	*93%*	*21%*	*100%*	*42%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1403**	372	361	339	331	120	121	131	132	115	114	116	108	115	120	108	103
Weighted Base	**1413**	380	352	365	316	116*	123*	140*	127*	111*	115*	127*	126*	111*	121*	93*	102*
Effective Base	**778**	206	216	178	184	66	64	76	78	66	72	56	59	65	65	63	58
I've used them to send a letter, packet or parcel	**296**	81	75	73	66	22	28	31	29	26	20	16	30	27	22	12	33
	21%	*21%*	*21%*	*20%*	*21%*	*19%*	*22%*	*22%*	*23%*	*24%*	*17%*	*13%*	*24%*	*24%*	*18%*	*12%*	**32%kq**
They've delivered a letter, packet or parcel	**391**	88	109	106	89	33	26	28	30	41	38	28	29	48	28	33	28
	28%	*23%*	*31%*	*29%*	*28%*	*29%*	*21%*	*20%*	*24%*	**37%fq**	*33%*	*22%*	*23%*	**43%fghkln**	*23%*	**36%g**	*27%*
Not used	**819**	235	192	209	183	68	77	90	73	53	66	86	73	50	79	52	52
	58%	*62%*	*55%*	*57%*	*58%*	*59%*	*62%*	**64%m**	*58%*	*48%*	*58%*	**68%lm**	*58%*	*45%*	**65%m**	*56%*	*51%*
NET Any usage	**594**	145	160	156	134	48	47	50	54	57	49	41	53	62	43	41	50
	42%	*38%*	*45%*	*43%*	*42%*	*41%*	*38%*	*36%*	*42%*	**52%k**	*42%*	*32%*	*42%*	**55%gkn**	*35%*	*44%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4183**	-	4183	2005	2168	318	421	773	629	911	699	432	739	1402	2042	1131	3972	178	4183
Weighted Base	**4072**	-**	4072	1913	2146	357	396	770	642	829	586	493	752	1412	1908	1079	3753	289	4183
Effective Base	**2242**	-	2242	1071	1164	181	234	431	346	491	321	245	413	777	1052	565	2102	130	4183
I've used them to send a letter, packet or parcel	**403**	-	403	267	136	76	51	143	75	34	12	12	127	218	58	24	327	74	333
	10%	-	*10%*	**14%d**	*6%*	**21%fhijk**	**13%ijk**	**19%hijk**	**12%ijk**	*4%*	*2%*	*2%*	**17%no**	**15%no**	*3%*	*2%*	*9%*	**26%p**	*8%*
They've delivered a letter, packet or parcel	**2071**	-	2071	927	1140	200	226	375	349	453	253	215	426	724	921	468	1906	153	2302
	51%	-	*51%*	*48%*	**53%c**	**56%jk**	**57%gjk**	*49%*	**54%jk**	**55%jk**	*43%*	*44%*	**57%no**	**51%o**	*48%*	*43%*	*51%*	*53%*	*55%*
Not used	**1765**	-	1765	822	935	110	139	300	253	363	327	273	248	554	963	600	1657	90	1713
	43%	-	*43%*	*43%*	*44%*	*31%*	*35%*	*39%*	**39%e**	**44%ef**	**56%efghi**	**55%efghi**	*33%*	**39%l**	**50%lm**	**56%lm**	**44%q**	*31%*	*41%*
NET Any usage	**2307**	-	2307	1092	1211	247	257	470	389	465	259	220	504	858	945	479	2096	198	2470
	57%	-	*57%*	*57%*	*56%*	**69%hijk**	**65%ijk**	**61%jk**	**61%jk**	**56%jk**	*44%*	*45%*	**67%mno**	**61%no**	*50%*	*44%*	*56%*	**69%p**	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	4183	1033	1310	849	991	2343	1840	2056	2074	491	510	1072	1109	708	2691	496	3465
Weighted Base	4072	692	1332	950	1098	2024	2048	2277	1742	549	514	1055	1013	660	2582	555	3295
Effective Base	2242	403	738	501	602	1140	1103	1135	1111	290	291	584	573	343	1448	293	1822
I've used them to send a letter, packet or parcel	403	129	130	80	64	260	143	338	60	56	27	89	78	139	194	56	336
	10%	**19%bcd**	**10%d**	*8%*	*6%*	**13%f**	*7%*	**15%h**	*3%*	**10%j**	*5%*	*8%*	*8%*	**21%ijkln**	*8%*	*10%*	*10%*
They've delivered a letter, packet or parcel	2071	395	710	476	491	1104	967	1204	838	242	225	535	544	384	1304	242	1720
	51%	**57%cd**	**53%d**	*50%*	*45%*	**55%f**	*47%*	**53%h**	*48%*	*44%*	*44%*	*51%*	**54%ij**	**58%ijkn**	**50%ij**	*44%*	**52%o**
Not used	1765	215	551	416	582	766	999	871	873	277	268	467	434	188	1170	283	1378
	43%	*31%*	**41%a**	**44%a**	**53%abc**	*38%*	**49%e**	*38%*	**50%g**	**50%lm**	**52%klmn**	**44%m**	**43%m**	*29%*	**45%m**	**51%p**	*42%*
NET Any usage	2307	477	781	533	516	1257	1049	1406	869	272	246	587	579	471	1412	272	1917
	57%	**69%bcd**	**59%d**	**56%d**	*47%*	**62%f**	*51%*	**62%h**	*50%*	*50%*	*48%*	**56%j**	**57%ij**	**71%ijkln**	**55%j**	*49%*	**58%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4183**	2689	1494	633	2016	899	750	518	208	227	226	204	249	242	189	232	239	144	755
Weighted Base	**4072**	3443	628	196	3401	361	197	113	166	446	347	285	382	415	437	555	368	52*	309
Effective Base	**2242**	1847	404	141	1670	416	335	313	185	204	199	180	219	219	169	201	215	68	349
I've used them to send a letter, packet or parcel	**403**	355	49	23	354	26	15	9	17	46	20	33	27	35	90	64	22	5	20
	10%	*10%*	*8%*	*12%*	**10%e**	*7%*	*8%*	*8%*	*10%*	*10%*	*6%*	**12%jp**	*7%*	*8%*	**21%hijklmopr**	**11%j**	*6%*	*10%*	*7%*
They've delivered a letter, packet or parcel	**2071**	1715	357	120	1672	218	116	65	84	215	187	127	198	219	189	257	196	23	194
	51%	*50%*	**57%a**	**61%a**	*49%*	**60%d**	**59%d**	**58%d**	*51%*	*48%*	**54%n**	*44%*	*52%*	*53%*	*43%*	*46%*	**53%n**	*45%*	**63%hijklmnopq**
Not used	**1765**	1507	258	71	1513	132	76	44	71	204	153	141	166	175	180	264	160	25	107
	43%	*44%*	*41%*	*36%*	**44%ef**	*37%*	*38%*	*39%*	*43%*	**46%r**	**44%r**	**49%r**	**43%r**	*42%*	*41%*	**48%r**	**44%r**	**48%r**	*35%*
NET Any usage	**2307**	1936	370	125	1888	229	121	69	95	242	194	144	216	240	258	291	208	27	202
	57%	*56%*	*59%*	*64%*	*56%*	**63%d**	**62%d**	*61%*	*57%*	*54%*	*56%*	*51%*	*57%*	*58%*	*59%*	*52%*	*56%*	*52%*	**65%jklopq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	4183	1572	1655	530	260	131	3227	391	1636	1615	595	191	96	3251	287
Weighted Base	4072	1526	1573	551	264	123*	3099	387	1524	1548	657	201	85*	3072	286
Effective Base	2242	831	860	300	153	79	1691	232	851	844	345	113	60	1695	171
I've used them to send a letter, packet or parcel	403	158	158	45	25	13	317	38	191	142	50	10	8	333	18
	10%	*10%*	*10%*	*8%*	*9%*	*11%*	*10%*	*10%*	**13%ijkn**	*9%*	*8%*	*5%*	*10%*	**11%k**	*6%*
They've delivered a letter, packet or parcel	2071	780	818	276	121	61	1599	182	829	807	302	87	34	1636	121
	51%	*51%*	*52%*	*50%*	*46%*	*50%*	*52%*	*47%*	**54%jkln**	**52%n**	*46%*	*43%*	*40%*	**53%jkn**	*42%*
Not used	1765	657	664	245	123	56	1321	179	601	646	322	109	44	1247	153
	43%	*43%*	*42%*	*44%*	*47%*	*45%*	*43%*	*46%*	*39%*	*42%*	**49%him**	**54%him**	*51%*	*41%*	**53%him**
NET Any usage	2307	869	908	306	141	67	1778	208	923	902	335	92	42	1825	134
	57%	*57%*	*58%*	*56%*	*53%*	*55%*	*57%*	*54%*	**61%jkn**	**58%jkn**	*51%*	*46%*	*49%*	**59%jkn**	*47%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4183**	270	3847	66	1288	2694	201	4122	28	22	5	4172	6
Weighted Base	**4072**	260	3749	63*	1206	2679	187	4005	37**	16**	6**	4058	7**
Effective Base	**2242**	150	2058	35	688	1437	121	2205	20	13	3	2237	3
I've used them to send a letter, packet or parcel	**403**	46	350	7	133	245	26	388	12	1	2	401	-
	10%	**18%b**	*9%*	*11%*	*11%*	*9%*	*14%*	*10%*	*32%*	*6%*	*37%*	*10%*	-
They've delivered a letter, packet or parcel	**2071**	147	1891	33	597	1369	105	2041	19	7	2	2067	2
	51%	*57%*	*50%*	*52%*	*50%*	*51%*	*56%*	*51%*	*53%*	*44%*	*38%*	*51%*	*23%*
Not used	**1765**	76	1660	29	507	1193	66	1742	6	8	4	1756	6
	43%	*29%*	**44%a**	*45%*	*42%*	**45%f**	*35%*	*43%*	*15%*	*51%*	*62%*	*43%*	*77%*
NET Any usage	**2307**	184	2088	34	699	1486	121	2263	31	8	2	2303	2
	57%	**71%b**	*56%*	*55%*	*58%*	*55%*	**65%e**	*57%*	*85%*	*49%*	*38%*	*57%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**4183**	1064	1029	1068	1022	370	350	344	342	341	346	365	357	346	349	331	342
Weighted Base	**4072**	1035	1019	1027	991	362	330	343	340	353	325	347	351	329	365	316	310
Effective Base	**2242**	541	593	542	571	188	176	178	192	196	207	179	185	178	197	190	185
I've used them to send a letter, packet or parcel	**403**	92	111	110	90	27	38	27	36	27	48	36	36	38	39	28	24
	10%	*9%*	*11%*	*11%*	*9%*	*8%*	*11%*	*8%*	*10%*	*8%*	**15%egjp**	*10%*	*10%*	*11%*	*11%*	*9%*	*8%*
They've delivered a letter, packet or parcel	**2071**	566	517	539	450	218	169	179	166	202	149	174	181	184	158	152	140
	51%	**55%d**	*51%*	**52%d**	*45%*	**60%hjnop**	*51%*	*52%*	*49%*	**57%jnp**	*46%*	*50%*	*51%*	**56%np**	*43%*	*48%*	*45%*
Not used	**1765**	421	431	430	483	134	136	151	144	140	147	148	158	124	181	146	156
	43%	*41%*	*42%*	*42%*	**49%abc**	*37%*	*41%*	*44%*	*42%*	*40%*	*45%*	*43%*	*45%*	*38%*	**50%eim**	*46%*	**51%eim**
NET Any usage	**2307**	614	588	597	508	228	194	192	196	213	178	199	193	205	184	170	153
	57%	**59%d**	**58%d**	**58%d**	*51%*	**63%np**	*59%*	*56%*	*58%*	**60%np**	*55%*	*57%*	*55%*	**62%np**	*50%*	*54%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4027**	-	4027	1935	2078	364	389	730	592	883	659	410	753	1322	1952	1069	3821	174	4027
Weighted Base	**3910**	-**	3910	1845	2049	397	383	729	605	782	559	455	780	1334	1796	1014	3600	278	4027
Effective Base	**2158**	-	2158	1027	1121	197	218	413	327	469	309	232	413	740	1006	540	2021	126	4027
I've used them to send a letter, packet or parcel	**280**	-	280	202	78	49	45	117	37	18	12	2	94	155	32	14	235	45	214
	7%	-	*7%*	**11%d**	*4%*	**12%hijk**	**12%hijk**	**16%hijk**	**6%ijk**	*2%*	*2%*	*	**12%no**	**12%no**	*2%*	*1%*	*7%*	**16%p**	*5%*
They've delivered a letter, packet or parcel	**1180**	-	1180	573	603	147	157	234	197	249	109	87	304	431	445	196	1079	88	1319
	30%	-	*30%*	*31%*	*29%*	**37%jk**	**41%ghijk**	**32%jk**	**32%jk**	**32%jk**	*20%*	*19%*	**39%mno**	**32%no**	**25%o**	*19%*	*30%*	*32%*	*33%*
Not used	**2541**	-	2541	1136	1393	210	191	412	391	528	442	366	401	804	1336	808	2364	157	2573
	65%	-	*65%*	*62%*	**68%c**	*53%*	*50%*	*57%*	**65%efg**	**68%efg**	**79%efghi**	**81%efghi**	*51%*	**60%l**	**74%lm**	**80%lmn**	**66%q**	*57%*	*64%*
NET Any usage	**1369**	-	1369	709	656	187	192	317	214	254	117	89	379	531	460	206	1236	121	1454
	35%	-	*35%*	**38%d**	*32%*	**47%hijk**	**50%hijk**	**43%hijk**	**35%jk**	**32%jk**	*21%*	*19%*	**49%mno**	**40%no**	**26%o**	*20%*	*34%*	**43%p**	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	4027	1004	1242	811	970	2246	1781	1943	2032	481	479	1016	1080	667	2575	485	3312
Weighted Base	3910	673	1252	922	1063	1925	1985	2170	1695	525	480	992	1023	608	2495	530	3160
Effective Base	2158	392	701	479	589	1092	1067	1074	1094	282	280	552	560	319	1391	285	1744
I've used them to send a letter, packet or parcel	280	127	68	64	21	195	86	246	35	17	13	66	70	105	149	17	256
	7%	19%bcd	5%d	7%d	2%	10%f	4%	11%h	2%	3%	3%	7%ij	7%ij	17%ijkln	6%j	3%	8%o
They've delivered a letter, packet or parcel	1180	251	354	305	270	605	575	732	431	137	108	305	336	228	750	137	992
	30%	37%bd	28%	33%d	25%	31%	29%	34%h	25%	26%	22%	31%j	33%ij	38%ijkn	30%j	26%	31%
Not used	2541	330	849	578	784	1179	1362	1274	1240	379	360	646	648	300	1654	384	1994
	65%	49%	68%a	63%a	74%abc	61%	69%e	59%	73%g	72%klm	75%klmn	65%m	63%m	49%	66%m	72%p	63%
NET Any usage	1369	343	403	345	279	746	624	896	456	146	121	346	375	307	841	146	1166
	35%	51%bcd	32%d	37%d	26%	39%f	31%	41%h	27%	28%	25%	35%ij	37%ij	51%ijkln	34%j	28%	37%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4027**	2609	1418	592	1937	870	744	476	196	221	223	196	229	230	194	222	226	141	729
Weighted Base	**3910**	3333	577	170	3261	346	198	105	155	435	336	272	342	392	449	528	353	50*	297
Effective Base	**2158**	1788	382	138	1604	396	341	283	174	198	199	173	203	208	173	193	202	67	331
I've used them to send a letter, packet or parcel	**280**	262	18	8	244	17	11	8	8	30	18	25	22	18	74	41	9	3	14
	7%	**8%b**	*3%*	*5%*	*7%*	*5%*	*6%*	*8%*	*5%*	**7%p**	*5%*	**9%p**	*6%*	*4%*	**16%hijklmopr**	**8%p**	*2%*	*6%*	*5%*
They've delivered a letter, packet or parcel	**1180**	1007	173	60	951	127	67	36	53	137	87	68	79	121	133	152	120	13	114
	30%	*30%*	*30%*	*35%*	*29%*	**37%d**	*34%*	*34%*	**34%l**	*32%*	*26%*	*25%*	*23%*	*31%*	*30%*	*29%*	**34%l**	*27%*	**39%klno**
Not used	**2541**	2144	397	108	2147	207	123	64	98	281	236	186	243	258	266	349	230	34	173
	65%	*64%*	*69%*	*64%*	**65%e**	*60%*	*62%*	*61%*	*63%*	*65%*	**70%nr**	**68%r**	**71%nr**	*66%*	*59%*	*66%*	*65%*	*68%*	*58%*
NET Any usage	**1369**	1189	180	62	1115	139	74	41	57	154	100	86	99	134	182	179	123	16	124
	35%	*36%*	*31%*	*36%*	*34%*	**40%d**	*38%*	*39%*	*37%*	*35%*	*30%*	*32%*	*29%*	*34%*	**41%jl**	*34%*	*35%*	*32%*	**42%jl**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	4027	1523	1594	501	244	132	3117	376	1604	1550	552	188	86	3154	274
Weighted Base	3910	1467	1520	521	245	123*	2987	368	1497	1487	599	199	76*	2984	276
Effective Base	2158	811	826	285	138	78	1637	216	843	807	316	111	54	1649	162
I've used them to send a letter, packet or parcel	280	112	111	42	7	6	224	14	138	97	28	14	4	235	17
	7%	8%dg	7%	8%dg	3%	5%	7%dg	4%	9%ij	7%	5%	7%	5%	8%j	6%
They've delivered a letter, packet or parcel	1180	426	478	151	71	45	905	116	490	447	158	51	25	937	76
	30%	29%	31%	29%	29%	37%	30%	31%	33%ij	30%	26%	26%	33%	31%	28%
Not used	2541	952	982	337	171	75	1934	246	912	981	418	136	51	1893	187
	65%	65%	65%	65%	70%	61%	65%	67%	61%	66%h	70%hm	68%	67%	63%	68%
NET Any usage	1369	515	538	184	74	49	1053	123	585	506	182	64	25	1091	89
	35%	35%	35%	35%	30%	39%	35%	33%	39%ij	34%	30%	32%	33%	37%j	32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4027**	255	3712	60	1249	2584	194	3974	21	23	4	4018	5
Weighted Base	**3910**	238	3616	56*	1142	2579	189	3859	23**	17**	5**	3899	6**
Effective Base	**2158**	142	1982	35	667	1378	118	2128	15	13	3	2154	2
I've used them to send a letter, packet or parcel	**280**	48	227	5	103	155	22	265	11	3	-	280	*
	7%	***20%b***	*6%*	*9%*	***9%e***	*6%*	***12%e***	*7%*	*49%*	*20%*	-	*7%*	*4%*
They've delivered a letter, packet or parcel	**1180**	62	1105	13	324	790	66	1161	9	5	-	1175	5
	30%	*26%*	*31%*	*23%*	*28%*	*31%*	*35%*	*30%*	*38%*	*31%*	-	*30%*	*80%*
Not used	**2541**	131	2372	38	731	1700	110	2524	3	8	5	2535	1
	65%	*55%*	***66%a***	*68%*	*64%*	*66%*	*58%*	*65%*	*12%*	*50%*	*100%*	*65%*	*17%*
NET Any usage	**1369**	107	1244	18	411	879	79	1335	20	8	-	1364	5
	35%	***45%b***	*34%*	*32%*	*36%*	*34%*	*42%*	*35%*	*88%*	*50%*	-	*35%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**4027**	1037	991	1022	977	355	340	342	319	341	331	348	341	333	331	325	321
Weighted Base	**3910**	1022	965	994	929	351	321	351	303	353	309	341	333	319	337	302	290
Effective Base	**2158**	532	565	525	542	181	171	181	175	195	198	173	177	175	187	180	176
I've used them to send a letter, packet or parcel	**280**	80	87	66	47	20	31	28	27	31	29	28	11	27	17	18	13
	7%	*8%*	*9%d*	*7%*	*5%*	*6%*	*10%l*	*8%l*	*9%l*	*9%l*	*9%l*	*8%l*	*3%*	*8%l*	*5%*	*6%*	*4%*
They've delivered a letter, packet or parcel	**1180**	287	290	317	287	132	76	79	87	109	94	119	101	96	104	91	92
	30%	*28%*	*30%*	*32%*	*31%*	*38%fg*	*24%*	*23%*	*29%*	*31%*	*30%*	*35%fg*	*30%*	*30%*	*31%*	*30%*	*32%g*
Not used	**2541**	684	616	635	606	215	223	245	194	225	196	209	223	203	219	200	187
	65%	*67%*	*64%*	*64%*	*65%*	*61%*	*70%*	*70%*	*64%*	*64%*	*63%*	*61%*	*67%*	*64%*	*65%*	*66%*	*64%*
NET Any usage	**1369**	339	349	358	323	136	97	105	108	128	113	133	110	116	118	102	103
	35%	*33%*	*36%*	*36%*	*35%*	*39%*	*30%*	*30%*	*36%*	*36%*	*37%*	*39%*	*33%*	*36%*	*35%*	*34%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes / Evri

Base : Aware of Hermes / Evri

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4311**	-	4311	1963	2335	393	426	763	642	942	707	438	819	1405	2087	1145	4107	171	4311
Weighted Base	**4097**	-**	4097	1819	2265	397	398	729	637	841	599	496	795	1367	1936	1095	3794	269	4311
Effective Base	**2277**	-	2277	1028	1241	208	238	415	351	500	325	248	444	766	1067	571	2143	123	4311
I've used them to send a letter, packet or parcel	**943**	-	943	414	529	120	100	184	162	189	108	79	220	346	377	187	852	86	992
	23%	-	*23%*	*23%*	*23%*	**30%ijk**	**25%jk**	**25%jk**	**25%jk**	**23%k**	*18%*	*16%*	**28%no**	**25%no**	*19%*	*17%*	*22%*	**32%p**	*23%*
They've delivered a letter, packet or parcel	**3035**	-	3035	1237	1786	273	301	529	481	640	440	372	573	1010	1452	812	2826	188	3362
	74%	-	*74%*	*68%*	**79%c**	*69%*	*76%*	*72%*	*76%*	**76%o**	*73%*	*75%*	*72%*	*74%*	*75%*	*74%*	*74%*	*70%*	*78%*
Not used	**803**	-	803	449	353	74	65	128	114	177	139	106	138	242	422	245	754	38	719
	20%	-	*20%*	**25%d**	*16%*	*19%*	*16%*	*18%*	*18%*	*21%*	**23%f**	*21%*	*17%*	*18%*	**22%m**	**22%m**	*20%*	*14%*	*17%*
NET Any usage	**3294**	-	3294	1370	1912	323	333	601	523	664	460	390	656	1124	1514	850	3040	232	3592
	80%	-	*80%*	*75%*	**84%c**	*81%*	**84%j**	*82%*	*82%*	*79%*	*77%*	*79%*	*83%*	**82%no**	*78%*	*78%*	*80%*	*86%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes / Evri

Base : Aware of Hermes / Evri

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	4311	1027	1351	875	1058	2378	1933	2083	2166	519	537	1120	1139	669	2796	524	3537
Weighted Base	4097	630	1337	960	1170	1967	2130	2248	1783	561	542	1081	1040	577	2663	566	3299
Effective Base	2277	388	747	509	638	1133	1147	1130	1147	300	307	607	578	312	1492	303	1840
I've used them to send a letter, packet or parcel	943	172	312	235	225	484	460	609	312	108	125	257	251	139	633	108	780
	23%	**27%d**	*23%*	**24%d**	*19%*	*25%*	*22%*	**27%h**	*17%*	*19%*	*23%*	*24%*	*24%*	*24%*	*24%*	*19%*	*24%*
They've delivered a letter, packet or parcel	3035	464	1049	693	829	1513	1522	1624	1366	389	409	801	770	448	1980	394	2471
	74%	*74%*	**78%cd**	*72%*	*71%*	**77%f**	*71%*	*72%*	**77%g**	*69%*	*75%*	*74%*	*74%*	**78%i**	*74%*	*69%*	**75%o**
Not used	803	102	218	215	267	321	482	434	361	146	101	205	206	86	511	147	613
	20%	*16%*	*16%*	**22%ab**	**23%ab**	*16%*	**23%e**	*19%*	*20%*	**26%jklmn**	*19%*	*19%*	*20%*	*15%*	*19%*	**26%p**	*19%*
NET Any usage	3294	528	1119	745	903	1647	1648	1815	1422	415	442	876	834	491	2152	420	2687
	80%	**84%cd**	**84%cd**	*78%*	*77%*	**84%f**	*77%*	*81%*	*80%*	*74%*	**81%i**	**81%i**	**80%i**	**85%i**	**81%i**	*74%*	**81%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes / Evri

Base : Aware of Hermes / Evri

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4311**	2753	1558	661	2032	943	807	529	226	225	232	214	245	246	175	234	235	151	792
Weighted Base	**4097**	3453	644	205	3401	364	216	115	184	443	357	297	368	425	401	563	364	52*	313
Effective Base	**2277**	1875	410	143	1678	428	375	318	201	202	203	189	216	221	156	204	211	71	359
I've used them to send a letter, packet or parcel	**943**	799	145	54	783	81	57	23	48	82	88	64	99	112	105	106	80	7	74
	23%	*23%*	*22%*	*26%*	*23%*	*22%*	**26%g**	*20%*	**26%q**	*18%*	**25%q**	*21%*	**27%q**	**26%q**	**26%q**	*19%*	*22%*	*13%*	**24%q**
They've delivered a letter, packet or parcel	**3035**	2521	514	164	2469	309	168	90	136	296	278	221	262	324	261	401	290	42	267
	74%	*73%*	**80%a**	*80%*	*73%*	**85%dfg**	**78%d**	*78%*	*74%*	*67%*	**78%in**	*75%*	*71%*	**76%in**	*65%*	*71%*	**80%iln**	**81%in**	**85%hijklmno**
Not used	**803**	709	94	27	705	43	35	19	30	121	60	59	79	70	88	142	57	8	35
	20%	**21%bc**	*15%*	*13%*	**21%e**	*12%*	*16%*	**17%e**	*17%*	**27%hjmpr**	*17%*	**20%r**	**22%r**	*16%*	**22%r**	**25%hjmpr**	*16%*	*16%*	*11%*
NET Any usage	**3294**	2744	550	178	2696	321	181	96	153	322	298	238	289	355	313	421	307	44	278
	80%	*79%*	**85%a**	**87%a**	*79%*	**88%dg**	*84%*	*83%*	**83%lo**	*73%*	**83%lo**	*80%*	*78%*	**84%lo**	*78%*	*75%*	**84%lo**	*84%*	**89%iklno**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes / Evri

Base : Aware of Hermes / Evri

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4311**	1590	1699	574	263	140	3289	403	1655	1683	622	198	97	3338	295
Weighted Base	**4097**	1497	1581	591	260	126*	3078	386	1502	1571	665	213	86*	3074	299
Effective Base	**2277**	833	870	320	151	79	1703	230	859	859	350	118	61	1717	176
I've used them to send a letter, packet or parcel	**943**	308	367	170	55	34	675	90	326	383	146	66	16	709	82
	23%	*21%*	*23%*	**29%abf**	*21%*	*27%*	*22%*	*23%*	*22%*	*24%*	*22%*	**31%hjm**	*19%*	*23%*	*28%*
They've delivered a letter, packet or parcel	**3035**	1126	1172	425	203	80	2298	283	1162	1177	454	155	52	2339	207
	74%	**75%e**	**74%e**	*72%*	**78%e**	*64%*	**75%e**	*73%*	**77%jln**	**75%jl**	*68%*	*72%*	*61%*	**76%ln**	*69%*
Not used	**803**	292	312	114	44	29	604	73	260	297	157	43	24	557	67
	20%	*20%*	*20%*	*19%*	*17%*	*23%*	*20%*	*19%*	*17%*	*19%*	**24%hm**	*20%*	**28%hm**	*18%*	*22%*
NET Any usage	**3294**	1204	1269	477	217	97	2473	313	1243	1274	508	171	62	2517	232
	80%	*80%*	*80%*	*81%*	*83%*	*77%*	*80%*	*81%*	**83%jl**	*81%*	*76%*	*80%*	*72%*	**82%jl**	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Hermes / Evri

Base : Aware of Hermes / Evri

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	4311	271	3976	64	1327	2769	215	4252	23	23	5	4298	8
Weighted Base	4097	237	3805	56*	1173	2716	208	4038	27**	18**	6**	4082	9**
Effective Base	2277	150	2098	32	699	1459	125	2243	16	13	3	2271	4
I've used them to send a letter, packet or parcel	943	64	870	9	289	600	54	915	19	5	3	939	1
	23%	27%	23%	16%	25%	22%	26%	23%	71%	26%	60%	23%	10%
They've delivered a letter, packet or parcel	3035	181	2817	37	907	1991	137	3005	10	9	5	3024	6
	74%	76%	74%	66%	77%ef	73%	66%	74%	38%	53%	84%	74%	66%
Not used	803	28	758	17	189	568	46	796	-	4	-	800	3
	20%	12%	20%a	30%a	16%	21%d	22%	20%	-	25%	-	20%	32%
NET Any usage	3294	209	3046	39	985	2147	162	3242	27	13	6	3282	6
	80%	88%bc	80%	70%	84%e	79%	78%	80%	100%	75%	100%	80%	68%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes / Evri

Base : Aware of Hermes / Evri

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**4311**	1114	1045	1113	1039	383	373	358	334	359	352	377	371	365	352	337	350
Weighted Base	**4097**	1068	995	1056	979	370	344	353	313	369	312	355	358	343	359	298	322
Effective Base	**2277**	559	590	565	571	192	186	181	180	206	206	186	189	189	197	185	190
I've used them to send a letter, packet or parcel	**943**	268	182	258	235	97	88	82	49	66	66	75	91	93	70	70	95
	23%	**25%b**	*18%*	**24%b**	**24%b**	**26%hl**	**26%h**	*23%*	*16%*	*18%*	*21%*	*21%*	**25%h**	**27%hl**	*19%*	*24%*	**30%hin**
They've delivered a letter, packet or parcel	**3035**	795	755	787	699	296	248	251	244	281	230	263	260	264	252	221	226
	74%	*74%*	*76%*	*75%*	*71%*	**80%gnp**	*72%*	*71%*	*78%*	*76%*	*74%*	*74%*	*72%*	*77%*	*70%*	*74%*	*70%*
Not used	**803**	214	181	200	208	60	75	79	57	63	61	74	70	55	87	58	62
	20%	*20%*	*18%*	*19%*	*21%*	*16%*	*22%*	*22%*	*18%*	*17%*	*20%*	*21%*	*20%*	*16%*	**24%m**	*19%*	*19%*
NET Any usage	**3294**	853	814	856	772	310	269	275	256	306	251	280	288	287	272	240	259
	80%	*80%*	*82%*	*81%*	*79%*	*84%*	*78%*	*78%*	*82%*	*83%*	*80%*	*79%*	*80%*	**84%n**	*76%*	*81%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1417**	-	1417	761	652	40	89	309	249	347	249	134	129	558	730	383	1354	49	1417
Weighted Base	**1368**	-**	1368	692	671	45**	82*	324	262	309	191	155*	127*	586	654	346	1268	87*	1417
Effective Base	**748**	-	748	403	344	25	46	175	137	185	117	69	72	312	365	182	702	39	1417
I've used them to send a letter, packet or parcel	**78**	-	78	55	23	9	8	42	11	6	2	-	17	53	8	2	76	2	59
	6%	-	*6%*	**8%d**	*3%*	*20%*	**10%ijk**	**13%hijk**	*4%*	*2%*	*1%*	-	**14%no**	**9%no**	*1%*	*1%*	*6%*	*3%*	*4%*
They've delivered a letter, packet or parcel	**192**	-	192	114	78	5	31	48	49	35	15	10	36	96	60	25	182	7	202
	14%	-	*14%*	*16%*	*12%*	*11%*	**38%ghijk**	*15%*	**19%ijk**	*11%*	*8%*	*7%*	**28%mno**	**16%no**	*9%*	*7%*	*14%*	*7%*	*14%*
Not used	**1107**	-	1107	528	574	31	44	240	205	268	174	145	75	445	587	319	1020	78	1166
	81%	-	*81%*	*76%*	**86%c**	*69%*	*54%*	**74%f**	**78%f**	**87%fgh**	**91%fgh**	**93%fgh**	*59%*	**76%l**	**90%lm**	**92%lm**	*80%*	*90%*	*82%*
NET Any usage	**261**	-	261	164	97	14	38	83	58	41	17	10	52	141	68	27	248	9	251
	19%	-	*19%*	**24%d**	*14%*	*31%*	**46%ghijk**	**26%ijk**	**22%ijk**	*13%*	*9%*	*7%*	**41%mno**	**24%no**	*10%*	*8%*	*20%*	*10%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1417	358	436	295	328	794	623	722	683	160	158	349	393	268	900	161	1192
Weighted Base	1368	232	434	334	367	666	702	788	571	184*	162*	323	372	237	857	188*	1118
Effective Base	748	126	241	178	202	367	380	395	354	96	91	183	206	119	480	97	611
I've used them to send a letter, packet or parcel	78	47	11	17	4	58	20	73	5	5	6	7	13	44	27	5	70
	6%	20%bcd	3%	5%d	1%	9%f	3%	9%h	1%	3%	4%	2%	4%	18%ijkln	3%	3%	6%
They've delivered a letter, packet or parcel	192	33	60	57	42	93	100	137	53	17	22	56	55	39	132	17	172
	14%	14%	14%	17%	11%	14%	14%	17%h	9%	9%	14%	17%	15%	16%	15%	9%	15%
Not used	1107	156	367	261	323	523	584	586	513	162	137	260	308	156	706	165	885
	81%	67%	85%a	78%a	88%ac	79%	83%	74%	90%g	88%m	84%m	81%m	83%m	66%	82%m	88%p	79%
NET Any usage	261	76	66	73	45	143	118	201	58	22	25	62	64	81	151	22	233
	19%	33%bcd	15%	22%d	12%	21%	17%	26%h	10%	12%	16%	19%	17%	34%ijkln	18%	12%	21%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1417**	854	563	246	681	270	301	165	64	74	65	68	79	93	50	91	97	31	239
Weighted Base	**1368**	1139	229	82*	1160	96	77	35	53*	140*	99*	94*	123*	170*	117*	217*	147*	8**	87*
Effective Base	**748**	610	140	51	570	113	121	107	57	66	59	61	71	84	45	80	87	16	99
I've used them to send a letter, packet or parcel	**78**	67	12	3	72	2	3	2	5	-	-	9	6	7	34	6	5	-	2
	6%	*6%*	*5%*	*3%*	*6%*	*2%*	*3%*	*5%*	**10%ljo**	-	-	**9%lj**	*4%*	*4%*	**29%hijklmopr**	*3%*	*3%*	-	*2%*
They've delivered a letter, packet or parcel	**192**	158	34	18	163	12	13	5	11	22	6	13	15	24	13	32	26	1	10
	14%	*14%*	*15%*	*22%*	*14%*	*12%*	*16%*	*14%*	**21%j**	*15%*	*7%*	*14%*	*12%*	*14%*	*11%*	*15%*	*18%*	*17%*	*12%*
Not used	**1107**	923	184	61	935	82	62	28	38	118	92	76	104	139	69	181	117	7	75
	81%	*81%*	*81%*	*74%*	*81%*	*86%*	*80%*	*81%*	*72%*	**85%n**	**93%hkmnp**	**80%n**	**85%n**	**82%n**	*59%*	**83%n**	**80%n**	*83%*	**86%hn**
NET Any usage	**261**	216	45	21	225	14	15	7	15	22	6	19	18	31	48	36	30	1	12
	19%	*19%*	*19%*	*26%*	*19%*	*14%*	*20%*	*19%*	**28%jr**	*15%*	*7%*	**20%j**	*15%*	**18%j**	**41%ijklmopr**	*17%*	**20%j**	*17%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink

Base : Aware of Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1417**	587	548	154	67	55	1135	122	611	525	176	59	38	1136	97
Weighted Base	**1368**	572	506	171*	67*	47*	1078	114*	567	492	197*	65*	36**	1060	100*
Effective Base	**748**	301	288	89	37	33	588	69	312	278	100	32	23	590	54
I've used them to send a letter, packet or parcel	**78**	43	23	7	4	1	66	5	40	20	11	4	-	61	4
	6%	*7%*	*5%*	*4%*	*6%*	*3%*	*6%*	*5%*	*7%*	*4%*	*6%*	*7%*	-	*6%*	*4%*
They've delivered a letter, packet or parcel	**192**	64	81	29	11	8	145	19	84	62	25	11	10	146	21
	14%	*11%*	*16%*	*17%*	*16%*	*17%*	*13%*	*16%*	*15%*	*13%*	*13%*	*17%*	*27%*	*14%*	*21%*
Not used	**1107**	469	408	136	52	38	877	90	448	412	161	51	26	860	77
	81%	*82%*	*81%*	*79%*	*78%*	*81%*	*81%*	*79%*	*79%*	*84%*	*82%*	*78%*	*73%*	*81%*	*76%*
NET Any usage	**261**	103	98	36	15	9	201	24	119	80	36	14	10	200	24
	19%	*18%*	*19%*	*21%*	*22%*	*19%*	*19%*	*21%*	*21%*	*16%*	*18%*	*22%*	*27%*	*19%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink

Base : Aware of Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1417**	117	1279	21	466	889	62	1407	5	3	-	1415	2
Weighted Base	**1368**	100*	1245	23**	429	885	53*	1358	3**	4**	-**	1365	2**
Effective Base	**748**	62	676	11	236	480	32	743	1	2	-	746	2
I've used them to send a letter, packet or parcel	**78**	18	60	-	44	23	10	75	3	-	-	78	-
	6%	***18%b***	*5%*	-	***10%e***	*3%*	***20%e***	*6%*	*94%*	-	-	*6%*	-
They've delivered a letter, packet or parcel	**192**	17	173	2	66	115	11	192	-	-	-	192	-
	14%	*18%*	*14%*	*8%*	*15%*	*13%*	*21%*	*14%*	-	-	-	*14%*	-
Not used	**1107**	67	1019	21	322	749	36	1101	*	4	-	1105	2
	81%	*67%*	***82%a***	*92%*	*75%*	***85%df***	*68%*	*81%*	*6%*	*100%*	-	*81%*	*100%*
NET Any usage	**261**	33	226	2	108	136	17	258	3	-	-	261	-
	19%	***33%b***	*18%*	*8%*	***25%e***	*15%*	***32%e***	*19%*	*94%*	-	-	*19%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1417**	412	350	357	298	137	141	134	117	112	121	128	123	106	106	107	85
Weighted Base	**1368**	409	325	339	295	128*	136*	144*	106*	112*	107*	129*	110*	100*	122*	95*	78*
Effective Base	**748**	219	187	177	166	70	73	76	61	61	66	66	58	53	66	56	45
I've used them to send a letter, packet or parcel	**78**	19	17	19	23	3	6	9	6	3	8	11	2	7	10	7	6
	6%	*5%*	*5%*	*6%*	*8%*	*2%*	*5%*	*7%*	*6%*	*3%*	*7%*	*9%*	*1%*	*7%*	*8%*	*7%*	*8%*
They've delivered a letter, packet or parcel	**192**	65	56	31	40	23	23	19	29	9	17	18	8	5	21	10	9
	14%	**15%c**	**17%c**	*9%*	*13%*	**18%m**	**17%m**	*13%*	**27%gilmop**	*8%*	*16%*	*14%*	*7%*	*5%*	**17%m**	*10%*	*11%*
Not used	**1107**	326	257	288	237	103	107	116	71	100	86	100	101	88	94	79	64
	81%	*80%*	*79%*	*85%*	*80%*	*80%*	*79%*	*80%*	*67%*	**89%h**	*80%*	*77%*	**92%fhkn**	**88%h**	*77%*	**83%h**	*82%*
NET Any usage	**261**	83	69	51	58	26	29	28	35	12	21	29	9	12	28	16	14
	19%	*20%*	*21%*	*15%*	*20%*	*20%*	**21%l**	*20%*	**33%ilmo**	*11%*	*20%*	**23%l**	*8%*	*12%*	**23%l**	*17%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3920**	-	3920	1815	2093	320	397	726	580	871	645	381	717	1306	1897	1026	3740	153	3920
Weighted Base	**3712**	-**	3712	1675	2024	327	378	688	586	757	534	442	705	1274	1734	976	3433	253	3920
Effective Base	**2064**	-	2064	951	1105	177	219	389	315	457	296	217	395	704	965	512	1944	111	3920
I've used them to send a letter, packet or parcel	**311**	-	311	183	127	64	49	105	43	25	19	6	113	148	50	25	268	38	325
	8%	-	*8%*	**11%d**	*6%*	**19%hijk**	**13%hijk**	**15%hijk**	**7%ijk**	*3%*	*4%*	*1%*	**16%mno**	**12%no**	*3%*	*3%*	*8%*	**15%p**	*8%*
They've delivered a letter, packet or parcel	**2272**	-	2272	986	1280	210	252	421	396	486	301	207	462	816	993	508	2083	173	2601
	61%	-	*61%*	*59%*	**63%c**	**64%k**	**67%jk**	**61%k**	**68%jk**	**64%jk**	**56%k**	*47%*	**66%no**	**64%no**	*57%*	*52%*	*61%*	*68%*	*66%*
Not used	**1296**	-	1296	595	693	82	108	209	173	260	229	235	191	382	723	463	1229	60	1187
	35%	-	*35%*	*36%*	*34%*	*25%*	*29%*	*30%*	*29%*	**34%e**	**43%efghi**	**53%efghij**	*27%*	*30%*	**42%lm**	**47%lmn**	**36%q**	*24%*	*30%*
NET Any usage	**2416**	-	2416	1080	1330	245	269	478	413	498	305	207	514	892	1011	513	2205	194	2733
	65%	-	*65%*	*64%*	*66%*	**75%ijk**	**71%jk**	**70%jk**	**71%jk**	**66%jk**	**57%k**	*47%*	**73%no**	**70%no**	**58%o**	*53%*	*64%*	**76%p**	*70%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3920	937	1230	806	947	2167	1753	1911	1958	479	473	1002	1041	638	2516	484	3217
Weighted Base	3712	576	1229	866	1040	1806	1906	2056	1606	521	463	962	949	550	2374	527	2977
Effective Base	2064	351	681	463	571	1031	1034	1033	1036	276	267	537	528	297	1332	278	1661
I've used them to send a letter, packet or parcel	311	77	102	58	74	178	133	251	57	37	29	70	85	73	184	37	262
	8%	**13%bcd**	*8%*	*7%*	*7%*	**10%f**	*7%*	**12%h**	*4%*	*7%*	*6%*	*7%*	*9%*	**13%ijkn**	*8%*	*7%*	*9%*
They've delivered a letter, packet or parcel	2272	381	753	537	600	1134	1138	1304	934	274	264	615	599	373	1478	274	1881
	61%	**66%d**	*61%*	*62%*	*58%*	*63%*	*60%*	**63%h**	*58%*	*53%*	*57%*	**64%l**	**63%l**	**68%ij**	**62%l**	*52%*	**63%o**
Not used	1296	150	442	298	406	591	704	629	651	228	182	319	322	133	823	234	979
	35%	*26%*	**36%a**	**34%a**	**39%a**	*33%*	**37%e**	*31%*	**41%g**	**44%klmn**	**39%m**	**33%m**	**34%m**	*24%*	**35%m**	**44%p**	*33%*
NET Any usage	2416	427	788	568	634	1215	1202	1427	955	293	281	643	627	417	1551	293	1998
	65%	**74%bcd**	*64%*	*66%*	*61%*	**67%f**	*63%*	**69%h**	*59%*	*56%*	*61%*	**67%l**	**66%l**	**76%ijkln**	**65%l**	*56%*	**67%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3920**	2487	1433	598	1832	857	730	501	188	202	209	197	213	224	156	214	229	124	733
Weighted Base	**3712**	3123	589	173	3081	327	196	108	148	405	317	274	326	384	355	516	356	42*	285
Effective Base	**2064**	1691	382	131	1515	418	333	306	168	181	185	174	188	201	140	185	205	60	359
I've used them to send a letter, packet or parcel	**311**	266	45	15	252	32	17	9	10	29	20	14	21	33	49	51	26	3	30
	8%	*9%*	*8%*	*9%*	*8%*	*10%*	*9%*	*8%*	*7%*	*7%*	*6%*	*5%*	*6%*	*9%*	**14%kl**	*10%*	*7%*	*6%*	**10%k**
They've delivered a letter, packet or parcel	**2272**	1899	372	116	1823	242	135	72	93	223	201	149	192	236	202	301	224	23	219
	61%	*61%*	*63%*	*67%*	*59%*	**74%dg**	**69%d**	**67%d**	*63%*	*55%*	*64%*	*54%*	*59%*	*62%*	*57%*	*58%*	*63%*	*54%*	**77%hijklmnopq**
Not used	**1296**	1092	204	53	1135	72	55	33	48	163	107	118	125	133	120	198	122	17	55
	35%	*35%*	*35%*	*31%*	**37%efg**	*22%*	*28%*	**31%e**	**33%r**	**40%r**	**34%r**	**43%r**	**38%r**	**35%r**	**34%r**	**38%r**	**34%r**	**40%r**	*19%*
NET Any usage	**2416**	2031	385	120	1946	255	141	75	99	242	209	156	202	251	235	318	234	25	230
	65%	*65%*	*65%*	*69%*	*63%*	**78%dg**	**72%d**	**69%d**	*67%*	*60%*	*66%*	*57%*	*62%*	*65%*	*66%*	*62%*	*66%*	*60%*	**81%hijklmnopq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3920	1464	1537	508	246	131	3001	377	1532	1510	561	181	88	3042	269
Weighted Base	3712	1360	1419	531	245	121*	2778	366	1373	1401	606	198	79*	2774	277
Effective Base	2064	755	784	284	145	76	1539	222	781	775	317	109	53	1555	161
I've used them to send a letter, packet or parcel	311 *8%*	105 *8%*	118 *8%*	53 *10%*	16 *6%*	16 *13%*	223 *8%*	32 *9%*	119 *9%*	112 *8%*	48 *8%*	22 *11%*	10 *12%*	231 *8%*	32 *11%*
They've delivered a letter, packet or parcel	2272 *61%*	813 *60%*	889 *63%*	333 *63%*	144 *59%*	75 *62%*	1702 *61%*	219 *60%*	858 *62%*	892 *64%j*	342 *56%*	120 *61%*	42 *53%*	1749 *63%j*	162 *58%*
Not used	1296 *35%*	498 *37%*	476 *34%*	170 *32%*	93 *38%*	39 *32%*	975 *35%*	132 *36%*	458 *33%*	459 *33%*	236 *39%m*	72 *37%*	34 *43%*	917 *33%*	106 *38%*
NET Any usage	2416 *65%*	861 *63%*	942 *66%*	361 *68%*	152 *62%*	82 *68%*	1804 *65%*	234 *64%*	915 *67%*	942 *67%*	370 *61%*	125 *63%*	45 *57%*	1856 *67%j*	171 *62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3920**	254	3608	58	1192	2537	191	3876	15	18	5	3909	6
Weighted Base	**3712**	228	3434	49*	1060	2474	177	3670	17**	12**	6**	3699	7**
Effective Base	**2064**	140	1894	32	629	1328	112	2042	8	10	3	2059	3
I've used them to send a letter, packet or parcel	**311**	32	277	1	96	189	26	295	13	1	1	309	*
	8%	***14%b***	*8%*	*3%*	*9%*	*8%*	***15%e***	*8%*	*79%*	*8%*	*21%*	*8%*	*3%*
They've delivered a letter, packet or parcel	**2272**	150	2097	25	645	1518	109	2252	3	8	2	2263	6
	61%	*66%*	*61%*	*50%*	*61%*	*61%*	*61%*	*61%*	*20%*	*64%*	*38%*	*61%*	*83%*
Not used	**1296**	58	1213	25	364	877	54	1287	1	3	4	1291	1
	35%	*25%*	***35%a***	***50%a***	*34%*	*35%*	*31%*	*35%*	*6%*	*28%*	*62%*	*35%*	*14%*
NET Any usage	**2416**	171	2221	25	696	1597	123	2383	16	9	2	2408	6
	65%	***75%bc***	*65%*	*50%*	*66%*	*65%*	*69%*	*65%*	*94%*	*72%*	*38%*	*65%*	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3920**	999	952	1000	969	348	331	320	305	322	325	343	338	319	329	319	321
Weighted Base	**3712**	945	914	955	898	329	298	318	291	334	289	322	323	310	321	291	286
Effective Base	**2064**	502	532	507	528	179	161	162	165	183	188	165	173	169	180	178	171
I've used them to send a letter, packet or parcel	**311**	81	81	78	72	25	31	25	21	36	23	15	30	32	18	27	27
	8%	*9%*	*9%*	*8%*	*8%*	*8%*	*10%*	*8%*	*7%*	**11%k**	*8%*	*5%*	*9%*	*10%*	*6%*	*9%*	*9%*
They've delivered a letter, packet or parcel	**2272**	589	565	571	546	212	181	196	179	220	166	204	178	190	188	182	176
	61%	*62%*	*62%*	*60%*	*61%*	*65%*	*61%*	*62%*	*61%*	**66%l**	*57%*	*63%*	*55%*	*61%*	*59%*	*62%*	*62%*
Not used	**1296**	324	304	345	323	107	102	115	97	95	111	113	125	107	128	101	94
	35%	*34%*	*33%*	*36%*	*36%*	*33%*	*34%*	*36%*	*33%*	*28%*	**38%l**	*35%*	**39%l**	*34%*	**40%l**	*35%*	*33%*
NET Any usage	**2416**	621	610	610	575	222	196	203	194	239	178	209	197	203	194	190	191
	65%	*66%*	*67%*	*64%*	*64%*	*67%*	*66%*	*64%*	*67%*	**72%jln**	*62%*	*65%*	*61%*	*66%*	*60%*	*65%*	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3963**	-	3963	1887	2064	253	359	698	604	916	695	438	612	1302	2049	1133	3809	127	3963
Weighted Base	**3727**	-**	3727	1692	2021	243	341	654	597	810	587	496	584	1251	1893	1082	3500	200*	3963
Effective Base	**2096**	-	2096	999	1092	134	200	384	328	489	323	246	334	711	1051	568	1997	91	3963
I've used them to send a letter, packet or parcel	**562**	-	562	294	267	23	46	118	112	128	79	56	69	230	263	135	520	37	661
	15%	-	*15%*	**17%d**	*13%*	*9%*	*13%*	**18%ek**	**19%ek**	*16%*	*13%*	*11%*	*12%*	**18%lno**	*14%*	*12%*	*15%*	*19%*	*17%*
They've delivered a letter, packet or parcel	**1941**	-	1941	926	1010	118	168	339	354	460	287	214	286	693	961	501	1839	91	2263
	52%	-	*52%*	**55%d**	*50%*	*49%*	*49%*	**52%k**	**59%efgjk**	**57%jk**	*49%*	*43%*	*49%*	**55%o**	*51%*	*46%*	*53%*	*46%*	*57%*
Not used	**1593**	-	1593	672	912	114	156	268	213	312	270	260	270	481	842	531	1482	95	1496
	43%	-	*43%*	*40%*	**45%c**	**47%h**	**46%h**	*41%*	*36%*	*38%*	**46%hl**	**52%ghi**	**46%m**	*38%*	**45%m**	**49%m**	*42%*	*48%*	*38%*
NET Any usage	**2134**	-	2134	1020	1109	129	185	386	384	498	316	236	314	770	1050	552	2017	105	2467
	57%	-	*57%*	**60%d**	*55%*	*53%*	*54%*	**59%k**	**64%efjk**	**62%jk**	*54%*	*48%*	*54%*	**62%lno**	*55%*	*51%*	*58%*	*52%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3963**	947	1236	819	961	2183	1780	1877	2034	475	494	1026	1062	625	2582	478	3274
Weighted Base	**3727**	551	1233	889	1054	1785	1942	1974	1704	522	487	972	963	519	2422	527	2999
Effective Base	**2096**	348	690	477	586	1034	1063	1012	1083	277	284	557	540	283	1380	279	1698
I've used them to send a letter, packet or parcel	**562**	95	194	129	144	289	272	346	206	82	55	133	172	81	360	83	452
	15%	*17%*	*16%*	*15%*	*14%*	*16%*	*14%*	**18%h**	*12%*	*16%*	*11%*	*14%*	**18%j**	*16%*	*15%*	*16%*	*15%*
They've delivered a letter, packet or parcel	**1941**	325	642	473	500	968	973	1076	845	224	253	515	543	295	1311	225	1624
	52%	**59%bd**	*52%*	*53%*	*47%*	*54%*	*50%*	**54%h**	*50%*	*43%*	**52%l**	**53%l**	**56%l**	**57%l**	**54%l**	*43%*	**54%o**
Not used	**1593**	187	529	370	507	716	877	775	795	272	217	421	369	182	1007	276	1220
	43%	*34%*	**43%a**	**42%a**	**48%ac**	*40%*	**45%e**	*39%*	**47%g**	**52%klmn**	**45%m**	**43%m**	*38%*	*35%*	**42%m**	**52%p**	*41%*
NET Any usage	**2134**	364	705	519	546	1069	1065	1199	909	250	270	551	594	338	1415	250	1778
	57%	**66%bcd**	*57%*	**58%d**	*52%*	**60%f**	*55%*	**61%h**	*53%*	*48%*	*55%*	**57%i**	**62%i**	**65%ijkn**	**58%i**	*48%*	**59%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3963**	2495	1468	622	1862	854	740	507	203	199	218	191	229	231	145	212	234	137	717
Weighted Base	**3727**	3117	611	189	3096	327	194	111	163	394	330	265	347	401	330	503	362	47*	280
Effective Base	**2096**	1713	388	133	1545	388	336	309	181	179	193	168	203	208	130	184	210	64	325
I've used them to send a letter, packet or parcel	**562**	461	100	38	444	61	30	27	21	53	55	39	29	70	57	66	55	10	51
	15%	*15%*	*16%*	*20%*	*14%*	**19%d**	*16%*	**24%df**	*13%*	*13%*	**17%l**	*15%*	*8%*	**17%l**	**17%l**	*13%*	**15%l**	**20%l**	**18%l**
They've delivered a letter, packet or parcel	**1941**	1610	330	110	1542	216	112	71	88	187	176	130	154	212	158	248	190	31	185
	52%	*52%*	*54%*	*58%*	*50%*	**66%df**	**58%d**	**64%d**	*54%*	*47%*	*53%*	*49%*	*44%*	*53%*	*48%*	*49%*	*53%*	**65%iklno**	**66%hijklmnop**
Not used	**1593**	1341	252	65	1396	95	72	30	68	192	138	122	179	159	140	240	160	14	80
	43%	**43%c**	*41%*	*34%*	**45%efg**	*29%*	**37%eg**	*27%*	**42%r**	**49%qr**	**42%r**	**46%qr**	**51%mqr**	**40%r**	**42%r**	**48%qr**	**44%r**	*30%*	*29%*
NET Any usage	**2134**	1776	358	124	1699	232	122	81	95	202	192	143	169	243	190	263	202	33	199
	57%	*57%*	*59%*	**66%a**	*55%*	**71%df**	**63%d**	**73%df**	*58%*	*51%*	*58%*	*54%*	*49%*	**60%l**	*58%*	*52%*	*56%*	**70%iklo**	**71%hijklmnop**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3963	1524	1571	488	227	123	3095	350	1568	1540	551	175	86	3108	261
Weighted Base	3727	1425	1461	486	219	111*	2886	330	1413	1434	583	177	75*	2847	252
Effective Base	2096	795	814	273	127	71	1609	198	806	802	311	101	53	1607	153
I've used them to send a letter, packet or parcel	562	222	223	71	23	21	445	44	247	204	79	23	8	451	31
	15%	*16%*	*15%*	*15%*	*10%*	*19%*	*15%*	*13%*	*17%*	*14%*	*14%*	*13%*	*11%*	*16%*	*12%*
They've delivered a letter, packet or parcel	1941	734	780	273	103	45	1515	147	792	761	275	78	28	1553	106
	52%	*52%*	**53%eg**	**56%eg**	*47%*	*40%*	**52%eg**	*45%*	**56%jkln**	**53%ln**	*47%*	*44%*	*37%*	**55%jkln**	*42%*
Not used	1593	619	615	178	108	55	1235	163	550	610	262	89	45	1160	134
	43%	**43%c**	*42%*	*37%*	**49%c**	**50%c**	*43%*	**49%c**	*39%*	*43%*	*45%*	**50%h**	**60%hijm**	*41%*	**53%hijm**
NET Any usage	2134	806	846	308	111	56	1651	167	863	824	321	88	30	1688	118
	57%	*57%*	*58%*	**63%adeg**	*51%*	*50%*	*57%*	*51%*	**61%kln**	**57%ln**	**55%l**	*50%*	*40%*	**59%ln**	*47%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Parcelforce

Base : Aware of Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3963**	242	3663	58	1217	2567	179	3924	11	20	3	3955	5
Weighted Base	**3727**	210	3463	54*	1096	2462	170	3696	7**	13**	4**	3716	7**
Effective Base	**2096**	134	1933	30	640	1353	105	2077	7	11	2	2092	2
I've used them to send a letter, packet or parcel	**562**	45	508	9	152	386	24	556	3	3	*	562	-
	15%	**21%b**	*15%*	*16%*	*14%*	*16%*	*14%*	*15%*	*43%*	*19%*	*2%*	*15%*	-
They've delivered a letter, packet or parcel	**1941**	128	1794	19	588	1260	93	1930	5	5	*	1940	1
	52%	**61%bc**	*52%*	*35%*	*54%*	*51%*	*55%*	*52%*	*72%*	*36%*	*2%*	*52%*	*10%*
Not used	**1593**	64	1500	29	455	1071	66	1574	-	9	4	1583	7
	43%	*31%*	**43%a**	**54%a**	*42%*	*44%*	*39%*	*43%*	-	*64%*	*98%*	*43%*	*90%*
NET Any usage	**2134**	146	1963	25	640	1390	103	2122	7	5	*	2133	1
	57%	**69%bc**	*57%*	*46%*	*58%*	*56%*	*61%*	*57%*	*100%*	*36%*	*2%*	*57%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3963**	1032	960	996	975	362	339	331	317	328	315	338	327	331	332	318	325
Weighted Base	**3727**	981	906	927	913	345	315	321	293	337	276	311	312	305	337	286	290
Effective Base	**2096**	523	539	505	533	182	170	171	172	187	183	165	167	174	186	175	173
I've used them to send a letter, packet or parcel	**562**	139	130	160	132	49	41	50	41	61	28	49	55	56	33	44	54
	15%	*14%*	*14%*	*17%*	*14%*	*14%*	*13%*	*15%*	*14%*	**18%jn**	*10%*	*16%*	**18%jn**	**18%jn**	*10%*	*16%*	**19%jn**
They've delivered a letter, packet or parcel	**1941**	539	476	474	452	228	158	154	161	180	135	153	159	162	166	149	137
	52%	*55%*	*53%*	*51%*	*50%*	**66%fghijklmnop**	*50%*	*48%*	*55%*	*53%*	*49%*	*49%*	*51%*	*53%*	*49%*	*52%*	*47%*
Not used	**1593**	400	383	397	412	103	148	150	116	134	133	142	136	119	163	118	131
	43%	*41%*	*42%*	*43%*	*45%*	*30%*	**47%e**	**47%e**	*39%*	**40%e**	**48%e**	**46%e**	**44%e**	*39%*	**48%e**	**41%e**	**45%e**
NET Any usage	**2134**	581	523	530	501	242	167	172	177	202	143	168	175	186	174	168	159
	57%	*59%*	*58%*	*57%*	*55%*	**70%fgijklnop**	*53%*	*53%*	*61%*	*60%*	*52%*	*54%*	*56%*	*61%*	*52%*	*59%*	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2584**	-	2584	1407	1173	80	169	440	439	659	492	305	249	879	1456	797	2485	83	2584
Weighted Base	**2514**	-**	2514	1280	1228	88*	160*	434	449	613	429	342	248	883	1384	771	2373	127*	2584
Effective Base	**1407**	-	1407	759	648	44	92	250	239	367	243	177	135	488	784	419	1339	60	2584
I've used them to send a letter, packet or parcel	**70**	-	70	46	24	10	13	26	12	7	1	*	23	39	8	1	62	8	61
	3%	-	*3%*	*4%*	*2%*	**11%hijk**	**8%hijk**	**6%ijk**	**3%jk**	*1%*	*	*	**9%mno**	**4%no**	*1%*	*	*3%*	*6%*	*2%*
They've delivered a letter, packet or parcel	**433**	-	433	254	179	21	38	88	79	122	56	28	59	168	207	84	405	25	499
	17%	-	*17%*	**20%d**	*15%*	**24%k**	**24%jk**	**20%jk**	**18%k**	**20%jk**	*13%*	*8%*	**24%no**	**19%o**	*15%*	*11%*	*17%*	*20%*	*19%*
Not used	**2032**	-	2032	994	1031	64	113	324	359	487	372	313	177	683	1172	685	1925	96	2039
	81%	-	*81%*	*78%*	**84%c**	*73%*	*70%*	*75%*	*80%*	*79%*	**87%efgi**	**92%efghi**	*71%*	*77%*	**85%lm**	**89%lmn**	*81%*	*76%*	*79%*
NET Any usage	**482**	-	482	286	196	24	48	110	90	126	57	28	71	200	211	86	449	30	545
	19%	-	*19%*	**22%d**	*16%*	**27%jk**	**30%jk**	**25%jk**	**20%k**	**21%jk**	*13%*	*8%*	**29%no**	**23%no**	**15%o**	*11%*	*19%*	*24%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2584	626	821	536	601	1447	1137	1200	1355	287	315	657	702	450	1674	289	2159
Weighted Base	2514	399	848	600	667	1247	1267	1317	1172	322	315	651	648	406	1614	323	2053
Effective Base	1407	234	479	327	368	713	694	662	749	169	184	371	366	214	920	170	1153
I've used them to send a letter, packet or parcel	70	33	11	18	8	43	26	61	8	3	5	13	12	34	29	3	63
	3%	8%bcd	1%	3%	1%	3%	2%	5%h	1%	1%	2%	2%	2%	8%ijkln	2%	1%	3%
They've delivered a letter, packet or parcel	433	91	137	110	95	228	205	271	160	53	35	119	102	107	256	53	366
	17%	23%bd	16%	18%	14%	18%	16%	21%h	14%	17%	11%	18%j	16%	26%ijkln	16%	16%	18%
Not used	2032	289	703	475	565	992	1040	1002	1006	267	275	523	538	277	1337	269	1644
	81%	72%	83%a	79%	85%a	80%	82%	76%	86%g	83%m	87%km	80%m	83%m	68%	83%m	83%	80%
NET Any usage	482	110	145	125	102	255	228	315	165	55	40	127	110	129	277	55	409
	19%	28%bd	17%	21%	15%	20%	18%	24%h	14%	17%	13%	20%j	17%	32%ijkln	17%	17%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2584**	1643	941	391	1273	544	468	299	134	143	144	130	153	166	99	145	159	98	446
Weighted Base	**2514**	2126	388	108*	2108	218	121	67	105	277	224	177	234	283	223*	341	244	37*	182
Effective Base	**1407**	1159	254	89	1056	252	211	176	119	129	128	115	136	149	89	123	143	47	205
I've used them to send a letter, packet or parcel	**70**	60	9	3	59	5	4	1	2	7	4	7	5	8	21	3	2	1	4
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	**10%ijlmopr**	*1%*	*1%*	*2%*	*2%*
They've delivered a letter, packet or parcel	**433**	362	71	23	353	45	25	11	26	43	39	29	31	46	49	41	47	6	39
	17%	*17%*	*18%*	*22%*	*17%*	*20%*	*21%*	*16%*	**24%lo**	*16%*	*18%*	*17%*	*13%*	*16%*	*22%*	*12%*	*19%*	*15%*	**22%lo**
Not used	**2032**	1720	312	82	1716	170	92	55	79	228	181	145	201	229	161	296	196	30	140
	81%	*81%*	*80%*	*76%*	*81%*	*78%*	*76%*	*82%*	*75%*	*82%*	*81%*	*82%*	**86%hnr**	*81%*	*72%*	**87%hnr**	*81%*	*83%*	*77%*
NET Any usage	**482**	406	76	26	393	48	30	12	27	50	43	32	33	55	62	45	47	6	42
	19%	*19%*	*20%*	*24%*	*19%*	*22%*	*24%*	*18%*	**25%lo**	*18%*	*19%*	*18%*	*14%*	*19%*	**28%lo**	*13%*	*19%*	*17%*	**23%lo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2584**	1045	1003	303	143	77	2048	220	1040	979	368	120	57	2019	177
Weighted Base	**2514**	1011	956	317	153*	66*	1968	219	974	929	415	124*	51*	1903	175
Effective Base	**1407**	575	531	171	82	44	1105	125	561	517	215	69	36	1077	104
I've used them to send a letter, packet or parcel	**70**	29	24	11	3	4	52	6	33	24	11	1	-	57	1
	3%	*3%*	*2%*	*3%*	*2%*	*6%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	-	*3%*	*
They've delivered a letter, packet or parcel	**433**	195	160	47	20	11	356	31	207	139	63	14	10	346	23
	17%	*19%*	*17%*	*15%*	*13%*	*17%*	*18%*	*14%*	**21%lk**	*15%*	*15%*	*11%*	*19%*	*18%*	*13%*
Not used	**2032**	793	785	261	131	51	1578	183	744	774	345	109	41	1518	151
	81%	*78%*	*82%*	*82%*	*86%*	*78%*	*80%*	*83%*	*76%*	**83%h**	**83%h**	**88%h**	*81%*	*80%*	**86%h**
NET Any usage	**482**	218	172	56	22	15	390	36	230	156	71	14	10	386	24
	19%	*22%*	*18%*	*18%*	*14%*	*22%*	*20%*	*17%*	**24%ijkn**	*17%*	*17%*	*12%*	*19%*	*20%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Express

Base : Aware of TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2584**	160	2390	34	790	1691	103	2555	11	14	2	2580	2
Weighted Base	**2514**	147*	2337	31**	735	1690	90*	2490	10**	12**	1**	2512	2**
Effective Base	**1407**	91	1297	21	429	920	61	1391	6	8	1	1405	2
I've used them to send a letter, packet or parcel	**70**	8	60	2	25	40	4	65	4	-	-	70	-
	3%	*5%*	*3%*	*6%*	*3%*	*2%*	*4%*	*3%*	*45%*	-	-	*3%*	-
They've delivered a letter, packet or parcel	**433**	28	403	3	141	276	17	426	5	2	-	433	1
	17%	*19%*	*17%*	*10%*	*19%*	*16%*	*19%*	*17%*	*49%*	*17%*	-	*17%*	*33%*
Not used	**2032**	115	1892	26	577	1384	71	2017	4	10	1	2030	1
	81%	*78%*	*81%*	*84%*	*79%*	*82%*	*79%*	*81%*	*38%*	*83%*	*100%*	*81%*	*67%*
NET Any usage	**482**	33	445	5	158	306	19	474	6	2	-	482	1
	19%	*22%*	*19%*	*16%*	*21%*	*18%*	*21%*	*19%*	*62%*	*17%*	-	*19%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2584**	698	639	661	586	250	220	228	202	212	225	226	227	208	206	193	187
Weighted Base	**2514**	680	619	645	570	241	208	231	190	219	210	226	218	201	221	179	170
Effective Base	**1407**	362	370	350	327	127	110	126	115	126	130	114	124	114	119	107	102
I've used them to send a letter, packet or parcel	**70**	28	21	10	11	8	11	10	3	7	11	5	3	3	2	4	5
	3%	***4%c***	*3%*	*2%*	*2%*	*3%*	*5%*	*4%*	*2%*	*3%*	*5%*	*2%*	*1%*	*1%*	*1%*	*2%*	*3%*
They've delivered a letter, packet or parcel	**433**	107	98	120	109	42	24	41	35	37	26	55	37	29	47	35	27
	17%	*16%*	*16%*	*19%*	*19%*	*17%*	*12%*	*18%*	*18%*	*17%*	*12%*	***24%fj***	*17%*	*14%*	*21%*	*19%*	*16%*
Not used	**2032**	557	503	516	456	198	173	186	153	177	174	168	178	169	174	143	139
	81%	*82%*	*81%*	*80%*	*80%*	*82%*	*83%*	*81%*	*80%*	*81%*	*83%*	*74%*	*82%*	*84%*	*78%*	*80%*	*82%*
NET Any usage	**482**	123	116	129	114	44	35	45	38	42	36	58	40	31	48	35	31
	19%	*18%*	*19%*	*20%*	*20%*	*18%*	*17%*	*19%*	*20%*	*19%*	*17%*	*26%*	*18%*	*16%*	*22%*	*20%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1128**	-	1128	662	462	58	90	201	177	272	212	118	148	378	602	330	1075	46	1128
Weighted Base	**1136**	-**	1136	631	498	86*	84*	220	198*	241	169*	138*	170*	418	548	306	1050	78*	1128
Effective Base	**600**	-	600	353	245	37	49	118	97	149	89	68	85	214	303	156	563	34	1128
I've used them to send a letter, packet or parcel	**58**	-	58	42	16	11	4	27	6	9	*	1	16	32	10	1	47	9	47
	5%	-	*5%*	*7%*	*3%*	**13%hijk**	**5%j**	**12%hijk**	*3%*	*4%*	*	*1%*	**9%no**	**8%no**	*2%*	*	*4%*	*12%*	*4%*
They've delivered a letter, packet or parcel	**221**	-	221	130	91	19	25	53	49	39	20	17	44	102	76	37	203	16	227
	19%	-	*19%*	*21%*	*18%*	*22%*	**29%ijk**	**24%j**	**25%j**	*16%*	*12%*	*12%*	**26%no**	**24%no**	*14%*	*12%*	*19%*	*21%*	*20%*
Not used	**871**	-	871	469	395	56	58	144	146	198	149	121	114	289	467	269	811	55	866
	77%	-	*77%*	*74%*	*79%*	*65%*	*69%*	*65%*	*74%*	**82%efg**	**88%efgh**	**88%efgh**	*67%*	*69%*	**85%lm**	**88%lm**	*77%*	*70%*	*77%*
NET Any usage	**265**	-	265	162	103	30	26	76	52	43	20	17	57	129	80	37	239	23	262
	23%	-	*23%*	*26%*	*21%*	**35%ijk**	**31%ijk**	**35%ijk**	**26%jk**	*18%*	*12%*	*12%*	**33%no**	**31%no**	*15%*	*12%*	*23%*	*30%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1128**	290	330	239	269	620	508	551	569	127	133	288	309	204	730	129	950
Weighted Base	**1136**	204	353	281	298	557	579	644	486	143*	131*	298	305	192*	735	144*	945
Effective Base	**600**	108	188	148	156	296	304	299	313	72	75	163	157	94	395	73	498
I've used them to send a letter, packet or parcel	**58**	35	6	12	5	41	17	48	8	7	3	9	8	30	19	7	49
	5%	**17%bcd**	*2%*	*4%*	*2%*	**7%f**	*3%*	**8%h**	*2%*	*5%*	*2%*	*3%*	*3%*	**15%ijkln**	*3%*	*5%*	*5%*
They've delivered a letter, packet or parcel	**221**	43	72	65	40	115	106	149	72	27	19	58	65	44	142	27	187
	19%	*21%*	*20%*	**23%d**	*14%*	*21%*	*18%*	**23%h**	*15%*	*19%*	*14%*	*20%*	*21%*	*23%*	*19%*	*19%*	*20%*
Not used	**871**	135	278	206	252	412	458	459	408	109	110	234	237	124	581	110	723
	77%	*66%*	**79%a**	*73%*	**85%ac**	*74%*	*79%*	*71%*	**84%g**	*76%*	**84%m**	**79%m**	**78%m**	*65%*	**79%m**	*76%*	*77%*
NET Any usage	**265**	69	76	75	46	145	120	185	79	34	22	64	68	68	154	34	222
	23%	**34%bd**	*21%*	**27%d**	*15%*	*26%*	*21%*	**29%h**	*16%*	*24%*	*16%*	*21%*	*22%*	**35%ijkln**	*21%*	*24%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1128**	726	402	167	562	239	202	125	55	74	41	62	63	82	50	72	63	31	208
Weighted Base	**1136**	990	146	54*	965	88	56*	27*	44*	141*	61*	87*	97*	139*	123*	174*	98*	9**	80
Effective Base	**600**	502	108	46	457	125	74	82	49	66	36	55	55	73	46	59	57	16	111
I've used them to send a letter, packet or parcel	**58**	53	5	2	51	4	2	1	4	4	2	8	2	3	11	13	5	-	4
	5%	*5%*	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*9%*	*3%*	*2%*	*9%*	*2%*	*2%*	*9%*	*7%*	*5%*	-	*5%*
They've delivered a letter, packet or parcel	**221**	186	35	18	186	21	9	4	9	24	14	16	10	30	36	25	22	1	20
	19%	*19%*	*24%*	**32%a**	*19%*	*24%*	*16%*	*16%*	*21%*	*17%*	*23%*	*19%*	*10%*	*21%*	**29%l**	*14%*	*23%*	*17%*	**25%l**
Not used	**871**	762	108	34	737	66	46	22	31	114	46	64	86	106	76	140	75	7	59
	77%	**77%c**	*74%*	*63%*	*76%*	*75%*	*82%*	*80%*	*71%*	**81%n**	*75%*	*74%*	**88%hnr**	*76%*	*61%*	**80%n**	*76%*	*83%*	*74%*
NET Any usage	**265**	227	38	20	228	22	10	5	13	27	15	22	12	33	48	35	23	1	21
	23%	*23%*	*26%*	**37%a**	*24%*	*25%*	*18%*	*20%*	**29%l**	*19%*	*25%*	*26%*	*12%*	*24%*	**39%ilo**	*20%*	*24%*	*17%*	**26%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1128**	475	422	128	56	43	897	99	479	424	141	46	32	903	78
Weighted Base	**1136**	470	417	140*	64*	41**	887	104*	457	427	176*	45**	25**	884	70*
Effective Base	**600**	253	219	73	30	24	472	53	251	222	83	25	18	473	43
I've used them to send a letter, packet or parcel	**58**	32	12	8	3	3	44	6	28	14	12	2	2	42	4
	5%	*7%*	*3%*	*5%*	*5%*	*7%*	*5%*	*6%*	*6%*	*3%*	*7%*	*5%*	*9%*	*5%*	*6%*
They've delivered a letter, packet or parcel	**221**	85	78	39	10	9	163	19	94	76	33	14	3	171	17
	19%	*18%*	*19%*	*28%*	*16%*	*22%*	*18%*	*18%*	*21%*	*18%*	*19%*	*32%*	*12%*	*19%*	*25%*
Not used	**871**	359	334	95	51	28	693	79	342	341	134	29	20	683	49
	77%	*76%*	**80%c**	*67%*	*79%*	*70%*	**78%c**	*76%*	*75%*	*80%*	*76%*	*64%*	*79%*	*77%*	*69%*
NET Any usage	**265**	111	83	46	13	12	194	25	115	86	42	16	5	201	22
	23%	*24%*	*20%*	**33%bf**	*21%*	*30%*	*22%*	*24%*	*25%*	*20%*	*24%*	*36%*	*21%*	*23%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1128**	86	1024	18	369	712	47	1118	3	6	1	1127	-
Weighted Base	**1136**	85*	1034	17**	338	759	39**	1125	3**	7**	1**	1135	-**
Effective Base	**600**	49	540	12	194	383	26	594	2	4	1	599	-
I've used them to send a letter, packet or parcel	**58**	19	39	-	35	19	5	55	3	-	-	58	-
	5%	**23%b**	*4%*	-	**10%e**	*2%*	*12%*	*5%*	*95%*	-	-	*5%*	-
They've delivered a letter, packet or parcel	**221**	12	206	3	64	151	6	219	*	2	-	221	-
	19%	*14%*	*20%*	*15%*	*19%*	*20%*	*15%*	*19%*	*5%*	*28%*	-	*19%*	-
Not used	**871**	55	801	14	243	596	31	865	-	5	1	870	-
	77%	*65%*	**77%a**	*85%*	*72%*	*79%*	*81%*	*77%*	-	*72%*	*100%*	*77%*	-
NET Any usage	**265**	30	233	3	95	163	7	260	3	2	-	265	-
	23%	**35%b**	*23%*	*15%*	*28%*	*21%*	*19%*	*23%*	*100%*	*28%*	-	*23%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1128**	312	281	279	256	102	118	92	98	95	88	92	90	97	86	82	88
Weighted Base	**1136**	318	277	293	248	105*	112*	101*	95*	104*	79*	107*	94*	92*	99*	70*	78*
Effective Base	**600**	160	159	140	145	51	59	50	56	55	49	44	48	50	52	45	49
I've used them to send a letter, packet or parcel	**58**	12	22	12	12	5	5	2	7	10	5	7	2	3	4	3	5
	5%	*4%*	*8%*	*4%*	*5%*	*4%*	*5%*	*2%*	*7%*	*10%*	*6%*	*7%*	*2%*	*4%*	*5%*	*4%*	*6%*
They've delivered a letter, packet or parcel	**221**	60	44	72	44	24	22	14	21	9	14	26	22	24	20	7	17
	19%	*19%*	*16%*	*25%*	*18%*	*23%*	*19%*	*14%*	*22%*	*9%*	*18%*	**24%i**	*23%*	**26%ic**	*21%*	*9%*	*22%*
Not used	**871**	250	214	213	194	80	85	85	67	84	63	74	72	67	76	61	57
	77%	*79%*	*77%*	*73%*	*78%*	*76%*	*76%*	*84%*	*70%*	*81%*	*79%*	*69%*	*76%*	*73%*	*77%*	*87%*	*73%*
NET Any usage	**265**	68	64	81	53	25	27	16	28	19	16	33	22	25	23	9	21
	23%	*21%*	*23%*	*27%*	*22%*	*24%*	*24%*	*16%*	*30%*	*19%*	*21%*	*31%*	*24%*	*27%*	*23%*	*13%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3429**	-	3429	1643	1772	280	331	607	518	787	572	334	611	1125	1693	906	3265	138	3429
Weighted Base	**3315**	-**	3315	1537	1762	288	298	589	549	702	494	395	586	1139	1591	889	3073	221*	3429
Effective Base	**1848**	-	1848	889	951	151	182	344	289	421	278	193	331	631	886	469	1739	100	3429
I've used them to send a letter, packet or parcel	**205**	-	205	129	75	18	26	79	31	24	15	10	44	111	50	26	179	25	198
	6%	-	*6%*	**8%d**	*4%*	*6%*	**9%ijk**	**13%ehijk**	*6%*	*3%*	*3%*	*3%*	**8%no**	**10%no**	*3%*	*3%*	*6%*	**11%p**	*6%*
They've delivered a letter, packet or parcel	**1185**	-	1185	567	613	129	136	219	195	253	159	93	266	414	505	252	1086	89	1345
	36%	-	*36%*	*37%*	*35%*	**45%jk**	**46%hijk**	**37%k**	**36%k**	**36%k**	**32%k**	*24%*	**45%mno**	**36%o**	*32%*	*28%*	*35%*	*40%*	*39%*
Not used	**2032**	-	2032	908	1112	153	153	318	339	442	327	299	306	658	1068	626	1905	114	1994
	61%	-	*61%*	*59%*	*63%*	*53%*	*51%*	*54%*	**62%f**	**63%efg**	**66%efg**	**76%efghij**	*52%*	*58%*	**67%lm**	**70%lm**	**62%q**	*52%*	*58%*
NET Any usage	**1283**	-	1283	629	650	135	144	271	210	261	167	96	279	481	523	262	1167	107	1435
	39%	-	*39%*	*41%*	*37%*	**47%ijk**	**49%hijk**	**46%ijk**	**38%k**	**37%k**	**34%k**	*24%*	**48%no**	**42%no**	*33%*	*30%*	*38%*	**48%p**	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3429**	843	1081	687	818	1924	1505	1646	1742	408	408	870	921	571	2199	411	2830
Weighted Base	**3315**	525	1095	775	920	1621	1695	1790	1491	452	417	846	879	484	2142	457	2682
Effective Base	**1848**	325	616	407	504	939	911	903	949	241	234	482	484	265	1200	243	1499
I've used them to send a letter, packet or parcel	**205**	69	63	44	29	132	73	162	43	24	23	42	58	52	123	24	175
	6%	**13%bcd**	**6%d**	*6%*	*3%*	**8%f**	*4%*	**9%h**	*3%*	*5%*	*6%*	*5%*	*7%*	**11%ijkln**	*6%*	*5%*	*7%*
They've delivered a letter, packet or parcel	**1185**	226	383	304	272	609	576	680	499	147	124	290	354	202	769	147	989
	36%	**43%bd**	*35%*	**39%d**	*30%*	*38%*	*34%*	**38%h**	*33%*	*33%*	*30%*	*34%*	**40%ij**	**42%ijk**	*36%*	*32%*	*37%*
Not used	**2032**	254	690	452	636	944	1088	1025	979	296	278	544	498	247	1321	301	1605
	61%	*48%*	**63%a**	**58%a**	**69%abc**	*58%*	**64%e**	*57%*	**66%g**	**66%lm**	**67%lm**	**64%lm**	*57%*	*51%*	**62%m**	*66%*	*60%*
NET Any usage	**1283**	271	406	323	284	677	606	765	512	156	139	302	381	237	822	156	1077
	39%	**52%bcd**	**37%d**	**42%d**	*31%*	**42%f**	*36%*	**43%h**	*34%*	*34%*	*33%*	*36%*	**43%ijk**	**49%ijkn**	*38%*	*34%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3429**	2219	1210	487	1656	761	616	396	164	190	190	176	196	205	142	190	203	115	646
Weighted Base	**3315**	2814	501	144	2766	296	166	88	130	367	287	247	296	345	327	456	311	41*	255
Effective Base	**1848**	1528	327	107	1376	338	282	236	146	170	169	155	173	186	128	165	183	55	285
I've used them to send a letter, packet or parcel	**205**	179	25	8	177	16	9	3	8	28	16	10	16	19	40	17	23	1	15
	6%	*6%*	*5%*	*6%*	*6%*	*5%*	*5%*	*3%*	*6%*	*8%*	*5%*	*4%*	*5%*	*6%*	**12%klmor**	*4%*	*7%*	*3%*	*6%*
They've delivered a letter, packet or parcel	**1185**	1010	175	61	927	150	71	37	49	116	104	78	91	108	117	131	133	15	135
	36%	*36%*	*35%*	*42%*	*34%*	**51%dg**	**43%d**	**42%d**	*38%*	*31%*	*36%*	*32%*	*31%*	*31%*	*36%*	*29%*	**43%klmo**	*37%*	**53%hijklmnopq**
Not used	**2032**	1711	321	82	1750	142	90	49	77	237	177	165	196	226	187	317	166	26	116
	61%	*61%*	*64%*	*57%*	**63%efq**	*48%*	*54%*	*56%*	**59%r**	**65%pr**	**62%r**	**67%pr**	**66%pr**	**66%pr**	**57%r**	**70%npr**	*54%*	**63%r**	*46%*
NET Any usage	**1283**	1103	180	62	1015	154	76	39	53	130	110	82	99	118	140	139	144	16	138
	39%	*39%*	*36%*	*43%*	*37%*	**52%d**	**46%d**	**44%d**	*41%*	*35%*	*38%*	*33%*	*34%*	*34%*	**43%o**	*30%*	**46%klmo**	*37%*	**54%hijklmnoq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3429**	1305	1348	404	220	122	2653	342	1369	1323	452	164	81	2692	245
Weighted Base	**3315**	1250	1289	403	227	117*	2539	344	1266	1264	487	181*	72*	2530	253
Effective Base	**1848**	708	701	224	127	71	1409	197	727	691	258	99	50	1417	148
I've used them to send a letter, packet or parcel	**205**	90	79	21	9	6	169	15	98	75	23	4	4	173	8
	6%	*7%*	*6%*	*5%*	*4%*	*5%*	*7%*	*4%*	***8%kn***	*6%*	*5%*	*2%*	*6%*	*7%*	*3%*
They've delivered a letter, packet or parcel	**1185**	412	484	143	78	56	896	134	460	469	167	47	32	930	79
	36%	*33%*	*38%*	*36%*	*34%*	***48%at***	*35%*	*39%*	***36%k***	***37%k***	*34%*	*26%*	***44%k***	***37%k***	*31%*
Not used	**2032**	788	767	252	147	59	1555	206	758	759	308	131	39	1518	170
	61%	***63%e***	*60%*	*62%*	*65%*	*51%*	*61%*	*60%*	*60%*	*60%*	*63%*	***72%hilm***	*54%*	*60%*	*67%*
NET Any usage	**1283**	462	522	151	80	57	984	138	508	505	179	50	33	1013	83
	39%	*37%*	*40%*	*38%*	*35%*	***49%a***	*39%*	*40%*	***40%k***	***40%k***	*37%*	*28%*	***46%k***	***40%k***	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3429**	203	3174	52	1054	2213	162	3394	10	17	2	3421	6
Weighted Base	**3315**	188	3078	49**	984	2185	145*	3288	6**	11**	1**	3306	8**
Effective Base	**1848**	116	1706	27	577	1182	92	1832	6	8	1	1845	3
I've used them to send a letter, packet or parcel	**205**	22	182	1	68	124	14	202	2	1	-	205	-
	6%	***12%b***	*6%*	*1%*	*7%*	*6%*	*9%*	*6%*	*34%*	*5%*	-	*6%*	-
They've delivered a letter, packet or parcel	**1185**	63	1108	13	323	800	61	1175	3	5	1	1183	1
	36%	*34%*	*36%*	*27%*	*33%*	*37%*	*42%*	*36%*	*46%*	*43%*	*100%*	*36%*	*10%*
Not used	**2032**	109	1887	36	623	1332	77	2017	1	6	-	2025	7
	61%	*58%*	*61%*	*73%*	*63%*	*61%*	*53%*	*61%*	*20%*	*52%*	-	*61%*	*90%*
NET Any usage	**1283**	79	1192	13	361	854	69	1271	5	6	1	1281	1
	39%	*42%*	*39%*	*27%*	*37%*	*39%*	*47%*	*39%*	*80%*	*48%*	*100%*	*39%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3429**	894	837	862	836	315	294	285	271	281	285	295	286	281	281	279	276
Weighted Base	**3315**	875	798	842	801	311	280	284	239	290	268	279	294	269	292	257	252
Effective Base	**1848**	465	477	445	467	160	151	153	144	162	173	145	148	152	162	155	150
I've used them to send a letter, packet or parcel	**205**	49	57	50	49	16	22	11	17	19	21	24	13	13	25	12	12
	6%	*6%*	*7%*	*6%*	*6%*	*5%*	*8%*	*4%*	*7%*	*6%*	*8%*	*9%*	*4%*	*5%*	*8%*	*5%*	*5%*
They've delivered a letter, packet or parcel	**1185**	285	298	314	288	131	75	79	91	109	98	102	103	109	112	91	84
	36%	*33%*	*37%*	*37%*	*36%*	**42%fg**	*27%*	*28%*	**38%f**	**38%f**	*37%*	*37%*	*35%*	**40%fg**	**38%fg**	*35%*	*34%*
Not used	**2032**	566	473	509	484	176	192	198	139	174	161	164	188	156	165	158	161
	61%	*65%*	*59%*	*60%*	*60%*	*57%*	**68%en**	**70%ehmn**	*58%*	*60%*	*60%*	*59%*	*64%*	*58%*	*57%*	*61%*	*64%*
NET Any usage	**1283**	309	324	333	317	134	88	86	100	116	108	115	106	113	127	100	91
	39%	*35%*	*41%*	*40%*	*40%*	**43%fg**	*32%*	*30%*	**42%g**	*40%*	*40%*	*41%*	*36%*	**42%g**	**43%fg**	*39%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1200**	-	1200	700	497	63	103	225	182	282	209	136	166	407	627	345	1141	51	1200
Weighted Base	**1280**	-**	1280	711	565	82*	106*	254	208	294	174*	162*	188	463	629	336	1179	92*	1200
Effective Base	**673**	-	673	397	277	40	62	139	106	165	88	77	101	244	328	165	631	39	1200
I've used them to send a letter, packet or parcel	**82**	-	82	52	30	13	17	33	7	10	*	3	30	39	13	3	70	13	77
	6%	-	*6%*	*7%*	*5%*	**16%hijk**	**16%hijk**	**13%hijk**	*3%*	*3%*	*	*2%*	**16%mno**	**9%no**	*2%*	*1%*	*6%*	*14%*	*6%*
They've delivered a letter, packet or parcel	**468**	-	468	270	198	35	35	87	89	115	58	49	70	175	222	107	435	33	452
	37%	-	*37%*	*38%*	*35%*	*43%*	*33%*	*34%*	*43%*	*39%*	*33%*	*30%*	*38%*	*38%*	*35%*	*32%*	*37%*	*36%*	*38%*
Not used	**759**	-	759	408	348	39	58	144	117	176	115	110	97	261	401	225	698	53	705
	59%	-	*59%*	*57%*	*62%*	*47%*	*55%*	*57%*	*56%*	*60%*	**66%e**	**68%e**	*52%*	*56%*	**64%l**	**67%lm**	*59%*	*58%*	*59%*
NET Any usage	**520**	-	520	303	217	43	48	110	91	118	59	52	91	201	228	110	481	39	495
	41%	-	*41%*	*43%*	*38%*	**53%jk**	*45%*	*43%*	*44%*	*40%*	*34%*	*32%*	**48%no**	**44%o**	*36%*	*33%*	*41%*	*42%*	*41%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1200**	308	382	260	250	690	510	608	580	145	148	292	329	225	769	146	1003
Weighted Base	**1280**	235	435	309	300	670	610	754	517	170*	152*	317	346	233	815	171*	1057
Effective Base	**673**	124	232	162	156	355	318	361	316	84	82	173	177	120	432	85	558
I've used them to send a letter, packet or parcel	**82**	36	11	22	14	47	36	70	12	7	2	12	23	36	36	7	73
	6%	***15%bcd***	*2%*	***7%b***	*5%*	*7%*	*6%*	***9%h***	*2%*	*4%*	*1%*	*4%*	*7%*	***16%ijkln***	*4%*	*4%*	*7%*
They've delivered a letter, packet or parcel	**468**	104	164	119	81	267	201	289	176	53	57	115	138	88	309	53	399
	37%	***44%d***	***38%d***	***39%d***	*27%*	*40%*	*33%*	*38%*	*34%*	*31%*	*37%*	*36%*	*40%*	*38%*	*38%*	*31%*	*38%*
Not used	**759**	104	264	180	212	368	391	420	333	113	95	196	197	117	488	114	612
	59%	*45%*	***61%a***	***58%a***	***70%abc***	*55%*	***64%e***	*56%*	***84%g***	***67%m***	*62%*	***62%m***	*57%*	*50%*	*60%*	*67%*	*58%*
NET Any usage	**520**	130	172	130	89	302	218	334	184	57	58	121	148	116	327	57	445
	41%	***55%bcd***	***39%d***	***42%d***	*30%*	***45%f***	*36%*	***44%h***	*36%*	*33%*	*38%*	*38%*	*43%*	***50%ik***	*40%*	*33%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1200	782	418	180	647	244	222	87	56	78	67	73	74	95	60	74	70	38	206
Weighted Base	1280	1105	174	57*	1108	92	59*	21*	45*	155*	102*	102*	112*	164*	137*	181*	109*	10**	82*
Effective Base	673	561	119	47	533	101	92	57	50	71	59	65	66	84	54	61	63	20	85
I've used them to send a letter, packet or parcel	82	79	3	1	68	5	7	2	2	13	4	8	8	5	13	9	7	-	5
	6%	**7%b**	*2%*	*3%*	*6%*	*6%*	*11%*	*10%*	*4%*	*9%*	*4%*	*7%*	*7%*	*3%*	*10%*	*5%*	*7%*	-	*6%*
They've delivered a letter, packet or parcel	468	396	72	26	399	35	27	7	17	53	48	32	20	54	55	77	45	1	34
	37%	*36%*	*42%*	*45%*	*36%*	*38%*	*45%*	*35%*	**38%l**	**34%l**	**47%l**	*31%*	*18%*	**33%l**	**40%l**	**42%l**	**41%l**	*12%*	**41%l**
Not used	759	658	101	32	663	53	30	12	28	95	53	66	87	106	71	100	58	9	44
	59%	*60%*	*58%*	*55%*	*60%*	*58%*	*51%*	*61%*	*62%*	*61%*	*51%*	*65%*	**78%ljnopr**	*64%*	*52%*	*55%*	*53%*	*88%*	*54%*
NET Any usage	520	447	73	26	444	39	29	8	17	60	50	35	25	58	66	81	51	1	38
	41%	*40%*	*42%*	*45%*	*40%*	*42%*	*49%*	*39%*	*38%*	**39%l**	**49%l**	*35%*	*22%*	*36%*	**48%l**	**45%l**	**47%l**	*12%*	**46%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1200**	492	462	136	64	41	954	105	502	435	159	64	30	937	94
Weighted Base	**1280**	521	481	161*	69*	42**	1002	111*	529	460	178*	76*	25**	989	101*
Effective Base	**673**	276	255	81	35	25	531	59	280	242	90	39	17	522	56
I've used them to send a letter, packet or parcel	**82**	38	23	15	3	3	61	6	43	22	12	4	1	65	5
	6%	*7%*	*5%*	*9%*	*5%*	*7%*	*6%*	*6%*	*8%*	*5%*	*7%*	*6%*	*4%*	*7%*	*5%*
They've delivered a letter, packet or parcel	**468**	165	195	69	24	14	360	39	200	160	63	34	9	360	43
	37%	*32%*	***41%a***	*43%*	*36%*	*34%*	*36%*	*35%*	*38%*	*35%*	*35%*	*45%*	*35%*	*36%*	*43%*
Not used	**759**	324	277	84	44	26	601	70	300	290	106	39	16	590	55
	59%	*62%*	*58%*	*52%*	*64%*	*61%*	*60%*	*63%*	*57%*	*63%*	*59%*	*52%*	*64%*	*60%*	*55%*
NET Any usage	**520**	197	204	77	25	16	401	41	229	171	72	37	9	400	46
	41%	*38%*	*42%*	*48%*	*36%*	*39%*	*40%*	*37%*	*43%*	*37%*	*41%*	*48%*	*36%*	*40%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1200**	77	1104	19	356	790	54	1185	4	8	1	1197	2
Weighted Base	**1280**	84*	1182	14**	352	875	52*	1263	8**	7**	***	1279	1**
Effective Base	**673**	46	618	11	196	447	32	665	4	5	1	673	2
I've used them to send a letter, packet or parcel	**82**	16	64	2	26	46	10	76	6	*	-	82	-
	6%	***20%b***	*5%*	*12%*	*7%*	*5%*	***19%de***	*6%*	*75%*	*4%*	-	*6%*	-
They've delivered a letter, packet or parcel	**468**	38	425	5	141	313	14	461	5	2	-	468	-
	37%	*45%*	*36%*	*37%*	*40%*	*36%*	*27%*	*36%*	*64%*	*32%*	-	*37%*	-
Not used	**759**	33	717	9	193	534	32	754	-	5	*	759	1
	59%	*40%*	***61%a***	*63%*	*55%*	*61%*	*62%*	*60%*	-	*64%*	*100%*	*59%*	*100%*
NET Any usage	**520**	50	465	5	159	341	20	509	8	3	-	520	-
	41%	***60%b***	*39%*	*37%*	*45%*	*39%*	*38%*	*40%*	*100%*	*36%*	-	*41%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1200**	318	307	320	255	117	104	97	100	110	97	123	102	95	85	93	77
Weighted Base	**1280**	357	333	341	249	129*	115*	113*	105*	135*	93*	135*	99*	107*	97*	82*	70*
Effective Base	**673**	177	185	166	150	65	58	55	60	67	59	59	52	56	52	54	46
I've used them to send a letter, packet or parcel	**82**	22	28	25	7	5	14	3	7	12	9	13	3	9	4	*	3
	6%	*6%*	**8%d**	*7%*	*3%*	*4%*	**13%gp**	*2%*	*7%*	**9%o**	**10%o**	**9%o**	*3%*	**9%o**	*4%*	*	*5%*
They've delivered a letter, packet or parcel	**468**	132	120	128	88	55	38	40	42	57	21	51	41	36	39	21	28
	37%	*37%*	*36%*	*38%*	*35%*	**43%j**	*33%*	*35%*	**40%j**	**43%j**	*22%*	*38%*	**42%j**	*34%*	**41%j**	*25%*	*40%*
Not used	**759**	207	196	200	156	70	64	73	58	71	66	77	58	65	56	61	39
	59%	*58%*	*59%*	*59%*	*63%*	*55%*	*56%*	*65%*	*56%*	*53%*	**71%l**	*57%*	*58%*	*61%*	*57%*	**75%efhl**	*57%*
NET Any usage	**520**	149	137	141	92	59	51	40	46	63	27	59	41	42	41	21	30
	41%	*42%*	*41%*	*41%*	*37%*	**45%o**	**44%o**	*35%*	**44%o**	**47%jo**	*29%*	*43%*	*42%*	*39%*	*43%*	*25%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**713**	-	713	414	297	28	55	178	143	171	98	40	83	321	309	138	677	30	713
Weighted Base	**706**	-**	706	408	296	39**	65*	180	159*	163*	63*	38**	104*	339	264	101*	640	59**	713
Effective Base	**390**	-	390	224	165	16	34	103	83	95	45	20	49	185	158	64	369	22	713
I've used them to send a letter, packet or parcel	**38**	-	38	29	9	4	8	23	1	1	-	-	12	24	1	-	30	7	33
	5%	-	*5%*	*7%*	*3%*	*11%*	**12%hij**	**13%hij**	*1%*	*1%*	-	-	**12%no**	**7%no**	*	-	*5%*	*12%*	*5%*
They've delivered a letter, packet or parcel	**195**	-	195	111	84	12	23	51	63	32	10	4	35	114	47	14	178	16	228
	28%	-	*28%*	*27%*	*28%*	*31%*	*35%*	*28%*	**39%ij**	*20%*	*16%*	*10%*	**33%no**	**34%no**	*18%*	*14%*	*28%*	*28%*	*32%*
Not used	**484**	-	484	275	206	25	34	111	96	130	53	34	59	208	217	87	440	37	466
	68%	-	*68%*	*68%*	*70%*	*63%*	*53%*	*62%*	*61%*	**80%fgh**	**84%fgh**	*90%*	*57%*	*61%*	**82%lm**	**86%lm**	*69%*	*62%*	*65%*
NET Any usage	**222**	-	222	133	90	14	31	68	63	33	10	4	45	131	47	14	200	22	247
	32%	-	*32%*	*32%*	*30%*	*37%*	**47%ij**	**38%ij**	**39%ij**	*20%*	*16%*	*10%*	**43%no**	**39%no**	*18%*	*14%*	*31%*	*38%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**713**	190	225	149	149	415	298	436	270	67	63	168	207	169	438	67	616
Weighted Base	**706**	129*	223	184*	170*	352	354	496	204	74*	55*	181*	206	147*	442	74*	594
Effective Base	**390**	76	127	94	94	203	188	249	150	42	37	97	112	77	245	42	326
I've used them to send a letter, packet or parcel	**38**	15	12	8	2	28	10	37	*	*	1	14	5	14	20	*	34
	5%	***12%d***	*6%*	*4%*	*1%*	***8%f***	*3%*	***8%h***	*	*	*1%*	*8%*	*3%*	***10%il***	*5%*	*	*6%*
They've delivered a letter, packet or parcel	**195**	37	59	57	42	96	99	157	38	12	12	46	70	46	127	12	174
	28%	*29%*	*27%*	*31%*	*24%*	*27%*	*28%*	***32%h***	*19%*	*17%*	*21%*	*25%*	***34%l***	*31%*	*29%*	*17%*	*29%*
Not used	**484**	80	155	120	129	235	248	312	166	62	42	124	134	89	301	62	395
	68%	*62%*	*69%*	*65%*	*76%*	*67%*	*70%*	*63%*	***81%g***	***83%lmn***	*78%*	*69%*	*65%*	*61%*	*68%*	***83%p***	*66%*
NET Any usage	**222**	48	69	64	42	117	106	184	38	12	12	57	71	58	141	12	199
	32%	*38%*	*31%*	*35%*	*24%*	*33%*	*30%*	***37%h***	*19%*	*17%*	*22%*	*31%*	***35%i***	***39%i***	***32%i***	*17%*	***34%o***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**713**	440	273	114	351	178	130	54	48	47	36	31	44	48	27	35	35	17	161
Weighted Base	**706**	606	100*	35**	591	71*	33*	11*	39*	92*	59*	46**	70*	84*	61**	86*	53*	4**	67*
Effective Base	**390**	322	74	25	295	75	43	38	43	43	33	28	40	43	25	31	32	7	69
I've used them to send a letter, packet or parcel	**38**	34	4	3	32	4	1	1	2	3	2	3	5	2	6	9	-	-	4
	5%	*6%*	*4%*	*9%*	*5%*	*6%*	*2%*	*8%*	*5%*	*3%*	*3%*	*6%*	*7%*	*2%*	*10%*	*11%*	-	-	*7%*
They've delivered a letter, packet or parcel	**195**	162	32	16	156	26	11	2	12	24	10	13	17	27	30	5	17	1	25
	28%	*27%*	*32%*	*48%*	*26%*	*37%*	*32%*	*21%*	**32%o**	**26%o**	*17%*	*29%*	**24%o**	**32%o**	*49%*	*6%*	**32%o**	*24%*	**37%o**
Not used	**484**	419	65	15	410	44	22	8	26	65	47	32	50	56	27	72	36	3	40
	68%	*69%*	*64%*	*43%*	*69%*	*61%*	*66%*	*75%*	*68%*	*70%*	**80%r**	*69%*	*71%*	*66%*	*43%*	**84%r**	*68%*	*76%*	*60%*
NET Any usage	**222**	187	36	20	181	27	11	3	12	27	12	14	20	29	35	14	17	1	26
	32%	*31%*	*36%*	*57%*	*31%*	*39%*	*34%*	*25%*	*32%*	*30%*	*20%*	*31%*	*29%*	*34%*	*57%*	*16%*	*32%*	*24%*	**40%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**713**	266	285	89	46	22	551	68	272	274	103	36	21	546	57
Weighted Base	**706**	260	261	113*	48**	19**	521	66*	269	247	122*	39**	19**	516	58*
Effective Base	**390**	146	149	55	27	11	295	38	145	153	57	21	12	297	33
I've used them to send a letter, packet or parcel	**38**	15	11	7	4	1	26	5	18	10	3	2	5	28	7
	5%	*6%*	*4%*	*6%*	*8%*	*6%*	*5%*	*7%*	*7%*	*4%*	*3%*	*4%*	*26%*	*5%*	*11%*
They've delivered a letter, packet or parcel	**195**	63	73	39	13	5	136	18	81	65	37	9	2	146	11
	28%	*24%*	*28%*	*35%*	*27%*	*29%*	*26%*	*28%*	*30%*	*26%*	*30%*	*23%*	*9%*	*28%*	*18%*
Not used	**484**	186	181	67	33	13	367	45	176	173	83	30	13	349	42
	68%	*72%*	*69%*	*59%*	*68%*	*68%*	*70%*	*68%*	*65%*	*70%*	*68%*	*77%*	*65%*	*68%*	*73%*
NET Any usage	**222**	73	80	46	15	6	154	21	93	74	39	9	7	166	16
	32%	*28%*	*31%*	*41%*	*32%*	*32%*	*30%*	*32%*	*35%*	*30%*	*32%*	*23%*	*35%*	*32%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DX

Base : Aware of DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**713**	36	668	9	203	479	31	709	2	1	-	712	1
Weighted Base	**706**	38**	662	7**	190	480	36**	701	4**	1**	-**	706	***
Effective Base	**390**	25	361	5	108	262	20	388	2	1	-	390	1
I've used them to send a letter, packet or parcel	**38**	8	30	-	17	20	1	36	2	-	-	38	-
	5%	*21%*	*5%*	-	*9%*	*4%*	*2%*	*5%*	*37%*	-	-	*5%*	-
They've delivered a letter, packet or parcel	**195**	9	184	1	53	136	6	192	3	-	-	195	-
	28%	*25%*	*28%*	*15%*	*28%*	*28%*	*16%*	*27%*	*63%*	-	-	*28%*	-
Not used	**484**	21	456	6	124	330	30	483	-	1	-	483	*
	68%	*57%*	*69%*	*85%*	*65%*	*69%*	*82%*	*69%*	-	*100%*	-	*68%*	*100%*
NET Any usage	**222**	16	205	1	66	150	6	218	4	-	-	222	-
	32%	*43%*	*31%*	*15%*	*35%*	*31%*	*18%*	*31%*	*100%*	-	-	*32%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**713**	190	183	186	154	75	53	62	69	60	54	56	73	57	49	47	58
Weighted Base	**706**	189	187	185*	145*	64*	58**	68*	61*	65*	61*	53*	75*	56*	55*	40**	50*
Effective Base	**390**	101	103	99	88	40	26	37	36	32	35	30	36	34	31	25	33
I've used them to send a letter, packet or parcel	**38**	10	9	9	10	2	5	4	7	1	2	2	6	*	2	4	4
	5%	*5%*	*5%*	*5%*	*7%*	*3%*	*8%*	*6%*	*11%*	*1%*	*3%*	*5%*	*8%*	*	*3%*	*9%*	*9%*
They've delivered a letter, packet or parcel	**195**	45	64	47	39	16	14	14	20	23	22	13	21	12	14	17	8
	28%	*24%*	*34%*	*25%*	*27%*	*25%*	*25%*	*21%*	*32%*	*35%*	*36%*	*25%*	*28%*	*22%*	*25%*	*43%*	*16%*
Not used	**484**	138	117	130	99	48	39	51	38	42	38	38	48	44	41	20	38
	68%	*73%*	*63%*	*70%*	*68%*	*75%*	*67%*	*75%*	*62%*	*65%*	*62%*	*71%*	*64%*	*78%*	*75%*	*50%*	*76%*
NET Any usage	**222**	52	70	55	46	16	19	17	23	23	23	15	27	12	14	20	12
	32%	*27%*	*37%*	*30%*	*32%*	*25%*	*33%*	*25%*	*38%*	*35%*	*38%*	*29%*	*36%*	*22%*	*25%*	*50%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 274

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3643**	-	3643	1676	1959	231	349	644	558	837	628	396	580	1202	1861	1024	3499	119	3643
Weighted Base	**3407**	-**	3407	1485	1910	225	311	602	555	734	532	447	536	1157	1713	979	3193	192*	3643
Effective Base	**1924**	-	1924	878	1043	119	189	354	307	447	291	225	307	660	958	515	1830	86	3643
I've used them to send a letter, packet or parcel	**200**	-	200	98	102	28	29	62	32	23	19	7	57	94	49	26	178	22	204
	6%	-	*6%*	*7%*	*5%*	**12%hijk**	**9%ijk**	**10%hijk**	**6%k**	*3%*	*4%*	*2%*	**11%no**	**8%no**	*3%*	*3%*	*6%*	**11%p**	*6%*
They've delivered a letter, packet or parcel	**2012**	-	2012	842	1162	113	206	375	365	429	293	231	319	740	953	524	1902	95	2347
	59%	-	*59%*	*57%*	*61%*	*50%*	**66%ejk**	**62%ek**	**66%ejk**	*58%*	*55%*	*52%*	*59%*	**64%no**	*56%*	*54%*	*60%*	*49%*	*64%*
Not used	**1311**	-	1311	597	711	97	94	197	178	294	236	214	191	375	744	451	1218	85	1216
	38%	-	*38%*	*40%*	*37%*	**43%fgh**	*30%*	*33%*	*32%*	**40%fgh**	**44%fgh**	**48%fghi**	*36%*	*32%*	**43%lm**	**46%lm**	*38%*	*45%*	*33%*
NET Any usage	**2096**	-	2096	889	1200	128	217	405	377	441	296	232	345	782	969	528	1974	107	2427
	62%	-	*62%*	*60%*	*63%*	*57%*	**70%eijk**	**67%eijk**	**68%eijk**	**60%k**	*56%*	*52%*	**64%no**	**68%no**	*57%*	*54%*	*62%*	*55%*	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3643	856	1152	755	880	2008	1635	1731	1864	427	461	941	984	578	2386	432	3019
Weighted Base	3407	480	1147	813	967	1627	1780	1819	1543	475	469	878	886	471	2234	480	2751
Effective Base	1924	316	641	441	534	952	975	932	994	251	266	512	497	259	1274	253	1562
I've used them to send a letter, packet or parcel	200	31	62	57	50	94	106	139	57	25	16	54	57	41	127	25	171
	6%	7%	5%	7%	5%	6%	6%	8%h	4%	5%	3%	6%	6%	9%j	6%	5%	6%
They've delivered a letter, packet or parcel	2012	310	685	458	558	995	1017	1079	905	251	262	504	559	298	1325	252	1646
	59%	65%cd	60%	56%	58%	61%	57%	59%	59%	53%	56%	57%	63%ij	63%ij	59%	52%	60%o
Not used	1311	154	437	330	390	591	720	678	616	210	202	351	305	158	858	215	1038
	38%	32%	38%	41%a	40%a	36%	40%	37%	40%	44%lm	43%lm	40%	34%	34%	38%	45%p	38%
NET Any usage	2096	325	710	483	577	1036	1060	1141	927	264	268	526	581	313	1375	265	1713
	62%	68%cd	62%	59%	60%	64%	60%	63%	60%	56%	57%	60%	66%ij	66%ij	62%	55%	62%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3643**	2282	1361	563	1696	805	680	462	180	191	205	182	202	215	119	188	214	121	684
Weighted Base	**3407**	2838	569	171	2810	313	183	101	144	375	317	252	301	369	273	446	331	43*	271
Effective Base	**1924**	1565	366	121	1407	354	309	279	160	172	180	160	179	193	106	164	192	56	300
I've used them to send a letter, packet or parcel	**200**	172	28	14	163	21	10	5	8	27	14	11	18	20	21	23	22	2	20
	6%	*6%*	*5%*	*8%*	*6%*	*7%*	*6%*	*5%*	*6%*	*7%*	*4%*	*4%*	*6%*	*5%*	*8%*	*5%*	*7%*	*4%*	*7%*
They've delivered a letter, packet or parcel	**2012**	1664	347	113	1604	219	127	62	95	195	178	143	156	224	152	259	202	24	195
	59%	*59%*	*61%*	*66%*	*57%*	**70%dg**	**69%d**	*62%*	**66%ll**	*52%*	*56%*	*57%*	*52%*	*61%*	*56%*	*58%*	*61%*	*55%*	**72%jklmnopq**
Not used	**1311**	1103	208	53	1132	89	53	37	44	167	135	104	137	139	110	182	113	18	72
	38%	*39%*	*37%*	*31%*	**40%ef**	*28%*	*29%*	**37%ef**	*30%*	**45%hpr**	**43%hr**	**41%hr**	**46%hpr**	**38%r**	**40%r**	**41%r**	*34%*	**42%r**	*26%*
NET Any usage	**2096**	1736	360	117	1678	224	130	64	100	208	182	148	164	231	163	265	217	25	199
	62%	*61%*	*63%*	*69%*	*60%*	**72%dg**	**71%dg**	*63%*	**70%ijkl**	*55%*	*57%*	*59%*	*54%*	*62%*	*60%*	*59%*	**66%ll**	*58%*	**74%ijklmnoq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3643**	1389	1453	440	219	116	2842	335	1456	1413	499	162	76	2869	238
Weighted Base	**3407**	1286	1335	439	213	107*	2621	321	1302	1303	517	172*	70*	2605	242
Effective Base	**1924**	728	747	247	123	66	1476	188	748	730	280	95	49	1478	143
I've used them to send a letter, packet or parcel	**200**	78	53	44	14	10	131	24	70	66	34	24	4	137	29
	6%	*6%*	*4%*	**10%ab**	*6%*	**10%b**	*5%*	**8%b**	*5%*	*5%*	*7%*	**14%hijm**	*6%*	*5%*	**12%him**
They've delivered a letter, packet or parcel	**2012**	766	783	268	117	62	1549	179	807	774	279	94	40	1581	134
	59%	*60%*	*59%*	*61%*	*55%*	*58%*	*59%*	*56%*	**62%j**	*59%*	*54%*	*55%*	*57%*	**61%j**	*55%*
Not used	**1311**	477	534	158	91	42	1011	132	463	493	225	74	30	956	104
	38%	*37%*	*40%*	*36%*	*43%*	*39%*	*39%*	*41%*	*36%*	*38%*	**44%hm**	*43%*	*43%*	*37%*	*43%*
NET Any usage	**2096**	809	802	281	123	66	1611	189	839	810	292	98	40	1649	138
	62%	*63%*	*60%*	*64%*	*57%*	*61%*	*61%*	*59%*	**64%j**	*62%*	*56%*	*57%*	*57%*	**63%j**	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Yodel

Base : Aware of Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3643**	219	3370	54	1103	2371	169	3610	12	14	3	3636	4
Weighted Base	**3407**	180	3186	41*	974	2277	155*	3377	9**	11**	4**	3397	6**
Effective Base	**1924**	121	1778	30	584	1247	97	1908	7	9	2	1922	2
I've used them to send a letter, packet or parcel	**200**	15	182	3	67	122	10	197	2	1	-	200	-
	6%	*8%*	*6%*	*9%*	*7%*	*5%*	*7%*	*6%*	*27%*	*6%*	-	*6%*	-
They've delivered a letter, packet or parcel	**2012**	132	1854	26	572	1350	90	1996	5	6	4	2007	1
	59%	**73%b**	*58%*	*64%*	*59%*	*59%*	*58%*	*59%*	*54%*	*57%*	*98%*	*59%*	*11%*
Not used	**1311**	39	1260	12	371	878	62	1299	2	4	*	1305	5
	38%	*22%*	**40%a**	*30%*	*38%*	*39%*	*40%*	*38%*	*19%*	*37%*	*2%*	*38%*	*89%*
NET Any usage	**2096**	141	1926	28	604	1399	93	2078	7	7	4	2092	1
	62%	**78%b**	*60%*	*70%*	*62%*	*61%*	*60%*	*62%*	*81%*	*63%*	*98%*	*62%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3643**	949	889	911	894	317	320	312	285	316	288	317	303	291	302	294	298
Weighted Base	**3407**	876	843	865	824	288	289	298	265	321	256	289	297	278	300	253	271
Effective Base	**1924**	475	500	463	491	158	156	161	156	181	165	153	157	153	167	162	163
I've used them to send a letter, packet or parcel	**200**	50	38	50	63	26	13	11	6	14	19	8	14	27	23	20	20
	6%	*6%*	*4%*	*6%*	**8%b**	**9%hk**	*4%*	*4%*	*2%*	*4%*	**7%h**	*3%*	*5%*	**10%ghik**	**8%h**	**8%h**	**7%h**
They've delivered a letter, packet or parcel	**2012**	500	501	517	494	185	149	166	152	196	153	177	183	157	187	141	165
	59%	*57%*	*59%*	*60%*	*60%*	**64%f**	*52%*	*56%*	*57%*	*61%*	*60%*	*61%*	*61%*	*56%*	**63%f**	*56%*	*61%*
Not used	**1311**	353	328	329	301	93	136	124	108	123	97	110	110	109	104	105	92
	38%	*40%*	*39%*	*38%*	*37%*	*32%*	**47%enp**	*42%*	*41%*	*38%*	*38%*	*38%*	*37%*	*39%*	*35%*	*42%*	*34%*
NET Any usage	**2096**	523	514	536	523	195	154	174	156	198	160	179	188	169	196	148	179
	62%	*60%*	*61%*	*62%*	*63%*	**68%f**	*53%*	*58%*	*59%*	*62%*	*62%*	*62%*	*63%*	*61%*	**65%f**	*58%*	**66%f**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2323**	-	2323	1138	1178	154	207	422	374	521	418	227	361	796	1166	645	2220	86	2323
Weighted Base	**2352**	-**	2352	1108	1235	166*	197	446	391	497	378	275	363	838	1151	653	2197	140*	2323
Effective Base	**1276**	-	1276	628	645	85	116	247	208	297	200	129	201	455	620	328	1207	62	2323
I've used them to send a letter, packet or parcel	**144**	-	144	86	58	22	16	39	14	23	22	7	39	54	52	29	135	10	147
	6%	-	*6%*	**8%d**	*5%*	**13%hijk**	**8%k**	**9%hk**	*4%*	*5%*	*6%*	*3%*	**11%no**	*6%*	*5%*	*4%*	*6%*	*7%*	*6%*
They've delivered a letter, packet or parcel	**1852**	-	1852	829	1014	126	142	323	328	412	310	211	268	650	934	521	1750	91	1851
	79%	-	*79%*	*75%*	**82%c**	*76%*	*72%*	*72%*	**84%fg**	**83%fg**	**82%fg**	*77%*	*74%*	*78%*	**81%l**	*80%*	**80%q**	*65%*	*80%*
Not used	**442**	-	442	240	202	25	48	101	61	81	64	61	74	163	206	125	391	46	418
	19%	-	*19%*	**22%d**	*16%*	*15%*	**25%h**	*23%*	*16%*	*16%*	*17%*	*22%*	*20%*	*19%*	*18%*	*19%*	*18%*	**33%p**	*18%*
NET Any usage	**1910**	-	1910	869	1032	141	148	345	330	417	314	214	290	675	945	528	1805	94	1905
	81%	-	*81%*	*78%*	**84%c**	*85%*	*75%*	*77%*	**84%f**	*84%*	*83%*	*78%*	*80%*	*81%*	*82%*	*81%*	**82%q**	*67%*	*82%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2323	555	722	461	585	1277	1046	1099	1196	262	266	622	629	399	1517	265	1951
Weighted Base	2352	363	774	544	672	1136	1216	1266	1055	310	298	619	631	347	1548	314	1929
Effective Base	1276	213	417	285	363	629	648	620	662	159	167	347	333	189	847	160	1055
I've used them to send a letter, packet or parcel	144	36	34	49	25	71	74	96	42	12	18	39	36	30	93	12	127
	6%	10%bd	4%	9%bd	4%	6%	6%	8%h	4%	4%	6%	6%	6%	9%	6%	4%	7%
They've delivered a letter, packet or parcel	1852	278	627	428	519	905	947	971	857	218	262	497	500	283	1259	219	1565
	79%	77%	81%	79%	77%	80%	78%	77%	81%g	70%	88%ikln	80%i	79%i	82%i	81%i	70%	81%o
Not used	442	63	133	98	149	196	246	249	189	83	33	115	116	46	264	86	320
	19%	17%	17%	18%	22%	17%	20%	20%	18%	27%jklmn	11%	19%j	18%j	13%	17%	27%p	17%
NET Any usage	1910	299	641	447	523	940	969	1018	866	227	265	504	515	301	1284	228	1609
	81%	83%	83%	82%	78%	83%	80%	80%	82%	73%	89%ikl	81%i	82%i	87%i	83%i	73%	83%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2323**	1545	778	299	1165	469	411	278	115	118	141	122	141	155	95	128	150	58	411
Weighted Base	**2352**	1986	366	108*	1974	196	118	64	91	236	213	177	209	273	225*	312	237	23**	173
Effective Base	**1276**	1060	219	65	959	228	183	173	102	104	124	107	124	138	85	110	135	28	199
I've used them to send a letter, packet or parcel	**144**	111	33	15	120	13	7	5	7	9	11	10	10	25	17	12	19	2	11
	6%	*6%*	*9%*	**14%a**	*6%*	*7%*	*6%*	*7%*	*8%*	*4%*	*5%*	*5%*	*5%*	*9%*	*8%*	*4%*	*8%*	*9%*	*6%*
They've delivered a letter, packet or parcel	**1852**	1553	299	85	1545	158	95	54	70	181	156	133	166	215	175	243	207	16	142
	79%	*78%*	*82%*	*78%*	*78%*	*80%*	*81%*	*84%*	*77%*	*77%*	*73%*	*75%*	*79%*	*79%*	*78%*	*78%*	**87%hijk**	*70%*	*82%*
Not used	**442**	383	59	21	379	34	20	9	17	51	52	40	37	50	37	68	26	6	29
	19%	*19%*	*16%*	*19%*	*19%*	*18%*	*17%*	*13%*	*19%*	**22%p**	**24%p**	**23%p**	*18%*	*18%*	*16%*	**22%p**	*11%*	*25%*	*17%*
NET Any usage	**1910**	1603	307	87	1595	162	98	55	73	185	161	137	172	223	188	245	211	17	145
	81%	*81%*	*84%*	*81%*	*81%*	*82%*	*83%*	*87%*	*81%*	*78%*	*76%*	*77%*	*82%*	*82%*	*84%*	*78%*	**89%ijko**	*75%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2323**	879	915	292	146	76	1794	222	933	897	311	116	47	1830	163
Weighted Base	**2352**	879	906	328	156*	69*	1785	225	921	898	348	124*	39**	1819	163*
Effective Base	**1276**	487	490	167	82	44	977	125	519	469	182	68	28	987	95
I've used them to send a letter, packet or parcel	**144**	57	50	30	3	4	107	7	57	61	20	4	3	118	7
	6%	*6%*	*6%*	***9%dg***	*2%*	*6%*	*6%*	*3%*	*6%*	*7%*	*6%*	*3%*	*8%*	*6%*	*4%*
They've delivered a letter, packet or parcel	**1852**	701	705	262	118	56	1406	175	726	702	282	107	28	1428	135
	79%	*80%*	*78%*	*80%*	*76%*	*82%*	*79%*	*78%*	*79%*	*78%*	*81%*	*86%*	*71%*	*79%*	*83%*
Not used	**442**	154	180	56	36	11	334	47	171	168	61	17	11	340	28
	19%	*18%*	*20%*	*17%*	*23%*	*16%*	*19%*	*21%*	*19%*	*19%*	*17%*	*14%*	*28%*	*19%*	*17%*
NET Any usage	**1910**	726	726	272	120	58	1451	177	749	730	288	107	28	1479	135
	81%	*82%*	*80%*	*83%*	*77%*	*84%*	*81%*	*79%*	*81%*	*81%*	*83%*	*86%*	*72%*	*81%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2323**	146	2143	34	731	1490	102	2303	4	9	3	2316	4
Weighted Base	**2352**	147*	2173	32**	723	1524	105*	2332	6**	6**	2**	2343	6**
Effective Base	**1276**	91	1166	21	410	805	63	1267	3	4	2	1274	2
I've used them to send a letter, packet or parcel	**144**	20	123	2	50	84	10	139	5	-	1	143	-
	6%	**13%b**	*6%*	*5%*	*7%*	*6%*	*9%*	*6%*	*82%*	-	*41%*	*6%*	-
They've delivered a letter, packet or parcel	**1852**	112	1721	19	595	1189	69	1838	4	3	1	1846	5
	79%	*76%*	*79%*	*61%*	**82%f**	**78%f**	*65%*	*79%*	*73%*	*52%*	*59%*	*79%*	*83%*
Not used	**442**	22	408	12	107	304	30	438	-	3	-	441	1
	19%	*15%*	*19%*	*39%*	*15%*	**20%d**	**29%d**	*19%*	-	*48%*	-	*19%*	*17%*
NET Any usage	**1910**	126	1765	19	615	1220	75	1894	6	3	2	1902	5
	81%	*85%*	*81%*	*61%*	**85%df**	*80%*	*71%*	*81%*	*100%*	*52%*	*100%*	*81%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2323**	600	590	566	567	214	193	193	182	215	193	191	201	174	192	186	189
Weighted Base	**2352**	609	593	608	542	208	185	216	187	234	173	206*	208	194*	200	163	179
Effective Base	**1276**	321	341	299	322	111	100	110	106	126	111	98	106	95	110	104	108
I've used them to send a letter, packet or parcel	**144**	30	46	36	33	12	9	9	14	21	11	10	7	19	15	4	14
	6%	*5%*	*8%*	*6%*	*6%*	*6%*	*5%*	*4%*	*7%*	***9%o***	*6%*	*5%*	*4%*	***10%o***	*7%*	*2%*	*8%*
They've delivered a letter, packet or parcel	**1852**	486	464	476	425	161	151	173	142	184	138	162	164	150	149	127	150
	79%	*80%*	*78%*	*78%*	*78%*	*78%*	*82%*	*80%*	*76%*	*79%*	*80%*	*79%*	*79%*	*78%*	*74%*	*78%*	*84%*
Not used	**442**	111	113	116	102	41	30	40	36	44	33	39	43	34	45	35	23
	19%	*18%*	*19%*	*19%*	*19%*	*20%*	*16%*	*18%*	*19%*	*19%*	*19%*	*19%*	*21%*	*17%*	*22%*	*21%*	*13%*
NET Any usage	**1910**	498	480	492	440	167	154	176	151	190	140	166	165	160	155	128	156
	81%	*82%*	*81%*	*81%*	*81%*	*80%*	*84%*	*82%*	*81%*	*81%*	*81%*	*81%*	*79%*	*83%*	*78%*	*79%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**23**	-	23	12	11	1	-	2	1	3	9	7	1	3	19	16	22	-	23
Weighted Base	**14***	-**	14**	3**	11**	1**	-**	1**	***	***	5**	7**	1**	1**	12**	12**	14**	-**	23*
Effective Base	**10**	-	10	7	6	1	-	2	1	3	4	4	1	2	8	8	9	-	23
I've used them to send a letter, packet or parcel	*	-	*	*	-	-	-	-	-	-	-	*	-	-	*	*	*	-	1
	1%	-	*1%*	*2%*	-	-	-	-	-	-	-	*1%*	-	-	*1%*	*1%*	*1%*	-	*4%*
They've delivered a letter, packet or parcel	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	22
	99%	-	*99%*	*100%*	*99%*	*100%*	-	*100%*	*100%*	*67%*	*100%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	-	*96%*
Not used	*	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	1
	1%	-	*1%*	-	*1%*	-	-	-	-	*33%*	-	-	-	-	*1%*	-	-	-	*4%*
NET Any usage	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	22
	99%	-	*99%*	*100%*	*99%*	*100%*	-	*100%*	*100%*	*67%*	*100%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	-	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	23	9	8	3	3	17	6	7	15	1	5	4	5	7	14	1	22
Weighted Base	14*	3**	7**	1**	3**	11**	4**	1**	12**	***	4**	4**	3**	3**	11**	***	14**
Effective Base	10	3	4	2	2	7	3	5	7	1	2	3	3	2	7	1	10
I've used them to send a letter, packet or parcel	*	-	*	-	-	*	-	-	*	-	*	-	-	-	*	-	*
	1%	-	*1%*	-	-	*1%*	-	-	*1%*	-	*2%*	-	-	-	*1%*	-	*1%*
They've delivered a letter, packet or parcel	14	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	99%	*100%*	*100%*	*81%*	*100%*	*100%*	*97%*	*92%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*
Not used	*	-	-	*	-	-	*	*	-	-	-	-	-	-	-	-	*
	1%	-	-	*19%*	-	-	*3%*	*8%*	-	-	-	-	-	-	-	-	*1%*
NET Any usage	14	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	99%	*100%*	*100%*	*81%*	*100%*	*100%*	*97%*	*92%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 276

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**23**	9	14	6	6	8	5	4	-	1	2	-	-	-	-	1	2	1	7
Weighted Base	**14***	8**	6**	1**	10**	2**	1**	1**	-**	1**	3**	-**	-**	-**	-**	2**	4**	***	2**
Effective Base	**10**	5	4	2	5	4	4	3	-	1	2	-	-	-	-	1	2	1	4
I've used them to send a letter, packet or parcel	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	*1%*	*5%*	-	-	*10%*	-	-	-	-	-	-	-	-	-	-	-	-
They've delivered a letter, packet or parcel	**14**	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	99%	*100%*	*98%*	*100%*	*100%*	*100%*	*100%*	*89%*	-	*100%*	*100%*	-	-	-	-	*100%*	*100%*	*100%*	*100%*
Not used	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	1%	-	*2%*	-	-	-	-	*11%*	-	-	-	-	-	-	-	-	-	-	-
NET Any usage	**14**	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	99%	*100%*	*98%*	*100%*	*100%*	*100%*	*100%*	*89%*	-	*100%*	*100%*	-	-	-	-	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**23**	11	8	1	2	1	19	3	10	7	2	4	-	17	4
Weighted Base	**14***	8**	4**	***	2**	***	12**	2**	6**	4**	2**	2**	-**	10**	2**
Effective Base	**10**	5	4	1	1	1	8	1	4	3	1	1	-	7	1
I've used them to send a letter, packet or parcel	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
	1%	*1%*	-	-	-	-	*1%*	-	*1%*	-	-	-	-	*1%*	-
They've delivered a letter, packet or parcel	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	99%	*100%*	*100%*	*100%*	*94%*	*100%*	*100%*	*95%*	*100%*	*100%*	*100%*	*95%*	-	*100%*	*95%*
Not used	*	-	-	-	*	-	-	*	-	-	-	*	-	-	*
	1%	-	-	-	*6%*	-	-	*5%*	-	-	-	*5%*	-	-	*5%*
NET Any usage	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	99%	*100%*	*100%*	*100%*	*94%*	*100%*	*100%*	*95%*	*100%*	*100%*	*100%*	*95%*	-	*100%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other

Base : Aware of Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**23**	4	19	-	11	11	1	23	-	-	-	23	-
Weighted Base	**14***	3**	11**	-**	10**	4**	***	14**	-**	-**	-**	14**	-**
Effective Base	**10**	2	7	-	6	7	1	10	-	-	-	10	-
I've used them to send a letter, packet or parcel	*****	*	-	-	*	-	-	*	-	-	-	*	-
	1%	*2%*	-	-	*1%*	-	-	*1%*	-	-	-	*1%*	-
They've delivered a letter, packet or parcel	**14**	3	11	-	10	4	-	14	-	-	-	14	-
	99%	*100%*	*99%*	-	*100%*	*100%*	-	*99%*	-	-	-	*99%*	-
Not used	*****	-	*	-	-	-	*	*	-	-	-	*	-
	1%	-	*1%*	-	-	-	*100%*	*1%*	-	-	-	*1%*	-
NET Any usage	**14**	3	11	-	10	4	-	14	-	-	-	14	-
	99%	*100%*	*99%*	-	*100%*	*100%*	-	*99%*	-	-	-	*99%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**23**	6	5	4	8	2	1	3	1	1	3	2	2	-	4	2	2
Weighted Base	**14***	3**	4**	1**	7**	***	***	3**	2**	***	2**	***	***	-**	4**	1**	2**
Effective Base	**10**	1	2	3	5	2	1	1	1	1	2	2	2	-	3	1	2
I've used them to send a letter, packet or parcel	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	1%	-	*2%*	-	-	-	-	-	-	*100%*	-	-	-	-	-	-	-
They've delivered a letter, packet or parcel	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	99%	*96%*	*100%*	*100%*	*100%*	*100%*	*100%*	*96%*	*100%*	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*
Not used	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	*4%*	-	-	-	-	-	*4%*	-	-	-	-	-	-	-	-	-
NET Any usage	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	99%	*96%*	*100%*	*100%*	*100%*	*100%*	*100%*	*96%*	*100%*	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Royal Mail	**3543**	-	3543	1671	1862	425	382	750	517	656	444	369	806	1267	1469	813	3199	320	3593
	69%	-	*69%*	*66%*	**71%c**	*62%*	*63%*	**71%ef**	**69%e**	**73%ef**	**70%ef**	**70%e**	*62%*	**70%l**	**71%l**	**70%l**	*69%*	*69%*	*70%*
Citipost	**90**	-	90	78	12	26	13	38	12	1	-	-	39	50	1	-	72	18	55
	2%	-	*2%*	**3%d**	*	**4%ijk**	**2%ijk**	**4%ijk**	**2%ijk**	*	-	-	**3%no**	**3%no**	*	-	*2%*	**4%p**	*1%*
Collect + (Collect Plus)	**296**	-	296	121	175	39	44	82	49	51	23	8	83	131	82	31	264	30	330
	6%	-	*6%*	*5%*	**7%c**	**6%k**	**7%jk**	**8%jk**	**7%k**	**6%k**	*4%*	*1%*	**6%no**	**7%no**	*4%*	*3%*	*6%*	*7%*	*6%*
DHL	**403**	-	403	267	136	76	51	143	75	34	12	12	127	218	58	24	327	74	333
	8%	-	*8%*	**11%d**	*5%*	**11%ijk**	**8%ijk**	**14%fijk**	**10%ijk**	*4%*	*2%*	*2%*	**10%no**	**12%no**	*3%*	*2%*	*7%*	**16%p**	*6%*
FedEx	**280**	-	280	202	78	49	45	117	37	18	12	2	94	155	32	14	235	45	214
	5%	-	*5%*	**8%d**	*3%*	**7%ijk**	**7%ijk**	**11%hijk**	**5%ijk**	*2%*	*2%*	*	**7%no**	**9%no**	*2%*	*1%*	*5%*	**10%p**	*4%*
Hermes / Evri	**943**	-	943	414	529	120	100	184	162	189	108	79	220	346	377	187	852	86	992
	18%	-	*18%*	*16%*	**20%c**	*17%*	*16%*	*17%*	**22%k**	**21%k**	*17%*	*15%*	*17%*	*19%*	*18%*	*16%*	*18%*	*19%*	*19%*
Interlink	**78**	-	78	55	23	9	8	42	11	6	2	-	17	53	8	2	76	2	59
	2%	-	*2%*	**2%d**	*1%*	*1%*	**1%k**	**4%efhijk**	**1%k**	*1%*	*	-	**1%no**	**3%no**	*	*	*2%*	*1%*	*1%*
DPD	**311**	-	311	183	127	64	49	105	43	25	19	6	113	148	50	25	268	38	325
	6%	-	*6%*	**7%d**	*5%*	**9%ijk**	**8%ijk**	**10%hijk**	**6%ik**	*3%*	*3%*	*1%*	**9%no**	**8%no**	*2%*	*2%*	*6%*	*8%*	*6%*
Parcelforce	**562**	-	562	294	267	23	46	118	112	128	79	56	69	230	263	135	520	37	661
	11%	-	*11%*	*12%*	*10%*	*3%*	**8%e**	**11%e**	**15%ef**	**14%ef**	**12%ef**	**11%e**	*5%*	**13%l**	**13%l**	**12%l**	*11%*	*8%*	*13%*
TNT Express	**70**	-	70	46	24	10	13	26	12	7	1	*	23	39	8	1	62	8	61
	1%	-	*1%*	**2%d**	*1%*	*1%*	**2%jk**	**2%ijk**	**2%jk**	*1%*	*	*	**2%no**	**2%no**	*	*	*1%*	*2%*	*1%*
TNT Post UK	**58**	-	58	42	16	11	4	27	6	9	*	1	16	32	10	1	47	9	47
	1%	-	*1%*	**2%d**	*1%*	**2%j**	*1%*	**3%hjk**	*1%*	*1%*	*	*	**1%o**	**2%no**	*	*	*1%*	*2%*	*1%*
UPS	**205**	-	205	129	75	18	26	79	31	24	15	10	44	111	50	26	179	25	198
	4%	-	*4%*	**5%d**	*3%*	*3%*	*4%*	**7%ehijk**	*4%*	*3%*	*2%*	*2%*	*3%*	**6%lno**	*2%*	*2%*	*4%*	*5%*	*4%*
UK Mail (not to be confused with Royal Mail)	**82**	-	82	52	30	13	17	33	7	10	*	3	30	39	13	3	70	13	77
	2%	-	*2%*	*2%*	*1%*	**2%j**	**3%hjk**	**3%hijk**	*1%*	*1%*	*	*1%*	**2%no**	**2%no**	*1%*	*	*1%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
DX	**38**	-	38	29	9	4	8	23	1	1	-	-	12	24	1	-	30	7	33
	1%	-	*1%*	**1%d**	*	*1%*	**1%hij**	**2%hijk**	*	*	-	-	**1%no**	**1%no**	*	-	*1%*	*2%*	*1%*
Yodel	**200**	-	200	98	102	28	29	62	32	23	19	7	57	94	49	26	178	22	204
	4%	-	*4%*	*4%*	*4%*	**4%k**	**5%k**	**6%ik**	**4%k**	*3%*	*3%*	*1%*	**4%no**	**5%no**	*2%*	*2%*	*4%*	*5%*	*4%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**144**	-	144	86	58	22	16	39	14	23	22	7	39	54	52	29	135	10	147
	3%	-	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*
Other	*	-	*	*	-	-	-	-	-	-	-	*	-	-	*	*	*	-	1
	*	-	*	*	-	-	-	-	-	-	-	*	-	-	*	*	*	-	*
None of the above	**1169**	-	1169	588	571	180	150	178	175	199	160	127	329	353	487	288	1057	92	1164
	23%	-	*23%*	*23%*	*22%*	**26%g**	**25%g**	*17%*	**23%g**	**22%g**	**25%g**	**24%g**	**25%m**	*20%*	**24%m**	**25%m**	*23%*	*20%*	*23%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1770**	-	1770	935	834	296	233	467	269	248	149	108	529	736	504	257	1551	208	1725
	34%	-	*34%*	**37%d**	*32%*	**43%ijk**	**38%ijk**	**44%hijk**	**36%ijk**	**28%k**	*23%*	*21%*	**41%no**	**41%no**	*25%*	*22%*	*33%*	**45%p**	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 277

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Royal Mail	**3543**	675	1133	829	906	1808	1735	2158	1332	421	420	914	893	650	2227	426	2920
	69%	*68%*	**71%d**	*70%*	*65%*	*70%*	*67%*	**70%h**	*66%*	*62%*	*64%*	**70%ij**	**71%ij**	**71%i**	**69%i**	*62%*	**70%o**
Citipost	**90**	52	12	22	4	64	26	83	4	8	5	18	7	50	30	8	80
	2%	**5%bcd**	*1%*	**2%d**	*	**2%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*1%*	**5%ijkln**	*1%*	*1%*	*2%*
Collect + (Collect Plus)	**296**	76	85	76	59	161	135	205	81	27	25	66	88	71	179	27	252
	6%	**8%d**	*5%*	*6%*	*4%*	*6%*	*5%*	**7%h**	*4%*	*4%*	*4%*	*5%*	**7%ij**	**8%ij**	*6%*	*4%*	*6%*
DHL	**403**	129	130	80	64	260	143	338	60	56	27	89	78	139	194	56	336
	8%	**13%bcd**	**8%d**	*7%*	*5%*	**10%f**	*6%*	**11%h**	*3%*	**8%j**	*4%*	*7%*	*6%*	**15%ijkln**	*6%*	*8%*	*8%*
FedEx	**280**	127	68	64	21	195	86	246	35	17	13	66	70	105	149	17	256
	5%	**13%bcd**	**4%d**	**5%d**	*2%*	**8%f**	*3%*	**8%h**	*2%*	*2%*	*2%*	**5%ij**	**6%ij**	**11%ijkln**	**5%j**	*2%*	**6%o**
Hermes / Evri	**943**	172	312	235	225	484	460	609	312	108	125	257	251	139	633	108	780
	18%	*17%*	*20%*	*20%*	*16%*	*19%*	*18%*	**20%h**	*16%*	*16%*	*19%*	**20%m**	**20%m**	*15%*	**20%m**	*16%*	*19%*
Interlink	**78**	47	11	17	4	58	20	73	5	5	6	7	13	44	27	5	70
	2%	**5%bcd**	*1%*	**1%d**	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*1%*	**5%ijkln**	*1%*	*1%*	*2%*
DPD	**311**	77	102	58	74	178	133	251	57	37	29	70	85	73	184	37	262
	6%	*8%*	*6%*	*5%*	*5%*	*7%*	*5%*	**8%h**	*3%*	*5%*	*4%*	*5%*	*7%*	**8%j**	*6%*	*5%*	*6%*
Parcelforce	**562**	95	194	129	144	289	272	346	206	82	55	133	172	81	360	83	452
	11%	*10%*	*12%*	*11%*	*10%*	*11%*	*11%*	*11%*	*10%*	*12%*	*8%*	*10%*	**14%klm**	*9%*	*11%*	*12%*	*11%*
TNT Express	**70**	33	11	18	8	43	26	61	8	3	5	13	12	34	29	3	63
	1%	**3%bcd**	*1%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*	*	*1%*	*1%*	*1%*	**4%ijkln**	*1%*	*	*1%*
TNT Post UK	**58**	35	6	12	5	41	17	48	8	7	3	9	8	30	19	7	49
	1%	**3%bcd**	*	*1%*	*	**2%f**	*1%*	**2%h**	*	*1%*	*	*1%*	*1%*	**3%ijkln**	*1%*	*1%*	*1%*
UPS	**205**	69	63	44	29	132	73	162	43	24	23	42	58	52	123	24	175
	4%	**7%bcd**	**4%d**	*4%*	*2%*	**5%f**	*3%*	**5%h**	*2%*	*4%*	*4%*	*3%*	*5%*	**6%k**	*4%*	*3%*	*4%*
UK Mail (not to be confused with Royal Mail)	**82**	36	11	22	14	47	36	70	12	7	2	12	23	36	36	7	73
	2%	**4%bd**	*1%*	**2%b**	*1%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*	*1%*	**2%j**	**4%ijkln**	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
DX	**38**	15	12	8	2	28	10	37	*	*	1	14	5	14	20	*	34
	1%	**2%d**	*1%*	*1%*	*	**1%f**	*	**1%h**	*	*	*	**1%i**	*	**2%ijln**	*1%*	*	*1%*
Yodel	**200**	31	62	57	50	94	106	139	57	25	16	54	57	41	127	25	171
	4%	*3%*	*4%*	*5%*	*4%*	*4%*	*4%*	**5%h**	*3%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**144**	36	34	49	25	71	74	96	42	12	18	39	36	30	93	12	127
	3%	**4%d**	*2%*	**4%bd**	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*
Other	*	-	*	-	-	*	-	-	*	-	*	-	-	-	*	-	*
	*	-	*	-	-	*	-	-	*	-	*	-	-	-	*	-	*
None of the above	**1169**	158	337	263	411	495	674	609	534	218	171	296	262	126	729	219	875
	23%	*16%*	**21%a**	**22%a**	**30%abc**	*19%*	**26%e**	*20%*	**27%g**	**32%klmn**	**26%lm**	**23%m**	**21%m**	*14%*	**23%m**	**32%p**	*21%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1770**	490	524	386	370	1014	756	1248	493	183	196	411	430	457	1037	183	1512
	34%	**49%bcd**	**33%d**	**33%d**	*27%*	**39%f**	*29%*	**41%h**	*25%*	*27%*	*30%*	*32%*	**34%i**	**50%ijkln**	**32%i**	*27%*	**36%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Royal Mail	3543	3022	521	185	2953	306	173	110	139	390	289	249	282	358	454	493	299	40	266
	69%	68%	72%	78%a	68%	71%	70%	77%def	67%	69%	68%	66%	62%	75%hkl	67%	70%	68%	64%	72%l
Citipost	90	79	11	6	84	4	1	1	8	12	-	5	2	9	32	10	6	-	4
	2%	2%	2%	2%	2%f	1%	*	1%	4%jlr	2%j	-	1%	*	2%j	5%jklopr	1%	1%	-	1%
Collect + (Collect Plus)	296	256	40	15	236	32	15	13	10	19	27	18	24	40	51	27	21	4	28
	6%	6%	5%	6%	5%	7%	6%	9%d	5%	3%	6%	5%	5%	8%io	7%i	4%	5%	6%	8%io
DHL	403	355	49	23	354	26	15	9	17	46	20	33	27	35	90	64	22	5	20
	8%	8%	7%	10%	8%	6%	6%	6%	8%	8%	5%	9%	6%	7%	13%jlmpr	9%	5%	8%	6%
FedEx	280	262	18	8	244	17	11	8	8	30	18	25	22	18	74	41	9	3	14
	5%	6%b	3%	3%	6%	4%	4%	6%	4%	5%	4%	7%p	5%	4%	11%hijlmopr	6%p	2%	5%	4%
Hermes / Evri	943	799	145	54	783	81	57	23	48	82	88	64	99	112	105	106	80	7	74
	18%	18%	20%	23%	18%	19%	23%dg	16%	23%inoq	14%	21%q	17%	22%ioq	23%inoq	16%	15%	18%	10%	20%q
Interlink	78	67	12	3	72	2	3	2	5	-	-	9	6	7	34	6	5	-	2
	2%	2%	2%	1%	2%	1%	1%	1%	2%jlr	-	-	2%lj	1%	1%l	5%jlmopr	1%	1%	-	1%
DPD	311	266	45	15	252	32	17	9	10	29	20	14	21	33	49	51	26	3	30
	6%	6%	6%	6%	6%	7%	7%	6%	5%	5%	5%	4%	5%	7%	7%	7%	6%	4%	8%k
Parcelforce	562	461	100	38	444	61	30	27	21	53	55	39	29	70	57	66	55	10	51
	11%	10%	14%a	16%a	10%	14%d	12%	19%df	10%	9%	13%l	10%	6%	15%ln	8%	9%	12%l	15%l	14%ln
TNT Express	70	60	9	3	59	5	4	1	2	7	4	7	5	8	21	3	2	1	4
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	3%op	*	*	1%	1%
TNT Post UK	58	53	5	2	51	4	2	1	4	4	2	8	2	3	11	13	5	-	4
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	2%	*	1%	2%	2%	1%	-	1%
UPS	205	179	25	8	177	16	9	3	8	28	16	10	16	19	40	17	23	1	15
	4%	4%	3%	3%	4%	4%	4%	2%	4%	5%	4%	3%	3%	4%	6%o	2%	5%	2%	4%
UK Mail (not to be confused with Royal Mail)	82	79	3	1	68	5	7	2	2	13	4	8	8	5	13	9	7	-	5
	2%	2%b	*	1%	2%	1%	3%	1%	1%	2%	1%	2%	2%	1%	2%	1%	2%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
DX	**38**	34	4	3	32	4	1	1	2	3	2	3	5	2	6	9	-	-	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	-	-	**1%p**
Yodel	**200**	172	28	14	163	21	10	5	8	27	14	11	18	20	21	23	22	2	20
	4%	*4%*	*4%*	*6%*	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*5%*	*3%*	*5%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**144**	111	33	15	120	13	7	5	7	9	11	10	10	25	17	12	19	2	11
	3%	*3%*	**5%a**	**6%a**	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	**5%io**	*2%*	*2%*	*4%*	*3%*	*3%*
Other	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	**1169**	1008	161	41	1005	86	55	24	56	126	102	100	123	91	148	148	112	15	71
	23%	*23%*	*22%*	*17%*	**23%g**	*20%*	*22%*	*17%*	**27%mr**	*22%*	*24%*	**27%mr**	**27%mr**	*19%*	*22%*	*21%*	*25%*	*24%*	*19%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1770**	1546	224	81	1482	147	91	50	68	179	132	124	156	168	303	208	143	17	131
	34%	*35%*	*31%*	*34%*	*34%*	*34%*	*37%*	*35%*	*33%*	*32%*	*31%*	*33%*	*34%*	*35%*	**45%hijklmopqr**	*29%*	*32%*	*27%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Royal Mail	3543	1385	1389	452	219	78	2774	297	1399	1401	494	176	45	2799	221
	69%	**75%bcdeg**	**71%cdeg**	*58%*	**61%e**	*48%*	**73%cdeg**	*57%*	**76%ijkln**	**72%jln**	*54%*	**66%jl**	*44%*	**74%jkln**	**60%l**
Citipost	90	47	28	8	4	2	75	6	48	24	11	2	5	72	8
	2%	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**3%l**	*1%*	*1%*	*1%*	**5%ijkm**	*2%*	*2%*
Collect + (Collect Plus)	296	122	107	28	24	8	230	32	134	120	28	11	1	255	12
	6%	**7%c**	*5%*	*4%*	*7%*	*5%*	**6%c**	*6%*	**7%jn**	**6%j**	*3%*	*4%*	*1%*	**7%j**	*3%*
DHL	403	158	158	45	25	13	317	38	191	142	50	10	8	333	18
	8%	*9%*	*8%*	*6%*	*7%*	*8%*	*8%*	*7%*	**10%ijkn**	*7%*	*6%*	*4%*	*8%*	**9%jk**	*5%*
FedEx	280	112	111	42	7	6	224	14	138	97	28	14	4	235	17
	5%	**6%dg**	**6%dg**	*5%*	*2%*	*4%*	**6%dg**	*3%*	**7%j**	*5%*	*3%*	*5%*	*3%*	**6%j**	*5%*
Hermes / Evri	943	308	367	170	55	34	675	90	326	383	146	66	16	709	82
	18%	*17%*	*19%*	**22%a**	*16%*	*21%*	*18%*	*17%*	*18%*	*20%*	*16%*	**25%hj**	*16%*	*19%*	**22%j**
Interlink	78	43	23	7	4	1	66	5	40	20	11	4	-	61	4
	2%	**2%b**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**2%l**	*1%*	*1%*	*2%*	-	*2%*	*1%*
DPD	311	105	118	53	16	16	223	32	119	112	48	22	10	231	32
	6%	*6%*	*6%*	*7%*	*4%*	*10%*	*6%*	*6%*	*6%*	*6%*	*5%*	*8%*	*9%*	*6%*	*9%*
Parcelforce	562	222	223	71	23	21	445	44	247	204	79	23	8	451	31
	11%	**12%d**	**11%d**	*9%*	*6%*	*13%*	**12%d**	*8%*	**13%ijn**	*10%*	*9%*	*9%*	*8%*	*12%*	*8%*
TNT Express	70	29	24	11	3	4	52	6	33	24	11	1	-	57	1
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	-	*2%*	*
TNT Post UK	58	32	12	8	3	3	44	6	28	14	12	2	2	42	4
	1%	**2%b**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
UPS	205	90	79	21	9	6	169	15	98	75	23	4	4	173	8
	4%	*5%*	*4%*	*3%*	*2%*	*4%*	*4%*	*3%*	**5%jk**	*4%*	*3%*	*1%*	*4%*	*5%*	*2%*
UK Mail (not to be confused with Royal Mail)	82	38	23	15	3	3	61	6	43	22	12	4	1	65	5
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	**2%l**	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
DX	38	15	11	7	4	1	26	5	18	10	3	2	5	28	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	**5%hijkm**	*1%*	**2%ij**
Yodel	200	78	53	44	14	10	131	24	70	66	34	24	4	137	29
	4%	*4%*	*3%*	**6%bf**	*4%*	**6%b**	*3%*	*5%*	*4%*	*3%*	*4%*	**9%hijm**	*4%*	*4%*	**8%hijm**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	144	57	50	30	3	4	107	7	57	61	20	4	3	118	7
	3%	*3%*	*3%*	**4%d**	*1%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*
Other	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
None of the above	1169	308	405	262	108	50	713	158	300	397	324	66	40	697	106
	23%	*17%*	**21%a**	**34%abf**	**30%abf**	**31%abf**	*19%*	**30%abf**	*16%*	**20%h**	**36%hikm**	**25%h**	**39%hikm**	*18%*	**29%him**
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	1770	639	676	267	111	64	1315	174	682	692	250	107	28	1374	135
	34%	*35%*	*35%*	*34%*	*31%*	*39%*	*35%*	*34%*	**37%j**	**35%j**	*27%*	**40%j**	*27%*	**36%j**	**37%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Royal Mail	**3543**	259	3225	59	1021	2334	187	3482	38	9	4	3529	9
	69%	*64%*	*69%*	*70%*	**66%f**	**71%df**	*57%*	**69%h**	*43%*	*45%*	*41%*	**69%h**	*41%*
Citipost	**90**	21	69	-	43	42	4	86	4	-	-	90	-
	2%	**5%b**	*1%*	-	**3%e**	*1%*	*1%*	*2%*	*4%*	-	-	*2%*	-
Collect + (Collect Plus)	**296**	30	262	3	88	201	8	292	3	1	-	296	-
	6%	*7%*	*6%*	*4%*	*6%*	**6%f**	*2%*	*6%*	*3%*	*3%*	-	*6%*	-
DHL	**403**	46	350	7	133	245	26	388	12	1	2	401	-
	8%	**11%b**	*7%*	*8%*	*9%*	*7%*	*8%*	*8%*	*13%*	*5%*	*21%*	*8%*	-
FedEx	**280**	48	227	5	103	155	22	265	11	3	-	280	*
	5%	**12%b**	*5%*	*6%*	**7%e**	*5%*	*7%*	*5%*	**13%gk**	*16%*	-	*5%*	*1%*
Hermes / Evri	**943**	64	870	9	289	600	54	915	19	5	3	939	1
	18%	*16%*	*19%*	*11%*	*19%*	*18%*	*16%*	*18%*	*21%*	*21%*	*34%*	*18%*	*4%*
Interlink	**78**	18	60	-	44	23	10	75	3	-	-	78	-
	2%	**5%b**	*1%*	-	**3%e**	*1%*	**3%e**	*1%*	*4%*	-	-	*2%*	-
DPD	**311**	32	277	1	96	189	26	295	13	1	1	309	*
	6%	*8%*	*6%*	*2%*	*6%*	*6%*	*8%*	*6%*	**15%gk**	*5%*	*12%*	*6%*	*1%*
Parcelforce	**562**	45	508	9	152	386	24	556	3	3	*	562	-
	11%	*11%*	*11%*	*10%*	*10%*	*12%*	*7%*	*11%*	*3%*	*12%*	*1%*	*11%*	-
TNT Express	**70**	8	60	2	25	40	4	65	4	-	-	70	-
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**5%gk**	-	-	*1%*	-
TNT Post UK	**58**	19	39	-	35	19	5	55	3	-	-	58	-
	1%	**5%b**	*1%*	-	**2%e**	*1%*	*1%*	*1%*	*4%*	-	-	*1%*	-
UPS	**205**	22	182	1	68	124	14	202	2	1	-	205	-
	4%	*5%*	*4%*	*1%*	*4%*	*4%*	*4%*	*4%*	*2%*	*3%*	-	*4%*	-
UK Mail (not to be confused with Royal Mail)	**82**	16	64	2	26	46	10	76	6	*	-	82	-
	2%	**4%b**	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	**7%gk**	*1%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**38**	8	30	-	17	20	1	36	2	-	-	38	-
	1%	*2%b*	*1%*	-	*1%*	*1%*	*	*1%*	*2%*	-	-	*1%*	-
Yodel	**200**	15	182	3	67	122	10	197	2	1	-	200	-
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	-	*4%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**144**	20	123	2	50	84	10	139	5	-	1	143	-
	3%	*5%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*5%*	-	*9%*	*3%*	-
Other	*	*	-	-	*	-	-	*	-	-	-	*	-
	*	*	-	-	*	-	-	*	-	-	-	*	-
None of the above	**1169**	75	1077	17	353	711	105	1132	13	8	3	1153	13
	23%	*19%*	*23%*	*21%*	*23%*	*22%*	*32%de*	*23%*	*14%*	*39%*	*33%*	*22%*	*58%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1770**	185	1555	29	596	1068	106	1699	58	7	5	1764	1
	34%	*46%b*	*33%*	*34%*	*38%e*	*33%*	*32%*	*34%*	*65%gk*	*35%*	*47%*	*34%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Royal Mail	3543	891	877	896	879	298	298	295	299	312	266	297	294	304	304	286	289
	69%	69%	68%	69%	68%	69%	72%	67%	70%	68%	67%	69%	68%	71%	66%	69%	70%
Citipost	90	23	29	20	18	2	16	6	7	8	14	5	6	9	3	6	9
	2%	2%	2%	2%	1%	*	4%en	1%	2%	2%	4%en	1%	1%	2%	1%	1%	2%
Collect + (Collect Plus)	296	81	75	73	66	22	28	31	29	26	20	16	30	27	22	12	33
	6%	6%	6%	6%	5%	5%	7%	7%o	7%o	6%	5%	4%	7%o	6%	5%	3%	8%o
DHL	403	92	111	110	90	27	38	27	36	27	48	36	36	38	39	28	24
	8%	7%	9%	9%	7%	6%	9%	6%	8%	6%	12%eglop	8%	8%	9%	8%	7%	6%
FedEx	280	80	87	66	47	20	31	28	27	31	29	28	11	27	17	18	13
	5%	6%d	7%d	5%	4%	5%	8%lp	6%l	6%l	7%l	7%lp	7%l	3%	6%	4%	4%	3%
Hermes / Evri	943	268	182	258	235	97	88	82	49	66	66	75	91	93	70	70	95
	18%	21%b	14%	20%b	18%b	23%hin	21%h	19%h	11%	14%	17%	17%	21%h	22%hi	15%	17%	23%hin
Interlink	78	19	17	19	23	3	6	9	6	3	8	11	2	7	10	7	6
	2%	1%	1%	2%	2%	1%	2%	2%	1%	1%	2%	3%	*	2%	2%	2%	2%
DPD	311	81	81	78	72	25	31	25	21	36	23	15	30	32	18	27	27
	6%	6%	6%	6%	6%	6%	7%	6%	5%	8%	6%	4%	7%	8%	4%	6%	6%
Parcelforce	562	139	130	160	132	49	41	50	41	61	28	49	55	56	33	44	54
	11%	11%	10%	12%	10%	11%	10%	11%	10%	13%jn	7%	11%	13%jn	13%jn	7%	11%	13%jn
TNT Express	70	28	21	10	11	8	11	10	3	7	11	5	3	3	2	4	5
	1%	2%cd	2%	1%	1%	2%	3%	2%	1%	2%	3%n	1%	1%	1%	*	1%	1%
TNT Post UK	58	12	22	12	12	5	5	2	7	10	5	7	2	3	4	3	5
	1%	1%	2%	1%	1%	1%	1%	*	2%	2%	1%	2%	*	1%	1%	1%	1%
UPS	205	49	57	50	49	16	22	11	17	19	21	24	13	13	25	12	12
	4%	4%	4%	4%	4%	4%	5%	3%	4%	4%	5%	6%	3%	3%	5%	3%	3%
UK Mail (not to be confused with Royal Mail)	82	22	28	25	7	5	14	3	7	12	9	13	3	9	4	*	3
	2%	2%d	2%d	2%d	1%	1%	3%glop	1%	2%	3%o	2%o	3%o	1%	2%o	1%	*	1%
DX	38	10	9	9	10	2	5	4	7	1	2	2	6	*	2	4	4
	1%	1%	1%	1%	1%	*	1%	1%	2%	*	*	1%	1%	*	*	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_SENT. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Yodel	**200**	50	38	50	63	26	13	11	6	14	19	8	14	27	23	20	20
	4%	*4%*	*3%*	*4%*	*5%*	**6%hk**	*3%*	*3%*	*1%*	*3%*	**5%h**	*2%*	*3%*	**6%ghk**	**5%h**	**5%h**	**5%h**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**144**	30	46	36	33	12	9	9	14	21	11	10	7	19	15	4	14
	3%	*2%*	*4%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	**5%o**	*3%*	*2%*	*2%*	**4%o**	*3%*	*1%*	*3%*
Other	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
None of the above	**1169**	287	275	291	316	96	82	109	79	103	93	102	102	87	125	96	95
	23%	*22%*	*21%*	*23%*	*25%*	*22%*	*20%*	*25%*	*18%*	*22%*	*23%*	*24%*	*24%*	*20%*	**27%h**	*23%*	*23%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1770**	458	432	452	427	139	159	160	137	150	145	137	151	164	146	132	149
	34%	*36%*	*34%*	*35%*	*33%*	*32%*	*38%*	*36%*	*32%*	*33%*	*36%*	*32%*	*35%*	*38%*	*31%*	*32%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Royal Mail	**3717**	-	3717	1711	1995	435	399	660	582	707	521	413	834	1242	1641	934	3423	261	3908
	72%	-	*72%*	*68%*	**76%c**	*63%*	*66%*	*62%*	**78%efg**	**79%efg**	**82%efg**	**79%efg**	*64%*	*69%*	**80%lm**	**81%lm**	**74%q**	*56%*	*76%*
Citipost	**137**	-	137	92	44	15	17	47	25	15	14	4	32	72	33	18	129	8	135
	3%	-	*3%*	**4%d**	*2%*	*2%*	*3%*	**4%ik**	**3%k**	*2%*	*2%*	*1%*	*2%*	**4%no**	*2%*	*2%*	*3%*	*2%*	*3%*
Collect + (Collect Plus)	**391**	-	391	156	235	35	79	93	97	53	24	10	114	191	87	34	354	35	437
	8%	-	*8%*	*6%*	**9%c**	**5%k**	**13%egijk**	**9%ejk**	**13%egijk**	**6%k**	*4%*	*2%*	**9%no**	**11%no**	*4%*	*3%*	*8%*	*8%*	*8%*
DHL	**2071**	-	2071	927	1140	200	226	375	349	453	253	215	426	724	921	468	1906	153	2302
	40%	-	*40%*	*37%*	**43%c**	*29%*	**37%e**	**35%e**	**47%efg**	**51%efgjk**	**40%e**	**41%e**	*33%*	**40%l**	**45%lm**	**40%l**	**41%q**	*33%*	*45%*
FedEx	**1180**	-	1180	573	603	147	157	234	197	249	109	87	304	431	445	196	1079	88	1319
	23%	-	*23%*	*23%*	*23%*	*21%*	**26%jk**	*22%*	**26%jk**	**28%egjk**	*17%*	*16%*	**23%o**	**24%o**	**22%o**	*17%*	*23%*	*19%*	*26%*
Hermes / Evri	**3035**	-	3035	1237	1786	273	301	529	481	640	440	372	573	1010	1452	812	2826	188	3362
	59%	-	*59%*	*49%*	**68%c**	*40%*	**49%e**	**50%e**	**65%efg**	**71%efgh**	**69%efg**	**71%efg**	*44%*	**56%l**	**71%lm**	**70%lm**	**61%q**	*41%*	*65%*
Interlink	**192**	-	192	114	78	5	31	48	49	35	15	10	36	96	60	25	182	7	202
	4%	-	*4%*	**5%d**	*3%*	*1%*	**5%ek**	**4%e**	**7%ejk**	**4%e**	*2%*	*2%*	*3%*	**5%lno**	*3%*	*2%*	*4%*	*1%*	*4%*
DPD	**2272**	-	2272	986	1280	210	252	421	396	486	301	207	462	816	993	508	2083	173	2601
	44%	-	*44%*	*39%*	**49%c**	*31%*	**41%e**	**40%e**	**53%efgk**	**54%efgk**	**47%egk**	**39%e**	*36%*	**45%l**	**48%l**	**44%l**	**45%q**	*37%*	*50%*
Parcelforce	**1941**	-	1941	926	1010	118	168	339	354	460	287	214	286	693	961	501	1839	91	2263
	38%	-	*38%*	*37%*	*38%*	*17%*	**28%e**	**32%e**	**47%efg**	**51%efgk**	**45%efg**	**41%efg**	*22%*	**38%l**	**47%lm**	**43%l**	**40%q**	*20%*	*44%*
TNT Express	**433**	-	433	254	179	21	38	88	79	122	56	28	59	168	207	84	405	25	499
	8%	-	*8%*	**10%d**	*7%*	*3%*	**6%e**	**8%e**	**11%efk**	**14%efgjk**	**9%e**	*5%*	*5%*	**9%l**	**10%l**	**7%l**	*9%*	*5%*	*10%*
TNT Post UK	**221**	-	221	130	91	19	25	53	49	39	20	17	44	102	76	37	203	16	227
	4%	-	*4%*	**5%d**	*3%*	*3%*	*4%*	*5%*	**7%ej**	*4%*	*3%*	*3%*	*3%*	**6%lno**	*4%*	*3%*	*4%*	*3%*	*4%*
UPS	**1185**	-	1185	567	613	129	136	219	195	253	159	93	266	414	505	252	1086	89	1345
	23%	-	*23%*	*23%*	*23%*	*19%*	*22%*	*21%*	**26%egk**	**28%egk**	**25%ek**	*18%*	*20%*	*23%*	**25%l**	*22%*	*23%*	*19%*	*26%*
UK Mail (not to be confused with Royal Mail)	**468**	-	468	270	198	35	35	87	89	115	58	49	70	175	222	107	435	33	452
	9%	-	*9%*	**11%d**	*8%*	*5%*	*6%*	*8%*	**12%ef**	**13%efg**	**9%e**	**9%e**	*5%*	**10%l**	**11%l**	**9%l**	*9%*	*7%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
DX	**195**	-	195	111	84	12	23	51	63	32	10	4	35	114	47	14	178	16	228
	4%	-	*4%*	*4%*	*3%*	*2%*	**4%k**	**5%ejk**	**8%efgijk**	**4%k**	*2%*	*1%*	*3%*	**6%lno**	*2%*	*1%*	*4%*	*4%*	*4%*
Yodel	**2012**	-	2012	842	1162	113	206	375	365	429	293	231	319	740	953	524	1902	95	2347
	39%	-	*39%*	*33%*	**44%c**	*16%*	**34%e**	**35%e**	**49%efg**	**48%efg**	**46%efg**	**44%efg**	*25%*	**41%l**	**46%lm**	**45%l**	**41%q**	*21%*	*45%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1852**	-	1852	829	1014	126	142	323	328	412	310	211	268	650	934	521	1750	91	1851
	36%	-	*36%*	*33%*	**39%c**	*18%*	*23%*	**30%ef**	**44%efg**	**46%efg**	**49%efgk**	**40%efg**	*21%*	**36%l**	**45%lm**	**45%lm**	**38%q**	*20%*	*36%*
Other	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	22
	*	-	*	*	*	*	-	*	*	*	*1%*	**1%fghl**	*	*	**1%m**	**1%lm**	*	-	*
None of the above	**687**	-	687	425	259	159	116	211	79	56	34	32	275	290	122	67	559	119	556
	13%	-	*13%*	**17%d**	*10%*	**23%hijk**	**19%hijk**	**20%hijk**	**11%ijk**	*6%*	*5%*	*6%*	**21%mno**	**16%no**	*6%*	*6%*	*12%*	**26%p**	*11%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4008**	-	4008	1820	2173	439	430	759	608	791	539	442	869	1368	1772	981	3682	302	4185
	78%	-	*78%*	*72%*	**83%c**	*64%*	*71%*	**72%e**	**82%efg**	**88%efgh**	**85%efg**	**84%efg**	*67%*	**76%l**	**86%lm**	**85%lm**	**79%q**	*65%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 278

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Royal Mail	**3717**	607	1220	853	1037	1827	1890	2056	1611	492	474	956	946	593	2375	497	3022
	72%	*61%*	**76%a**	**72%a**	**75%a**	*71%*	*74%*	*67%*	**80%g**	**72%m**	**73%m**	**74%m**	**75%m**	*64%*	**74%m**	*72%*	*72%*
Citipost	**137**	54	39	25	19	93	43	109	25	15	17	32	21	48	71	15	118
	3%	**5%bcd**	*2%*	*2%*	*1%*	**4%f**	*2%*	**4%h**	*1%*	*2%*	*3%*	*2%*	*2%*	**5%ikln**	*2%*	*2%*	*3%*
Collect + (Collect Plus)	**391**	66	138	93	94	204	187	289	93	36	44	86	120	89	249	36	346
	8%	*7%*	*9%*	*8%*	*7%*	*8%*	*7%*	**9%h**	*5%*	*5%*	*7%*	*7%*	**10%ik**	**10%l**	*8%*	*5%*	**8%o**
DHL	**2071**	395	710	476	491	1104	967	1204	838	242	225	535	544	384	1304	242	1720
	40%	*40%*	**44%d**	*40%*	*35%*	**43%f**	*38%*	*39%*	*42%*	*35%*	*35%*	**41%j**	**43%ij**	**42%j**	**41%j**	*35%*	**41%o**
FedEx	**1180**	251	354	305	270	605	575	732	431	137	108	305	336	228	750	137	992
	23%	**25%d**	*22%*	**26%d**	*19%*	*23%*	*22%*	*24%*	*21%*	*20%*	*17%*	**24%j**	**27%ij**	**25%j**	**23%j**	*20%*	*24%*
Hermes / Evri	**3035**	464	1049	693	829	1513	1522	1624	1366	389	409	801	770	448	1980	394	2471
	59%	*47%*	**66%acd**	**59%a**	**60%a**	*58%*	*59%*	*53%*	**68%g**	**57%m**	**63%m**	**62%m**	**61%m**	*49%*	**62%m**	*57%*	*59%*
Interlink	**192**	33	60	57	42	93	100	137	53	17	22	56	55	39	132	17	172
	4%	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	**4%h**	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*
DPD	**2272**	381	753	537	600	1134	1138	1304	934	274	264	615	599	373	1478	274	1881
	44%	*38%*	**47%a**	**45%a**	*43%*	*44%*	*44%*	*42%*	**47%g**	*40%*	*41%*	**47%ijm**	**48%ijm**	*41%*	**46%ijm**	*40%*	*45%*
Parcelforce	**1941**	325	642	473	500	968	973	1076	845	224	253	515	543	295	1311	225	1624
	38%	*33%*	**40%a**	**40%a**	*36%*	*37%*	*38%*	*35%*	**42%g**	*33%*	**39%m**	**40%im**	**43%im**	*32%*	**41%im**	*33%*	**39%o**
TNT Express	**433**	91	137	110	95	228	205	271	160	53	35	119	102	107	256	53	366
	8%	*9%*	*9%*	*9%*	*7%*	*9%*	*8%*	*9%*	*8%*	*8%*	*5%*	**9%j**	*8%*	**12%jln**	*8%*	*8%*	*9%*
TNT Post UK	**221**	43	72	65	40	115	106	149	72	27	19	58	65	44	142	27	187
	4%	*4%*	*5%*	**6%d**	*3%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*
UPS	**1185**	226	383	304	272	609	576	680	499	147	124	290	354	202	769	147	989
	23%	*23%*	**24%d**	**26%d**	*20%*	*24%*	*22%*	*22%*	*25%*	*22%*	*19%*	*22%*	**28%ijkmn**	*22%*	**24%j**	*21%*	*24%*
UK Mail (not to be confused with Royal Mail)	**468**	104	164	119	81	267	201	289	176	53	57	115	138	88	309	53	399
	9%	**10%d**	**10%d**	**10%d**	*6%*	**10%f**	*8%*	*9%*	*9%*	*8%*	*9%*	*9%*	*11%*	*10%*	*10%*	*8%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
DX	**195**	37	59	57	42	96	99	157	38	12	12	46	70	46	127	12	174
	4%	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	**5%h**	*2%*	*2%*	*2%*	*4%*	**6%lj**	**5%lj**	**4%lj**	*2%*	**4%o**
Yodel	**2012**	310	685	458	558	995	1017	1079	905	251	262	504	559	298	1325	252	1646
	39%	*31%*	**43%a**	**39%a**	**40%a**	*38%*	*40%*	*35%*	**45%g**	*37%*	**40%m**	**39%m**	**45%ikm**	*32%*	**41%m**	*36%*	*39%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1852**	278	627	428	519	905	947	971	857	218	262	497	500	283	1259	219	1565
	36%	*28%*	**39%a**	**36%a**	**37%a**	*35%*	*37%*	*32%*	**43%g**	*32%*	**40%lm**	**38%lm**	**40%lm**	*31%*	**39%lm**	*32%*	**37%o**
Other	**14**	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	*	*	*	*	*	*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
None of the above	**687**	184	160	168	175	344	343	518	152	113	84	151	133	161	368	113	535
	13%	**19%bcd**	*10%*	**14%b**	*13%*	*13%*	*13%*	**17%h**	*8%*	**16%kln**	*13%*	*12%*	*11%*	**18%kln**	*11%*	*16%*	*13%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4008**	727	1308	897	1076	2035	1973	2274	1678	494	513	1031	1028	675	2572	499	3299
	78%	*73%*	**82%acd**	*76%*	*78%*	*79%*	*77%*	*74%*	**84%g**	*72%*	**79%l**	**79%lm**	**82%lm**	*73%*	**80%lm**	*72%*	**79%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 278

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Royal Mail	3717	3182	536	166	3074	338	196	109	150	417	305	263	331	371	391	513	333	47	291
	72%	72%	74%	70%	71%	78%d	79%d	76%d	72%n	74%n	72%n	70%n	73%n	77%n	58%	72%n	75%n	74%n	79%hjkn
Citipost	137	109	28	13	112	11	10	4	7	12	14	10	9	7	31	11	12	3	8
	3%	2%	4%	6%a	3%	2%	4%	2%	3%	2%	3%	3%	2%	1%	5%	2%	3%	5%mo	2%
Collect + (Collect Plus)	391	326	66	22	311	42	22	16	22	24	26	34	36	38	49	42	41	9	33
	8%	7%	9%	9%	7%	10%	9%	11%d	10%l	4%	6%	9%l	8%	8%	7%	6%	9%l	14%ijno	9%l
DHL	2071	1715	357	120	1672	218	116	65	84	215	187	127	198	219	189	257	196	23	194
	40%	39%	49%a	51%a	39%	50%d	47%d	46%d	40%n	38%n	44%kn	34%	43%kn	46%kno	28%	36%n	44%kn	37%	53%hijklnopq
FedEx	1180	1007	173	60	951	127	67	36	53	137	87	68	79	121	133	152	120	13	114
	23%	23%	24%	25%	22%	29%d	27%d	25%	25%l	24%	20%	18%	17%	25%l	20%	21%	27%kln	21%	31%jklno
Hermes / Evri	3035	2521	514	164	2469	309	168	90	136	296	278	221	262	324	261	401	290	42	267
	59%	57%	71%a	69%a	57%	71%dg	68%d	63%d	65%ln	52%n	65%lno	59%n	58%n	68%ilno	39%	57%n	65%ino	66%in	72%iklno
Interlink	192	158	34	18	163	12	13	5	11	22	6	13	15	24	13	32	26	1	10
	4%	4%	5%	8%a	4%	3%	5%e	3%	5%jn	4%	2%	4%	3%	5%j	2%	4%	6%jn	2%	3%
DPD	2272	1899	372	116	1823	242	135	72	93	223	201	149	192	236	202	301	224	23	219
	44%	43%	51%a	49%	42%	56%d	55%d	50%d	45%n	39%n	47%n	40%n	42%n	49%iknq	30%	43%n	51%iknq	36%	59%hijklmnopq
Parcelforce	1941	1610	330	110	1542	216	112	71	88	187	176	130	154	212	158	248	190	31	185
	38%	36%	46%a	46%a	36%	50%d	45%d	50%d	42%ln	33%n	41%n	35%n	34%n	44%iklno	23%	35%n	43%iln	49%iklno	50%jklno
TNT Express	433	362	71	23	353	45	25	11	26	43	39	29	31	46	49	41	47	6	39
	8%	8%	10%	10%	8%	10%	10%	7%	12%lno	8%	9%	8%	7%	10%	7%	6%	11%o	9%	11%o
TNT Post UK	221	186	35	18	186	21	9	4	9	24	14	16	10	30	36	25	22	1	20
	4%	4%	5%	7%	4%	5%	4%	3%	4%	4%	3%	4%	2%	6%l	5%	3%	5%	2%	5%l
UPS	1185	1010	175	61	927	150	71	37	49	116	104	78	91	108	117	131	133	15	135
	23%	23%	24%	26%	21%	35%dg	29%d	26%d	24%	20%	24%n	21%	20%	23%	17%	19%	30%iklno	24%	36%hijklmnoq
UK Mail (not to be confused with Royal Mail)	468	396	72	26	399	35	27	7	17	53	48	32	20	54	55	77	45	1	34
	9%	9%	10%	11%	9%g	8%	11%g	5%	8%	9%lq	11%lq	8%	4%	11%lq	8%	11%lq	10%lq	2%	9%lq

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
DX	**195**	162	32	16	156	26	11	2	12	24	10	13	17	27	30	5	17	1	25
	4%	*4%*	*4%*	**7%a**	**4%g**	**6%dg**	**4%g**	*2%*	**6%jo**	**4%o**	*2%*	**4%o**	**4%o**	**6%o**	**4%o**	*1%*	**4%o**	*2%*	**7%jo**
Yodel	**2012**	1664	347	113	1604	219	127	62	95	195	178	143	156	224	152	259	202	24	195
	39%	*38%*	**48%a**	**48%a**	*37%*	**50%dg**	**51%dg**	**44%d**	**45%ilno**	**34%n**	**42%n**	**38%n**	**34%n**	**47%ilno**	*22%*	**37%n**	**46%ilno**	**37%n**	**53%ijklnoq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1852**	1553	299	85	1545	158	95	54	70	181	156	133	166	215	175	243	207	16	142
	36%	*35%*	**41%a**	*36%*	*36%*	*36%*	*38%*	*38%*	*33%*	*32%*	**37%n**	**35%n**	**36%n**	**45%hiknoq**	*26%*	**34%n**	**47%hijklnoqr**	*25%*	**38%nq**
Other	**14**	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	*	*	**1%a**	*1%*	*	*1%*	*	*1%*	-	*	*1%*	-	-	-	-	*	*1%*	*	*1%*
None of the above	**687**	622	65	29	613	37	20	17	29	73	45	55	53	41	167	103	48	4	33
	13%	**14%b**	*9%*	*12%*	**14%ef**	*9%*	*8%*	**12%f**	*14%*	*13%*	*11%*	**15%mr**	*12%*	*8%*	**25%hijklmopqr**	**15%mr**	*11%*	*6%*	*9%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4008**	3398	610	189	3318	369	206	115	165	420	353	281	360	397	453	524	365	54	315
	78%	*77%*	**84%a**	*80%*	*76%*	**85%d**	**84%d**	*81%*	**79%n**	*74%*	**83%ikno**	**75%n**	**79%n**	**83%ikno**	*67%*	*74%*	**83%ikno**	**85%ino**	**85%hikno**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Royal Mail	3717	1372	1429	528	243	111	2801	354	1395	1440	572	194	67	2835	261
	72%	*74%cg*	*73%c*	*68%*	*68%*	*68%*	*74%cg*	*68%*	*76%j*	*74%j*	*63%*	*73%j*	*66%*	*75%j*	*71%j*
Citipost	137	56	53	17	5	6	109	11	59	39	27	5	7	98	11
	3%	*3%*	*3%*	*2%*	*1%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*7%lm*	*3%*	*3%*
Collect + (Collect Plus)	391	140	142	66	20	16	281	36	145	167	56	12	7	312	19
	8%	*8%*	*7%*	*8%*	*6%*	*10%*	*7%*	*7%*	*8%*	*9%*	*6%*	*5%*	*7%*	*8%*	*5%*
DHL	2071	780	818	276	121	61	1599	182	829	807	302	87	34	1636	121
	40%	*42%cdg*	*42%cdg*	*35%*	*34%*	*38%*	*42%cdg*	*35%*	*45%jkn*	*41%jkn*	*33%*	*33%*	*34%*	*43%jkn*	*33%*
FedEx	1180	426	478	151	71	45	905	116	490	447	158	51	25	937	76
	23%	*23%*	*24%c*	*19%*	*20%*	*28%*	*24%c*	*22%*	*27%j*	*23%j*	*17%*	*19%*	*24%*	*25%j*	*21%*
Hermes / Evri	3035	1126	1172	425	203	80	2298	283	1162	1177	454	155	52	2339	207
	59%	*61%ceg*	*60%ce*	*54%*	*57%*	*49%*	*60%ce*	*55%*	*63%jl*	*60%jl*	*50%*	*58%*	*51%*	*62%j*	*56%*
Interlink	192	64	81	29	11	8	145	19	84	62	25	11	10	146	21
	4%	*3%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*	*9%ijm*	*4%*	*6%*
DPD	2272	813	889	333	144	75	1702	219	858	892	342	120	42	1749	162
	44%	*44%*	*45%*	*43%*	*41%*	*46%*	*45%*	*42%*	*46%j*	*46%j*	*38%*	*45%*	*41%*	*46%j*	*44%*
Parcelforce	1941	734	780	273	103	45	1515	147	792	761	275	78	28	1553	106
	38%	*40%deg*	*40%deg*	*35%*	*29%*	*27%*	*40%deg*	*28%*	*43%jkln*	*39%jkn*	*30%*	*29%*	*27%*	*41%jkln*	*29%*
TNT Express	433	195	160	47	20	11	356	31	207	139	63	14	10	346	23
	8%	*11%cdg*	*8%*	*6%*	*6%*	*7%*	*9%c*	*6%*	*11%ijkn*	*7%*	*7%*	*5%*	*10%*	*9%*	*6%*
TNT Post UK	221	85	78	39	10	9	163	19	94	76	33	14	3	171	17
	4%	*5%*	*4%*	*5%*	*3%*	*6%*	*4%*	*4%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*5%*
UPS	1185	412	484	143	78	56	896	134	460	469	167	47	32	930	79
	23%	*22%*	*25%c*	*18%*	*22%*	*34%abcdf*	*24%c*	*26%c*	*25%jk*	*24%j*	*18%*	*18%*	*31%jk*	*24%j*	*21%*
UK Mail (not to be confused with Royal Mail)	468	165	195	69	24	14	360	39	200	160	63	34	9	360	43
	9%	*9%*	*10%*	*9%*	*7%*	*9%*	*9%*	*8%*	*11%j*	*8%*	*7%*	*13%j*	*9%*	*9%*	*12%j*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
DX	**195**	63	73	39	13	5	136	18	81	65	37	9	2	146	11
	4%	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*2%*	*4%*	*3%*
Yodel	**2012**	766	783	268	117	62	1549	179	807	774	279	94	40	1581	134
	39%	**42%cdg**	**40%c**	*34%*	*33%*	*38%*	**41%cdg**	*35%*	**44%jn**	**40%j**	*31%*	*35%*	*39%*	**42%j**	*36%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1852**	701	705	262	118	56	1406	175	726	702	282	107	28	1428	135
	36%	*38%*	*36%*	*33%*	*33%*	*35%*	*37%*	*34%*	**39%jl**	*36%*	*31%*	**40%j**	*27%*	**38%j**	*37%*
Other	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	-	*	*1%*
None of the above	**687**	208	243	136	61	19	452	80	201	226	190	31	18	427	49
	13%	*11%*	*12%*	**17%abf**	**17%af**	*12%*	*12%*	*15%*	*11%*	*12%*	**21%hikmn**	*12%*	*17%*	*11%*	*13%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4008**	1484	1539	568	261	122	3023	383	1501	1549	632	212	71	3050	283
	78%	**80%cdg**	**79%c**	*73%*	*73%*	*75%*	**80%cdg**	*74%*	**81%jl**	**79%jl**	*69%*	**80%j**	*69%*	**80%jl**	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Royal Mail	**3717**	232	3434	52	1087	2444	186	3667	23	14	6	3704	8
	72%	*58%*	**73%a**	*61%*	**70%f**	**75%df**	*57%*	**73%h**	*26%*	*66%*	*57%*	**72%h**	*35%*
Citipost	**137**	15	115	7	46	80	10	135	2	-	-	137	-
	3%	*4%*	*2%*	**8%b**	*3%*	*2%*	*3%*	*3%*	*2%*	-	-	*3%*	-
Collect + (Collect Plus)	**391**	23	363	6	114	252	25	382	10	-	*	391	-
	8%	*6%*	*8%*	*7%*	*7%*	*8%*	*8%*	*8%*	*11%*	-	*1%*	*8%*	-
DHL	**2071**	147	1891	33	597	1369	105	2041	19	7	2	2067	2
	40%	*37%*	*40%*	*39%*	*38%*	**42%f**	*32%*	**41%h**	*22%*	*34%*	*22%*	**40%h**	*8%*
FedEx	**1180**	62	1105	13	324	790	66	1161	9	5	-	1175	5
	23%	*16%*	**24%a**	*15%*	*21%*	*24%*	*20%*	**23%h**	*10%*	*25%*	-	**23%h**	*22%*
Hermes / Evri	**3035**	181	2817	37	907	1991	137	3005	10	9	5	3024	6
	59%	*45%*	**60%ac**	*43%*	**58%f**	**61%f**	*42%*	**60%h**	*11%*	*44%*	*48%*	**59%h**	*27%*
Interlink	**192**	17	173	2	66	115	11	192	-	-	-	192	-
	4%	*4%*	*4%*	*2%*	*4%*	*4%*	*3%*	*4%*	-	-	-	*4%*	-
DPD	**2272**	150	2097	25	645	1518	109	2252	3	8	2	2263	6
	44%	*37%*	**45%ac**	*29%*	**41%f**	**46%df**	*33%*	**45%h**	*4%*	*37%*	*22%*	**44%h**	*27%*
Parcelforce	**1941**	128	1794	19	588	1260	93	1930	5	5	*	1940	1
	38%	*32%*	**38%c**	*22%*	**38%f**	**38%f**	*28%*	**38%h**	*5%*	*23%*	*1%*	**38%h**	*3%*
TNT Express	**433**	28	403	3	141	276	17	426	5	2	-	433	1
	8%	*7%*	*9%*	*3%*	*9%*	*8%*	*5%*	*8%*	*5%*	*9%*	-	*8%*	*2%*
TNT Post UK	**221**	12	206	3	64	151	6	219	*	2	-	221	-
	4%	*3%*	*4%*	*3%*	*4%*	*5%*	*2%*	*4%*	*	*9%*	-	*4%*	-
UPS	**1185**	63	1108	13	323	800	61	1175	3	5	1	1183	1
	23%	*16%*	**24%a**	*15%*	*21%*	**24%d**	*19%*	**23%h**	*3%*	*23%*	*13%*	**23%h**	*3%*
UK Mail (not to be confused with Royal Mail)	**468**	38	425	5	141	313	14	461	5	2	-	468	-
	9%	*9%*	*9%*	*6%*	**9%f**	**10%f**	*4%*	*9%*	*6%*	*11%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**195**	9	184	1	53	136	6	192	3	-	-	195	-
	4%	*2%*	*4%*	*1%*	*3%*	*4%*	*2%*	*4%*	*3%*	-	-	*4%*	-
Yodel	**2012**	132	1854	26	572	1350	90	1996	5	6	4	2007	1
	39%	*33%*	**40%a**	*31%*	**37%f**	**41%df**	*28%*	**40%h**	*5%*	*29%*	*35%*	**39%h**	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1852**	112	1721	19	595	1189	69	1838	4	3	1	1846	5
	36%	*28%*	**37%ac**	*23%*	**38%f**	**36%f**	*21%*	**37%h**	*5%*	*14%*	*13%*	**36%h**	*22%*
Other	**14**	3	11	-	10	4	-	14	-	-	-	14	-
	*	*1%*	*	-	**1%e**	*	-	*	-	-	-	*	-
None of the above	**687**	86	579	22	223	375	89	624	39	5	4	668	15
	13%	**21%b**	*12%*	**26%b**	**14%e**	*11%*	**27%de**	*12%*	**44%gk**	*25%*	*43%*	*13%*	*64%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4008**	283	3669	56	1220	2594	194	3937	44	14	6	3995	7
	78%	*70%*	**78%ac**	*66%*	**78%f**	**79%f**	*59%*	**78%h**	*50%*	*67%*	*57%*	**78%h**	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Royal Mail	3717	952	919	954	892	330	303	319	296	340	283	312	330	312	304	295	292
	72%	74%d	71%	74%d	69%	76%n	73%	72%	69%	74%n	71%	72%	77%n	73%	66%	72%	70%
Citipost	137	36	36	32	33	10	11	15	13	7	16	12	17	3	9	14	11
	3%	3%	3%	2%	3%	2%	3%	3%m	3%	2%	4%m	3%	4%m	1%	2%	3%m	3%
Collect + (Collect Plus)	391	88	109	106	89	33	26	28	30	41	38	28	29	48	28	33	28
	8%	7%	8%	8%	7%	8%	6%	6%	7%	9%	10%	7%	7%	11%n	6%	8%	7%
DHL	2071	566	517	539	450	218	169	179	166	202	149	174	181	184	158	152	140
	40%	44%d	40%d	42%d	35%	50%fghjknop	41%	40%	39%	44%np	37%	40%	42%	43%np	34%	37%	34%
FedEx	1180	287	290	317	287	132	76	79	87	109	94	119	101	96	104	91	92
	23%	22%	22%	25%	22%	31%fghnop	18%	18%	20%	24%	24%	28%fg	23%	23%	22%	22%	22%
Hermes / Evri	3035	795	755	787	699	296	248	251	244	281	230	263	260	264	252	221	226
	59%	62%d	59%	61%d	54%	68%ghjnop	60%	57%	57%	61%	58%	61%	60%	62%	54%	54%	54%
Interlink	192	65	56	31	40	23	23	19	29	9	17	18	8	5	21	10	9
	4%	5%c	4%	2%	3%	5%lm	6%lmp	4%m	7%ilmop	2%	4%m	4%	2%	1%	5%m	2%	2%
DPD	2272	589	565	571	546	212	181	196	179	220	166	204	178	190	188	182	176
	44%	46%	44%	44%	42%	49%	44%	44%	42%	48%	42%	47%	41%	44%	41%	44%	42%
Parcelforce	1941	539	476	474	452	228	158	154	161	180	135	153	159	162	166	149	137
	38%	42%d	37%	37%	35%	53%fghjklmnop	38%	35%	37%	39%	34%	35%	37%	38%	36%	36%	33%
TNT Express	433	107	98	120	109	42	24	41	35	37	26	55	37	29	47	35	27
	8%	8%	8%	9%	8%	10%	6%	9%	8%	8%	6%	13%fjmp	9%	7%	10%	8%	6%
TNT Post UK	221	60	44	72	44	24	22	14	21	9	14	26	22	24	20	7	17
	4%	5%	3%	6%	3%	6%io	5%o	3%	5%o	2%	3%	6%io	5%o	6%io	4%	2%	4%
UPS	1185	285	298	314	288	131	75	79	91	109	98	102	103	109	112	91	84
	23%	22%	23%	24%	22%	30%fghop	18%	18%	21%	24%	25%	24%	24%	26%	24%	22%	20%
UK Mail (not to be confused with Royal Mail)	468	132	120	128	88	55	38	40	42	57	21	51	41	36	39	21	28
	9%	10%d	9%	10%d	7%	13%jop	9%	9%	10%o	12%jop	5%	12%jo	10%	8%	9%	5%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_RECEIVED. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
DX	**195**	45	64	47	39	16	14	14	20	23	22	13	21	12	14	17	8
	4%	*3%*	*5%*	*4%*	*3%*	*4%*	*3%*	*3%*	*5%*	*5%*	**5%p**	*3%*	*5%*	*3%*	*3%*	*4%*	*2%*
Yodel	**2012**	500	501	517	494	185	149	166	152	196	153	177	183	157	187	141	165
	39%	*39%*	*39%*	*40%*	*38%*	*43%*	*36%*	*37%*	*35%*	*43%*	*38%*	*41%*	*42%*	*37%*	*40%*	*34%*	*40%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1852**	486	464	476	425	161	151	173	142	184	138	162	164	150	149	127	150
	36%	*38%*	*36%*	*37%*	*33%*	*37%*	*37%*	*39%*	*33%*	**40%o**	*34%*	*37%*	*38%*	*35%*	*32%*	*31%*	*36%*
Other	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*
None of the above	**687**	154	148	154	231	30	76	49	61	48	40	45	48	61	98	60	73
	13%	*12%*	*11%*	*12%*	**18%abc**	*7%*	**18%egijkl**	*11%*	**14%e**	*10%*	*10%*	*10%*	*11%*	**14%e**	**21%eghijkl**	**15%e**	**17%egijk**
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4008**	1030	1012	1022	944	375	296	359	327	370	315	339	343	340	332	306	306
	78%	**80%d**	**78%d**	**79%d**	*73%*	**87%fhjklnop**	*71%*	**81%fn**	*76%*	**80%fn**	*79%*	*78%*	**80%fn**	**80%fn**	*72%*	*74%*	*74%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Royal Mail	**4594**	-	4594	2179	2401	590	518	906	689	820	586	485	1108	1595	1891	1071	4162	394	4662
	89%	-	*89%*	*87%*	**91%c**	*86%*	*85%*	*85%*	**92%efg**	**91%efg**	**92%efg**	**92%efg**	*85%*	*88%*	**92%lm**	**92%lm**	**89%q**	*85%*	*90%*
Citipost	**209**	-	209	153	56	39	28	74	35	15	14	4	68	109	33	18	186	23	180
	4%	-	*4%*	**6%d**	*2%*	**6%ijk**	**5%ik**	**7%ijk**	**5%ik**	*2%*	*2%*	*1%*	**5%no**	**6%no**	*2%*	*2%*	*4%*	*5%*	*3%*
Collect + (Collect Plus)	**594**	-	594	245	348	61	102	158	129	88	38	17	163	287	143	55	531	58	654
	12%	-	*12%*	*10%*	**13%c**	**9%k**	**17%eijk**	**15%eijk**	**17%eijk**	**10%jk**	*6%*	*3%*	**13%no**	**16%no**	*7%*	*5%*	*11%*	*13%*	*13%*
DHL	**2307**	-	2307	1092	1211	247	257	470	389	465	259	220	504	858	945	479	2096	198	2470
	45%	-	*45%*	*43%*	*46%*	*36%*	*42%*	**44%e**	**52%efgjk**	**52%efgjk**	*41%*	*42%*	*39%*	**48%lo**	**46%l**	*41%*	*45%*	*43%*	*48%*
FedEx	**1369**	-	1369	709	656	187	192	317	214	254	117	89	379	531	460	206	1236	121	1454
	27%	-	*27%*	*28%*	*25%*	**27%jk**	**32%jk**	**30%jk**	**29%jk**	**28%jk**	*18%*	*17%*	**29%no**	**29%no**	**22%o**	*18%*	*27%*	*26%*	*28%*
Hermes / Evri	**3294**	-	3294	1370	1912	323	333	601	523	664	460	390	656	1124	1514	850	3040	232	3592
	64%	-	*64%*	*54%*	**73%c**	*47%*	**55%e**	**57%e**	**70%efg**	**74%efg**	**72%efg**	**74%efg**	*51%*	**62%l**	**74%lm**	**73%lm**	**65%q**	*50%*	*70%*
Interlink	**261**	-	261	164	97	14	38	83	58	41	17	10	52	141	68	27	248	9	251
	5%	-	*5%*	**7%d**	*4%*	*2%*	**6%ejk**	**8%eijk**	**8%eijk**	**5%e**	*3%*	*2%*	*4%*	**8%lno**	*3%*	*2%*	**5%q**	*2%*	*5%*
DPD	**2416**	-	2416	1080	1330	245	269	478	413	498	305	207	514	892	1011	513	2205	194	2733
	47%	-	*47%*	*43%*	**51%c**	*36%*	**44%e**	**45%e**	**55%efgjk**	**55%efgjk**	**48%ek**	*39%*	*40%*	**49%lo**	**49%lo**	*44%*	*47%*	*42%*	*53%*
Parcelforce	**2134**	-	2134	1020	1109	129	185	386	384	498	316	236	314	770	1050	552	2017	105	2467
	41%	-	*41%*	*41%*	*42%*	*19%*	**30%e**	**36%e**	**51%efg**	**56%efgk**	**50%efg**	**45%efg**	*24%*	**43%l**	**51%lm**	**48%l**	**43%q**	*23%*	*48%*
TNT Express	**482**	-	482	286	196	24	48	110	90	126	57	28	71	200	211	86	449	30	545
	9%	-	*9%*	**11%d**	*7%*	*3%*	**8%e**	**10%ek**	**12%ek**	**14%efjk**	**9%e**	*5%*	*6%*	**11%lo**	**10%lo**	*7%*	*10%*	*7%*	*11%*
TNT Post UK	**265**	-	265	162	103	30	26	76	52	43	20	17	57	129	80	37	239	23	262
	5%	-	*5%*	**6%d**	*4%*	*4%*	*4%*	**7%jk**	**7%jk**	*5%*	*3%*	*3%*	*4%*	**7%lno**	*4%*	*3%*	*5%*	*5%*	*5%*
UPS	**1283**	-	1283	629	650	135	144	271	210	261	167	96	279	481	523	262	1167	107	1435
	25%	-	*25%*	*25%*	*25%*	*20%*	*24%*	**26%ek**	**28%ek**	**29%ek**	**26%ek**	*18%*	*22%*	**27%l**	*25%*	*23%*	*25%*	*23%*	*28%*
UK Mail (not to be confused with Royal Mail)	**520**	-	520	303	217	43	48	110	91	118	59	52	91	201	228	110	481	39	495
	10%	-	*10%*	**12%d**	*8%*	*6%*	*8%*	**10%e**	**12%e**	**13%ef**	*9%*	*10%*	*7%*	**11%l**	**11%l**	*10%*	*10%*	*8%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
DX	**222**	-	222	133	90	14	31	68	63	33	10	4	45	131	47	14	200	22	247
	4%	-	*4%*	**5%d**	*3%*	*2%*	**5%ejk**	**6%eijk**	**8%eijk**	**4%k**	*2%*	*1%*	**3%o**	**7%lno**	*2%*	*1%*	*4%*	*5%*	*5%*
Yodel	**2096**	-	2096	889	1200	128	217	405	377	441	296	232	345	782	969	528	1974	107	2427
	41%	-	*41%*	*35%*	**46%c**	*19%*	**36%e**	**38%e**	**51%efg**	**49%efg**	**47%efg**	**44%ef**	*27%*	**43%l**	**47%l**	**46%l**	**42%q**	*23%*	*47%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1910**	-	1910	869	1032	141	148	345	330	417	314	214	290	675	945	528	1805	94	1905
	37%	-	*37%*	*35%*	**39%c**	*20%*	*24%*	**33%ef**	**44%efg**	**46%efg**	**50%efgk**	**41%efg**	*22%*	**37%l**	**46%lm**	**46%lm**	**39%q**	*20%*	*37%*
Other	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	22
	*	-	*	*	*	*	-	*	*	*	*1%*	**1%fghl**	*	*	**1%m**	**1%lm**	*	-	*
None of the above	**180**	-	180	112	64	32	30	41	24	19	16	17	62	65	53	33	158	16	162
	3%	-	*3%*	**4%d**	*2%*	**5%i**	**5%i**	*4%*	*3%*	*2%*	*3%*	*3%*	**5%n**	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4365**	-	4365	2051	2299	528	488	893	655	802	552	446	1016	1549	1800	999	3963	375	4440
	85%	-	*85%*	*82%*	**88%c**	*77%*	*80%*	**84%e**	**88%ef**	**89%efg**	**87%ef**	**85%e**	*78%*	**86%l**	**88%l**	**86%l**	*85%*	*81%*	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 279

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Royal Mail	**4594**	834	1434	1061	1266	2268	2326	2684	1841	594	583	1185	1126	787	2893	600	3738
	89%	*84%*	**90%a**	**90%a**	**91%a**	*88%*	**90%e**	*87%*	**92%g**	*87%*	*90%*	**91%lm**	**90%m**	*86%*	**90%lm**	*87%*	*89%*
Citipost	**209**	96	48	43	23	144	66	177	29	20	22	45	28	89	95	20	184
	4%	**10%bcd**	*3%*	**4%d**	*2%*	**6%f**	*3%*	**6%h**	*1%*	*3%*	*3%*	*3%*	*2%*	**10%ijkln**	*3%*	*3%*	*4%*
Collect + (Collect Plus)	**594**	119	193	148	134	312	282	433	149	51	60	131	175	143	366	51	517
	12%	*12%*	*12%*	*13%*	*10%*	*12%*	*11%*	**14%h**	*7%*	*8%*	*9%*	*10%*	**14%ijk**	**16%ijkn**	**11%i**	*7%*	**12%o**
DHL	**2307**	477	781	533	516	1257	1049	1406	869	272	246	587	579	471	1412	272	1917
	45%	**48%d**	**49%d**	**45%d**	*37%*	**49%f**	*41%*	*46%*	*43%*	*40%*	*38%*	**45%j**	**46%ij**	**51%ijkn**	**44%j**	*39%*	**46%o**
FedEx	**1369**	343	403	345	279	746	624	896	456	146	121	346	375	307	841	146	1166
	27%	**35%bcd**	**25%d**	**29%d**	*20%*	**29%f**	*24%*	**29%h**	*23%*	*21%*	*19%*	**27%j**	**30%ij**	**33%ijkn**	**26%ij**	*21%*	**28%o**
Hermes / Evri	**3294**	528	1119	745	903	1647	1648	1815	1422	415	442	876	834	491	2152	420	2687
	64%	*53%*	**70%acd**	**63%a**	**65%a**	*64%*	*64%*	*59%*	**71%g**	**61%m**	**68%lm**	**67%lm**	**66%m**	*53%*	**67%lm**	*61%*	*64%*
Interlink	**261**	76	66	73	45	143	118	201	58	22	25	62	64	81	151	22	233
	5%	**8%bd**	*4%*	**6%d**	*3%*	*6%*	*5%*	**7%h**	*3%*	*3%*	*4%*	*5%*	*5%*	**9%ijkln**	*5%*	*3%*	*6%*
DPD	**2416**	427	788	568	634	1215	1202	1427	955	293	281	643	627	417	1551	293	1998
	47%	*43%*	**49%a**	*48%*	*46%*	*47%*	*47%*	*46%*	*48%*	*43%*	*43%*	**49%ij**	**50%ij**	*45%*	*48%*	*42%*	*48%*
Parcelforce	**2134**	364	705	519	546	1069	1065	1199	909	250	270	551	594	338	1415	250	1778
	41%	*37%*	**44%a**	**44%a**	*39%*	*41%*	*41%*	*39%*	**45%g**	*36%*	*41%*	*42%*	**47%lm**	*37%*	**44%lm**	*36%*	**42%o**
TNT Express	**482**	110	145	125	102	255	228	315	165	55	40	127	110	129	277	55	409
	9%	**11%d**	*9%*	**11%d**	*7%*	*10%*	*9%*	*10%*	*8%*	*8%*	*6%*	**10%j**	*9%*	**14%ijkln**	*9%*	*8%*	*10%*
TNT Post UK	**265**	69	76	75	46	145	120	185	79	34	22	64	68	68	154	34	222
	5%	**7%d**	*5%*	**6%d**	*3%*	*6%*	*5%*	**6%h**	*4%*	*5%*	*3%*	*5%*	*5%*	**7%jn**	*5%*	*5%*	*5%*
UPS	**1283**	271	406	323	284	677	606	765	512	156	139	302	381	237	822	156	1077
	25%	**27%d**	**25%d**	**27%d**	*20%*	*26%*	*24%*	*25%*	*26%*	*23%*	*21%*	*23%*	**30%ijkn**	*26%*	*26%*	*23%*	*26%*
UK Mail (not to be confused with Royal Mail)	**520**	130	172	130	89	302	218	334	184	57	58	121	148	116	327	57	445
	10%	**13%d**	**11%d**	**11%d**	*6%*	**12%f**	*8%*	*11%*	*9%*	*8%*	*9%*	*9%*	*12%*	**13%l**	*10%*	*8%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
DX	**222**	48	69	64	42	117	106	184	38	12	12	57	71	58	141	12	199
	4%	*5%*	*4%*	**5%d**	*3%*	*5%*	*4%*	**6%h**	*2%*	*2%*	*2%*	**4%ij**	**6%ij**	**6%ij**	**4%ij**	*2%*	**5%o**
Yodel	**2096**	325	710	483	577	1036	1060	1141	927	264	268	526	581	313	1375	265	1713
	41%	*33%*	**44%a**	**41%a**	**42%a**	*40%*	*41%*	*37%*	**46%g**	*39%*	**41%m**	**41%m**	**46%ikm**	*34%*	**43%m**	*38%*	*41%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1910**	299	641	447	523	940	969	1018	866	227	265	504	515	301	1284	228	1609
	37%	*30%*	**40%a**	**38%a**	**38%a**	*36%*	*38%*	*33%*	**43%g**	*33%*	**41%im**	**39%m**	**41%im**	*33%*	**40%im**	*33%*	**38%o**
Other	**14**	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	*	*	*	*	*	*	*	*	**1%g**	*	*1%*	*	*	*	*	*	*
None of the above	**180**	29	51	47	52	80	99	112	61	46	23	39	36	17	97	46	119
	3%	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	**7%jklmn**	*3%*	*3%*	*3%*	*2%*	*3%*	**7%p**	*3%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4365**	875	1380	970	1140	2254	2111	2575	1724	538	553	1088	1082	822	2723	543	3597
	85%	**88%cd**	**86%cd**	*82%*	*82%*	**87%f**	*82%*	*84%*	*86%*	*79%*	**85%i**	**84%i**	**86%i**	**89%ikn**	**85%i**	*79%*	**86%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 279

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Royal Mail	4594	3931	663	220	3847	389	225	133	187	501	372	338	400	446	587	618	398	53	336
	89%	*89%*	*92%*	*93%*	*89%*	*90%*	*91%*	**93%d**	*89%*	*89%*	*88%*	*90%*	*88%*	**93%jnoq**	*87%*	*87%*	*90%*	*85%*	*91%*
Citipost	209	176	34	16	180	13	11	4	14	23	14	15	10	13	51	21	18	3	10
	4%	*4%*	*5%*	*7%*	*4%*	*3%*	*5%*	*3%*	**7%lmor**	*4%*	*3%*	*4%*	*2%*	*3%*	**8%jlmor**	*3%*	*4%*	*5%*	*3%*
Collect + (Collect Plus)	594	505	89	30	476	62	32	23	28	39	46	48	50	65	87	59	53	11	51
	12%	*11%*	*12%*	*13%*	*11%*	**14%d**	*13%*	**16%d**	**13%l**	*7%*	*11%*	**13%l**	*11%*	**13%l**	**13%l**	*8%*	**12%i**	**18%io**	**14%io**
DHL	2307	1936	370	125	1888	229	121	69	95	242	194	144	216	240	258	291	208	27	202
	45%	*44%*	**51%a**	**53%a**	*44%*	**53%d**	**49%d**	*48%*	*45%*	*43%*	*46%*	*38%*	**48%kn**	**50%kno**	*38%*	*41%*	**47%n**	*42%*	**55%hijknoq**
FedEx	1369	1189	180	62	1115	139	74	41	57	154	100	86	99	134	182	179	123	16	124
	27%	*27%*	*25%*	*26%*	*26%*	**32%d**	*30%*	*29%*	*27%*	*27%*	*23%*	*23%*	*22%*	*28%*	*27%*	*25%*	*28%*	*25%*	**33%jklo**
Hermes / Evri	3294	2744	550	178	2696	321	181	96	153	322	298	238	289	355	313	421	307	44	278
	64%	*62%*	**76%a**	**75%a**	*62%*	**74%dg**	**73%d**	*67%*	**73%iklno**	**57%n**	**70%ino**	**63%n**	**64%n**	**74%iklno**	*46%*	**59%n**	**69%ino**	**69%in**	**75%iklno**
Interlink	261	216	45	21	225	14	15	7	15	22	6	19	18	31	48	36	30	1	12
	5%	*5%*	*6%*	**9%a**	*5%*	*3%*	**6%e**	*5%*	**7%jr**	*4%*	*2%*	**5%j**	*4%*	**6%j**	**7%jr**	**5%j**	**7%jr**	*2%*	*3%*
DPD	2416	2031	385	120	1946	255	141	75	99	242	209	156	202	251	235	318	234	25	230
	47%	*46%*	**53%a**	*51%*	*45%*	**59%d**	**57%d**	**52%d**	**47%n**	*43%*	**49%n**	*42%*	**44%n**	**52%ikn**	*35%*	**45%n**	**53%iknq**	*40%*	**62%hijklmnopq**
Parcelforce	2134	1776	358	124	1699	232	122	81	95	202	192	143	169	243	190	263	202	33	199
	41%	*40%*	**50%a**	**53%a**	*39%*	**54%d**	**49%d**	**57%df**	**46%in**	*36%*	**45%in**	**38%n**	**37%n**	**51%iklno**	*28%*	**37%n**	**46%ilno**	**52%iklno**	**54%hijklnop**
TNT Express	482	406	76	26	393	48	30	12	27	50	43	32	33	55	62	45	47	6	42
	9%	*9%*	*11%*	*11%*	*9%*	*11%*	*12%*	*8%*	**13%lo**	*9%*	*10%*	*9%*	*7%*	**11%o**	*9%*	*6%*	*11%*	*10%*	**11%o**
TNT Post UK	265	227	38	20	228	22	10	5	13	27	15	22	12	33	48	35	23	1	21
	5%	*5%*	*5%*	*8%*	*5%*	*5%*	*4%*	*4%*	**6%l**	*5%*	*4%*	*6%*	*3%*	**7%l**	**7%l**	*5%*	*5%*	*2%*	*6%*
UPS	1283	1103	180	62	1015	154	76	39	53	130	110	82	99	118	140	139	144	16	138
	25%	*25%*	*25%*	*26%*	*23%*	**35%dg**	**31%d**	*27%*	*25%*	*23%*	*26%*	*22%*	*22%*	*25%*	*21%*	*20%*	**33%iklmno**	*25%*	**37%hijklnoq**
UK Mail (not to be confused with Royal Mail)	520	447	73	26	444	39	29	8	17	60	50	35	25	58	66	81	51	1	38
	10%	*10%*	*10%*	*11%*	**10%g**	*9%*	**12%g**	*6%*	*8%*	**11%lq**	**12%lq**	**9%q**	*5%*	**12%lq**	**10%q**	**11%lq**	**12%lq**	*2%*	**10%lq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
DX	**222**	187	36	20	181	27	11	3	12	27	12	14	20	29	35	14	17	1	26
	4%	*4%*	*5%*	**8%a**	**4%g**	**6%dg**	**5%g**	*2%*	**6%o**	*5%*	*3%*	*4%*	*4%*	**6%o**	*5%*	*2%*	*4%*	*2%*	**7%jo**
Yodel	**2096**	1736	360	117	1678	224	130	64	100	208	182	148	164	231	163	265	217	25	199
	41%	*39%*	**50%a**	**50%a**	*39%*	**52%dg**	**53%dg**	**45%d**	**48%ilno**	**37%n**	**43%n**	**39%n**	**36%n**	**48%ilno**	*24%*	**37%n**	**49%iklno**	**39%n**	**54%jklnoq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1910**	1603	307	87	1595	162	98	55	73	185	161	137	172	223	188	245	211	17	145
	37%	*36%*	**42%a**	*37%*	*37%*	*37%*	*40%*	*39%*	*35%*	*33%*	**38%n**	**37%n**	**38%n**	**47%hiklnoq**	*28%*	*35%*	**48%hijklnoqr**	*27%*	**39%nq**
Other	**14**	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	*	*	**1%a**	*1%*	*	*1%*	*	*1%*	-	*	*1%*	-	-	-	-	*	*1%*	*	*1%*
None of the above	**180**	164	16	6	159	10	7	4	8	27	14	12	13	8	37	26	14	1	9
	3%	*4%*	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*	*4%*	**5%m**	*3%*	*3%*	*3%*	*2%*	**5%m**	*4%*	*3%*	*1%*	*2%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4365**	3730	635	197	3635	391	217	122	178	459	373	310	385	423	553	567	389	55	336
	85%	*84%*	**88%a**	*83%*	*84%*	**90%dg**	**88%d**	*85%*	*85%*	*81%*	**88%lo**	*83%*	*85%*	**88%ino**	*82%*	*80%*	**88%lo**	*87%*	**91%hiklno**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Royal Mail	4594	1677	1780	655	307	135	3457	442	1687	1804	727	239	84	3491	322
	89%	**91%cdeg**	**91%cdeg**	*84%*	*86%*	*83%*	**91%cdeg**	*85%*	**91%jl**	**92%jln**	*80%*	**90%j**	*82%*	**92%jln**	**87%j**
Citipost	209	96	74	22	9	8	170	17	98	57	35	7	12	156	19
	4%	*5%*	*4%*	*3%*	*2%*	*5%*	*4%*	*3%*	**5%l**	*3%*	*4%*	*3%*	**12%hijkmn**	*4%*	*5%*
Collect + (Collect Plus)	594	225	215	86	37	21	441	58	234	248	80	19	8	482	28
	12%	*12%*	*11%*	*11%*	*10%*	*13%*	*12%*	*11%*	**13%jn**	**13%jn**	*9%*	*7%*	*8%*	**13%jn**	*7%*
DHL	2307	869	908	306	141	67	1778	208	923	902	335	92	42	1825	134
	45%	**47%cg**	**46%c**	*39%*	*40%*	*41%*	**47%cg**	*40%*	**50%jkn**	**46%jkn**	*37%*	*35%*	*41%*	**48%jkn**	*36%*
FedEx	1369	515	538	184	74	49	1053	123	585	506	182	64	25	1091	89
	27%	**28%d**	*28%*	*24%*	*21%*	*30%*	**28%d**	*24%*	**32%ijn**	**26%j**	*20%*	*24%*	*24%*	**29%j**	*24%*
Hermes / Evri	3294	1204	1269	477	217	97	2473	313	1243	1274	508	171	62	2517	232
	64%	*65%*	*65%*	*61%*	*61%*	*59%*	*65%*	*60%*	**67%j**	**65%j**	*56%*	*64%*	*60%*	**66%j**	*63%*
Interlink	261	103	98	36	15	9	201	24	119	80	36	14	10	200	24
	5%	*6%*	*5%*	*5%*	*4%*	*6%*	*5%*	*5%*	**6%l**	*4%*	*4%*	*5%*	**9%ij**	*5%*	*6%*
DPD	2416	861	942	361	152	82	1804	234	915	942	370	125	45	1856	171
	47%	*47%*	*48%*	*46%*	*43%*	*50%*	*47%*	*45%*	**50%j**	**48%j**	*41%*	*47%*	*44%*	**49%j**	*46%*
Parcelforce	2134	806	846	308	111	56	1651	167	863	824	321	88	30	1688	118
	41%	**44%dg**	**43%dg**	**39%dg**	*31%*	*34%*	**43%dg**	*32%*	**47%ijkln**	**42%ikln**	*35%*	*33%*	*29%*	**44%jkln**	*32%*
TNT Express	482	218	172	56	22	15	390	36	230	156	71	14	10	386	24
	9%	**12%bcdg**	*9%*	*7%*	*6%*	*9%*	**10%c**	*7%*	**12%ijkn**	*8%*	*8%*	*5%*	*10%*	**10%i**	*7%*
TNT Post UK	265	111	83	46	13	12	194	25	115	86	42	16	5	201	22
	5%	*6%*	*4%*	*6%*	*4%*	*7%*	*5%*	*5%*	*6%*	*4%*	*5%*	*6%*	*5%*	*5%*	*6%*
UPS	1283	462	522	151	80	57	984	138	508	505	179	50	33	1013	83
	25%	**25%c**	**27%c**	*19%*	*23%*	**35%acdf**	**26%c**	**27%c**	**28%jk**	**26%j**	*20%*	*19%*	**32%jk**	**27%jk**	*23%*
UK Mail (not to be confused with Royal Mail)	520	197	204	77	25	16	401	41	229	171	72	37	9	400	46
	10%	*11%*	*10%*	*10%*	*7%*	*10%*	*11%*	*8%*	**12%ij**	*9%*	*8%*	**14%ij**	*9%*	*11%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
DX	**222**	73	80	46	15	6	154	21	93	74	39	9	7	166	16
	4%	*4%*	*4%*	*6%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*7%*	*4%*	*4%*
Yodel	**2096**	809	802	281	123	66	1611	189	839	810	292	98	40	1649	138
	41%	**44%cdg**	*41%*	*36%*	*34%*	*40%*	**42%cdg**	*36%*	**45%jkn**	**41%j**	*32%*	*37%*	*39%*	**43%j**	*37%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1910**	726	726	272	120	58	1451	177	749	730	288	107	28	1479	135
	37%	*39%*	*37%*	*35%*	*34%*	*35%*	*38%*	*34%*	**41%jl**	**37%j**	*32%*	*40%*	*27%*	**39%jl**	*37%*
Other	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	-	*	*1%*
None of the above	**180**	34	42	66	17	3	76	21	24	37	85	10	7	60	17
	3%	*2%*	*2%*	**8%abefg**	**5%abf**	*2%*	*2%*	**4%af**	*1%*	*2%*	**9%hikmn**	**4%h**	**7%him**	*2%*	**5%him**
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4365**	1631	1673	610	281	136	3304	418	1645	1679	690	229	77	3324	306
	85%	**88%cdg**	**86%cdg**	*78%*	*79%*	*84%*	**87%cdg**	*80%*	**89%jln**	**86%jl**	*76%*	**86%j**	*75%*	**87%jl**	**83%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Royal Mail	**4594**	342	4179	74	1381	2958	255	4509	50	17	8	4577	10
	89%	*85%*	**89%a**	*87%*	**89%f**	**90%f**	*78%*	**90%h**	*56%*	*82%*	*77%*	**89%h**	*42%*
Citipost	**209**	35	168	7	84	111	14	204	5	-	-	209	-
	4%	**9%b**	*4%*	*8%*	**5%e**	*3%*	*4%*	*4%*	*6%*	-	-	*4%*	-
Collect + (Collect Plus)	**594**	47	538	9	181	383	29	580	13	1	*	593	-
	12%	*12%*	*12%*	*11%*	*12%*	*12%*	*9%*	*12%*	*14%*	*3%*	*1%*	*12%*	-
DHL	**2307**	184	2088	34	699	1486	121	2263	31	8	2	2303	2
	45%	*46%*	*45%*	*41%*	**45%f**	**45%f**	*37%*	*45%*	*35%*	*38%*	*22%*	*45%*	*8%*
FedEx	**1369**	107	1244	18	411	879	79	1335	20	8	-	1364	5
	27%	*27%*	*27%*	*21%*	*26%*	*27%*	*24%*	*27%*	*23%*	*39%*	-	*27%*	*23%*
Hermes / Evri	**3294**	209	3046	39	985	2147	162	3242	27	13	6	3282	6
	64%	*52%*	**65%ac**	*46%*	**63%f**	**65%f**	*50%*	**65%h**	*30%*	*63%*	*57%*	**64%h**	*28%*
Interlink	**261**	33	226	2	108	136	17	258	3	-	-	261	-
	5%	**8%b**	*5%*	*2%*	**7%e**	*4%*	*5%*	*5%*	*4%*	-	-	*5%*	-
DPD	**2416**	171	2221	25	696	1597	123	2383	16	9	2	2408	6
	47%	*42%*	**48%c**	*29%*	*45%*	**49%f**	*38%*	**47%h**	*18%*	*41%*	*22%*	**47%h**	*28%*
Parcelforce	**2134**	146	1963	25	640	1390	103	2122	7	5	*	2133	1
	41%	*36%*	*42%*	*30%*	**41%f**	**42%f**	*32%*	**42%h**	*8%*	*23%*	*1%*	**42%h**	*3%*
TNT Express	**482**	33	445	5	158	306	19	474	6	2	-	482	1
	9%	*8%*	*10%*	*6%*	*10%*	*9%*	*6%*	*9%*	*7%*	*9%*	-	*9%*	*2%*
TNT Post UK	**265**	30	233	3	95	163	7	260	3	2	-	265	-
	5%	*7%*	*5%*	*3%*	**6%f**	*5%*	*2%*	*5%*	*4%*	*9%*	-	*5%*	-
UPS	**1283**	79	1192	13	361	854	69	1271	5	6	1	1281	1
	25%	*20%*	**25%a**	*16%*	*23%*	*26%*	*21%*	**25%h**	*6%*	*26%*	*13%*	**25%h**	*3%*
UK Mail (not to be confused with Royal Mail)	**520**	50	465	5	159	341	20	509	8	3	-	520	-
	10%	*12%*	*10%*	*6%*	*10%*	*10%*	*6%*	*10%*	*9%*	*12%*	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**222**	16	205	1	66	150	6	218	4	-	-	222	-
	4%	*4%*	*4%*	*1%*	*4%*	*5%*	*2%*	*4%*	*5%*	-	-	*4%*	-
Yodel	**2096**	141	1926	28	604	1399	93	2078	7	7	4	2092	1
	41%	*35%*	*41%*	*34%*	**39%f**	**43%f**	*29%*	**41%h**	*8%*	*32%*	*35%*	**41%h**	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1910**	126	1765	19	615	1220	75	1894	6	3	2	1902	5
	37%	*31%*	**38%c**	*23%*	**40%f**	**37%f**	*23%*	**38%h**	*6%*	*14%*	*22%*	**37%h**	*22%*
Other	**14**	3	11	-	10	4	-	14	-	-	-	14	-
	*	*1%*	*	-	**1%e**	*	-	*	-	-	-	*	-
None of the above	**180**	14	161	4	42	103	35	158	5	1	2	164	13
	3%	*4%*	*3%*	*5%*	*3%*	*3%*	**11%de**	*3%*	*6%*	*6%*	*23%*	*3%*	*58%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4365**	348	3956	62	1366	2764	235	4266	68	18	6	4352	7
	85%	**86%c**	**85%c**	*73%*	**88%ef**	**84%f**	*72%*	*85%*	*76%*	*86%*	*57%*	*85%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Royal Mail	4594	1163	1143	1156	1132	399	371	393	377	424	343	388	391	377	392	365	375
	89%	*90%*	*89%*	*90%*	*88%*	**92%jn**	*90%*	*89%*	*88%*	**92%jn**	*86%*	*90%*	**91%n**	*88%*	*85%*	*89%*	*90%*
Citipost	209	56	58	51	44	11	24	21	18	15	25	17	22	12	11	17	16
	4%	*4%*	*4%*	*4%*	*3%*	*3%*	*6%*	*5%*	*4%*	*3%*	**6%n**	*4%*	*5%*	*3%*	*2%*	*4%*	*4%*
Collect + (Collect Plus)	594	145	160	156	134	48	47	50	54	57	49	41	53	62	43	41	50
	12%	*11%*	*12%*	*12%*	*10%*	*11%*	*11%*	*11%*	*12%*	*12%*	*12%*	*9%*	*12%*	*14%*	*9%*	*10%*	*12%*
DHL	2307	614	588	597	508	228	194	192	196	213	178	199	193	205	184	170	153
	45%	**48%d**	**46%d**	**46%d**	*39%*	**53%nop**	**47%p**	*43%*	**46%p**	**46%p**	*45%*	**46%p**	*45%*	**48%p**	*40%*	*41%*	*37%*
FedEx	1369	339	349	358	323	136	97	105	108	128	113	133	110	116	118	102	103
	27%	*26%*	*27%*	*28%*	*25%*	*31%*	*24%*	*24%*	*25%*	*28%*	*28%*	*31%*	*26%*	*27%*	*25%*	*25%*	*25%*
Hermes / Evri	3294	853	814	856	772	310	269	275	256	306	251	280	288	287	272	240	259
	64%	**66%d**	*63%*	**66%d**	*60%*	**72%ghjnop**	*65%*	*62%*	*60%*	*66%*	*63%*	*65%*	*67%*	**67%o**	*59%*	*58%*	*62%*
Interlink	261	83	69	51	58	26	29	28	35	12	21	29	9	12	28	16	14
	5%	**6%c**	*5%*	*4%*	*4%*	**6%l**	**7%ilm**	**6%l**	**8%ilmop**	*3%*	*5%*	**7%ilm**	*2%*	*3%*	**6%l**	*4%*	*3%*
DPD	2416	621	610	610	575	222	196	203	194	239	178	209	197	203	194	190	191
	47%	*48%*	*47%*	*47%*	*45%*	**51%n**	*47%*	*46%*	*45%*	**52%n**	*45%*	*48%*	*46%*	*48%*	*42%*	*46%*	*46%*
Parcelforce	2134	581	523	530	501	242	167	172	177	202	143	168	175	186	174	168	159
	41%	**45%d**	*41%*	*41%*	*39%*	**56%fghijklmnop**	*40%*	*39%*	*41%*	*44%*	*36%*	*39%*	*41%*	*44%*	*37%*	*41%*	*38%*
TNT Express	482	123	116	129	114	44	35	45	38	42	36	58	40	31	48	35	31
	9%	*10%*	*9%*	*10%*	*9%*	*10%*	*8%*	*10%*	*9%*	*9%*	*9%*	**13%mp**	*9%*	*7%*	*10%*	*9%*	*8%*
TNT Post UK	265	68	64	81	53	25	27	16	28	19	16	33	22	25	23	9	21
	5%	*5%*	*5%*	*6%*	*4%*	*6%*	**6%o**	*4%*	**7%o**	*4%*	*4%*	**8%o**	*5%*	**6%o**	*5%*	*2%*	*5%*
UPS	1283	309	324	333	317	134	88	86	100	116	108	115	106	113	127	100	91
	25%	*24%*	*25%*	*26%*	*25%*	**31%fgp**	*21%*	*19%*	*23%*	*25%*	*27%*	*27%*	*24%*	*26%*	**27%g**	*24%*	*22%*
UK Mail (not to be confused with Royal Mail)	520	149	137	141	92	59	51	40	46	63	27	59	41	42	41	21	30
	10%	**12%d**	**11%d**	**11%d**	*7%*	**14%jop**	**12%jo**	*9%*	**11%o**	**14%jop**	*7%*	**14%jop**	*10%*	*10%*	*9%*	*5%*	*7%*
DX	222	52	70	55	46	16	19	17	23	23	23	15	27	12	14	20	12
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*6%*	*3%*	*3%*	*5%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI2_NET_ANY. Which of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Yodel	**2096**	523	514	536	523	195	154	174	156	198	160	179	188	169	196	148	179
	41%	*41%*	*40%*	*42%*	*40%*	**45%o**	*37%*	*39%*	*36%*	*43%*	*40%*	*41%*	*44%*	*40%*	*42%*	*36%*	*43%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1910**	498	480	492	440	167	154	176	151	190	140	166	165	160	155	128	156
	37%	*39%*	*37%*	*38%*	*34%*	*39%*	*37%*	*40%*	*35%*	**41%o**	*35%*	*39%*	*38%*	*37%*	*33%*	*31%*	*38%*
Other	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*
None of the above	**180**	31	36	45	68	4	14	13	6	16	14	11	18	16	28	22	18
	3%	*2%*	*3%*	*3%*	**5%ab**	*1%*	*3%*	*3%*	*1%*	*3%*	**4%e**	*2%*	**4%e**	**4%e**	**6%eh**	**5%eh**	**4%e**
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4365**	1110	1101	1106	1048	382	342	386	370	391	340	365	367	374	376	335	337
	85%	**86%d**	**85%d**	**86%d**	*81%*	**88%nop**	*82%*	*87%*	*86%*	*85%*	*85%*	*85%*	*85%*	**88%n**	*81%*	*81%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**180**	-	180	131	49	20	22	54	33	23	22	6	42	87	51	28	169	11	180
Weighted Base	**209**	-**	209	153*	56**	39**	28**	74*	35**	15**	14**	4**	68**	109*	33**	18**	186*	23**	180
Effective Base	**103**	-	103	75	28	14	15	39	16	12	7	5	28	55	22	11	96	8	180
Lost mail	**34**	-	34	29	5	4	5	20	4	1	-	-	9	25	1	-	32	2	24
	16%	-	*16%*	*19%*	*10%*	*10%*	*17%*	*28%*	*12%*	*4%*	-	-	*13%*	*23%*	*2%*	-	*17%*	*10%*	*13%*
Damaged mail	**28**	-	28	26	2	10	5	12	1	-	-	-	15	14	-	-	26	2	16
	14%	-	*14%*	*17%*	*4%*	*26%*	*16%*	*17%*	*4%*	-	-	-	*22%*	*12%*	-	-	*14%*	*10%*	*9%*
Delayed mail	**31**	-	31	28	3	15	4	12	-	-	-	-	19	12	-	-	20	11	16
	15%	-	*15%*	*19%*	*5%*	*38%*	*15%*	*17%*	-	-	-	-	*28%*	*11%*	-	-	*11%*	*47%*	*9%*
Mis-delivered mail	**29**	-	29	28	1	7	5	16	1	1	-	-	11	17	1	-	21	8	21
	14%	-	*14%*	*18%*	*2%*	*17%*	*16%*	*22%*	*4%*	*4%*	-	-	*17%*	*16%*	*2%*	-	*11%*	*33%*	*12%*
Mail that has been tampered with	**33**	-	33	20	13	7	*	21	3	1	-	-	8	24	1	-	30	3	21
	16%	-	*16%*	*13%*	*23%*	*19%*	*2%*	*28%*	*10%*	*4%*	-	-	*12%*	*22%*	*2%*	-	*16%*	*11%*	*12%*
Other problems	**8**	-	8	8	-	-	2	6	-	-	-	-	2	6	-	-	8	-	6
	4%	-	*4%*	*5%*	-	-	*7%*	*8%*	-	-	-	-	*3%*	*6%*	-	-	*4%*	-	*3%*
No - there have been no problems	**108**	-	108	71	37	6	15	28	27	15	14	4	21	55	33	18	100	8	118
	52%	-	*52%*	*46%*	*66%*	*15%*	*52%*	*38%*	*78%*	*96%*	*100%*	*100%*	*30%*	*50%*	*98%*	*100%*	*54%*	*35%*	*66%*
NET Any problem experienced	**101**	-	101	82	19	33	14	46	8	1	-	-	47	54	1	-	86	15	62
	48%	-	*48%*	*54%*	*34%*	*85%*	*48%*	*62%*	*22%*	*4%*	-	-	*70%*	*50%*	*2%*	-	*46%*	*65%*	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	180	83	46	29	22	129	51	134	45	16	21	36	37	65	94	16	159
Weighted Base	209	96*	48**	43**	23**	144*	66*	177*	29**	20**	22**	45**	28**	89*	95*	20**	184*
Effective Base	103	45	26	19	13	71	31	82	22	10	11	22	16	40	49	10	89
Lost mail	34	18	5	9	1	23	11	33	1	1	2	7	6	17	15	1	33
	16%	*19%*	*10%*	*22%*	*6%*	*16%*	*16%*	*19%*	*2%*	*7%*	*9%*	*17%*	*21%*	*20%*	*16%*	*7%*	*18%*
Damaged mail	28	17	5	7	-	22	7	28	*	-	*	5	1	22	7	-	28
	14%	*17%*	*11%*	*15%*	-	*15%*	*10%*	*16%*	*	-	*1%*	*12%*	*5%*	**24%n**	*7%*	-	*15%*
Delayed mail	31	17	5	10	-	22	10	29	-	5	4	2	*	19	7	5	26
	15%	*18%*	*10%*	*22%*	-	*15%*	*14%*	*16%*	-	*27%*	*20%*	*5%*	*	*22%*	*7%*	*27%*	*14%*
Mis-delivered mail	29	24	-	4	2	24	5	27	2	2	2	3	5	17	10	2	27
	14%	*25%*	-	*8%*	*7%*	*17%*	*8%*	*15%*	*6%*	*9%*	*9%*	*7%*	*17%*	*20%*	*10%*	*9%*	*15%*
Mail that has been tampered with	33	22	1	8	2	23	10	32	1	4	1	13	3	12	17	4	28
	16%	*23%*	*2%*	*18%*	*9%*	*16%*	*15%*	*18%*	*3%*	*21%*	*2%*	*29%*	*11%*	*13%*	*17%*	*21%*	*15%*
Other problems	8	7	1	-	-	8	-	8	-	-	-	-	1	7	1	-	8
	4%	*8%*	*1%*	-	-	*6%*	-	*5%*	-	-	-	-	*2%*	*8%*	*1%*	-	*4%*
No - there have been no problems	108	29	37	23	19	66	42	82	26	11	17	27	17	29	62	11	91
	52%	*30%*	*77%*	*54%*	*83%*	*46%*	*64%*	*46%*	*88%*	*57%*	*78%*	*62%*	*61%*	*33%*	**65%n**	*57%*	*50%*
NET Any problem experienced	101	67	11	20	4	78	24	95	4	9	5	17	11	60	33	9	93
	48%	*70%*	*23%*	*46%*	*17%*	*54%*	*36%*	*54%*	*12%*	*43%*	*22%*	*38%*	*39%*	**67%n**	*35%*	*43%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**180**	122	58	28	100	26	35	19	17	12	8	8	6	7	21	8	13	4	22
Weighted Base	**209**	176*	34**	16**	180*	13**	11**	4**	14**	23**	14**	15**	10**	13**	51**	21**	18**	3**	10**
Effective Base	**103**	85	18	8	81	16	8	12	16	11	7	8	5	6	19	7	11	3	14
Lost mail	**34**	31	3	3	29	3	2	-	3	8	3	2	2	3	3	3	1	2	1
	16%	*18%*	*8%*	*18%*	*16%*	*26%*	*15%*	-	*25%*	*34%*	*25%*	*16%*	*17%*	*24%*	*6%*	*14%*	*4%*	*74%*	*11%*
Damaged mail	**28**	27	1	*	27	1	*	1	1	5	-	4	3	-	8	2	3	1	-
	14%	*16%*	*3%*	*1%*	*15%*	*6%*	*1%*	*19%*	*9%*	*23%*	-	*26%*	*28%*	-	*16%*	*11%*	*15%*	*24%*	-
Delayed mail	**31**	29	3	-	31	-	*	-	2	7	-	5	-	-	12	5	1	-	-
	15%	*16%*	*8%*	-	*17%*	-	*1%*	-	*14%*	*30%*	-	*33%*	-	-	*23%*	*22%*	*6%*	-	-
Mis-delivered mail	**29**	26	3	-	25	2	2	1	2	10	-	-	2	2	7	-	2	1	1
	14%	*15%*	*8%*	-	*14%*	*13%*	*16%*	*19%*	*13%*	*43%*	-	-	*17%*	*14%*	*14%*	-	*10%*	*22%*	*10%*
Mail that has been tampered with	**33**	30	3	3	27	4	2	-	1	4	3	3	-	1	11	5	-	2	1
	16%	*17%*	*9%*	*18%*	*15%*	*28%*	*14%*	-	*4%*	*17%*	*22%*	*17%*	-	*10%*	*21%*	*24%*	-	*74%*	*13%*
Other problems	**8**	8	-	-	8	-	-	-	1	2	-	-	2	2	-	-	2	-	-
	4%	*5%*	-	-	*4%*	-	-	-	*4%*	*7%*	-	-	*17%*	*14%*	-	-	*12%*	-	-
No - there have been no problems	**108**	83	25	13	89	7	9	4	9	9	9	9	6	10	18	9	11	-	7
	52%	*47%*	*75%*	*82%*	*49%*	*50%*	*76%*	*81%*	*64%*	*40%*	*65%*	*56%*	*55%*	*76%*	*35%*	*43%*	*59%*	-	*66%*
NET Any problem experienced	**101**	93	8	3	91	7	3	1	5	14	5	7	5	3	33	12	8	3	3
	48%	*53%*	*25%*	*18%*	*51%*	*50%*	*24%*	*19%*	*36%*	*60%*	*35%*	*44%*	*45%*	*24%*	*65%*	*57%*	*41%*	*100%*	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	180	83	66	15	8	8	149	16	90	52	21	9	8	142	17
Weighted Base	209	96*	74*	22**	9**	8**	170*	17**	98*	57**	35**	7**	12**	156*	19**
Effective Base	103	46	36	10	5	6	82	11	49	28	16	5	6	77	10
Lost mail	34	19	7	5	-	2	26	2	20	9	2	-	3	29	3
	16%	*20%*	*10%*	*24%*	-	*27%*	*16%*	*13%*	*20%*	*16%*	*4%*	-	*28%*	*19%*	*18%*
Damaged mail	28	26	3	-	-	-	28	-	21	6	2	-	-	27	-
	14%	**27%b**	*4%*	-	-	-	*17%*	-	*21%*	*11%*	*5%*	-	-	*17%*	-
Delayed mail	31	14	15	-	3	-	29	3	14	10	5	-	3	24	3
	15%	*14%*	*20%*	-	*30%*	-	*17%*	*16%*	*14%*	*18%*	*13%*	-	*22%*	*16%*	*14%*
Mis-delivered mail	29	21	4	1	1	2	25	3	15	8	5	2	-	23	2
	14%	**22%b**	*6%*	*3%*	*12%*	*23%*	*15%*	*17%*	*15%*	*13%*	*13%*	*26%*	-	*15%*	*10%*
Mail that has been tampered with	33	14	8	3	6	2	22	7	15	4	6	-	8	19	8
	16%	*15%*	*11%*	*13%*	*66%*	*19%*	*13%*	*44%*	*16%*	*7%*	*16%*	-	*63%*	*12%*	*41%*
Other problems	8	6	2	-	-	-	8	-	8	-	-	-	-	8	-
	4%	*7%*	*2%*	-	-	-	*5%*	-	*8%*	-	-	-	-	*5%*	-
No - there have been no problems	108	38	48	16	2	4	86	6	47	30	23	5	4	76	9
	52%	*39%*	**65%a**	*72%*	*22%*	*50%*	*50%*	*36%*	*47%*	*52%*	*66%*	*74%*	*32%*	*49%*	*47%*
NET Any problem experienced	101	59	26	6	7	4	84	11	52	28	12	2	8	79	10
	48%	**61%b**	*35%*	*28%*	*78%*	*50%*	*50%*	*64%*	*53%*	*48%*	*34%*	*26%*	*68%*	*51%*	*53%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	180	26	150	4	78	90	12	175	5	-	-	180	-
Weighted Base	209	35**	168*	7**	84*	111*	14**	204*	5**	-**	-**	209	-**
Effective Base	103	16	84	3	42	53	9	99	5	-	-	103	-
Lost mail	34	10	24	1	26	8	-	33	1	-	-	34	-
	16%	*28%*	*14%*	*8%*	*31%e*	*7%*	-	*16%*	*23%*	-	-	*16%*	-
Damaged mail	28	14	14	-	24	4	-	27	1	-	-	28	-
	14%	*40%*	*9%*	-	*29%e*	*4%*	-	*13%*	*23%*	-	-	*14%*	-
Delayed mail	31	10	22	-	22	10	-	31	-	-	-	31	-
	15%	*28%*	*13%*	-	*26%e*	*9%*	-	*15%*	-	-	-	*15%*	-
Mis-delivered mail	29	7	20	1	17	11	1	27	2	-	-	29	-
	14%	*21%*	*12%*	*18%*	*20%*	*10%*	*8%*	*13%*	*43%*	-	-	*14%*	-
Mail that has been tampered with	33	7	25	1	19	11	2	31	2	-	-	33	-
	16%	*20%*	*15%*	*8%*	*23%*	*10%*	*18%*	*15%*	*37%*	-	-	*16%*	-
Other problems	8	3	5	-	7	1	-	8	-	-	-	8	-
	4%	*8%*	*3%*	-	*8%*	*1%*	-	*4%*	-	-	-	*4%*	-
No - there have been no problems	108	6	97	5	21	76	10	107	1	-	-	108	-
	52%	*17%*	*58%*	*82%*	*25%*	*69%d*	*75%*	*52%*	*20%*	-	-	*52%*	-
NET Any problem experienced	101	29	71	1	63	35	3	97	4	-	-	101	-
	48%	*83%*	*42%*	*18%*	*75%e*	*31%*	*25%*	*48%*	*80%*	-	-	*48%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**180**	38	58	44	40	9	16	13	19	12	27	16	18	10	12	13	15
Weighted Base	**209**	56**	58*	51**	44**	11**	24**	21**	18**	15**	25**	17**	22**	12**	11**	17**	16**
Effective Base	**103**	23	37	23	23	5	10	8	14	8	16	8	11	5	7	8	9
Lost mail	**34**	12	11	5	6	3	6	3	4	2	6	1	4	-	2	-	5
	16%	*21%*	*20%*	*9%*	*15%*	*23%*	*26%*	*13%*	*23%*	*11%*	*22%*	*4%*	*18%*	-	*16%*	-	*28%*
Damaged mail	**28**	7	9	10	2	-	2	5	3	-	6	3	5	2	2	-	*
	14%	*13%*	*16%*	*20%*	*4%*	-	*10%*	*23%*	*17%*	-	*24%*	*17%*	*23%*	*18%*	*14%*	-	*1%*
Delayed mail	**31**	10	9	7	6	1	2	7	2	3	4	-	2	5	-	3	3
	15%	*18%*	*16%*	*13%*	*13%*	*9%*	*10%*	*31%*	*9%*	*21%*	*17%*	-	*11%*	*37%*	-	*17%*	*17%*
Mis-delivered mail	**29**	5	15	2	8	1	2	2	2	3	9	-	1	1	2	3	3
	14%	*8%*	*26%*	*3%*	*17%*	*6%*	*10%*	*8%*	*13%*	*21%*	*38%*	-	*3%*	*9%*	*16%*	*17%*	*18%*
Mail that has been tampered with	**33**	11	7	7	7	1	5	6	5	2	1	6	2	-	*	3	3
	16%	*20%*	*12%*	*14%*	*15%*	*6%*	*22%*	*26%*	*28%*	*11%*	*2%*	*34%*	*8%*	-	*4%*	*18%*	*20%*
Other problems	**8**	2	4	-	2	-	-	2	2	-	3	-	-	-	2	-	-
	4%	*3%*	*8%*	-	*4%*	-	-	*8%*	*9%*	-	*12%*	-	-	-	*16%*	-	-
No - there have been no problems	**108**	33	28	27	20	8	17	8	11	8	9	8	15	4	8	8	4
	52%	*59%*	*49%*	*52%*	*45%*	*68%*	*73%*	*38%*	*59%*	*57%*	*38%*	*45%*	*66%*	*36%*	*66%*	*48%*	*27%*
NET Any problem experienced	**101**	23	29	25	24	4	6	13	7	6	15	9	8	8	4	9	12
	48%	*41%*	*51%*	*48%*	*55%*	*32%*	*27%*	*62%*	*41%*	*43%*	*62%*	*55%*	*34%*	*64%*	*34%*	*52%*	*73%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**654**	-	654	245	409	65	103	183	127	115	44	17	168	310	176	61	616	33	654
Weighted Base	**594**	-**	594	245	348	61*	102*	158*	129*	88*	38**	17**	163*	287	143*	55*	531	58**	654
Effective Base	**342**	-	342	131	213	34	60	90	68	60	20	12	94	158	91	32	314	27	654
Lost mail	**29**	-	29	24	5	6	10	12	-	1	-	-	16	12	1	-	19	10	20
	5%	-	*5%*	**10%d**	*1%*	**10%hi**	**10%hi**	**8%h**	-	*1%*	-	-	**10%n**	*4%*	*1%*	-	*4%*	*17%*	*3%*
Damaged mail	**24**	-	24	20	4	2	7	14	1	*	-	-	8	15	*	-	19	5	18
	4%	-	*4%*	**8%d**	*1%*	*3%*	*7%*	**9%hi**	*1%*	*	-	-	**5%n**	**5%n**	*	-	*4%*	*8%*	*3%*
Delayed mail	**45**	-	45	33	12	4	15	27	-	*	-	-	19	27	*	-	32	12	36
	8%	-	*8%*	**14%d**	*4%*	**6%h**	**15%hi**	**17%hi**	-	*	-	-	**11%no**	**9%n**	*	-	*6%*	*20%*	*6%*
Mis-delivered mail	**22**	-	22	17	5	5	8	9	-	-	-	-	13	9	-	-	16	5	17
	4%	-	*4%*	**7%d**	*1%*	**8%hi**	**8%hi**	**6%h**	-	-	-	-	**8%n**	*3%*	-	-	*3%*	*8%*	*3%*
Mail that has been tampered with	**41**	-	41	28	13	12	10	15	4	-	-	-	22	19	-	-	24	17	23
	7%	-	*7%*	**11%d**	*4%*	**20%hi**	**9%i**	**10%i**	*3%*	-	-	-	**13%no**	**7%n**	-	-	*5%*	*29%*	*4%*
Other problems	**19**	-	19	12	7	2	4	5	2	1	4	-	7	7	5	4	17	2	13
	3%	-	*3%*	*5%*	*2%*	*4%*	*4%*	*3%*	*2%*	*1%*	*10%*	-	*4%*	*2%*	*4%*	*7%*	*3%*	*4%*	*2%*
No - there have been no problems	**491**	-	491	178	313	38	76	115	124	86	34	17	114	239	137	52	452	36	574
	83%	-	*83%*	*73%*	**90%c**	*63%*	*75%*	*73%*	**96%efg**	**98%efg**	*90%*	*100%*	*70%*	**83%l**	**96%lm**	**93%l**	*85%*	*62%*	*88%*
NET Any problem experienced	**103**	-	103	67	36	22	26	43	5	2	4	-	49	49	6	4	79	22	80
	17%	-	*17%*	**27%d**	*10%*	**37%hi**	**25%hi**	**27%hi**	*4%*	*2%*	*10%*	-	**30%mno**	**17%n**	*4%*	*7%*	*15%*	*38%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	654	153	221	149	131	374	280	430	216	51	71	144	189	155	404	51	572
Weighted Base	594	119*	193	148*	134*	312	282	433	149	51*	60*	131*	175	143*	366	51*	517
Effective Base	342	67	113	84	79	179	163	230	120	31	40	75	104	73	219	31	295
Lost mail	29	15	2	11	1	17	12	28	1	2	-	10	4	13	14	2	27
	5%	13%bd	1%	7%bd	1%	5%	4%	6%h	1%	3%	-	8%	2%	9%l	4%	3%	5%
Damaged mail	24	8	7	7	2	15	9	23	1	1	*	11	2	8	14	1	22
	4%	7%	3%	5%	1%	5%	3%	5%h	1%	3%	1%	9%l	1%	6%	4%	3%	4%
Delayed mail	45	21	13	10	2	34	11	44	1	-	2	18	8	18	28	-	45
	8%	18%bcd	7%	7%	1%	11%f	4%	10%h	1%	-	3%	14%ll	4%	12%l	8%	-	9%
Mis-delivered mail	22	9	5	7	*	15	7	22	-	-	1	7	6	7	15	-	22
	4%	8%d	3%	5%	*	5%	3%	5%h	-	-	2%	6%	4%	5%	4%	-	4%
Mail that has been tampered with	41	19	12	9	2	31	10	36	2	5	*	9	12	15	21	5	36
	7%	16%bcd	6%	6%	1%	10%f	4%	8%h	2%	10%	1%	7%	7%	10%	6%	10%	7%
Other problems	19	1	6	11	1	7	12	14	1	*	1	12	2	4	14	*	19
	3%	1%	3%	7%	1%	2%	4%	3%	1%	*	1%	9%l	1%	3%	4%	*	4%
No - there have been no problems	491	77	159	128	126	236	254	343	142	43	57	105	148	104	311	43	423
	83%	65%	82%a	87%a	94%ab	76%	90%e	79%	96%g	84%	95%km	80%	85%	73%	85%m	84%	82%
NET Any problem experienced	103	42	34	20	8	76	27	90	7	8	3	26	27	39	56	8	95
	17%	35%bcd	18%d	13%	6%	24%f	10%	21%h	4%	16%	5%	20%j	15%	27%jn	15%	16%	18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**654**	426	228	89	283	143	116	112	35	20	28	32	34	35	38	26	35	25	118
Weighted Base	**594**	505	89*	30**	476	62*	32*	23*	28*	39**	46**	48**	50**	65*	87*	59**	53*	11**	51*
Effective Base	**342**	288	54	15	239	80	43	62	32	18	26	29	30	31	35	23	32	13	66
Lost mail	**29**	29	*	-	26	1	1	1	1	4	-	-	7	-	12	2	1	1	*
	5%	*6%*	*	-	*5%*	*1%*	*4%*	*5%*	*4%*	*10%*	-	-	*13%*	-	**14%mr**	*3%*	*1%*	*6%*	*
Damaged mail	**24**	24	*	*	20	3	1	1	1	2	2	1	6	-	2	3	3	1	2
	4%	*5%*	*	*	*4%*	*5%*	*2%*	*2%*	*2%*	*6%*	*3%*	*2%*	*13%*	-	*2%*	*5%*	*5%*	*6%*	*4%*
Delayed mail	**45**	45	*	*	38	5	2	1	1	5	6	3	9	-	13	-	-	-	5
	8%	**9%b**	*	*	*8%*	*8%*	*6%*	*5%*	*5%*	*14%*	*14%*	*6%*	*17%*	-	**15%mp**	-	-	-	**9%mp**
Mis-delivered mail	**22**	22	*	-	19	1	1	1	2	2	3	5	3	-	4	-	-	-	1
	4%	*4%*	*	-	*4%*	*2%*	*2%*	*3%*	**8%m**	*6%*	*7%*	*9%*	*6%*	-	*5%*	-	-	-	*3%*
Mail that has been tampered with	**41**	36	5	3	37	3	1	*	1	2	2	4	8	-	17	3	-	-	3
	7%	*7%*	*6%*	*9%*	*8%*	*4%*	*3%*	*	*2%*	*6%*	*3%*	*9%*	*16%*	-	**19%mp**	*6%*	-	-	*5%*
Other problems	**19**	13	6	4	18	*	1	*	-	5	-	2	3	5	-	2	-	-	*
	3%	*3%*	*7%*	*14%*	*4%*	*	*2%*	*2%*	-	*14%*	-	*5%*	*6%*	*8%*	-	*3%*	-	-	*
No - there have been no problems	**491**	413	77	23	389	55	27	21	23	32	36	38	38	60	57	55	50	11	44
	83%	*82%*	*87%*	*77%*	*82%*	*88%*	*83%*	*89%*	*83%*	*82%*	*79%*	*78%*	*76%*	**92%n**	*65%*	*92%*	**94%n**	*94%*	**86%n**
NET Any problem experienced	**103**	91	12	7	87	8	6	3	5	7	10	11	12	5	30	5	3	1	7
	17%	*18%*	*13%*	*23%*	*18%*	*12%*	*17%*	*11%*	*17%*	*18%*	*21%*	*22%*	*24%*	*8%*	**35%mpr**	*8%*	*6%*	*6%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	654	239	262	81	43	23	501	66	253	284	83	20	10	537	30
Weighted Base	594	225	215	86*	37**	21**	441	58*	234	248	80*	19**	8**	482	28**
Effective Base	342	124	134	45	23	15	257	37	132	143	47	12	6	275	17
Lost mail	29	17	9	3	-	-	27	-	12	15	2	-	-	27	-
	5%	*8%*	*4%*	*3%*	-	-	*6%*	-	*5%*	*6%*	*2%*	-	-	*6%*	-
Damaged mail	24	16	7	1	-	-	23	-	15	8	1	-	-	23	-
	4%	*7%*	*3%*	*1%*	-	-	*5%*	-	*6%*	*3%*	*1%*	-	-	*5%*	-
Delayed mail	45	28	12	5	*	-	40	*	19	21	4	*	*	41	1
	8%	**13%bg**	*5%*	*6%*	*	-	*9%*	*	*8%*	*9%*	*5%*	*2%*	*1%*	*8%*	*2%*
Mis-delivered mail	22	13	6	2	-	1	19	1	8	10	2	2	-	18	2
	4%	*6%*	*3%*	*2%*	-	*3%*	*4%*	*1%*	*4%*	*4%*	*2%*	*11%*	-	*4%*	*8%*
Mail that has been tampered with	41	22	14	2	-	3	36	3	21	16	4	*	-	37	*
	7%	*10%*	*7%*	*3%*	-	*13%*	*8%*	*5%*	*9%*	*6%*	*4%*	*2%*	-	*8%*	*2%*
Other problems	19	14	2	3	-	-	15	-	9	8	2	-	-	17	-
	3%	**6%b**	*1%*	*4%*	-	-	*4%*	-	*4%*	*3%*	*3%*	-	-	*3%*	-
No - there have been no problems	491	167	185	75	37	17	353	55	184	206	72	17	8	390	25
	83%	*74%*	**86%a**	*87%*	*100%*	*83%*	*80%*	**94%af**	*79%*	*83%*	*90%*	*87%*	*99%*	*81%*	*90%*
NET Any problem experienced	103	58	30	11	*	4	88	4	50	42	8	3	*	92	3
	17%	**26%bg**	*14%*	*13%*	*	*17%*	**20%g**	*6%*	*21%*	*17%*	*10%*	*13%*	*1%*	*19%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**654**	42	600	12	200	427	27	643	9	1	1	653	-
Weighted Base	**594**	47**	538	9**	181	383	29**	580	13**	1**	***	593	-**
Effective Base	**342**	24	315	4	103	223	16	333	8	1	1	342	-
Lost mail	**29**	8	21	-	21	7	2	29	-	-	-	29	-
	5%	*18%*	*4%*	-	**11%e**	*2%*	*5%*	*5%*	-	-	-	*5%*	-
Damaged mail	**24**	7	17	*	20	2	2	18	5	1	-	24	-
	4%	*14%*	*3%*	*3%*	**11%e**	*1%*	*6%*	*3%*	*38%*	*100%*	-	*4%*	-
Delayed mail	**45**	12	31	2	28	11	7	41	4	-	-	45	-
	8%	*25%*	*6%*	*28%*	**15%e**	*3%*	*23%*	*7%*	*34%*	-	-	*8%*	-
Mis-delivered mail	**22**	5	17	1	14	7	1	22	-	-	-	22	-
	4%	*11%*	*3%*	*6%*	**8%e**	*2%*	*2%*	*4%*	-	-	-	*4%*	-
Mail that has been tampered with	**41**	10	31	-	29	12	*	36	5	-	-	41	-
	7%	*22%*	*6%*	-	**16%e**	*3%*	*1%*	*6%*	*39%*	-	-	*7%*	-
Other problems	**19**	3	16	1	14	4	2	19	-	-	-	19	-
	3%	*6%*	*3%*	*6%*	**8%e**	*1%*	*5%*	*3%*	-	-	-	*3%*	-
No - there have been no problems	**491**	19	466	6	117	354	20	487	4	-	*	490	-
	83%	*39%*	*87%*	*64%*	*64%*	**92%d**	*69%*	*84%*	*28%*	-	*100%*	*83%*	-
NET Any problem experienced	**103**	28	71	3	64	30	9	93	9	1	-	103	-
	17%	*61%*	*13%*	*36%*	**36%e**	*8%*	*31%*	*16%*	*72%*	*100%*	-	*17%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**654**	171	163	152	168	55	53	63	64	51	48	46	48	58	55	58	55
Weighted Base	**594**	145*	160*	156*	134*	48**	47**	50**	54*	57**	49**	41**	53**	62*	43**	41**	50*
Effective Base	**342**	81	96	82	85	28	27	26	39	30	30	25	24	33	26	29	30
Lost mail	**29**	14	6	5	5	4	5	5	4	-	2	4	*	1	3	-	2
	5%	*10%*	*4%*	*3%*	*3%*	*7%*	*11%*	*11%*	*8%*	-	*3%*	*9%*	*	*2%*	*6%*	-	*4%*
Damaged mail	**24**	6	7	7	3	-	4	2	5	-	2	3	3	2	1	-	2
	4%	*4%*	*5%*	*5%*	*2%*	-	*9%*	*4%*	*10%*	-	*4%*	*7%*	*5%*	*3%*	*3%*	-	*3%*
Delayed mail	**45**	11	15	7	12	2	5	4	11	1	4	3	1	3	7	4	1
	8%	*8%*	*10%*	*4%*	*9%*	*4%*	*11%*	*8%*	***20%p***	*1%*	*9%*	*7%*	*1%*	*5%*	*17%*	*9%*	*2%*
Mis-delivered mail	**22**	5	5	8	4	1	2	2	3	-	2	5	3	-	-	2	2
	4%	*4%*	*3%*	*5%*	*3%*	*2%*	*5%*	*4%*	*6%*	-	*3%*	*12%*	*6%*	-	-	*4%*	*5%*
Mail that has been tampered with	**41**	12	12	7	9	3	7	2	5	2	5	3	2	2	3	-	7
	7%	*8%*	*8%*	*4%*	*7%*	*6%*	*15%*	*5%*	*10%*	*3%*	*11%*	*7%*	*4%*	*3%*	*6%*	-	*13%*
Other problems	**19**	4	6	9	*	1	2	-	2	2	2	3	2	4	-	*	-
	3%	*2%*	*4%*	***6%d***	*	*3%*	*5%*	-	*3%*	*3%*	*4%*	*7%*	*4%*	*7%*	-	*	-
No - there have been no problems	**491**	118	127	135	110	40	38	40	37	55	34	35	47	53	35	37	39
	83%	*82%*	*79%*	*87%*	*83%*	*84%*	*81%*	*80%*	*69%*	*96%*	*71%*	*86%*	*88%*	*87%*	*81%*	*90%*	*78%*
NET Any problem experienced	**103**	26	33	20	23	8	9	10	16	2	14	6	7	8	8	4	11
	17%	*18%*	*21%*	*13%*	*17%*	*16%*	*19%*	*20%*	*31%*	*4%*	*29%*	*14%*	*12%*	*13%*	*19%*	*10%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2470**	-	2470	1174	1291	212	289	486	383	543	362	195	501	869	1100	557	2330	122	2470
Weighted Base	**2307**	-**	2307	1092	1211	247	257	470	389	465	259	220	504	858	945	479	2096	198*	2470
Effective Base	**1293**	-	1293	607	683	122	157	269	210	279	156	107	276	479	537	260	1199	90	2470
Lost mail	**59**	-	59	46	13	14	7	25	6	5	1	1	21	31	8	2	41	18	47
	3%	-	*3%*	**4%d**	*1%*	**6%hijk**	*3%*	**5%hijk**	*2%*	*1%*	*	*1%*	**4%no**	**4%no**	*1%*	*1%*	*2%*	**9%p**	*2%*
Damaged mail	**97**	-	97	65	32	20	21	34	14	6	1	2	41	48	9	3	86	11	76
	4%	-	*4%*	**6%d**	*3%*	**8%ijk**	**8%ijk**	**7%ijk**	**4%j**	*1%*	*	*1%*	**8%no**	**6%no**	*1%*	*1%*	*4%*	*6%*	*3%*
Delayed mail	**110**	-	110	72	38	18	13	47	13	13	2	5	31	59	20	7	92	18	99
	5%	-	*5%*	**7%d**	*3%*	**7%ij**	**5%j**	**10%hijk**	*3%*	*3%*	*1%*	*2%*	**6%no**	**7%no**	*2%*	*1%*	*4%*	*9%*	*4%*
Mis-delivered mail	**79**	-	79	56	23	11	8	44	8	5	2	1	19	52	8	3	67	13	72
	3%	-	*3%*	**5%d**	*2%*	**5%ik**	*3%*	**9%fhijk**	*2%*	*1%*	*1%*	*	**4%no**	**6%no**	*1%*	*1%*	*3%*	*6%*	*3%*
Mail that has been tampered with	**67**	-	67	49	19	16	4	38	6	3	*	-	20	44	3	*	47	20	40
	3%	-	*3%*	**4%d**	*2%*	**7%fhijk**	*2%*	**8%fhijk**	*2%*	*1%*	*	-	**4%no**	**5%no**	*	*	*2%*	**10%p**	*2%*
Other problems	**42**	-	42	31	11	15	1	12	3	10	*	-	16	15	10	*	40	1	27
	2%	-	*2%*	**3%d**	*1%*	**6%fhijk**	*1%*	*3%*	*1%*	*2%*	*	-	**3%no**	**2%o**	*1%*	*	*2%*	*1%*	*1%*
No - there have been no problems	**2008**	-	2008	887	1117	181	216	357	351	439	252	211	397	708	903	463	1846	150	2217
	87%	-	*87%*	*81%*	**92%c**	*73%*	**84%e**	*76%*	**90%eg**	**94%efg**	**97%efgh**	**96%efg**	*79%*	*82%*	**96%lm**	**97%lm**	**88%q**	*75%*	*90%*
NET Any problem experienced	**299**	-	299	205	94	65	41	112	38	26	7	10	107	150	42	16	249	49	253
	13%	-	*13%*	**19%d**	*8%*	**27%fhijk**	**16%ijk**	**24%hijk**	**10%j**	*6%*	*3%*	*4%*	**21%no**	**18%no**	*4%*	*3%*	*12%*	**25%p**	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2470**	685	786	502	497	1471	999	1321	1114	250	257	616	668	518	1541	251	2105
Weighted Base	**2307**	477	781	533	516	1257	1049	1406	869	272	246	587	579	471	1412	272	1917
Effective Base	**1293**	272	429	290	303	701	592	721	570	146	149	331	336	244	815	147	1078
Lost mail	**59**	21	21	16	2	42	17	50	9	5	9	16	7	18	32	5	51
	3%	**4%d**	**3%d**	**3%d**	*	*3%*	*2%*	**4%h**	*1%*	*2%*	*4%*	*3%*	*1%*	**4%l**	*2%*	*2%*	*3%*
Damaged mail	**97**	40	28	20	10	67	30	83	13	6	7	19	12	50	38	6	89
	4%	**8%bcd**	*4%*	*4%*	*2%*	**5%f**	*3%*	**6%h**	*1%*	*2%*	*3%*	*3%*	*2%*	**11%ijkln**	*3%*	*2%*	*5%*
Delayed mail	**110**	30	41	30	9	71	39	92	19	12	5	28	20	39	54	12	94
	5%	**6%d**	**5%d**	**6%d**	*2%*	*6%*	*4%*	**7%h**	*2%*	*5%*	*2%*	*5%*	*3%*	**8%jln**	*4%*	*5%*	*5%*
Mis-delivered mail	**79**	41	17	14	7	58	21	70	9	5	4	14	13	40	31	5	71
	3%	**9%bcd**	*2%*	*3%*	*1%*	**5%f**	*2%*	**5%h**	*1%*	*2%*	*1%*	*2%*	*2%*	**9%ijkln**	*2%*	*2%*	*4%*
Mail that has been tampered with	**67**	43	13	6	5	56	12	61	4	9	7	8	5	35	21	9	56
	3%	**9%bcd**	*2%*	*1%*	*1%*	**4%f**	*1%*	**4%h**	*	*3%*	*3%*	*1%*	*1%*	**7%kln**	*1%*	*3%*	*3%*
Other problems	**42**	15	7	8	12	22	20	35	7	6	1	11	6	12	18	6	31
	2%	**3%b**	*1%*	*2%*	*2%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*
No - there have been no problems	**2008**	359	692	469	488	1051	957	1155	825	238	224	523	526	353	1273	238	1658
	87%	*75%*	**89%a**	**88%a**	**95%abc**	*84%*	**91%e**	*82%*	**95%g**	**88%m**	**91%m**	**89%m**	**91%m**	*75%*	**90%m**	*88%*	*86%*
NET Any problem experienced	**299**	117	89	65	28	207	92	251	43	34	21	64	54	119	139	34	259
	13%	**25%bcd**	**11%d**	**12%d**	*5%*	**16%f**	*9%*	**18%h**	*5%*	*12%*	*9%*	*11%*	*9%*	**25%ijkln**	*10%*	*12%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 282

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2470	1542	928	393	1115	567	460	328	114	127	125	102	135	138	111	125	138	84	483
Weighted Base	2307	1936	370	125*	1888	229	121	69	95	242	194	144*	216	240	258	291	208	27*	202
Effective Base	1293	1054	246	84	936	250	194	191	102	113	110	91	120	126	100	109	125	38	214
Lost mail	59	53	6	4	52	2	5	1	3	5	6	5	10	4	10	6	3	1	*
	3%	3%	2%	3%	3%	1%	4%e	1%	3%r	2%	3%r	4%r	5%r	2%	4%r	2%	2%	5%r	*
Damaged mail	97	94	3	3	87	5	5	1	3	11	5	3	10	8	26	13	8	2	2
	4%	5%b	1%	2%	5%	2%	4%	2%	3%	4%	3%	2%	5%	3%	10%jkmr	4%	4%	8%r	1%
Delayed mail	110	102	9	4	93	8	6	3	5	14	4	7	6	7	22	20	7	2	6
	5%	5%	2%	3%	5%	4%	5%	4%	5%	6%	2%	5%	3%	3%	9%j	7%	4%	8%	3%
Mis-delivered mail	79	73	6	1	70	5	2	2	5	8	9	5	6	3	23	9	2	2	3
	3%	4%	2%	1%	4%	2%	2%	3%	5%p	3%	5%	3%	3%	1%	9%mpr	3%	1%	7%mpr	2%
Mail that has been tampered with	67	62	5	*	64	1	1	1	1	7	5	-	3	-	26	19	2	1	1
	3%	3%	1%	*	3%e	1%	1%	1%	1%	3%	2%	-	2%	-	10%hijklmpr	7%kmpr	1%	3%km	*
Other problems	42	36	6	*	39	2	*	1	2	2	6	3	5	1	5	13	4	2	1
	2%	2%	2%	*	2%	1%	*	1%	2%	1%	3%	2%	2%	*	2%	4%r	2%	6%imr	*
No - there have been no problems	2008	1667	340	117	1626	212	107	62	81	220	172	124	185	223	192	237	190	22	190
	87%	86%	92%a	94%	86%	93%d	88%	90%	86%	91%no	89%n	86%	86%n	93%no	75%	82%	92%no	84%	94%hklnoq
NET Any problem experienced	299	269	30	8	261	17	14	7	13	22	22	20	31	16	66	54	17	4	12
	13%	14%b	8%	6%	14%e	7%	12%	10%	14%r	9%	11%	14%r	14%r	7%	25%ijlmpr	18%imnr	8%	16%r	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2470**	910	1018	306	149	73	1928	222	1004	978	324	104	45	1982	149
Weighted Base	**2307**	869	908	306	141*	67*	1778	208	923	902	335	92*	42**	1825	134*
Effective Base	**1293**	466	524	169	86	42	989	128	514	502	186	54	28	1016	82
Lost mail	**59**	31	15	7	4	2	46	6	19	23	9	4	3	42	6
	3%	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*	*7%*	*2%*	*5%*
Damaged mail	**97**	55	31	5	4	2	86	6	39	45	11	2	*	84	2
	4%	**6%bc**	*3%*	*2%*	*3%*	*3%*	*5%*	*3%*	*4%*	*5%*	*3%*	*2%*	*1%*	*5%*	*2%*
Delayed mail	**110**	49	35	11	12	3	83	16	44	43	17	2	6	86	8
	5%	*6%*	*4%*	*4%*	**9%b**	*5%*	*5%*	*7%*	*5%*	*5%*	*5%*	*2%*	*14%*	*5%*	*6%*
Mis-delivered mail	**79**	46	21	8	4	1	67	5	38	32	5	4	-	70	4
	3%	**5%b**	*2%*	*3%*	*3%*	*1%*	*4%*	*2%*	*4%*	*4%*	*2%*	*4%*	-	*4%*	*3%*
Mail that has been tampered with	**67**	45	17	4	1	1	62	1	24	34	6	2	1	58	4
	3%	**5%bcg**	*2%*	*1%*	*	*1%*	*3%*	*1%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*
Other problems	**42**	16	18	5	*	2	34	3	19	18	1	4	-	36	4
	2%	*2%*	*2%*	*2%*	*	*3%*	*2%*	*1%*	*2%*	*2%*	*	**4%j**	-	*2%*	*3%*
No - there have been no problems	**2008**	730	807	277	120	59	1538	179	796	785	298	82	34	1582	116
	87%	*84%*	**89%a**	**90%a**	*85%*	*88%*	*87%*	*86%*	*86%*	*87%*	*89%*	*89%*	*82%*	*87%*	*87%*
NET Any problem experienced	**299**	139	101	29	21	8	240	29	126	117	37	10	7	243	17
	13%	**16%bc**	*11%*	*10%*	*15%*	*12%*	*13%*	*14%*	*14%*	*13%*	*11%*	*11%*	*18%*	*13%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2470**	183	2251	36	767	1574	129	2430	23	11	3	2464	3
Weighted Base	**2307**	184	2088	34**	699	1486	121*	2263	31**	8**	2**	2303	2**
Effective Base	**1293**	101	1175	17	394	823	76	1267	17	7	2	1289	2
Lost mail	**59**	13	46	-	30	20	9	47	12	-	-	59	-
	3%	***7%b***	*2%*	-	***4%e***	*1%*	***8%e***	*2%*	*38%*	-	-	*3%*	-
Damaged mail	**97**	13	80	4	60	28	10	83	13	2	-	97	-
	4%	*7%*	*4%*	*12%*	***9%e***	*2%*	***8%e***	*4%*	*40%*	*27%*	-	*4%*	-
Delayed mail	**110**	12	96	2	50	47	13	107	2	2	-	110	-
	5%	*7%*	*5%*	*7%*	***7%e***	*3%*	***11%e***	*5%*	*7%*	*21%*	-	*5%*	-
Mis-delivered mail	**79**	20	57	2	47	28	4	71	7	1	-	79	-
	3%	***11%b***	*3%*	*6%*	***7%e***	*2%*	*3%*	*3%*	*24%*	*15%*	-	*3%*	-
Mail that has been tampered with	**67**	21	45	2	45	18	4	58	8	1	-	67	-
	3%	***12%b***	*2%*	*4%*	***6%e***	*1%*	*4%*	*3%*	*26%*	*15%*	-	*3%*	-
Other problems	**42**	8	34	*	24	16	2	31	10	1	-	42	-
	2%	***4%b***	*2%*	*1%*	***3%e***	*1%*	*2%*	*1%*	*31%*	*12%*	-	*2%*	-
No - there have been no problems	**2008**	137	1842	29	548	1362	98	1991	7	5	2	2004	2
	87%	*75%*	***88%a***	*84%*	*78%*	***92%df***	*81%*	*88%*	*23%*	*67%*	*100%*	*87%*	*100%*
NET Any problem experienced	**299**	47	246	6	152	124	23	272	24	3	-	299	-
	13%	***25%b***	*12%*	*16%*	***22%e***	*8%*	***19%e***	*12%*	*77%*	*33%*	-	*13%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2470**	640	612	632	586	232	205	203	203	211	198	220	208	204	193	193	200
Weighted Base	**2307**	614	588	597	508	228	194	192	196	213	178	199	193	205	184	170	153
Effective Base	**1293**	320	344	324	309	118	102	100	114	115	117	114	105	106	103	103	105
Lost mail	**59**	17	22	9	12	2	11	4	9	1	12	1	-	8	7	3	2
	3%	*3%*	*4%*	*2%*	*2%*	*1%*	**6%eikl**	*2%*	**4%l**	*1%*	**7%eikp**	*1%*	*-*	**4%l**	**4%l**	*2%*	*1%*
Damaged mail	**97**	20	31	24	22	5	9	6	10	8	12	10	10	5	8	11	3
	4%	*3%*	*5%*	*4%*	*4%*	*2%*	*5%*	*3%*	*5%*	*4%*	*7%*	*5%*	*5%*	*2%*	*5%*	*6%*	*2%*
Delayed mail	**110**	27	33	25	25	10	8	10	7	12	15	7	12	7	11	8	6
	5%	*4%*	*6%*	*4%*	*5%*	*4%*	*4%*	*5%*	*3%*	*5%*	*8%*	*3%*	*6%*	*3%*	*6%*	*5%*	*4%*
Mis-delivered mail	**79**	16	20	18	25	8	3	5	7	3	9	11	3	5	15	4	6
	3%	*3%*	*3%*	*3%*	*5%*	*3%*	*1%*	*3%*	*4%*	*2%*	*5%*	*5%*	*1%*	*2%*	**8%fil**	*2%*	*4%*
Mail that has been tampered with	**67**	12	17	14	24	-	6	7	7	4	7	4	1	9	15	1	8
	3%	*2%*	*3%*	*2%*	*5%*	*-*	*3%*	**4%e**	**3%e**	*2%*	**4%e**	*2%*	*	**4%e**	**8%eikjo**	*1%*	**5%el**
Other problems	**42**	14	12	8	8	6	-	9	5	3	4	2	3	3	3	1	3
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*-*	**5%f**	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*
No - there have been no problems	**2008**	547	496	533	431	206	174	167	166	189	141	174	173	186	155	148	129
	87%	*89%*	*84%*	*89%*	*85%*	**90%j**	**90%j**	*87%*	*85%*	**89%j**	*79%*	*87%*	**90%j**	**91%j**	*84%*	*87%*	*84%*
NET Any problem experienced	**299**	67	91	64	76	22	20	26	30	24	37	25	20	19	30	22	24
	13%	*11%*	*16%*	*11%*	*15%*	*10%*	*10%*	*13%*	*15%*	*11%*	**21%efilm**	*13%*	*10%*	*9%*	*16%*	*13%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1454	-	1454	721	728	170	187	314	218	306	183	76	357	532	565	259	1357	84	1454
Weighted Base	1369	-**	1369	709	656	187	192	317	214	254	117*	89*	379	531	460	206	1236	121*	1454
Effective Base	765	-	765	379	385	101	104	175	118	153	83	39	204	294	268	116	700	58	1454
Lost mail	48	-	48	30	17	10	9	24	2	1	*	-	20	26	1	*	36	12	35
	3%	-	3%	4%	3%	6%i	5%i	8%hij	1%	*	*	-	5%no	5%no	*	*	3%	10%p	2%
Damaged mail	65	-	65	45	20	14	19	25	3	5	-	-	32	28	5	-	54	11	48
	5%	-	5%	6%d	3%	7%hij	10%hijk	8%hij	2%	2%	-	-	9%no	5%no	1%	-	4%	9%	3%
Delayed mail	83	-	83	59	21	25	15	28	13	1	*	-	40	41	2	*	67	15	61
	6%	-	6%	8%d	3%	13%ijk	8%ij	9%ij	6%ij	1%	*	-	11%no	8%no	*	*	5%	13%p	4%
Mis-delivered mail	68	-	68	55	13	22	13	26	3	3	-	-	35	30	3	-	61	7	43
	5%	-	5%	8%d	2%	12%hijk	7%hij	8%hij	1%	1%	-	-	9%no	6%no	1%	-	5%	6%	3%
Mail that has been tampered with	40	-	40	26	14	10	5	20	1	2	2	-	15	21	4	2	27	13	32
	3%	-	3%	4%	2%	5%hi	3%	6%hi	1%	1%	2%	-	4%n	4%n	1%	1%	2%	11%p	2%
Other problems	31	-	31	18	14	5	8	9	1	7	1	-	13	10	8	1	22	10	32
	2%	-	2%	2%	2%	3%	4%	3%	1%	3%	1%	-	3%	2%	2%	*	2%	8%p	2%
No - there have been no problems	1158	-	1158	569	588	131	150	239	192	242	115	89	281	432	446	203	1064	83	1288
	85%	-	85%	80%	90%c	70%	78%	76%	90%efg	95%efg	98%efgh	100%efgh	74%	81%	97%lm	99%lm	86%q	68%	89%
NET Any problem experienced	211	-	211	140	69	56	42	77	21	11	2	-	98	99	14	2	172	38	166
	15%	-	15%	20%d	10%	30%hijk	22%hijk	24%hijk	10%jk	5%	2%	-	26%no	19%no	3%	1%	14%	32%p	11%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1454	451	427	292	284	878	576	823	614	145	134	332	423	338	889	146	1250
Weighted Base	1369	343	403	345	279	746	624	896	456	146*	121*	346	375	307	841	146*	1166
Effective Base	765	195	229	174	172	424	342	456	319	85	75	182	210	168	467	86	645
Lost mail	48	27	2	11	8	29	19	43	5	4	8	10	5	21	23	4	43
	3%	**8%bd**	*1%*	**3%b**	*3%*	*4%*	*3%*	**5%h**	*1%*	*3%*	**6%l**	*3%*	*1%*	**7%ln**	*3%*	*3%*	*4%*
Damaged mail	65	27	15	17	5	43	22	64	1	3	5	19	14	23	38	3	62
	5%	**8%d**	*4%*	*5%*	*2%*	*6%*	*4%*	**7%h**	*	*2%*	*4%*	*5%*	*4%*	*8%*	*5%*	*2%*	*5%*
Delayed mail	83	42	18	19	4	59	23	70	12	5	6	19	18	30	42	5	75
	6%	**12%bcd**	*4%*	*5%*	*2%*	**8%f**	*4%*	**8%h**	*3%*	*4%*	*5%*	*5%*	*5%*	**10%n**	*5%*	*4%*	*6%*
Mis-delivered mail	68	37	9	20	2	46	22	66	2	1	5	8	17	34	30	1	64
	5%	**11%bd**	*2%*	**6%d**	*1%*	*6%*	*3%*	**7%h**	*	*	*4%*	*2%*	*5%*	**11%ikln**	*4%*	*	**6%o**
Mail that has been tampered with	40	17	9	9	5	25	15	31	7	4	1	12	8	15	21	4	36
	3%	*5%*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	*3%*	*1%*	*3%*	*2%*	*5%*	*2%*	*3%*	*3%*
Other problems	31	11	7	7	7	18	14	24	8	4	2	5	10	7	17	4	24
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*
No - there have been no problems	1158	244	350	304	260	594	564	714	428	128	108	300	326	234	733	128	981
	85%	*71%*	**87%a**	**88%a**	**93%ab**	*80%*	**90%e**	*80%*	**94%g**	**88%m**	**89%m**	**87%m**	**87%m**	*76%*	**87%m**	*88%*	*84%*
NET Any problem experienced	211	99	52	41	19	151	60	182	28	18	13	46	49	73	108	18	184
	15%	**29%bcd**	**13%d**	*12%*	*7%*	**20%f**	*10%*	**20%h**	*6%*	*12%*	*11%*	*13%*	*13%*	**24%ijkln**	*13%*	*12%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1454**	944	510	220	654	345	281	174	71	76	66	58	69	80	80	76	78	47	298
Weighted Base	**1369**	1189	180	62*	1115	139	74	41*	57*	154*	100*	86*	99*	134*	182*	179*	123*	16**	124
Effective Base	**765**	642	130	48	547	161	140	93	64	67	59	53	62	73	71	68	70	23	140
Lost mail	**48**	45	3	2	41	3	4	*	1	8	2	2	3	2	20	3	1	1	2
	3%	*4%*	*2%*	*3%*	*4%*	*2%*	*5%*	*	*2%*	*5%*	*2%*	*2%*	*3%*	*1%*	**11%jmopr**	*2%*	*1%*	*4%*	*2%*
Damaged mail	**65**	63	1	*	53	7	4	1	3	4	5	1	3	2	23	12	1	2	5
	5%	**5%b**	*1%*	*	*5%*	*5%*	*5%*	*2%*	*5%*	*3%*	*5%*	*1%*	*3%*	*1%*	**12%lkmpr**	*7%*	*1%*	*16%*	*4%*
Delayed mail	**83**	78	4	2	72	6	3	1	2	6	5	12	8	4	27	7	2	1	5
	6%	*7%*	*2%*	*4%*	*6%*	*5%*	*4%*	*2%*	*3%*	*4%*	*5%*	**14%imopr**	*8%*	*3%*	**15%himopr**	*4%*	*1%*	*9%*	*4%*
Mis-delivered mail	**68**	62	6	5	59	5	4	*	1	10	3	5	3	-	27	6	3	-	5
	5%	*5%*	*3%*	*8%*	**5%q**	*4%*	**5%q**	*	*2%*	**7%m**	*3%*	**6%m**	*3%*	-	**15%hjlmopr**	*3%*	*2%*	-	**4%m**
Mail that has been tampered with	**40**	39	*	-	34	4	2	*	*	5	2	1	1	-	17	6	1	-	4
	3%	*3%*	*	-	*3%*	*3%*	*3%*	*1%*	*1%*	*4%*	*2%*	*1%*	*1%*	-	**9%mp**	*3%*	*1%*	-	*3%*
Other problems	**31**	26	6	*	26	2	1	2	1	2	2	1	7	-	6	4	4	*	2
	2%	*2%*	*3%*	*	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*	*1%*	**7%m**	-	*3%*	*2%*	*3%*	*	*2%*
No - there have been no problems	**1158**	992	166	56	936	121	64	37	52	135	84	70	85	130	115	153	112	12	108
	85%	*83%*	**92%a**	*91%*	*84%*	*87%*	*86%*	*90%*	**91%n**	**88%n**	**84%n**	**81%n**	**86%n**	**97%ijklnor**	*63%*	**86%n**	**91%n**	*79%*	**88%n**
NET Any problem experienced	**211**	197	14	6	178	19	10	4	5	19	16	16	14	4	67	26	11	3	15
	15%	**17%b**	*8%*	*9%*	*16%*	*13%*	*14%*	*10%*	*9%*	**12%m**	**16%m**	**19%m**	**14%m**	*3%*	**37%hijklmopr**	**14%m**	*9%*	*21%*	**12%m**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1454**	550	585	175	84	49	1135	133	626	548	176	64	27	1174	91
Weighted Base	**1369**	515	538	184	74*	49**	1053	123*	585	506	182	64*	25**	1091	89*
Effective Base	**765**	283	300	101	49	29	583	77	323	284	102	34	15	607	49
Lost mail	**48**	30	14	3	1	-	44	1	24	17	5	2	-	41	2
	3%	*6%*	*3%*	*2%*	*1%*	-	*4%*	*1%*	*4%*	*3%*	*3%*	*3%*	-	*4%*	*2%*
Damaged mail	**65**	34	22	5	1	3	56	4	25	25	9	5	-	51	5
	5%	*7%*	*4%*	*3%*	*1%*	*7%*	*5%*	*3%*	*4%*	*5%*	*5%*	*8%*	-	*5%*	*5%*
Delayed mail	**83**	36	32	7	4	3	68	7	51	26	2	4	*	77	4
	6%	*7%*	*6%*	*4%*	*5%*	*6%*	*6%*	*6%*	***9%i***	*5%*	*1%*	*6%*	*1%*	***7%i***	*4%*
Mis-delivered mail	**68**	43	14	5	2	5	56	7	39	21	5	-	3	60	3
	5%	***8%b***	*3%*	*3%*	*2%*	*10%*	*5%*	*5%*	*7%*	*4%*	*3%*	-	*11%*	*6%*	*3%*
Mail that has been tampered with	**40**	20	13	5	-	2	33	2	22	11	2	4	-	33	4
	3%	*4%*	*2%*	*3%*	-	*4%*	*3%*	*2%*	*4%*	*2%*	*1%*	*6%*	-	*3%*	*5%*
Other problems	**31**	10	17	3	1	1	27	2	21	10	*	*	-	31	*
	2%	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*1%*	*4%*	*2%*	*	*	-	*3%*	*
No - there have been no problems	**1158**	424	460	160	67	39	883	106	481	431	163	53	22	912	75
	85%	*82%*	*85%*	*87%*	*90%*	*81%*	*84%*	*87%*	*82%*	*85%*	*90%*	*83%*	*88%*	*84%*	*84%*
NET Any problem experienced	**211**	91	78	24	7	9	170	17	104	75	18	11	3	179	14
	15%	*18%*	*15%*	*13%*	*10%*	*19%*	*16%*	*13%*	*18%*	*15%*	*10%*	*17%*	*12%*	*16%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1454	104	1332	18	462	913	79	1426	16	8	-	1450	4
Weighted Base	1369	107*	1244	18**	411	879	79*	1335	20**	8**	-**	1364	5**
Effective Base	765	58	696	11	237	479	51	748	12	5	-	765	1
Lost mail	48	12	34	2	36	6	5	43	2	3	-	48	-
	3%	**11%b**	*3%*	*9%*	**9%e**	*1%*	**6%e**	*3%*	*7%*	*37%*	-	*3%*	-
Damaged mail	65	9	55	1	38	22	5	60	2	2	-	65	-
	5%	*8%*	*4%*	*3%*	**9%e**	*3%*	*6%*	*5%*	*12%*	*22%*	-	*5%*	-
Delayed mail	83	15	62	5	38	39	6	80	1	2	-	83	-
	6%	**14%b**	*5%*	*26%*	**9%e**	*4%*	*7%*	*6%*	*6%*	*22%*	-	*6%*	-
Mis-delivered mail	68	21	46	-	36	27	5	64	4	-	-	68	-
	5%	**20%b**	*4%*	-	**9%e**	*3%*	*7%*	*5%*	*19%*	-	-	*5%*	-
Mail that has been tampered with	40	12	28	-	22	15	3	32	8	-	-	40	*
	3%	**11%b**	*2%*	-	**5%e**	*2%*	*4%*	*2%*	*39%*	-	-	*3%*	*4%*
Other problems	31	2	27	2	11	16	5	28	3	-	-	31	-
	2%	*2%*	*2%*	*11%*	*3%*	*2%*	**6%e**	*2%*	*15%*	-	-	*2%*	-
No - there have been no problems	1158	66	1081	11	311	784	63	1140	8	5	-	1153	5
	85%	*62%*	**87%a**	*63%*	*76%*	**89%df**	*80%*	*85%*	*40%*	*63%*	-	*85%*	*96%*
NET Any problem experienced	211	41	164	7	100	95	16	196	12	3	-	211	*
	15%	**38%b**	*13%*	*37%*	**24%e**	*11%*	**20%e**	*15%*	*60%*	*37%*	-	*15%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1454**	356	368	377	353	134	109	113	119	120	129	133	128	116	118	113	122
Weighted Base	**1369**	339	349	358	323	136*	97*	105*	108*	128*	113*	133*	110*	116*	118*	102*	103*
Effective Base	**765**	183	205	192	186	72	57	54	63	70	73	66	66	61	64	59	64
Lost mail	**48**	7	21	4	15	1	2	4	11	6	4	1	3	-	8	4	4
	3%	*2%*	**6%c**	*1%*	**5%c**	*1%*	*2%*	*4%*	**10%ekm**	*5%*	*3%*	*1%*	*3%*	-	**6%m**	*4%*	*4%*
Damaged mail	**65**	8	25	17	15	1	4	3	8	8	10	6	9	2	5	7	3
	5%	*2%*	**7%a**	*5%*	*5%*	*	*4%*	*3%*	**7%e**	*6%*	**9%e**	*4%*	**8%e**	*2%*	*4%*	**7%e**	*3%*
Delayed mail	**83**	18	20	25	20	5	3	9	8	6	6	13	3	8	5	11	4
	6%	*5%*	*6%*	*7%*	*6%*	*4%*	*3%*	*9%*	*8%*	*5%*	*5%*	*10%*	*3%*	*7%*	*4%*	*11%*	*4%*
Mis-delivered mail	**68**	29	23	12	3	6	13	10	6	10	8	3	7	2	-	*	2
	5%	**9%cd**	**7%d**	*3%*	*1%*	*4%*	**14%kmnop**	**10%no**	*5%*	**8%n**	**7%n**	*2%*	**6%n**	*2%*	-	*	*2%*
Mail that has been tampered with	**40**	5	11	10	14	*	3	2	8	1	2	4	3	2	5	3	5
	3%	*2%*	*3%*	*3%*	*4%*	*	*4%*	*2%*	**7%e**	*1%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	**5%e**
Other problems	**31**	4	9	13	6	1	1	2	4	1	4	5	5	3	1	*	4
	2%	*1%*	*3%*	*4%*	*2%*	*1%*	*1%*	*2%*	*4%*	*1%*	*3%*	*3%*	*4%*	*3%*	*1%*	*	*4%*
No - there have been no problems	**1158**	292	288	303	275	124	81	87	93	108	87	108	90	105	104	87	84
	85%	*86%*	*82%*	*85%*	*85%*	**91%j**	*83%*	*83%*	*86%*	*84%*	*77%*	*81%*	*82%*	**91%j**	*88%*	*85%*	*82%*
NET Any problem experienced	**211**	47	61	55	48	12	17	18	15	20	26	25	20	10	14	15	19
	15%	*14%*	*18%*	*15%*	*15%*	*9%*	*17%*	*17%*	*14%*	*16%*	**23%em**	*19%*	*18%*	*9%*	*12%*	*15%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : Used Hermes / Evri

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3592	-	3592	1541	2039	338	373	647	533	791	565	345	711	1180	1701	910	3419	149	3592
Weighted Base	3294	-**	3294	1370	1912	323	333	601	523	664	460	390	656	1124	1514	850	3040	232	3592
Effective Base	1875	-	1875	785	1082	177	204	351	288	405	261	195	380	639	856	454	1762	105	3592
Lost mail	218	-	218	90	128	29	23	48	49	46	14	8	53	97	68	22	194	21	212
	7%	-	7%	7%	7%	9%jk	7%jk	8%jk	9%jk	7%jk	3%	2%	8%no	9%no	5%	3%	6%	9%	6%
Damaged mail	252	-	252	104	147	36	37	56	47	43	13	20	73	103	75	32	225	22	264
	8%	-	8%	8%	8%	11%jk	11%ijk	9%j	9%j	6%j	3%	5%	11%no	9%no	5%	4%	7%	10%	7%
Delayed mail	397	-	397	166	228	78	50	80	80	45	34	29	128	161	108	63	341	49	478
	12%	-	12%	12%	12%	24%fghijk	15%ijk	13%ijk	15%ijk	7%	7%	7%	20%mno	14%no	7%	7%	11%	21%p	13%
Mis-delivered mail	169	-	169	74	95	22	23	40	26	23	19	16	45	66	58	36	150	19	168
	5%	-	5%	5%	5%	7%	7%	7%i	5%	3%	4%	4%	7%n	6%	4%	4%	5%	8%	5%
Mail that has been tampered with	103	-	103	57	44	16	20	34	18	9	2	4	36	52	15	6	87	14	94
	3%	-	3%	4%d	2%	5%ijk	6%ijk	6%ijk	4%j	1%	1%	1%	5%no	5%no	1%	1%	3%	6%	3%
Other problems	142	-	142	56	85	9	14	39	12	31	25	12	22	51	68	37	135	6	147
	4%	-	4%	4%	4%	3%	4%	7%h	2%	5%	5%	3%	3%	5%	5%	4%	4%	3%	4%
No - there have been no problems	2468	-	2468	1025	1435	198	233	422	378	526	375	336	431	800	1237	711	2302	153	2687
	75%	-	75%	75%	75%	61%	70%	70%e	72%e	79%efgh	82%efgh	86%efghl	66%	71%	82%lm	84%lm	76%q	66%	75%
NET Any problem experienced	827	-	827	345	477	126	100	179	145	138	85	54	225	324	277	139	738	78	905
	25%	-	25%	25%	25%	39%ghijk	30%ijk	30%ijk	28%ijk	21%k	18%	14%	34%no	29%no	18%	16%	24%	34%p	25%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : Used Hermes / Evri

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3592	880	1157	719	836	2037	1555	1751	1791	398	439	936	965	583	2340	402	2982
Weighted Base	3294	528	1119	745	903	1647	1648	1815	1422	415	442	876	834	491	2152	420	2687
Effective Base	1875	334	632	409	504	963	914	942	931	231	253	499	479	269	1231	233	1526
Lost mail	218	22	82	52	61	104	114	145	68	27	21	66	60	29	147	27	181
	7%	*4%*	*7%a*	*7%*	*7%*	*6%*	*7%*	*8%h*	*5%*	*7%*	*5%*	*8%*	*7%*	*6%*	*7%*	*6%*	*7%*
Damaged mail	252	47	83	60	62	130	122	153	95	34	27	68	51	48	147	34	200
	8%	*9%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*6%*	*8%*	*6%*	*10%*	*7%*	*8%*	*7%*
Delayed mail	397	92	139	82	84	231	166	247	141	35	45	100	109	70	255	35	332
	12%	*17%bcd*	*12%*	*11%*	*9%*	*14%f*	*10%*	*14%h*	*10%*	*9%*	*10%*	*11%*	*13%*	*14%*	*12%*	*8%*	*12%*
Mis-delivered mail	169	28	60	46	35	88	81	106	62	14	22	48	44	34	114	14	148
	5%	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*6%*	*4%*	*3%*	*5%*	*5%*	*5%*	*7%*	*5%*	*3%*	*5%*
Mail that has been tampered with	103	35	30	20	18	65	38	77	24	7	12	27	21	31	60	7	91
	3%	*7%bcd*	*3%*	*3%*	*2%*	*4%f*	*2%*	*4%h*	*2%*	*2%*	*3%*	*3%*	*2%*	*6%ijkln*	*3%*	*2%*	*3%*
Other problems	142	33	43	27	39	76	66	84	57	14	25	34	33	26	92	14	119
	4%	*6%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*3%*	*6%*	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*
No - there have been no problems	2468	368	828	580	692	1196	1272	1304	1119	315	346	649	633	352	1628	320	2011
	75%	*70%*	*74%*	*78%a*	*77%a*	*73%*	*77%e*	*72%*	*79%g*	*76%*	*78%*	*74%*	*76%*	*72%*	*76%*	*76%*	*75%*
NET Any problem experienced	827	160	291	165	211	450	376	511	304	100	96	227	200	139	523	100	675
	25%	*30%cd*	*26%*	*22%*	*23%*	*27%f*	*23%*	*28%h*	*21%*	*24%*	*22%*	*26%*	*24%*	*28%*	*24%*	*24%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 284

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : Used Hermes / Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3592	2239	1353	567	1625	833	688	446	185	166	191	170	196	206	136	178	197	133	700
Weighted Base	3294	2744	550	178	2696	321	181	96	153	322	298	238	289	355	313	421	307	44*	278
Effective Base	1875	1530	350	118	1354	372	306	260	165	149	167	151	173	186	122	158	177	60	313
Lost mail	218	193	25	5	181	24	9	4	9	32	24	16	20	15	28	26	11	5	19
	7%	7%	5%	3%	7%	7%	5%	4%	6%	10%mp	8%	7%	7%	4%	9%	6%	4%	12%mp	7%
Damaged mail	252	215	36	12	216	20	11	5	10	21	26	28	25	23	33	37	12	2	18
	8%	8%	7%	7%	8%	6%	6%	5%	7%	7%	9%	12%p	9%	7%	11%p	9%	4%	3%	7%
Delayed mail	397	342	55	22	306	55	22	13	20	27	39	34	21	29	59	45	31	7	48
	12%	12%	10%	12%	11%	17%d	12%	14%	13%	8%	13%	14%l	7%	8%	19%ilmp	11%	10%	17%lm	17%ilmp
Mis-delivered mail	169	145	24	4	144	15	7	3	9	20	18	12	15	15	27	21	7	4	11
	5%	5%	4%	2%	5%	5%	4%	3%	6%	6%	6%	5%	5%	4%	9%p	5%	2%	8%p	4%
Mail that has been tampered with	103	92	11	5	90	6	4	2	5	10	12	9	12	10	19	10	2	1	5
	3%	3%	2%	3%	3%	2%	2%	2%	3%	3%	4%	4%	4%p	3%	6%p	2%	1%	2%	2%
Other problems	142	114	28	4	121	9	8	4	5	13	19	9	8	7	14	41	6	1	8
	4%	4%	5%	2%	4%	3%	4%	5%	3%	4%	6%mp	4%	3%	2%	5%	10%hiklmpr	2%	2%	3%
No - there have been no problems	2468	2036	432	140	2014	238	139	76	116	248	216	166	228	289	203	298	250	31	207
	75%	74%	78%	79%	75%	74%	77%	79%	75%	77%n	73%	70%	79%n	81%jkno	65%	71%	81%kno	72%	74%
NET Any problem experienced	827	708	118	38	681	84	42	20	38	74	82	72	61	66	110	123	57	12	71
	25%	26%	22%	21%	25%	26%	23%	21%	25%	23%	27%m	30%mp	21%	19%	35%ilmp	29%mp	19%	28%	26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : Used Hermes / Evri

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3592	1327	1437	464	222	110	2764	332	1410	1426	486	161	72	2836	233
Weighted Base	3294	1204	1269	477	217	97*	2473	313	1243	1274	508	171*	62*	2517	232
Effective Base	1875	687	733	256	124	59	1420	183	726	722	273	94	42	1447	135
Lost mail	218	51	94	42	22	8	145	30	80	85	32	17	3	165	21
	7%	4%	7%a	9%a	10%a	8%	6%	10%a	6%	7%	6%	10%	5%	7%	9%
Damaged mail	252	75	107	40	21	7	182	28	104	92	34	16	6	195	22
	8%	6%	8%	8%	10%	8%	7%	9%	8%	7%	7%	9%	10%	8%	9%
Delayed mail	397	123	158	49	38	19	281	57	148	161	52	22	8	309	30
	12%	10%	12%	10%	18%acf	20%acf	11%	18%abcf	12%	13%	10%	13%	13%	12%	13%
Mis-delivered mail	169	55	75	20	15	3	130	18	65	64	32	7	1	130	7
	5%	5%	6%	4%	7%	3%	5%	6%	5%	5%	6%	4%	1%	5%	3%
Mail that has been tampered with	103	30	43	17	10	4	73	14	37	41	15	6	4	78	10
	3%	2%	3%	3%	5%	4%	3%	4%	3%	3%	3%	3%	7%	3%	4%
Other problems	142	48	57	19	12	5	105	18	42	69	20	8	2	112	10
	4%	4%	5%	4%	6%	6%	4%	6%	3%	5%	4%	4%	3%	4%	4%
No - there have been no problems	2468	947	935	350	147	67	1882	214	939	943	394	114	46	1882	160
	75%	79%bdg	74%	73%	68%	70%	76%dg	68%	76%	74%	78%k	67%	75%	75%	69%
NET Any problem experienced	827	258	334	126	70	29	591	99	304	332	114	57	16	635	72
	25%	21%	26%a	27%	32%af	30%	24%	32%af	24%	26%	22%	33%j	25%	25%	31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : Used Hermes / Evri

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3592**	238	3305	49	1125	2301	166	3541	23	18	5	3582	5
Weighted Base	**3294**	209	3046	39**	985	2147	162*	3242	27**	13**	6**	3282	6**
Effective Base	**1875**	131	1723	22	585	1198	94	1847	16	10	3	1871	2
Lost mail	**218**	17	200	1	58	140	19	206	10	2	*	218	-
	7%	*8%*	*7%*	*2%*	*6%*	*7%*	**12%de**	*6%*	*37%*	*14%*	*1%*	*7%*	-
Damaged mail	**252**	22	223	6	98	141	12	243	7	2	-	252	-
	8%	*11%*	*7%*	*16%*	**10%e**	*7%*	*7%*	*7%*	*26%*	*12%*	-	*8%*	-
Delayed mail	**397**	23	372	2	138	241	18	387	2	3	4	392	1
	12%	*11%*	*12%*	*5%*	*14%*	*11%*	*11%*	*12%*	*8%*	*25%*	*62%*	*12%*	*12%*
Mis-delivered mail	**169**	11	158	1	65	93	10	157	8	4	-	169	-
	5%	*5%*	*5%*	*2%*	**7%e**	*4%*	*6%*	*5%*	*32%*	*27%*	-	*5%*	-
Mail that has been tampered with	**103**	18	84	1	49	43	11	90	10	3	-	103	-
	3%	**8%b**	*3%*	*3%*	**5%e**	*2%*	**7%e**	*3%*	*37%*	*25%*	-	*3%*	-
Other problems	**142**	13	129	*	51	79	12	138	4	*	-	142	-
	4%	*6%*	*4%*	*1%*	*5%*	*4%*	*7%*	*4%*	*14%*	*2%*	-	*4%*	-
No - there have been no problems	**2468**	152	2285	31	690	1661	116	2446	6	8	2	2460	6
	75%	*73%*	*75%*	*79%*	*70%*	**77%d**	*72%*	*75%*	*24%*	*58%*	*37%*	*75%*	*88%*
NET Any problem experienced	**827**	57	761	8	294	486	46	796	20	6	4	822	1
	25%	*27%*	*25%*	*21%*	**30%e**	*23%*	*28%*	*25%*	*76%*	*42%*	*63%*	*25%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : Used Hermes / Evri

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**3592**	922	883	932	855	323	302	297	290	303	290	317	311	304	286	279	290
Weighted Base	**3294**	853	814	856	772	310	269	275	256	306	251	280	288	287	272	240	259
Effective Base	**1875**	453	491	479	458	160	146	147	152	174	166	164	156	159	153	150	157
Lost mail	**218**	26	58	81	53	10	8	8	13	28	17	27	26	28	7	24	22
	7%	*3%*	**7%a**	**10%a**	**7%a**	*3%*	*3%*	*3%*	*5%*	**9%efgn**	*7%*	**10%efgn**	**9%efgn**	**10%efgn**	*2%*	**10%efgn**	**8%efgn**
Damaged mail	**252**	65	61	74	52	25	16	23	16	24	22	23	26	24	24	11	17
	8%	*8%*	*7%*	*9%*	*7%*	*8%*	*6%*	*8%*	*6%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*5%*	*6%*
Delayed mail	**397**	79	96	115	106	26	24	29	33	35	29	20	44	51	39	36	31
	12%	*9%*	*12%*	**13%a**	**14%a**	*8%*	*9%*	*11%*	*13%*	*11%*	*11%*	*7%*	**15%k**	**18%efk**	**14%k**	**15%k**	*12%*
Mis-delivered mail	**169**	24	49	50	46	10	5	9	20	17	13	11	19	21	17	11	17
	5%	*3%*	**6%a**	**6%a**	**6%a**	*3%*	*2%*	*3%*	**8%f**	*6%*	*5%*	*4%*	*7%*	**7%f**	*6%*	*5%*	*6%*
Mail that has been tampered with	**103**	20	32	29	22	3	9	9	7	14	11	6	11	11	11	5	6
	3%	*2%*	*4%*	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	**5%e**	**4%e**	*2%*	*4%*	*4%*	*4%*	*2%*	*2%*
Other problems	**142**	29	43	32	39	9	5	14	13	21	8	7	6	19	11	7	20
	4%	*3%*	*5%*	*4%*	*5%*	*3%*	*2%*	*5%*	*5%*	**7%fl**	*3%*	*3%*	*2%*	**7%fl**	*4%*	*3%*	**8%fkl**
No - there have been no problems	**2468**	689	592	627	560	250	227	212	186	221	185	221	208	198	202	176	182
	75%	**81%bcd**	*73%*	*73%*	*73%*	**81%mp**	**84%hijlmnop**	*77%*	*73%*	*72%*	*74%*	**79%m**	*72%*	*69%*	*74%*	*73%*	*70%*
NET Any problem experienced	**827**	164	221	229	212	60	42	62	70	85	66	60	80	89	70	64	78
	25%	*19%*	**27%a**	**27%a**	**27%a**	*19%*	*16%*	*23%*	**27%f**	**28%f**	**26%f**	*21%*	**28%f**	**31%efk**	**26%f**	**27%f**	**30%ef**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**251**	-	251	153	98	15	28	78	51	44	30	5	43	129	79	35	243	6	251
Weighted Base	**261**	-**	261	164*	97*	14**	38**	83*	58**	41**	17**	10**	52**	141*	68*	27**	248	9**	251
Effective Base	**135**	-	135	84	51	8	19	41	28	27	11	4	27	69	40	13	129	4	251
Lost mail	**27**	-	27	13	14	7	3	10	6	1	-	-	10	16	1	-	23	4	13
	10%	-	*10%*	*8%*	*14%*	*51%*	*8%*	*12%*	*11%*	*2%*	-	-	*20%*	*11%*	*1%*	-	*9%*	*46%*	*5%*
Damaged mail	**23**	-	23	13	10	7	7	9	-	-	-	-	15	9	-	-	19	4	15
	9%	-	*9%*	*8%*	*10%*	*54%*	*19%*	*10%*	-	-	-	-	*29%*	*6%*	-	-	*8%*	*46%*	*6%*
Delayed mail	**23**	-	23	20	3	4	4	9	6	-	-	-	8	15	-	-	23	-	12
	9%	-	*9%*	*12%*	*3%*	*32%*	*10%*	*10%*	*11%*	-	-	-	*16%*	**11%n**	-	-	*9%*	-	*5%*
Mis-delivered mail	**23**	-	23	21	3	2	*	15	6	-	-	-	2	21	-	-	23	-	15
	9%	-	*9%*	*13%*	*3%*	*13%*	*1%*	*18%*	*10%*	-	-	-	*4%*	**15%n**	-	-	*9%*	-	*6%*
Mail that has been tampered with	**11**	-	11	11	-	1	-	11	-	-	-	-	1	11	-	-	11	-	7
	4%	-	*4%*	*7%*	-	*4%*	-	*13%*	-	-	-	-	*1%*	*8%*	-	-	*5%*	-	*3%*
Other problems	**5**	-	5	5	-	1	-	2	3	-	-	-	1	4	-	-	5	-	3
	2%	-	*2%*	*3%*	-	*6%*	-	*2%*	*5%*	-	-	-	*2%*	*3%*	-	-	*2%*	-	*1%*
No - there have been no problems	**189**	-	189	110	79	2	26	45	48	40	17	10	28	94	67	27	181	5	208
	73%	-	*73%*	*67%*	*81%*	*15%*	*69%*	*54%*	*83%*	*98%*	*100%*	*100%*	*55%*	*66%*	**99%m**	*100%*	*73%*	*54%*	*83%*
NET Any problem experienced	**71**	-	71	53	18	12	12	38	10	1	-	-	23	48	1	-	67	4	43
	27%	-	*27%*	*33%*	*19%*	*85%*	*31%*	*46%*	*17%*	*2%*	-	-	*45%*	**34%n**	*1%*	-	*27%*	*46%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	251	84	63	57	47	147	104	171	79	27	24	52	66	76	142	27	220
Weighted Base	261	76*	66*	73*	45**	143*	118*	201*	58*	22**	25**	62*	64*	81*	151*	22**	233
Effective Base	135	36	37	34	29	73	62	98	38	19	13	31	33	38	77	19	115
Lost mail	27	19	-	7	1	19	8	25	2	3	3	6	3	12	12	3	24
	10%	**25%b**	-	*9%*	*3%*	*13%*	*7%*	*12%*	*4%*	*13%*	*11%*	*10%*	*4%*	*15%*	*8%*	*13%*	*10%*
Damaged mail	23	11	4	8	1	14	9	22	2	2	*	4	5	12	9	2	21
	9%	*14%*	*6%*	*11%*	*2%*	*10%*	*8%*	*11%*	*3%*	*10%*	*2%*	*7%*	*7%*	*15%*	*6%*	*10%*	*9%*
Delayed mail	23	12	2	9	-	14	9	23	-	2	3	2	*	16	5	2	21
	9%	*16%*	*3%*	*12%*	-	*10%*	*7%*	**11%h**	-	*7%*	*11%*	*4%*	*	**20%kln**	*3%*	*7%*	*9%*
Mis-delivered mail	23	14	*	8	*	15	9	23	-	1	1	3	*	18	4	1	23
	9%	**19%b**	*1%*	*11%*	*	*10%*	*7%*	**12%h**	-	*2%*	*2%*	*5%*	*1%*	**23%kln**	*3%*	*2%*	*10%*
Mail that has been tampered with	11	8	-	3	-	8	3	11	-	1	1	3	1	7	4	1	11
	4%	*10%*	-	*5%*	-	*6%*	*3%*	*6%*	-	*2%*	*2%*	*5%*	*1%*	*8%*	*3%*	*2%*	*5%*
Other problems	5	2	1	3	-	3	3	4	1	1	-	-	-	4	-	1	4
	2%	*2%*	*1%*	*4%*	-	*2%*	*2%*	*2%*	*2%*	*4%*	-	-	-	**5%n**	-	*4%*	*2%*
No - there have been no problems	189	33	61	54	42	93	96	133	54	16	21	50	58	37	130	16	167
	73%	*43%*	**91%a**	**73%a**	*95%*	*65%*	**81%e**	*66%*	**94%g**	*73%*	*85%*	**81%m**	**91%m**	*45%*	**86%m**	*73%*	*72%*
NET Any problem experienced	71	44	6	19	2	50	22	68	3	6	4	12	6	44	21	6	65
	27%	**57%bc**	*9%*	*27%*	*5%*	**35%f**	*19%*	**34%h**	*6%*	*27%*	*15%*	*19%*	*9%*	**55%kln**	*14%*	*27%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**251**	158	93	46	124	44	57	26	15	11	4	11	11	17	18	15	22	5	39
Weighted Base	**261**	216	45**	21**	225	14**	15**	7**	15**	22**	6**	19**	18**	31**	48**	36**	30**	1**	12**
Effective Base	**135**	110	26	12	105	22	29	19	14	9	4	10	10	15	17	14	20	3	19
Lost mail	**27**	22	5	5	26	-	1	*	-	-	-	2	-	1	18	4	1	-	-
	10%	*10%*	*11%*	*23%*	*12%*	-	*4%*	*2%*	-	-	-	*11%*	-	*4%*	*37%*	*12%*	*2%*	-	-
Damaged mail	**23**	20	4	*	21	1	1	1	2	-	2	3	5	-	5	4	-	-	1
	9%	*9%*	*8%*	*1%*	*9%*	*9%*	*3%*	*13%*	*10%*	-	*30%*	*17%*	*25%*	-	*11%*	*12%*	-	-	*10%*
Delayed mail	**23**	21	2	2	22	1	1	-	2	-	-	2	2	3	13	-	-	-	1
	9%	*10%*	*5%*	*10%*	*10%*	*5%*	*5%*	-	*10%*	-	-	*11%*	*10%*	*9%*	*28%*	-	-	-	*6%*
Mis-delivered mail	**23**	17	6	5	20	*	1	1	-	2	-	2	-	3	11	3	-	-	*
	9%	*8%*	*14%*	*24%*	*9%*	*1%*	*9%*	*20%*	-	*7%*	-	*11%*	-	*9%*	*23%*	*8%*	-	-	*1%*
Mail that has been tampered with	**11**	8	3	3	10	-	2	-	-	-	-	-	2	-	4	3	1	-	-
	4%	*4%*	*6%*	*14%*	*4%*	-	*11%*	-	-	-	-	-	*10%*	-	*8%*	*8%*	*4%*	-	-
Other problems	**5**	5	-	-	4	1	-	-	-	-	-	-	-	3	2	-	-	-	1
	2%	*2%*	-	-	*2%*	*6%*	-	-	-	-	-	-	-	*9%*	*3%*	-	-	-	*7%*
No - there have been no problems	**189**	153	36	16	161	11	12	5	13	20	5	13	14	27	12	29	28	1	10
	73%	*71%*	*80%*	*76%*	*72%*	*79%*	*78%*	*80%*	*90%*	*93%*	*70%*	*72%*	*75%*	*87%*	*25%*	*81%*	*94%*	*100%*	*77%*
NET Any problem experienced	**71**	63	9	5	64	3	3	1	2	2	2	5	5	4	36	7	2	-	3
	27%	*29%*	*20%*	*24%*	*28%*	*21%*	*22%*	*20%*	*10%*	*7%*	*30%*	*28%*	*25%*	*13%*	*75%*	*19%*	*6%*	-	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**251**	92	104	30	16	9	196	25	115	80	32	15	8	195	23
Weighted Base	**261**	103*	98*	36**	15**	9**	201	24**	119*	80*	36**	14**	10**	200	24**
Effective Base	**135**	49	54	18	9	7	102	16	59	43	18	9	5	102	14
Lost mail	**27**	13	11	4	-	-	23	-	10	10	5	-	3	19	3
	10%	*12%*	*11%*	*10%*	-	-	*12%*	-	*8%*	*12%*	*13%*	-	*29%*	*10%*	*12%*
Damaged mail	**23**	8	11	4	-	1	19	1	5	11	5	3	-	16	3
	9%	*8%*	*11%*	*11%*	-	*6%*	*9%*	*2%*	*4%*	*14%*	*13%*	*18%*	-	*8%*	*11%*
Delayed mail	**23**	19	3	-	-	1	22	1	13	10	-	-	-	23	-
	9%	**18%b**	*4%*	-	-	*8%*	*11%*	*3%*	*11%*	*12%*	-	-	-	*12%*	-
Mis-delivered mail	**23**	11	8	3	*	1	19	1	13	3	4	-	3	16	3
	9%	*11%*	*9%*	*8%*	*3%*	*6%*	*10%*	*4%*	*11%*	*3%*	*12%*	-	*29%*	*8%*	*12%*
Mail that has been tampered with	**11**	6	2	3	-	1	7	1	7	1	-	1	3	8	3
	4%	*6%*	*2%*	*10%*	-	*6%*	*4%*	*2%*	*6%*	*1%*	-	*4%*	*29%*	*4%*	*15%*
Other problems	**5**	4	-	-	1	-	4	1	3	2	1	-	-	4	-
	2%	*4%*	-	-	*6%*	-	*2%*	*4%*	*2%*	*2%*	*2%*	-	-	*2%*	-
No - there have been no problems	**189**	63	77	28	13	8	140	21	88	56	26	11	7	144	18
	73%	*61%*	*79%*	*77%*	*91%*	*87%*	*70%*	*89%*	*74%*	*70%*	*73%*	*77%*	*71%*	*72%*	*75%*
NET Any problem experienced	**71**	40	21	8	1	1	61	3	31	24	10	3	3	56	6
	27%	*39%*	*21%*	*23%*	*9%*	*13%*	*30%*	*11%*	*26%*	*30%*	*27%*	*23%*	*29%*	*28%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**251**	30	218	3	99	137	15	249	2	-	-	251	-
Weighted Base	**261**	33**	226	2**	108*	136*	17**	258	3**	-**	-**	261	-**
Effective Base	**135**	18	116	2	51	77	9	134	1	-	-	135	-
Lost mail	**27**	6	21	-	12	15	-	24	3	-	-	27	-
	10%	*17%*	*9%*	-	*11%*	*11%*	-	*9%*	*89%*	-	-	*10%*	-
Damaged mail	**23**	3	21	-	9	11	3	23	-	-	-	23	-
	9%	*9%*	*9%*	-	*9%*	*8%*	*17%*	*9%*	-	-	-	*9%*	-
Delayed mail	**23**	7	16	-	14	6	3	20	3	-	-	23	-
	9%	*21%*	*7%*	-	*13%*	*4%*	*18%*	*8%*	*89%*	-	-	*9%*	-
Mis-delivered mail	**23**	5	17	1	19	4	-	20	3	-	-	23	-
	9%	*16%*	*8%*	*27%*	**18%e**	*3%*	-	*8%*	*89%*	-	-	*9%*	-
Mail that has been tampered with	**11**	-	11	1	7	4	-	11	-	-	-	11	-
	4%	-	*5%*	*27%*	*7%*	*3%*	-	*4%*	-	-	-	*4%*	-
Other problems	**5**	-	5	-	3	-	3	5	-	-	-	5	-
	2%	-	*2%*	-	*3%*	-	*15%*	*2%*	-	-	-	*2%*	-
No - there have been no problems	**189**	19	168	1	70	111	8	189	*	-	-	189	-
	73%	*59%*	*75%*	*73%*	*65%*	**82%d**	*50%*	*73%*	*11%*	-	-	*73%*	-
NET Any problem experienced	**71**	14	57	1	38	25	9	69	3	-	-	71	-
	27%	*41%*	*25%*	*27%*	**35%e**	*18%*	*50%*	*27%*	*89%*	-	-	*27%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**251**	72	69	50	60	26	23	23	32	14	23	21	18	11	25	18	17
Weighted Base	**261**	83*	69*	51**	58*	26**	29**	28**	35**	12**	21**	29**	9**	12**	28**	16**	14**
Effective Base	**135**	40	41	23	33	13	14	14	19	9	12	11	10	6	15	9	10
Lost mail	**27**	10	5	4	8	1	6	3	4	1	-	4	-	-	3	3	2
	10%	*11%*	*8%*	*8%*	*14%*	*2%*	*21%*	*10%*	*11%*	*11%*	-	*14%*	-	-	*10%*	*17%*	*17%*
Damaged mail	**23**	7	5	7	5	2	*	5	5	-	-	5	-	2	-	-	5
	9%	*8%*	*7%*	*14%*	*9%*	*7%*	*1%*	*17%*	*13%*	-	-	*17%*	-	*17%*	-	-	*36%*
Delayed mail	**23**	8	7	2	6	-	3	5	4	-	3	-	1	2	3	3	*
	9%	*10%*	*9%*	*4%*	*11%*	-	*11%*	*17%*	*11%*	-	*13%*	-	*8%*	*13%*	*10%*	*21%*	*1%*
Mis-delivered mail	**23**	3	10	4	6	-	3	*	5	2	3	-	-	4	-	6	-
	9%	*4%*	*14%*	*9%*	*10%*	-	*10%*	*1%*	*13%*	*13%*	*16%*	-	-	*37%*	-	*37%*	-
Mail that has been tampered with	**11**	5	2	5	-	-	3	2	-	-	2	4	1	1	-	-	-
	4%	*6%*	*2%*	*10%*	-	-	*10%*	*6%*	-	-	*8%*	*13%*	*6%*	*4%*	-	-	-
Other problems	**5**	-	5	-	-	-	-	-	3	-	3	-	-	-	-	-	-
	2%	-	*8%*	-	-	-	-	-	*7%*	-	*13%*	-	-	-	-	-	-
No - there have been no problems	**189**	66	49	30	44	23	23	20	23	9	17	16	8	6	25	9	9
	73%	*80%*	*71%*	*60%*	*75%*	*90%*	*79%*	*71%*	*65%*	*76%*	*79%*	*56%*	*86%*	*51%*	*90%*	*59%*	*64%*
NET Any problem experienced	**71**	17	20	20	14	3	6	8	12	3	4	13	1	6	3	7	5
	27%	*20%*	*29%*	*40%*	*25%*	*10%*	*21%*	*29%*	*35%*	*24%*	*21%*	*44%*	*14%*	*49%*	*10%*	*41%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2733**	-	2733	1234	1492	249	304	543	420	605	411	201	553	963	1217	612	2598	117	2733
Weighted Base	**2416**	-**	2416	1080	1330	245	269	478	413	498	305	207	514	892	1011	513	2205	194*	2733
Effective Base	**1391**	-	1391	623	765	134	162	287	226	305	182	101	295	512	584	281	1302	85	2733
Lost mail	**37**	-	37	21	14	6	3	20	4	3	*	1	9	24	4	1	35	2	42
	2%	-	*2%*	*2%*	*1%*	**3%j**	*1%*	**4%hij**	*1%*	*1%*	*	*	**2%n**	**3%no**	*	*	*2%*	*1%*	*2%*
Damaged mail	**75**	-	75	42	34	18	13	21	9	7	6	2	31	30	14	7	63	12	74
	3%	-	*3%*	*4%*	*3%*	**7%hijk**	**5%i**	**4%i**	*2%*	*1%*	*2%*	*1%*	**6%no**	**3%n**	*1%*	*1%*	*3%*	*6%*	*3%*
Delayed mail	**126**	-	126	74	52	29	10	46	21	13	6	1	39	67	20	7	104	20	147
	5%	-	*5%*	**7%d**	*4%*	**12%fhijk**	*4%*	**10%fijk**	**5%k**	*3%*	*2%*	*1%*	**8%no**	**8%no**	*2%*	*1%*	*5%*	**10%p**	*5%*
Mis-delivered mail	**63**	-	63	35	26	6	7	26	11	1	7	5	13	37	13	12	57	6	63
	3%	-	*3%*	*3%*	*2%*	**3%l**	**3%l**	**5%i**	**3%l**	*	**2%l**	*2%*	*3%*	**4%n**	*1%*	*2%*	*3%*	*3%*	*2%*
Mail that has been tampered with	**34**	-	34	19	15	4	6	17	3	3	1	-	10	20	4	1	30	4	32
	1%	-	*1%*	*2%*	*1%*	*1%*	*2%*	**4%hijk**	*1%*	*1%*	*	-	**2%no**	**2%no**	*	*	*1%*	*2%*	*1%*
Other problems	**49**	-	49	26	23	5	6	12	11	10	3	2	11	22	15	5	45	3	49
	2%	-	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*
No - there have been no problems	**2129**	-	2129	928	1197	194	232	384	369	468	284	199	426	753	951	483	1951	163	2420
	88%	-	*88%*	*86%*	**90%c**	*79%*	*86%*	*80%*	**89%efg**	**94%efgh**	**93%efg**	**96%efgh**	*83%*	*84%*	**94%lm**	**94%lm**	*88%*	*84%*	*89%*
NET Any problem experienced	**287**	-	287	152	133	51	37	94	45	30	21	9	88	139	60	30	254	30	313
	12%	-	*12%*	**14%d**	*10%*	**21%hijk**	**14%ijk**	**20%hijk**	**11%ik**	*6%*	*7%*	*4%*	**17%no**	**16%no**	*6%*	*6%*	*12%*	*16%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 286

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2733	706	852	563	612	1558	1175	1412	1288	299	305	698	742	503	1745	300	2292
Weighted Base	2416	427	788	568	634	1215	1202	1427	955	293	281	643	627	417	1551	293	1998
Effective Base	1391	263	447	316	366	709	682	748	647	169	176	366	356	231	897	169	1147
Lost mail	37	11	4	6	17	15	22	28	9	7	4	8	9	8	21	7	29
	2%	3%b	1%	1%	3%b	1%	2%	2%	1%	2%	2%	1%	1%	2%	1%	2%	1%
Damaged mail	75	10	23	20	22	33	42	57	19	12	6	25	17	12	48	12	60
	3%	2%	3%	4%	4%	3%	4%	4%h	2%	4%	2%	4%	3%	3%	3%	4%	3%
Delayed mail	126	34	33	29	30	67	59	93	30	10	14	25	27	38	67	10	106
	5%	8%b	4%	5%	5%	6%	5%	7%h	3%	4%	5%	4%	4%	9%iklm	4%	4%	5%
Mis-delivered mail	63	22	12	14	14	34	29	40	22	6	12	17	5	22	34	6	55
	3%	5%b	2%	3%	2%	3%	2%	3%	2%	2%	4%l	3%	1%	5%ln	2%	2%	3%
Mail that has been tampered with	34	12	5	10	7	16	17	26	8	4	3	12	4	11	19	4	30
	1%	3%b	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	3%	1%	1%	1%
Other problems	49	15	12	7	16	26	23	25	23	8	5	12	8	12	25	8	37
	2%	3%	1%	1%	3%	2%	2%	2%	2%	3%	2%	2%	1%	3%	2%	3%	2%
No - there have been no problems	2129	359	713	506	552	1072	1057	1233	866	251	244	575	569	352	1389	251	1770
	88%	84%	91%a	89%	87%	88%	88%	86%	91%g	86%	87%	89%	91%m	84%	90%m	86%	89%
NET Any problem experienced	287	68	74	62	82	142	145	194	89	42	37	68	58	65	162	42	228
	12%	16%b	9%	11%	13%	12%	12%	14%h	9%	14%	13%	11%	9%	16%ln	10%	14%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 286

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2733**	1673	1060	443	1163	669	536	365	122	122	137	109	133	146	106	135	153	84	585
Weighted Base	**2416**	2031	385	120*	1946	255	141	75	99	242	209	156*	202	251	235*	318	234	25*	230
Effective Base	**1391**	1134	266	88	972	317	269	229	109	108	121	97	116	133	95	119	138	38	280
Lost mail	**37**	34	3	*	29	3	3	1	1	2	-	2	5	5	5	7	1	-	3
	2%	*2%*	*1%*	*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	-	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	-	*1%*
Damaged mail	**75**	69	6	1	61	9	3	3	-	4	3	6	7	6	8	18	9	2	7
	3%	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*	*4%*	-	*2%*	*1%*	*4%*	*4%*	*2%*	*3%*	**6%h**	*4%*	**7%hj**	*3%*
Delayed mail	**126**	105	22	6	99	15	6	6	3	11	13	8	10	8	25	12	9	3	11
	5%	*5%*	*6%*	*5%*	*5%*	*6%*	*4%*	**9%df**	*3%*	*5%*	*6%*	*5%*	*5%*	*3%*	**11%hm**	*4%*	*4%*	**13%himopr**	*5%*
Mis-delivered mail	**63**	57	6	1	52	7	3	1	1	8	5	9	2	4	13	6	4	*	7
	3%	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*5%*	*1%*	*2%*	*6%*	*2%*	*2%*	*1%*	*3%*
Mail that has been tampered with	**34**	26	7	7	28	4	1	1	-	5	3	2	2	4	6	3	4	1	3
	1%	*1%*	*2%*	**6%a**	*1%*	*2%*	*1%*	*1%*	-	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	**5%h**	*1%*
Other problems	**49**	37	12	1	42	4	3	1	1	6	7	1	3	2	6	13	4	-	4
	2%	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*4%*	*2%*	-	*2%*
No - there have been no problems	**2129**	1791	339	107	1718	221	127	64	95	221	185	136	175	231	190	271	214	21	200
	88%	*88%*	*88%*	*90%*	*88%*	*87%*	*90%*	*86%*	**96%klnoqr**	**92%n**	*88%*	*87%*	*87%*	**92%n**	*81%*	*85%*	**91%n**	*83%*	*87%*
NET Any problem experienced	**287**	241	46	12	228	34	14	11	4	20	24	20	27	19	45	48	20	4	30
	12%	*12%*	*12%*	*10%*	*12%*	*13%*	*10%*	*14%*	*4%*	*8%*	*12%*	**13%h**	**13%h**	*8%*	**19%himp**	**15%h**	*9%*	**17%h**	**13%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2733	985	1124	346	172	87	2109	259	1081	1096	365	119	50	2177	169
Weighted Base	2416	861	942	361	152*	82*	1804	234	915	942	370	125*	45**	1856	171*
Effective Base	1391	491	552	194	95	51	1043	146	534	545	203	69	28	1079	97
Lost mail	37	12	21	3	1	1	33	2	17	14	4	3	*	30	3
	2%	1%	2%	1%	*	2%	2%	1%	2%	1%	1%	2%	*	2%	2%
Damaged mail	75	31	24	14	5	1	56	6	41	29	5	1	-	69	1
	3%	4%	3%	4%	3%	1%	3%	3%	4%	3%	1%	1%	-	4%	1%
Delayed mail	126	41	53	15	11	4	94	15	49	41	22	8	3	91	11
	5%	5%	6%	4%	7%	5%	5%	6%	5%	4%	6%	7%	7%	5%	7%
Mis-delivered mail	63	27	21	7	5	3	48	7	33	11	15	4	*	44	4
	3%	3%	2%	2%	3%	3%	3%	3%	4%	1%	4%	3%	*	2%	2%
Mail that has been tampered with	34	18	10	6	-	-	28	-	15	10	5	*	3	25	4
	1%	2%	1%	2%	-	-	2%	-	2%	1%	1%	*	7%	1%	2%
Other problems	49	15	20	9	3	2	35	5	22	13	9	5	*	35	5
	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	4%	1%	2%	3%
No - there have been no problems	2129	755	835	316	133	75	1591	208	788	845	331	108	41	1632	150
	88%	88%	89%	88%	88%	91%	88%	89%	86%	90%	89%	86%	91%	88%	88%
NET Any problem experienced	287	106	107	45	19	7	213	26	127	97	40	17	4	224	21
	12%	12%	11%	12%	12%	9%	12%	11%	14%	10%	11%	14%	9%	12%	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2733**	190	2507	36	836	1760	137	2697	14	14	3	2725	5
Weighted Base	**2416**	171	2221	25**	696	1597	123*	2383	16**	9**	2**	2408	6**
Effective Base	**1391**	101	1272	19	412	901	80	1375	7	7	2	1389	2
Lost mail	**37**	4	33	-	21	15	2	32	3	2	-	37	-
	2%	*2%*	*1%*	-	***3%e***	*1%*	*1%*	*1%*	*21%*	*18%*	-	*2%*	-
Damaged mail	**75**	13	61	1	32	42	1	72	3	-	-	75	-
	3%	***8%b***	*3%*	*5%*	*5%*	*3%*	*1%*	*3%*	*19%*	-	-	*3%*	-
Delayed mail	**126**	24	100	2	62	55	10	115	10	1	*	126	-
	5%	***14%b***	*4%*	*8%*	***9%e***	*3%*	*8%*	*5%*	*64%*	*11%*	*4%*	*5%*	-
Mis-delivered mail	**63**	17	45	1	29	26	8	56	6	1	-	63	-
	3%	***10%b***	*2%*	*2%*	***4%e***	*2%*	***6%e***	*2%*	*40%*	*11%*	-	*3%*	-
Mail that has been tampered with	**34**	6	27	*	16	14	4	32	-	1	-	33	*
	1%	***4%b***	*1%*	*	***2%e***	*1%*	*3%*	*1%*	-	*11%*	-	*1%*	*4%*
Other problems	**49**	6	41	2	21	26	2	49	-	*	-	49	-
	2%	*3%*	*2%*	*7%*	*3%*	*2%*	*2%*	*2%*	-	*2%*	-	*2%*	-
No - there have been no problems	**2129**	125	1985	20	576	1448	106	2110	4	7	2	2121	6
	88%	*73%*	***89%a***	*81%*	*83%*	***91%d***	*86%*	*89%*	*24%*	*80%*	*96%*	*88%*	*96%*
NET Any problem experienced	**287**	46	236	5	121	149	17	273	12	2	*	287	*
	12%	***27%b***	*11%*	*19%*	***17%e***	*9%*	*14%*	*11%*	*76%*	*20%*	*4%*	*12%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2733**	702	682	687	662	236	237	229	219	241	222	244	225	218	212	227	223
Weighted Base	**2416**	621	610	610	575	222	196	203	194	239	178	209	197	203	194	190	191
Effective Base	**1391**	336	359	353	345	119	113	105	111	130	121	120	117	116	110	118	117
Lost mail	**37**	6	11	7	14	1	3	2	5	3	3	4	2	1	4	5	4
	2%	*1%*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*	*2%*	*3%*	*2%*
Damaged mail	**75**	18	21	15	21	3	5	11	10	4	6	6	5	5	5	7	8
	3%	*3%*	*3%*	*3%*	*4%*	*1%*	*2%*	*5%*	*5%*	*2%*	*4%*	*3%*	*2%*	*2%*	*3%*	*4%*	*4%*
Delayed mail	**126**	24	36	36	30	9	9	6	10	20	6	14	13	9	11	10	8
	5%	*4%*	*6%*	*6%*	*5%*	*4%*	*4%*	*3%*	*5%*	*8%*	*3%*	*7%*	*6%*	*5%*	*6%*	*5%*	*4%*
Mis-delivered mail	**63**	13	14	23	13	6	3	5	3	2	8	12	5	5	3	4	6
	3%	*2%*	*2%*	*4%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*5%*	**6%i**	*3%*	*3%*	*2%*	*2%*	*3%*
Mail that has been tampered with	**34**	16	6	7	4	5	8	3	2	2	2	3	2	3	-	2	2
	1%	*3%*	*1%*	*1%*	*1%*	*2%*	**4%n**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Other problems	**49**	9	22	5	13	5	2	2	9	5	8	*	2	2	7	2	4
	2%	*1%*	**4%c**	*1%*	*2%*	*2%*	*1%*	*1%*	**5%k**	*2%*	**5%k**	*	*1%*	*1%*	**4%k**	*1%*	*2%*
No - there have been no problems	**2129**	563	522	539	506	200	181	182	165	205	152	180	177	182	175	168	163
	88%	**91%b**	*86%*	*88%*	*88%*	*90%*	*92%*	*90%*	*85%*	*86%*	*85%*	*86%*	*90%*	*90%*	*90%*	*88%*	*85%*
NET Any problem experienced	**287**	58	88	71	70	22	15	21	29	33	26	30	21	21	19	22	28
	12%	*9%*	**14%a**	*12%*	*12%*	*10%*	*8%*	*10%*	*15%*	*14%*	*15%*	*14%*	*10%*	*10%*	*10%*	*12%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2467**	-	2467	1203	1258	152	210	460	406	608	406	225	362	866	1239	631	2373	77	2467
Weighted Base	**2134**	-**	2134	1020	1109	129*	185	386	384	498	316	236	314	770	1050	552	2017	105*	2467
Effective Base	**1255**	-	1255	615	637	82	110	241	212	307	186	122	192	451	612	307	1199	50	2467
Lost mail	**32**	-	32	17	14	4	3	9	10	1	5	1	7	19	7	6	29	3	37
	2%	-	*2%*	*2%*	*1%*	**3%i**	*1%*	**2%i**	**3%i**	*	*2%*	*	*2%*	**2%n**	*1%*	*1%*	*1%*	*3%*	*1%*
Damaged mail	**49**	-	49	30	17	10	9	7	10	6	3	4	19	17	13	7	40	9	55
	2%	-	*2%*	*3%*	*2%*	**8%ghijk**	**5%ij**	*2%*	*3%*	*1%*	*1%*	*2%*	**6%mno**	*2%*	*1%*	*1%*	*2%*	**8%p**	*2%*
Delayed mail	**87**	-	87	47	38	10	11	30	9	16	9	1	21	39	26	10	81	4	97
	4%	-	*4%*	*5%*	*3%*	**8%hk**	**6%k**	**8%hijk**	*2%*	*3%*	*3%*	*1%*	**7%no**	**5%no**	*2%*	*2%*	*4%*	*4%*	*4%*
Mis-delivered mail	**36**	-	36	18	18	3	8	7	3	12	3	1	11	9	16	4	32	5	37
	2%	-	*2%*	*2%*	*2%*	*2%*	**5%hk**	*2%*	*1%*	*2%*	*1%*	*	**4%mo**	*1%*	*2%*	*1%*	*2%*	*5%*	*1%*
Mail that has been tampered with	**26**	-	26	17	9	4	2	8	2	7	2	-	7	10	9	2	22	3	27
	1%	-	*1%*	*2%*	*1%*	**3%hk**	*1%*	*2%*	*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*	*1%*	*3%*	*1%*
Other problems	**25**	-	25	17	8	3	2	2	9	3	5	*	5	11	8	5	21	4	23
	1%	-	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
No - there have been no problems	**1953**	-	1953	917	1033	105	153	341	357	469	299	228	259	698	996	527	1860	83	2264
	92%	-	*92%*	*90%*	**93%c**	*82%*	*83%*	*88%*	**93%ef**	**94%efg**	**95%efg**	**97%efg**	*83%*	**91%l**	**95%lm**	**96%lm**	**92%q**	*79%*	*92%*
NET Any problem experienced	**181**	-	181	103	76	24	31	45	27	30	17	7	55	72	54	25	158	22	203
	8%	-	*8%*	**10%d**	*7%*	**18%hijk**	**17%hijk**	**12%ijk**	*7%*	*6%*	*5%*	*3%*	**17%mno**	**9%no**	*5%*	*4%*	*8%*	**21%p**	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2467**	619	779	520	549	1398	1069	1237	1200	254	286	638	701	432	1625	255	2095
Weighted Base	**2134**	364	705	519	546	1069	1065	1199	909	250	270	551	594	338	1415	250	1778
Effective Base	**1255**	225	403	297	331	627	628	646	611	146	161	324	349	191	834	147	1043
Lost mail	**32**	6	9	13	4	15	17	18	14	6	3	1	12	9	16	6	25
	2%	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*	**3%k**	*1%*	*	**2%k**	**3%k**	*1%*	*3%*	*1%*
Damaged mail	**49**	18	8	15	9	26	24	37	11	5	8	14	8	13	30	5	43
	2%	**5%bd**	*1%*	*3%*	*2%*	*2%*	*2%*	**3%h**	*1%*	*2%*	*3%*	*3%*	*1%*	*4%*	*2%*	*2%*	*2%*
Delayed mail	**87**	23	22	24	18	45	42	64	21	6	8	19	28	23	55	6	79
	4%	*6%*	*3%*	*5%*	*3%*	*4%*	*4%*	**5%h**	*2%*	*2%*	*3%*	*4%*	*5%*	*7%*	*4%*	*2%*	*4%*
Mis-delivered mail	**36**	3	13	13	7	16	20	20	14	8	4	11	8	5	23	8	28
	2%	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*
Mail that has been tampered with	**26**	14	2	8	2	16	10	20	4	1	5	3	5	11	13	1	24
	1%	**4%bd**	*	*2%*	*	*1%*	*1%*	**2%h**	*	*	*2%*	*1%*	*1%*	**3%kln**	*1%*	*	*1%*
Other problems	**25**	7	3	6	8	10	14	16	5	2	3	7	3	6	13	2	19
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
No - there have been no problems	**1953**	318	663	463	509	981	972	1079	856	232	254	502	549	291	1305	233	1622
	92%	*87%*	**94%ac**	*89%*	**93%a**	*92%*	*91%*	*90%*	**94%g**	**93%m**	**94%m**	*91%*	**92%m**	*86%*	**92%m**	*93%*	*91%*
NET Any problem experienced	**181**	47	42	55	38	88	93	121	53	17	16	50	45	46	110	17	156
	8%	**13%bd**	*6%*	**11%b**	*7%*	*8%*	*9%*	**10%h**	*6%*	*7%*	*6%*	*9%*	*8%*	**14%ijln**	*8%*	*7%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2467**	1488	979	422	1032	582	488	365	115	104	128	102	114	140	78	117	134	89	493
Weighted Base	**2134**	1776	358	124*	1699	232	122	81	95	202*	192	143*	169	243	190*	263	202	33*	199
Effective Base	**1255**	1010	253	92	865	286	212	209	103	94	112	92	101	128	71	103	121	44	242
Lost mail	**32**	32	1	*	26	4	1	1	1	-	4	3	4	3	5	2	4	*	4
	2%	*2%*	*	*	*2%*	*2%*	*1%*	*2%*	*1%*	-	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*	*2%*
Damaged mail	**49**	43	6	2	37	8	2	2	1	1	6	2	9	3	7	3	5	1	8
	2%	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*1%*	*1%*	*3%*	*1%*	**5%l**	*1%*	*3%*	*1%*	*2%*	*2%*	*4%*
Delayed mail	**87**	75	12	7	67	11	5	4	7	2	7	5	7	8	12	6	14	*	10
	4%	*4%*	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	**8%lo**	*1%*	*3%*	*3%*	*4%*	*3%*	*6%*	*2%*	**7%l**	*1%*	**5%l**
Mis-delivered mail	**36**	34	3	*	32	1	2	1	1	-	5	4	-	3	3	9	6	-	1
	2%	*2%*	*1%*	*	*2%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	*3%*	-	*1%*	*2%*	*4%*	*3%*	-	*1%*
Mail that has been tampered with	**26**	25	1	*	20	3	1	1	1	-	5	-	5	-	8	-	1	*	3
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*2%*	-	**3%mo**	-	**4%mo**	-	*	*1%*	*2%*
Other problems	**25**	12	12	6	22	1	1	*	*	-	6	2	1	6	4	3	-	*	1
	1%	*1%*	**3%a**	**5%a**	*1%*	*1%*	*1%*	*	*	-	**3%p**	*1%*	*1%*	*2%*	*2%*	*1%*	-	*	*1%*
No - there have been no problems	**1953**	1626	327	109	1554	212	113	74	86	199	171	130	151	225	163	246	182	31	181
	92%	*92%*	*91%*	*87%*	*91%*	*92%*	*92%*	*91%*	*91%*	**99%hjklmnpr**	*89%*	*90%*	*90%*	*93%*	*86%*	*94%*	*90%*	*96%*	*91%*
NET Any problem experienced	**181**	150	32	16	145	20	9	7	9	3	21	14	17	18	27	17	20	1	18
	8%	*8%*	*9%*	*13%*	*9%*	*8%*	*8%*	*9%*	**9%l**	*1%*	**11%l**	**10%l**	**10%l**	**7%l**	**14%l**	*6%*	**10%l**	*4%*	**9%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2467**	944	987	325	136	66	1931	202	1013	972	335	98	38	1985	136
Weighted Base	**2134**	806	846	308	111*	56*	1651	167	863	824	321	88*	30**	1688	118*
Effective Base	**1255**	473	494	174	71	39	967	110	504	493	182	51	21	997	71
Lost mail	**32**	10	13	4	2	4	23	6	11	15	6	-	1	26	1
	2%	*1%*	*1%*	*1%*	*2%*	**7%abcf**	*1%*	*3%*	*1%*	*2%*	*2%*	-	*2%*	*2%*	*1%*
Damaged mail	**49**	18	20	2	1	8	38	9	18	20	10	-	1	38	1
	2%	*2%*	*2%*	*1%*	*1%*	**14%abcdf**	*2%*	**5%c**	*2%*	*2%*	*3%*	-	*3%*	*2%*	*1%*
Delayed mail	**87**	32	31	15	3	5	63	8	28	37	15	2	5	64	7
	4%	*4%*	*4%*	*5%*	*3%*	*9%*	*4%*	*5%*	*3%*	*4%*	*5%*	*3%*	*16%*	*4%*	*6%*
Mis-delivered mail	**36**	9	17	8	*	1	27	2	15	15	5	*	1	30	1
	2%	*1%*	*2%*	*3%*	*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*	*3%*	*2%*	*1%*
Mail that has been tampered with	**26**	7	14	1	1	2	21	4	9	10	6	1	*	19	1
	1%	*1%*	*2%*	*	*1%*	**4%c**	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*1%*
Other problems	**25**	9	11	1	1	3	20	4	15	3	5	1	-	19	1
	1%	*1%*	*1%*	*	*1%*	**5%abcf**	*1%*	*2%*	**2%l**	*	*2%*	*1%*	-	*1%*	*1%*
No - there have been no problems	**1953**	749	769	281	104	41	1519	145	795	760	284	84	22	1555	106
	92%	**93%eg**	**91%e**	**91%e**	**94%e**	*74%*	**92%e**	*87%*	*92%*	*92%*	*88%*	*96%*	*74%*	*92%*	*90%*
NET Any problem experienced	**181**	57	76	27	7	15	133	22	68	64	37	4	8	132	11
	8%	*7%*	*9%*	*9%*	*6%*	**26%abcdf**	*8%*	**13%a**	*8%*	*8%*	*12%*	*4%*	*26%*	*8%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2467**	172	2259	36	776	1578	113	2441	11	12	1	2464	2
Weighted Base	**2134**	146*	1963	25**	640	1390	103*	2122	7**	5**	***	2133	1**
Effective Base	**1255**	94	1145	18	382	808	66	1244	7	5	1	1254	2
Lost mail	**32**	2	29	1	12	18	2	29	1	2	-	32	-
	2%	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*18%*	*38%*	-	*2%*	-
Damaged mail	**49**	6	42	1	22	24	3	49	-	*	-	49	-
	2%	*4%*	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	-	*2%*	-	*2%*	-
Delayed mail	**87**	13	70	4	35	45	7	83	2	2	-	87	-
	4%	***9%b***	*4%*	*15%*	*5%*	*3%*	*7%*	*4%*	*32%*	*38%*	-	*4%*	-
Mis-delivered mail	**36**	4	31	1	15	22	*	32	2	2	-	36	-
	2%	*3%*	*2%*	*5%*	*2%*	*2%*	*	*2%*	*33%*	*38%*	-	*2%*	-
Mail that has been tampered with	**26**	5	21	-	14	7	4	25	1	-	-	26	-
	1%	***4%b***	*1%*	-	***2%e***	*1%*	***4%e***	*1%*	*9%*	-	-	*1%*	-
Other problems	**25**	3	21	1	16	7	1	24	-	*	-	25	-
	1%	*2%*	*1%*	*2%*	***3%e***	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-
No - there have been no problems	**1953**	127	1808	18	567	1297	89	1945	4	3	*	1952	1
	92%	*87%*	*92%*	*73%*	*88%*	***93%df***	*86%*	*92%*	*58%*	*59%*	*100%*	*91%*	*100%*
NET Any problem experienced	**181**	19	156	7	74	93	14	176	3	2	-	181	-
	8%	*13%*	*8%*	*27%*	***12%e***	*7%*	***14%e***	*8%*	*42%*	*41%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2467**	651	612	612	592	244	203	204	205	219	188	211	207	194	191	207	194
Weighted Base	**2134**	581	523	530	501	242	167*	172	177	202	143	168	175*	186	174	168	159*
Effective Base	**1255**	317	323	312	306	123	95	100	108	115	102	117	98	101	101	107	99
Lost mail	**32**	6	5	15	7	4	2	*	*	3	2	5	5	5	4	1	1
	2%	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*3%*	*3%*	*3%*	*3%*	*1%*	*
Damaged mail	**49**	6	12	15	17	1	1	4	1	9	2	8	1	5	5	6	6
	2%	*1%*	*2%*	*3%*	***3%e***	*	*1%*	*2%*	*1%*	***4%e***	*2%*	***5%e***	*1%*	*3%*	*3%*	*4%*	***4%e***
Delayed mail	**87**	28	14	26	19	8	7	12	3	8	3	11	7	8	6	4	9
	4%	*5%*	*3%*	*5%*	*4%*	*3%*	*4%*	*7%*	*2%*	*4%*	*2%*	*7%*	*4%*	*4%*	*4%*	*3%*	*5%*
Mis-delivered mail	**36**	9	6	13	9	3	1	5	1	1	4	2	8	2	3	2	4
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*5%*	*1%*	*2%*	*1%*	*3%*
Mail that has been tampered with	**26**	7	5	9	5	*	3	4	2	2	1	3	1	5	2	-	4
	1%	*1%*	*1%*	*2%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*2%*
Other problems	**25**	5	10	6	3	-	1	5	*	10	*	1	1	4	3	*	*
	1%	*1%*	*2%*	*1%*	*1%*	-	*	*3%*	*	***5%ehkop***	*	*	*1%*	*2%*	*2%*	*	*
No - there have been no problems	**1953**	534	486	475	458	227	155	152	170	181	135	150	161	164	157	155	146
	92%	*92%*	*93%*	*90%*	*92%*	*94%*	*93%*	*89%*	***96%m***	*89%*	*95%*	*89%*	*92%*	*88%*	*90%*	*92%*	*92%*
NET Any problem experienced	**181**	47	37	55	42	15	12	19	7	21	8	18	15	22	17	13	13
	8%	*8%*	*7%*	*10%*	*8%*	*6%*	*7%*	*11%*	*4%*	*11%*	*5%*	*11%*	*8%*	***12%h***	*10%*	*8%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**545**	-	545	334	211	26	47	129	99	135	76	33	73	228	244	109	512	27	545
Weighted Base	**482**	-**	482	286	196	24**	48**	110*	90*	126*	57*	28**	71*	200	211	86*	449	30**	545
Effective Base	**282**	-	282	168	114	15	25	71	49	75	35	15	39	118	124	49	261	18	545
Lost mail	**12**	-	12	12	1	1	3	8	-	-	-	-	5	8	-	-	12	-	12
	3%	-	*3%*	*4%*	*	*5%*	*7%*	**7%i**	-	-	-	-	**6%n**	**4%n**	-	-	*3%*	-	*2%*
Damaged mail	**17**	-	17	13	4	4	6	6	-	1	-	-	10	6	1	-	15	2	13
	3%	-	*3%*	*5%*	*2%*	*17%*	*14%*	*5%*	-	*1%*	-	-	**15%mno**	*3%*	*	-	*3%*	*8%*	*2%*
Delayed mail	**18**	-	18	13	4	1	4	11	1	*	1	*	4	12	2	1	13	5	23
	4%	-	*4%*	*5%*	*2%*	*3%*	*8%*	**10%hi**	*1%*	*	*2%*	*	**6%n**	**6%n**	*1%*	*2%*	*3%*	*15%*	*4%*
Mis-delivered mail	**14**	-	14	8	6	1	5	4	4	*	-	-	6	8	*	-	13	1	12
	3%	-	*3%*	*3%*	*3%*	*4%*	*10%*	*4%*	*4%*	*	-	-	**8%no**	**4%n**	*	-	*3%*	*3%*	*2%*
Mail that has been tampered with	**14**	-	14	13	1	4	-	8	3	*	-	-	4	10	*	-	10	4	10
	3%	-	*3%*	**5%d**	*	*15%*	-	**7%i**	*3%*	*	-	-	**5%n**	**5%n**	*	-	*2%*	*12%*	*2%*
Other problems	**8**	-	8	6	2	3	-	4	-	2	-	-	3	4	2	-	6	2	5
	2%	-	*2%*	*2%*	*1%*	*12%*	-	*3%*	-	*1%*	-	-	*4%*	*2%*	*1%*	-	*1%*	*5%*	*1%*
No - there have been no problems	**426**	-	426	241	184	12	36	87	83	123	56	28	48	171	207	84	400	22	492
	88%	-	*88%*	*84%*	**94%c**	*49%*	*76%*	*80%*	*92%*	**98%g**	**98%g**	*100%*	*67%*	**85%l**	**98%lm**	**98%lm**	*89%*	*74%*	*90%*
NET Any problem experienced	**57**	-	57	45	12	12	11	22	7	3	1	*	23	29	4	1	49	8	53
	12%	-	*12%*	**16%d**	*6%*	*51%*	*24%*	**20%ij**	*8%*	*2%*	*2%*	*	**33%mno**	**15%no**	*2%*	*2%*	*11%*	*26%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	545	163	158	119	105	321	224	324	217	50	53	132	145	140	330	50	475
Weighted Base	482	110*	145*	125*	102*	255	228	315	165	55**	40**	127*	110*	129*	277	55**	409
Effective Base	282	66	91	64	62	157	126	171	111	30	29	73	67	72	168	30	241
Lost mail	12	5	4	2	2	8	4	12	1	1	-	-	2	10	2	1	12
	3%	*4%*	*3%*	*1%*	*2%*	*3%*	*2%*	*4%*	*	*1%*	-	-	*2%*	**8%kn**	*1%*	*1%*	*3%*
Damaged mail	17	6	4	7	-	10	7	14	3	2	-	4	1	9	6	2	15
	3%	*5%*	*3%*	*6%*	-	*4%*	*3%*	*4%*	*2%*	*4%*	-	*4%*	*1%*	*7%*	*2%*	*4%*	*4%*
Delayed mail	18	10	6	1	*	16	1	16	2	2	*	2	1	12	3	2	15
	4%	**9%cd**	*4%*	*1%*	*	**6%f**	*1%*	*5%*	*1%*	*3%*	*	*1%*	*1%*	**9%klm**	*1%*	*3%*	*4%*
Mis-delivered mail	14	9	4	1	-	13	1	13	1	1	*	3	1	8	5	1	13
	3%	**8%cd**	*3%*	*1%*	-	**5%f**	*	*4%*	*1%*	*2%*	*	*3%*	*1%*	*6%*	*2%*	*2%*	*3%*
Mail that has been tampered with	14	6	2	6	-	8	6	10	4	1	-	2	1	10	3	1	13
	3%	*6%*	*1%*	*4%*	-	*3%*	*2%*	*3%*	*2%*	*3%*	-	*2%*	*1%*	**8%ln**	*1%*	*3%*	*3%*
Other problems	8	2	2	3	2	3	5	6	2	3	-	3	-	2	3	3	5
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*6%*	-	*2%*	-	*1%*	*1%*	*6%*	*1%*
No - there have been no problems	426	85	133	109	98	219	207	269	155	47	39	113	106	101	258	47	362
	88%	*77%*	**92%a**	*87%*	**96%a**	*86%*	*91%*	*85%*	**93%g**	*86%*	*99%*	*89%*	**96%m**	*78%*	**93%m**	*86%*	*88%*
NET Any problem experienced	57	25	11	16	4	36	21	46	11	8	*	14	5	29	19	8	48
	12%	**23%bd**	*8%*	*13%*	*4%*	*14%*	*9%*	**15%h**	*7%*	*14%*	*1%*	*11%*	*4%*	**22%ln**	*7%*	*14%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

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QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**545**	326	219	96	240	128	120	57	32	25	31	23	23	30	25	20	31	19	109
Weighted Base	**482**	406	76*	26**	393	48*	30*	12*	27**	50**	43**	32**	33**	55**	62**	45**	47**	6**	42*
Effective Base	**282**	229	55	21	200	68	53	45	29	23	27	22	20	27	23	18	27	10	58
Lost mail	**12**	12	*	-	10	1	1	*	1	2	-	-	-	1	5	-	1	1	1
	3%	*3%*	*	-	*3%*	*3%*	*4%*	*2%*	*5%*	*3%*	-	-	-	*2%*	*8%*	-	*1%*	*10%*	*2%*
Damaged mail	**17**	17	-	-	14	2	1	-	1	2	-	1	5	2	3	-	-	1	1
	3%	*4%*	-	-	*4%*	*4%*	*4%*	-	*4%*	*3%*	-	*3%*	*14%*	*4%*	*5%*	-	-	*10%*	*3%*
Delayed mail	**18**	16	1	*	15	2	*	1	1	2	2	1	-	1	6	1	-	1	1
	4%	*4%*	*2%*	*1%*	*4%*	*4%*	*	**8%f**	*5%*	*5%*	*4%*	*3%*	-	*2%*	*10%*	*3%*	-	*14%*	*2%*
Mis-delivered mail	**14**	12	1	*	13	1	*	*	1	-	2	1	1	-	8	-	-	-	1
	3%	*3%*	*2%*	*1%*	*3%*	*2%*	*	*1%*	*2%*	-	*4%*	*3%*	*3%*	-	*13%*	-	-	-	*2%*
Mail that has been tampered with	**14**	13	1	-	12	1	1	*	-	2	-	-	3	3	4	-	-	1	*
	3%	*3%*	*1%*	-	*3%*	*2%*	*2%*	*1%*	-	*4%*	-	-	*9%*	*5%*	*7%*	-	-	*10%*	*1%*
Other problems	**8**	8	*	-	8	*	-	-	-	-	5	-	3	-	-	-	-	-	*
	2%	*2%*	*	-	*2%*	*	-	-	-	-	*12%*	-	*8%*	-	-	-	-	-	*
No - there have been no problems	**426**	352	74	26	344	44	27	11	22	42	38	31	25	48	48	43	47	5	39
	88%	*87%*	**97%a**	*98%*	*88%*	*92%*	*92%*	*91%*	*84%*	*85%*	*88%*	*97%*	*74%*	*88%*	*77%*	*97%*	*99%*	*86%*	*93%*
NET Any problem experienced	**57**	54	3	*	49	4	2	1	4	8	5	1	8	6	14	1	1	1	3
	12%	**13%b**	*3%*	*2%*	*12%*	*8%*	*8%*	*9%*	*16%*	*15%*	*12%*	*3%*	*26%*	*12%*	*23%*	*3%*	*1%*	*14%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**545**	220	209	63	33	18	429	51	239	187	77	24	15	426	39
Weighted Base	**482**	218	172*	56*	22**	15**	390	36**	230	156*	71*	14**	10**	386	24**
Effective Base	**282**	123	100	31	19	11	223	30	131	89	42	10	8	220	18
Lost mail	**12**	8	2	1	2	1	9	3	7	6	-	-	-	12	-
	3%	*3%*	*1%*	*1%*	*7%*	*7%*	*2%*	*7%*	*3%*	*4%*	-	-	-	*3%*	-
Damaged mail	**17**	11	5	1	-	-	16	-	6	9	1	1	-	16	1
	3%	*5%*	*3%*	*2%*	-	-	*4%*	-	*3%*	*6%*	*1%*	*4%*	-	*4%*	*2%*
Delayed mail	**18**	14	3	*	1	-	17	1	14	3	*	*	*	17	1
	4%	*6%*	*2%*	*1%*	*3%*	-	*4%*	*2%*	*6%*	*2%*	*	*3%*	*1%*	*4%*	*2%*
Mis-delivered mail	**14**	11	3	*	-	-	14	-	6	8	-	-	-	14	-
	3%	*5%*	*2%*	*	-	-	*3%*	-	*3%*	*5%*	-	-	-	*4%*	-
Mail that has been tampered with	**14**	10	3	1	*	-	13	*	11	2	*	1	-	13	1
	3%	*4%*	*2%*	*1%*	*2%*	-	*3%*	*1%*	*5%*	*1%*	*1%*	*4%*	-	*3%*	*2%*
Other problems	**8**	3	3	2	-	-	6	-	3	5	*	-	-	8	-
	2%	*2%*	*2%*	*3%*	-	-	*2%*	-	*1%*	*3%*	*	-	-	*2%*	-
No - there have been no problems	**426**	184	157	51	19	14	341	33	197	135	69	13	10	331	23
	88%	*84%*	*92%*	*93%*	*88%*	*93%*	*87%*	*90%*	*86%*	*87%*	**98%him**	*93%*	*99%*	*86%*	*95%*
NET Any problem experienced	**57**	34	15	4	3	1	49	4	33	21	1	1	*	54	1
	12%	*16%*	*8%*	*7%*	*12%*	*7%*	*13%*	*10%*	**14%j**	**13%j**	*2%*	*7%*	*1%*	**14%j**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**545**	35	505	5	173	342	30	536	6	2	-	544	1
Weighted Base	**482**	33**	445	5**	158*	306	19**	474	6**	2**	-**	482	1**
Effective Base	**282**	20	258	4	87	180	20	277	3	1	-	281	1
Lost mail	**12**	5	8	-	9	3	1	12	-	-	-	12	-
	3%	*14%*	*2%*	-	**6%e**	*1%*	*3%*	*3%*	-	-	-	*3%*	-
Damaged mail	**17**	3	13	1	9	6	2	16	1	-	-	17	-
	3%	*8%*	*3%*	*19%*	*5%*	*2%*	*13%*	*3%*	*16%*	-	-	*3%*	-
Delayed mail	**18**	6	11	-	8	10	-	17	*	-	-	18	-
	4%	*19%*	*3%*	-	*5%*	*3%*	-	*4%*	*7%*	-	-	*4%*	-
Mis-delivered mail	**14**	4	10	-	4	8	2	13	1	*	-	14	-
	3%	*11%*	*2%*	-	*3%*	*3%*	*9%*	*3%*	*15%*	*5%*	-	*3%*	-
Mail that has been tampered with	**14**	4	10	-	11	2	1	13	1	-	-	14	-
	3%	*13%*	*2%*	-	**7%e**	*1%*	*5%*	*3%*	*15%*	-	-	*3%*	-
Other problems	**8**	2	6	-	6	2	-	8	-	-	-	8	-
	2%	*6%*	*1%*	-	**4%e**	*	-	*2%*	-	-	-	*2%*	-
No - there have been no problems	**426**	22	400	4	127	284	15	419	4	2	-	425	1
	88%	*67%*	*90%*	*81%*	*81%*	**93%d**	*79%*	*88%*	*68%*	*95%*	-	*88%*	*100%*
NET Any problem experienced	**57**	11	45	1	30	22	4	55	2	*	-	57	-
	12%	*33%*	*10%*	*19%*	**19%e**	*7%*	*21%*	*12%*	*32%*	*5%*	-	*12%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**545**	151	131	135	128	56	45	50	42	44	45	50	45	40	38	45	45
Weighted Base	**482**	123*	116*	129*	114*	44**	35**	45**	38**	42**	36**	58**	40**	31**	48**	35**	31**
Effective Base	**282**	71	73	72	67	23	20	27	23	25	24	26	25	24	23	23	22
Lost mail	**12**	-	10	2	-	-	-	-	6	-	4	2	-	*	-	-	-
	3%	-	*9%ad*	*2%*	-	-	-	-	*17%*	-	*11%*	*4%*	-	*1%*	-	-	-
Damaged mail	**17**	3	5	5	3	-	3	-	1	3	2	3	2	1	*	-	3
	3%	*3%*	*5%*	*4%*	*3%*	-	*9%*	-	*2%*	*7%*	*4%*	*5%*	*4%*	*3%*	*1%*	-	*8%*
Delayed mail	**18**	3	6	3	6	*	*	3	4	-	1	-	1	2	3	*	3
	4%	*2%*	*5%*	*2%*	*6%*	*	*1%*	*6%*	*11%*	-	*4%*	-	*2%*	*5%*	*7%*	*	*10%*
Mis-delivered mail	**14**	5	3	6	-	*	3	2	2	-	1	3	1	1	-	-	-
	3%	*4%*	*2%*	*4%*	-	*	*9%*	*4%*	*6%*	-	*2%*	*6%*	*2%*	*4%*	-	-	-
Mail that has been tampered with	**14**	*	5	4	5	-	-	*	2	-	3	-	1	3	3	-	2
	3%	*	*4%*	*3%*	*4%*	-	-	*	*6%*	-	*8%*	-	*2%*	*10%*	*6%*	-	*8%*
Other problems	**8**	5	2	-	2	3	-	2	2	*	-	-	-	-	-	-	2
	2%	*4%*	*2%*	-	*1%*	*6%*	-	*4%*	*4%*	*	-	-	-	-	-	-	*5%*
No - there have been no problems	**426**	112	96	113	105	41	31	40	30	39	27	50	38	25	44	35	25
	88%	*91%*	*83%*	*88%*	*92%*	*93%*	*90%*	*90%*	*78%*	*92%*	*75%*	*86%*	*96%*	*81%*	*93%*	*100%*	*80%*
NET Any problem experienced	**57**	11	20	16	9	3	4	5	8	3	9	8	2	6	3	*	6
	12%	*9%*	*17%*	*12%*	*8%*	*7%*	*10%*	*10%*	*22%*	*8%*	*25%*	*14%*	*4%*	*19%*	*7%*	*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**262**	-	262	164	98	22	30	65	47	50	33	15	52	112	98	48	245	14	262
Weighted Base	**265**	-**	265	162*	103*	30**	26**	76*	52**	43**	20**	17**	57*	129*	80*	37**	239	23**	262
Effective Base	**140**	-	140	88	52	15	17	38	25	29	12	7	31	64	47	19	128	11	262
Lost mail	**10**	-	10	3	8	1	-	4	5	1	-	-	1	9	1	-	9	2	9
	4%	-	*4%*	*2%*	*7%*	*2%*	-	*6%*	*9%*	*1%*	-	-	*1%*	*7%*	*1%*	-	*4%*	*7%*	*3%*
Damaged mail	**8**	-	8	5	2	2	3	2	-	-	-	-	5	2	-	-	5	2	4
	3%	-	*3%*	*3%*	*2%*	*8%*	*11%*	*3%*	-	-	-	-	**9%n**	*2%*	-	-	*2%*	*11%*	*2%*
Delayed mail	**23**	-	23	17	6	7	2	11	1	2	-	-	9	13	2	-	18	6	14
	9%	-	*9%*	*10%*	*6%*	*23%*	*6%*	*15%*	*2%*	*4%*	-	-	**15%n**	*10%*	*2%*	-	*7%*	*24%*	*5%*
Mis-delivered mail	**25**	-	25	15	10	8	*	14	1	2	-	-	8	15	2	-	15	9	15
	9%	-	*9%*	*9%*	*10%*	*25%*	*1%*	*18%*	*2%*	*4%*	-	-	*14%*	*12%*	*2%*	-	*6%*	*41%*	*6%*
Mail that has been tampered with	**17**	-	17	13	4	7	2	8	-	-	-	-	9	8	-	-	14	2	14
	6%	-	*6%*	*8%*	*3%*	*23%*	*6%*	*10%*	-	-	-	-	**15%n**	*6%*	-	-	*6%*	*10%*	*5%*
Other problems	**7**	-	7	3	4	3	3	1	-	-	-	-	6	1	-	-	7	-	7
	3%	-	*3%*	*2%*	*4%*	*11%*	*10%*	*2%*	-	-	-	-	**11%mn**	*1%*	-	-	*3%*	-	*3%*
No - there have been no problems	**207**	-	207	126	81	9	19	54	48	41	20	17	28	101	78	37	191	13	221
	78%	-	*78%*	*78%*	*78%*	*30%*	*72%*	*70%*	*91%*	*94%*	*100%*	*100%*	*50%*	**79%l**	**97%lm**	*100%*	*80%*	*55%*	*84%*
NET Any problem experienced	**58**	-	58	36	22	21	7	23	5	2	-	-	28	27	2	-	48	10	41
	22%	-	*22%*	*22%*	*22%*	*70%*	*28%*	*30%*	*9%*	*6%*	-	-	**50%mn**	**21%n**	*3%*	-	*20%*	*45%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	262	80	70	59	53	150	112	157	104	30	27	53	71	69	151	30	222
Weighted Base	265	69*	76*	75*	46*	145*	120*	185*	79*	34**	22**	64*	68*	68*	154*	34**	222
Effective Base	140	36	40	36	30	76	64	92	49	21	12	34	36	33	81	21	114
Lost mail	10	4	2	4	1	6	5	10	-	2	-	3	2	3	6	2	8
	4%	*6%*	*2%*	*5%*	*2%*	*4%*	*4%*	*6%*	-	*6%*	-	*5%*	*3%*	*4%*	*4%*	*6%*	*4%*
Damaged mail	8	4	1	3	-	5	3	8	-	-	-	3	2	2	5	-	8
	3%	*6%*	*1%*	*4%*	-	*3%*	*2%*	*4%*	-	-	-	*5%*	*4%*	*4%*	*3%*	-	*3%*
Delayed mail	23	14	1	5	4	14	9	21	2	4	2	-	2	16	4	4	19
	9%	**20%b**	*1%*	*7%*	*9%*	*10%*	*7%*	*11%*	*3%*	*11%*	*9%*	-	*3%*	**23%kln**	*2%*	*11%*	*9%*
Mis-delivered mail	25	15	2	6	2	17	8	22	3	3	2	4	4	12	9	3	22
	9%	**22%b**	*2%*	*8%*	*4%*	*11%*	*7%*	*12%*	*4%*	*9%*	*9%*	*6%*	*6%*	**18%n**	*6%*	*9%*	*10%*
Mail that has been tampered with	17	12	3	1	1	15	2	12	5	4	-	2	*	10	2	4	12
	6%	**17%c**	*4%*	*1%*	*2%*	**10%f**	*1%*	*6%*	*6%*	*12%*	-	*3%*	*	**15%ln**	*1%*	*12%*	*6%*
Other problems	7	6	*	1	*	6	1	5	2	*	*	3	3	1	6	*	7
	3%	*8%*	*	*1%*	*	*4%*	*1%*	*3%*	*3%*	*	*1%*	*5%*	*4%*	*2%*	*4%*	*	*3%*
No - there have been no problems	207	32	72	63	40	104	103	137	68	26	20	49	61	43	129	26	172
	78%	*46%*	**96%a**	**84%a**	**88%a**	*72%*	*86%*	*74%*	*87%*	*75%*	*91%*	*76%*	**89%m**	*63%*	**84%m**	*75%*	*78%*
NET Any problem experienced	58	38	3	12	5	41	17	48	10	8	2	15	8	25	25	8	50
	22%	**54%bcd**	*4%*	*16%*	*12%*	*28%*	*14%*	*26%*	*13%*	*25%*	*9%*	*24%*	*11%*	**37%ln**	*16%*	*25%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**262**	164	98	46	131	59	42	30	16	14	9	15	8	19	18	16	16	10	49
Weighted Base	**265**	227	38**	20**	228	22**	10**	5**	13**	27**	15**	22**	12**	33**	48**	35**	23**	1**	21**
Effective Base	**140**	117	24	12	109	28	20	22	15	13	8	13	7	17	17	14	15	7	25
Lost mail	**10**	8	2	2	9	-	1	1	2	-	2	2	-	-	3	-	-	-	-
	4%	*4%*	*6%*	*10%*	*4%*	-	*8%*	*14%*	*14%*	-	*10%*	*9%*	-	-	*7%*	-	-	-	-
Damaged mail	**8**	8	-	-	8	-	-	-	1	-	-	-	5	-	2	-	-	-	-
	3%	*3%*	-	-	*3%*	-	-	-	*5%*	-	-	-	*39%*	-	*5%*	-	-	-	-
Delayed mail	**23**	21	3	2	23	-	*	-	3	4	-	2	-	1	7	5	2	-	-
	9%	*9%*	*7%*	*10%*	*10%*	-	*1%*	-	*22%*	*13%*	-	*9%*	-	*4%*	*14%*	*13%*	*8%*	-	-
Mis-delivered mail	**25**	23	2	2	25	*	-	*	2	-	2	2	3	-	9	4	3	-	*
	9%	*10%*	*6%*	*10%*	*11%*	*	-	*3%*	*14%*	-	*10%*	*9%*	*27%*	-	*19%*	*11%*	*13%*	-	*1%*
Mail that has been tampered with	**17**	16	*	-	15	1	-	*	1	3	2	-	-	1	5	3	1	-	1
	6%	*7%*	*1%*	-	*7%*	*4%*	-	*5%*	*9%*	*11%*	*10%*	-	-	*3%*	*10%*	*9%*	*3%*	-	*5%*
Other problems	**7**	7	*	-	5	2	-	*	-	2	-	-	-	3	-	-	-	-	2
	3%	*3%*	*	-	*2%*	*9%*	-	*6%*	-	*8%*	-	-	-	*8%*	-	-	-	-	*10%*
No - there have been no problems	**207**	172	35	18	175	19	9	4	9	20	14	20	6	28	30	28	19	1	18
	78%	*76%*	*93%*	*90%*	*77%*	*86%*	*92%*	*77%*	*74%*	*73%*	*90%*	*91%*	*49%*	*85%*	*64%*	*80%*	*84%*	*100%*	*85%*
NET Any problem experienced	**58**	55	3	2	53	3	1	1	3	7	2	2	6	5	17	7	4	-	3
	22%	*24%*	*7%*	*10%*	*23%*	*14%*	*8%*	*23%*	*26%*	*27%*	*10%*	*9%*	*51%*	*15%*	*36%*	*20%*	*16%*	-	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	262	109	87	42	15	9	196	24	112	87	37	18	7	199	25
Weighted Base	265	111*	83*	46**	13**	12**	194	25**	115*	86*	42**	16**	5**	201	22**
Effective Base	140	57	48	24	6	6	105	12	61	46	21	10	3	106	13
Lost mail	10	9	1	-	-	-	10	-	8	2	-	-	-	10	-
	4%	*8%*	*2%*	-	-	-	*5%*	-	*7%*	*2%*	-	-	-	*5%*	-
Damaged mail	8	5	3	-	-	-	8	-	2	5	-	-	-	8	-
	3%	*4%*	*4%*	-	-	-	*4%*	-	*2%*	*6%*	-	-	-	*4%*	-
Delayed mail	23	14	2	4	-	3	16	3	11	6	5	2	-	16	2
	9%	*12%*	*3%*	*9%*	-	*25%*	*8%*	*12%*	*9%*	*6%*	*11%*	*12%*	-	*8%*	*9%*
Mis-delivered mail	25	14	5	3	2	-	19	2	14	6	2	-	2	21	2
	9%	*13%*	*6%*	*7%*	*17%*	-	*10%*	*9%*	*12%*	*7%*	*4%*	-	*46%*	*10%*	*11%*
Mail that has been tampered with	17	8	2	3	1	3	10	4	4	7	4	2	-	11	2
	6%	*7%*	*2%*	*6%*	*8%*	*25%*	*5%*	*16%*	*3%*	*8%*	*9%*	*12%*	-	*5%*	*9%*
Other problems	7	-	6	*	*	1	6	1	2	2	3	-	-	4	-
	3%	-	**7%a**	*1%*	*1%*	*9%*	*3%*	*5%*	*2%*	*3%*	*6%*	-	-	*2%*	-
No - there have been no problems	207	83	70	37	10	8	152	18	92	66	34	12	3	158	15
	78%	*74%*	*83%*	*82%*	*75%*	*66%*	*78%*	*71%*	*80%*	*77%*	*80%*	*75%*	*54%*	*79%*	*70%*
NET Any problem experienced	58	28	14	8	3	4	42	7	24	20	8	4	2	43	6
	22%	*26%*	*17%*	*18%*	*25%*	*34%*	*22%*	*29%*	*20%*	*23%*	*20%*	*25%*	*46%*	*21%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**262**	26	232	4	90	161	11	258	3	1	-	262	-
Weighted Base	**265**	30**	233	3**	95*	163*	7**	260	3**	2**	-**	265	-**
Effective Base	**140**	14	125	2	44	92	6	137	2	1	-	140	-
Lost mail	**10**	2	8	-	5	6	-	9	1	-	-	10	-
	4%	*7%*	*4%*	-	*5%*	*3%*	-	*3%*	*36%*	-	-	*4%*	-
Damaged mail	**8**	1	7	-	5	2	-	8	-	-	-	8	-
	3%	*2%*	*3%*	-	*6%*	*2%*	-	*3%*	-	-	-	*3%*	-
Delayed mail	**23**	11	12	-	15	8	-	22	1	-	-	23	-
	9%	*37%*	*5%*	-	**16%e**	*5%*	-	*8%*	*36%*	-	-	*9%*	-
Mis-delivered mail	**25**	6	19	-	12	13	-	24	1	-	-	25	-
	9%	*20%*	*8%*	-	*12%*	*8%*	-	*9%*	*36%*	-	-	*9%*	-
Mail that has been tampered with	**17**	9	6	1	13	2	2	14	2	-	-	17	-
	6%	*31%*	*3%*	*43%*	**14%e**	*1%*	*24%*	*6%*	*59%*	-	-	*6%*	-
Other problems	**7**	-	7	*	*	7	-	7	*	-	-	7	-
	3%	-	*3%*	*7%*	*	*4%*	-	*3%*	*5%*	-	-	*3%*	-
No - there have been no problems	**207**	14	191	1	66	135	6	205	-	2	-	207	-
	78%	*49%*	*82%*	*57%*	*70%*	*83%*	*76%*	*79%*	-	*100%*	-	*78%*	-
NET Any problem experienced	**58**	15	42	1	29	28	2	55	3	-	-	58	-
	22%	*51%*	*18%*	*43%*	*30%*	*17%*	*24%*	*21%*	*100%*	-	-	*22%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**262**	65	66	74	57	23	27	15	25	20	21	27	20	27	17	14	26
Weighted Base	**265**	68*	64*	81*	53*	25**	27**	16**	28**	19**	16**	33**	22**	25**	23**	9**	21**
Effective Base	**140**	35	36	39	31	12	14	9	17	10	9	13	12	14	11	6	15
Lost mail	**10**	1	4	4	2	1	-	-	2	-	2	3	-	1	-	-	2
	4%	*1%*	*6%*	*5%*	*3%*	*3%*	-	-	*8%*	-	*11%*	*10%*	-	*2%*	-	-	*8%*
Damaged mail	**8**	2	1	3	2	-	-	2	-	-	1	3	-	-	-	-	2
	3%	*3%*	*1%*	*4%*	*5%*	-	-	*11%*	-	-	*4%*	*9%*	-	-	-	-	*12%*
Delayed mail	**23**	*	12	4	7	-	*	-	4	4	3	4	-	-	5	-	2
	9%	*1%*	**19%a**	*5%*	**13%a**	-	*1%*	-	*15%*	*23%*	*21%*	*12%*	-	-	*20%*	-	*10%*
Mis-delivered mail	**25**	2	7	6	10	-	-	2	4	-	2	6	*	-	3	3	4
	9%	*3%*	*10%*	*8%*	**19%a**	-	-	*11%*	*15%*	-	*15%*	*19%*	*	-	*14%*	*30%*	*19%*
Mail that has been tampered with	**17**	-	8	2	6	-	-	-	3	3	3	1	*	1	3	-	4
	6%	-	**13%a**	*2%*	**12%a**	-	-	-	*9%*	*16%*	*17%*	*2%*	*	*4%*	*12%*	-	*17%*
Other problems	**7**	1	3	3	-	1	-	-	3	*	-	-	-	3	-	-	-
	3%	*1%*	*5%*	*4%*	-	*4%*	-	-	*9%*	*1%*	-	-	-	*13%*	-	-	-
No - there have been no problems	**207**	64	44	62	37	23	26	14	19	15	11	20	22	20	17	7	13
	78%	**95%bcd**	*70%*	*77%*	*68%*	*94%*	*99%*	*89%*	*66%*	*76%*	*69%*	*60%*	*100%*	*81%*	*74%*	*70%*	*61%*
NET Any problem experienced	**58**	4	19	18	17	2	*	2	10	5	5	13	*	5	6	3	8
	22%	*5%*	**30%a**	**23%a**	**32%a**	*6%*	*1%*	*11%*	*34%*	*24%*	*31%*	*40%*	*	*19%*	*26%*	*30%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1435	-	1435	709	722	132	171	287	225	317	211	92	303	512	620	303	1350	75	1435
Weighted Base	1283	-**	1283	629	650	135*	144*	271	210	261	167	96*	279	481	523	262	1167	107*	1435
Effective Base	756	-	756	364	390	69	94	159	122	162	104	50	161	281	315	153	703	50	1435
Lost mail	22	-	22	14	9	10	1	7	3	1	1	-	11	9	2	1	18	4	20
	2%	-	2%	2%	1%	7%hij	1%	2%	1%	*	1%	-	4%no	2%	*	*	2%	4%	1%
Damaged mail	39	-	39	25	15	8	1	23	5	1	1	*	9	28	3	1	23	17	34
	3%	-	3%	4%	2%	6%l	1%	8%fhijk	2%	1%	1%	*	3%n	6%no	1%	1%	2%	16%p	2%
Delayed mail	53	-	53	28	26	12	6	27	7	2	1	-	17	34	2	1	42	11	65
	4%	-	4%	4%	4%	9%ijk	4%	10%hijk	3%	1%	*	-	6%no	7%no	*	*	4%	10%p	5%
Mis-delivered mail	30	-	30	15	15	4	1	17	6	2	1	*	4	23	3	2	23	7	25
	2%	-	2%	2%	2%	3%	1%	6%fij	3%	1%	1%	*	2%	5%no	1%	1%	2%	7%p	2%
Mail that has been tampered with	19	-	19	17	2	1	2	15	2	-	-	-	2	17	-	-	14	6	10
	2%	-	2%	3%d	*	*	1%	6%hij	1%	-	-	-	1%	4%no	-	-	1%	5%p	1%
Other problems	15	-	15	9	6	2	3	*	2	3	5	-	5	2	8	5	14	1	20
	1%	-	1%	1%	1%	1%	2%	*	1%	1%	3%g	-	2%	*	2%	2%	1%	1%	1%
No - there have been no problems	1157	-	1157	560	593	107	134	218	189	253	160	96	241	407	509	256	1067	81	1304
	90%	-	90%	89%	91%	80%	92%eg	81%	90%g	97%egh	96%eg	100%egh	86%	85%	97%lm	98%lm	91%q	76%	91%
NET Any problem experienced	126	-	126	69	57	27	11	53	21	8	6	*	38	74	14	6	100	26	131
	10%	-	10%	11%	9%	20%fijk	8%	19%fhijk	10%ik	3%	4%	*	14%no	15%no	3%	2%	9%	24%p	9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1435**	411	425	308	291	836	599	763	657	147	150	333	413	309	896	147	1225
Weighted Base	**1283**	271	406	323	284	677	606	765	512	156*	139*	302	381	237	822	156*	1077
Effective Base	**756**	168	235	180	174	402	354	414	344	90	83	175	221	141	480	90	632
Lost mail	**22**	7	6	6	3	13	9	18	5	5	2	4	2	9	8	5	17
	2%	*3%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	**4%lm**	*1%*	*3%*	*2%*
Damaged mail	**39**	16	11	9	3	27	13	33	6	6	9	3	10	11	22	6	33
	3%	**6%d**	*3%*	*3%*	*1%*	*4%*	*2%*	**4%h**	*1%*	*4%*	**7%k**	*1%*	*3%*	**5%k**	*3%*	*4%*	*3%*
Delayed mail	**53**	17	17	13	6	34	20	39	14	6	3	16	13	12	33	6	45
	4%	*6%*	*4%*	*4%*	*2%*	*5%*	*3%*	*5%*	*3%*	*4%*	*3%*	*5%*	*3%*	*5%*	*4%*	*4%*	*4%*
Mis-delivered mail	**30**	19	6	5	*	25	5	25	5	*	3	8	7	12	18	*	30
	2%	**7%bcd**	*2%*	*2%*	*	**4%f**	*1%*	**3%h**	*1%*	*	*2%*	*2%*	*2%*	**5%l**	*2%*	*	*3%*
Mail that has been tampered with	**19**	13	4	3	*	16	3	19	*	1	3	3	2	11	8	1	19
	2%	**5%bcd**	*1%*	*1%*	*	**2%f**	*1%*	**3%h**	*	*	*2%*	*1%*	*	**5%klm**	*1%*	*	*2%*
Other problems	**15**	3	5	4	4	8	7	4	11	4	1	1	4	3	6	4	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%g**	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*
No - there have been no problems	**1157**	224	365	298	270	589	568	672	479	137	126	281	351	197	758	137	973
	90%	*82%*	**90%a**	**92%a**	**95%a**	*87%*	**94%e**	*88%*	**94%g**	*88%*	*91%*	**93%m**	**92%m**	*83%*	**92%m**	*88%*	*90%*
NET Any problem experienced	**126**	48	40	25	14	88	39	93	33	19	13	21	30	39	64	19	103
	10%	**18%bcd**	*10%*	*8%*	*5%*	**13%f**	*6%*	**12%h**	*6%*	*12%*	*9%*	*7%*	*8%*	**17%klm**	*8%*	*12%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1435**	915	520	223	618	353	273	191	66	68	72	57	69	72	62	61	91	49	304
Weighted Base	**1283**	1103	180	62*	1015	154	76	39	53*	130*	110*	82*	99*	118*	140*	139*	144*	16**	138
Effective Base	**756**	625	141	52	525	148	128	144	59	61	64	51	63	65	57	55	82	25	127
Lost mail	**22**	22	-	-	19	*	2	1	2	4	-	2	2	1	7	-	-	-	*
	2%	*2%*	-	-	*2%*	*	**3%e**	**2%e**	**4%opr**	*3%*	-	*3%*	*2%*	*1%*	*5%*	-	-	-	*
Damaged mail	**39**	39	1	*	34	3	2	1	1	4	2	7	3	1	13	1	1	*	2
	3%	*4%*	*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	**9%mopr**	*3%*	*1%*	**9%mopr**	*1%*	*1%*	*1%*	*2%*
Delayed mail	**53**	47	6	5	45	2	4	2	2	11	1	8	-	2	9	5	7	*	2
	4%	*4%*	*3%*	*8%*	*4%*	*2%*	**6%e**	*5%*	*3%*	**8%l**	*1%*	**9%jlr**	-	*2%*	*6%*	*4%*	*5%*	*	*2%*
Mis-delivered mail	**30**	28	2	*	28	1	1	1	-	4	-	4	2	1	16	-	1	-	1
	2%	*3%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	-	*3%*	-	*5%*	*2%*	*1%*	**11%hjlmopr**	-	*1%*	-	*1%*
Mail that has been tampered with	**19**	18	2	-	18	*	1	*	-	4	-	-	2	-	13	-	-	-	*
	2%	*2%*	*1%*	-	*2%*	*	*1%*	*	-	*3%*	-	-	*2%*	-	**9%jkmopr**	-	-	-	*
Other problems	**15**	13	2	*	10	4	1	*	*	-	2	1	-	2	2	1	1	1	3
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*2%*	*1%*	-	*2%*	*2%*	*1%*	*1%*	*5%*	*2%*
No - there have been no problems	**1157**	989	168	56	909	146	67	35	48	113	106	62	92	114	107	133	133	14	132
	90%	*90%*	*93%*	*91%*	*90%*	**95%f**	*88%*	*91%*	**91%k**	*87%*	**96%kn**	*77%*	**93%kn**	**96%kn**	*77%*	**96%kn**	**92%kn**	*93%*	**95%kn**
NET Any problem experienced	**126**	114	12	6	106	8	9	3	5	17	5	19	7	4	33	5	11	1	7
	10%	*10%*	*7%*	*9%*	*10%*	*5%*	**12%e**	*9%*	*9%*	*13%*	*4%*	**23%hjlmopr**	*7%*	*4%*	**23%jlmopr**	*4%*	*8%*	*7%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1435**	522	589	164	96	54	1111	150	592	559	186	51	37	1151	88
Weighted Base	**1283**	462	522	151*	80*	57*	984	138*	508	505	179	50**	33**	1013	83*
Effective Base	**756**	283	299	86	50	33	581	83	318	283	104	27	21	599	48
Lost mail	**22**	4	11	3	2	3	15	5	8	11	4	-	*	18	*
	2%	*1%*	*2%*	*2%*	*3%*	*5%*	*1%*	*4%*	*2%*	*2%*	*2%*	-	*1%*	*2%*	*1%*
Damaged mail	**39**	19	12	5	1	1	31	2	16	17	2	3	1	33	4
	3%	*4%*	*2%*	*3%*	*1%*	*1%*	*3%*	*1%*	*3%*	*3%*	*1%*	*6%*	*3%*	*3%*	*5%*
Delayed mail	**53**	20	22	7	2	1	42	3	23	22	2	2	4	46	6
	4%	*4%*	*4%*	*5%*	*3%*	*1%*	*4%*	*2%*	*5%*	*4%*	*1%*	*5%*	*11%*	*4%*	**7%j**
Mis-delivered mail	**30**	14	9	5	2	1	23	3	8	18	3	-	*	26	*
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	-	*1%*	*3%*	*1%*
Mail that has been tampered with	**19**	19	*	-	-	1	19	1	8	12	*	-	-	19	-
	2%	**4%b**	*	-	-	*1%*	**2%b**	*	*2%*	*2%*	*	-	-	*2%*	-
Other problems	**15**	6	3	2	1	2	9	4	7	6	1	1	-	13	1
	1%	*1%*	*1%*	*2%*	*2%*	*4%*	*1%*	*3%*	*1%*	*1%*	*	*2%*	-	*1%*	*1%*
No - there have been no problems	**1157**	409	480	133	74	52	889	126	454	452	170	44	29	906	73
	90%	*89%*	*92%*	*88%*	*92%*	*90%*	*90%*	*91%*	*89%*	*90%*	*95%*	*87%*	*87%*	*89%*	*87%*
NET Any problem experienced	**126**	53	42	18	6	6	95	12	54	53	9	6	4	107	10
	10%	*11%*	*8%*	*12%*	*8%*	*10%*	*10%*	*9%*	*11%*	*10%*	*5%*	*13%*	*13%*	*11%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1435**	93	1325	17	426	929	80	1418	6	7	2	1431	2
Weighted Base	**1283**	79*	1192	13**	361	854	69*	1271	5**	6**	1**	1281	1**
Effective Base	**756**	51	696	10	228	485	46	747	4	4	1	754	2
Lost mail	**22**	3	19	-	12	7	3	21	2	-	-	22	-
	2%	*4%*	*2%*	-	**3%e**	*1%*	*4%*	*2%*	*35%*	-	-	*2%*	-
Damaged mail	**39**	5	34	1	20	17	3	39	1	-	*	39	-
	3%	*6%*	*3%*	*5%*	**6%e**	*2%*	*4%*	*3%*	*10%*	-	*6%*	*3%*	-
Delayed mail	**53**	9	43	2	25	25	4	53	-	-	*	53	-
	4%	**11%b**	*4%*	*14%*	**7%e**	*3%*	*5%*	*4%*	-	-	*6%*	*4%*	-
Mis-delivered mail	**30**	7	23	-	15	11	4	30	*	-	-	30	-
	2%	**10%b**	*2%*	-	**4%e**	*1%*	**6%e**	*2%*	*6%*	-	-	*2%*	-
Mail that has been tampered with	**19**	6	14	-	15	5	-	19	-	-	-	19	-
	2%	**7%b**	*1%*	-	**4%e**	*1%*	-	*2%*	-	-	-	*2%*	-
Other problems	**15**	-	15	-	8	7	-	15	-	-	-	15	-
	1%	-	*1%*	-	*2%*	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**1157**	60	1086	11	306	790	61	1147	2	6	1	1155	1
	90%	*76%*	**91%a**	*82%*	*85%*	**93%d**	*89%*	*90%*	*49%*	*100%*	*94%*	*90%*	*100%*
NET Any problem experienced	**126**	19	105	2	55	64	8	124	3	-	*	126	-
	10%	**24%b**	*9%*	*18%*	**15%e**	*7%*	*11%*	*10%*	*51%*	-	*6%*	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1435**	345	365	372	353	135	112	98	121	124	120	133	123	116	115	119	119
Weighted Base	**1283**	309	324	333	317	134*	88*	86*	100*	116*	108*	115*	106*	113*	127*	100*	91*
Effective Base	**756**	170	205	196	187	68	54	49	65	70	70	69	65	63	65	62	62
Lost mail	**22**	5	14	3	1	2	3	1	2	4	8	1	*	2	-	-	1
	2%	*2%*	**4%cd**	*1%*	*	*1%*	*3%*	*1%*	*2%*	*3%*	**7%klno**	*1%*	*	*2%*	-	-	*1%*
Damaged mail	**39**	10	15	10	5	3	6	1	3	3	9	8	*	1	2	-	3
	3%	*3%*	*5%*	*3%*	*2%*	*2%*	**7%lo**	*1%*	*3%*	*3%*	**8%lo**	**7%lo**	*	*1%*	*2%*	-	*3%*
Delayed mail	**53**	13	13	19	9	4	8	1	4	6	4	7	5	8	3	5	1
	4%	*4%*	*4%*	*6%*	*3%*	*3%*	**9%p**	*1%*	*4%*	*5%*	*3%*	*6%*	*5%*	*7%*	*2%*	*5%*	*1%*
Mis-delivered mail	**30**	4	11	7	9	1	2	-	3	2	7	3	2	2	7	*	1
	2%	*1%*	*3%*	*2%*	*3%*	*1%*	*3%*	-	*3%*	*1%*	*6%*	*3%*	*2%*	*1%*	*6%*	*	*1%*
Mail that has been tampered with	**19**	7	2	5	6	-	5	2	*	-	2	4	*	1	6	-	-
	2%	*2%*	*1%*	*1%*	*2%*	-	**6%ai**	*2%*	*	-	*1%*	*3%*	*	*	*4%*	-	-
Other problems	**15**	4	6	4	1	3	*	1	3	-	2	-	1	3	-	1	*
	1%	*1%*	*2%*	*1%*	*	*2%*	*	*1%*	*3%*	-	*2%*	-	*1%*	*3%*	-	*1%*	*
No - there have been no problems	**1157**	284	278	295	299	127	76	81	88	107	83	98	99	98	119	93	88
	90%	*92%*	*86%*	*89%*	**94%bc**	**94%j**	*86%*	**95%j**	*88%*	**92%j**	*77%*	*85%*	**94%j**	*87%*	**94%j**	**94%j**	**96%jk**
NET Any problem experienced	**126**	24	46	38	18	7	12	5	12	9	25	17	7	14	8	6	4
	10%	*8%*	**14%d**	**11%d**	*6%*	*6%*	*14%*	*5%*	*12%*	*8%*	**23%egilnop**	**15%p**	*6%*	*13%*	*6%*	*6%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	495	-	495	288	206	35	44	100	83	110	75	48	79	183	233	123	468	26	495
Weighted Base	520	-**	520	303	217	43**	48**	110*	91*	118*	59*	52**	91*	201	228	110*	481	39**	495
Effective Base	277	-	277	164	113	21	27	59	45	63	33	29	48	104	125	62	260	18	495
Lost mail	24	-	24	15	9	5	2	9	1	*	-	7	7	10	7	7	24	-	13
	5%	-	*5%*	*5%*	*4%*	*12%*	*4%*	**8%i**	*1%*	*	-	*14%*	*7%*	*5%*	*3%*	*7%*	*5%*	-	*3%*
Damaged mail	21	-	21	7	14	5	5	2	2	*	2	4	11	4	7	6	20	1	13
	4%	-	*4%*	*2%*	*7%*	*13%*	*11%*	*2%*	*2%*	*	*4%*	*8%*	**12%mn**	*2%*	*3%*	*6%*	*4%*	*2%*	*3%*
Delayed mail	31	-	31	15	15	3	12	5	4	3	*	3	15	9	7	3	28	3	25
	6%	-	*6%*	*5%*	*7%*	*7%*	*25%*	*5%*	*5%*	*3%*	*1%*	*6%*	**16%mno**	*5%*	*3%*	*3%*	*6%*	*8%*	*5%*
Mis-delivered mail	30	-	30	16	14	7	2	8	4	-	6	3	9	12	9	9	22	8	19
	6%	-	*6%*	*5%*	*7%*	*17%*	*4%*	**7%i**	*4%*	-	**10%i**	*6%*	*10%*	*6%*	*4%*	*8%*	*5%*	*19%*	*4%*
Mail that has been tampered with	15	-	15	12	3	8	2	4	1	-	-	-	10	5	-	-	12	4	11
	3%	-	*3%*	*4%*	*2%*	*20%*	*4%*	*4%*	*1%*	-	-	-	**11%mno**	*3%*	-	-	*2%*	*9%*	*2%*
Other problems	8	-	8	8	*	1	-	6	1	-	*	-	1	6	*	*	8	*	7
	2%	-	*2%*	*3%*	*	*3%*	-	*5%*	*1%*	-	*	-	*2%*	*3%*	*	*	*2%*	*1%*	*1%*
No - there have been no problems	440	-	440	258	181	21	36	89	82	114	52	44	57	172	211	97	415	25	441
	85%	-	*85%*	*85%*	*83%*	*48%*	*75%*	*81%*	*90%*	**97%q**	*89%*	*86%*	*62%*	**85%l**	**93%l**	**88%l**	*86%*	*64%*	*89%*
NET Any problem experienced	80	-	80	44	36	22	12	21	9	3	6	7	34	29	17	14	66	14	54
	15%	-	*15%*	*15%*	*17%*	*52%*	*25%*	**19%i**	*10%*	*3%*	*11%*	*14%*	**38%mno**	*15%*	*7%*	*12%*	*14%*	*36%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	495	147	153	114	81	300	195	268	224	54	56	117	139	108	312	54	423
Weighted Base	520	130*	172*	130*	89*	302	218	334	184	57*	58*	121*	148*	116*	327	57*	445
Effective Base	277	68	89	67	54	157	120	160	121	30	32	67	75	60	174	30	235
Lost mail	24	14	4	7	-	17	7	17	7	*	3	1	10	9	13	*	22
	5%	**10%bd**	*2%*	*5%*	-	*6%*	*3%*	*5%*	*4%*	*	*5%*	*	*6%*	**8%k**	*4%*	*	*5%*
Damaged mail	21	11	2	8	-	13	8	16	5	2	-	1	11	7	12	2	19
	4%	**8%bd**	*1%*	*6%*	-	*4%*	*4%*	*5%*	*3%*	*4%*	-	*	**7%k**	*6%*	*4%*	*4%*	*4%*
Delayed mail	31	12	6	10	2	18	12	23	7	2	6	3	4	14	14	2	27
	6%	*9%*	*4%*	*8%*	*2%*	*6%*	*6%*	*7%*	*4%*	*3%*	*11%*	*3%*	*3%*	**12%ln**	*4%*	*3%*	*6%*
Mis-delivered mail	30	17	7	4	3	24	6	21	9	3	7	5	4	9	16	3	25
	6%	**13%bc**	*4%*	*3%*	*3%*	*8%*	*3%*	*6%*	*5%*	*5%*	**12%l**	*4%*	*2%*	*8%*	*5%*	*5%*	*6%*
Mail that has been tampered with	15	7	4	3	1	11	4	12	3	1	-	4	4	5	8	1	13
	3%	*6%*	*2%*	*2%*	*1%*	*4%*	*2%*	*4%*	*2%*	*2%*	-	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*
Other problems	8	6	-	1	1	6	2	8	-	*	-	2	*	6	2	*	8
	2%	**5%b**	-	*	*1%*	*2%*	*1%*	*2%*	-	*	-	*2%*	*	**5%n**	*1%*	*	*2%*
No - there have been no problems	440	88	156	113	83	244	195	274	164	50	47	109	128	86	285	50	373
	85%	*68%*	**91%a**	**87%a**	**93%a**	*81%*	*90%*	*82%*	*89%*	*88%*	*82%*	**90%m**	*86%*	*74%*	**87%m**	*88%*	*84%*
NET Any problem experienced	80	42	16	17	6	58	23	60	20	7	10	12	20	30	42	7	72
	15%	**32%bcd**	*9%*	*13%*	*7%*	*19%*	*10%*	*18%*	*11%*	*12%*	*18%*	*10%*	*14%*	**26%kn**	*13%*	*12%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**495**	318	177	74	258	94	105	38	21	29	32	24	19	36	30	33	34	10	84
Weighted Base	**520**	447	73*	26**	444	39*	29*	8**	17**	60**	50**	35**	25**	58*	66**	81**	51**	1**	38*
Effective Base	**277**	229	52	20	216	43	34	29	18	26	28	22	17	32	27	30	30	8	40
Lost mail	**24**	22	2	2	22	1	1	-	-	-	4	-	-	-	6	4	7	-	1
	5%	*5%*	*3%*	*7%*	*5%*	*2%*	*4%*	-	-	-	*9%*	-	-	-	*10%*	*5%*	*13%*	-	*2%*
Damaged mail	**21**	21	*	-	20	*	1	*	-	2	4	2	-	1	3	4	4	-	*
	4%	*5%*	*	-	*5%*	*	*2%*	*2%*	-	*4%*	*7%*	*6%*	-	*2%*	*4%*	*5%*	*8%*	-	*
Delayed mail	**31**	27	4	2	27	2	1	*	1	4	7	1	-	3	6	4	2	*	2
	6%	*6%*	*5%*	*7%*	*6%*	*6%*	*3%*	*3%*	*5%*	*6%*	*14%*	*4%*	-	*5%*	*9%*	*4%*	*4%*	*9%*	*6%*
Mis-delivered mail	**30**	28	2	2	28	-	1	*	-	7	4	2	1	-	8	4	2	-	-
	6%	*6%*	*3%*	*7%*	*6%*	-	*5%*	*2%*	-	*11%*	*9%*	*7%*	*6%*	-	*13%*	*4%*	*4%*	-	-
Mail that has been tampered with	**15**	12	3	2	15	-	1	*	1	2	2	1	3	1	4	-	1	-	-
	3%	*3%*	*4%*	*7%*	*3%*	-	*2%*	*2%*	*7%*	*4%*	*3%*	*3%*	*11%*	*2%*	*6%*	-	*2%*	-	-
Other problems	**8**	7	1	*	7	*	1	-	1	-	-	-	-	-	2	4	-	*	*
	2%	*1%*	*2%*	*	*2%*	*	*3%*	-	*7%*	-	-	-	-	-	*2%*	*5%*	-	*6%*	*
No - there have been no problems	**440**	372	68	24	369	36	27	8	15	52	40	29	21	55	50	65	42	1	35
	85%	*83%*	*93%*	*93%*	*83%*	*92%*	*93%*	*95%*	*88%*	*87%*	*80%*	*83%*	*83%*	*94%*	*75%*	*81%*	*82%*	*85%*	*92%*
NET Any problem experienced	**80**	75	5	2	75	3	2	*	2	8	10	6	4	4	16	16	9	*	3
	15%	*17%*	*7%*	*7%*	*17%*	*8%*	*7%*	*5%*	*12%*	*13%*	*20%*	*17%*	*17%*	*6%*	*25%*	*19%*	*18%*	*15%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**495**	195	194	65	25	14	389	39	211	175	64	29	12	386	41
Weighted Base	**520**	197	204	77*	25**	16**	401	41**	229	171*	72*	37**	9**	400	46**
Effective Base	**277**	104	111	37	15	10	215	24	115	100	37	18	6	214	24
Lost mail	**24**	16	6	-	-	2	22	2	14	4	3	3	-	18	3
	5%	*8%*	*3%*	-	-	*10%*	*6%*	*4%*	*6%*	*2%*	*5%*	*8%*	-	*4%*	*6%*
Damaged mail	**21**	15	4	*	-	2	19	2	10	6	4	-	*	16	*
	4%	*8%*	*2%*	*	-	*10%*	*5%*	*4%*	*4%*	*4%*	*6%*	-	*2%*	*4%*	*
Delayed mail	**31**	16	9	5	*	1	25	1	14	7	5	5	*	21	5
	6%	*8%*	*4%*	*7%*	*	*4%*	*6%*	*2%*	*6%*	*4%*	*6%*	*13%*	*1%*	*5%*	*11%*
Mis-delivered mail	**30**	11	13	4	2	-	23	2	12	8	5	5	-	20	5
	6%	*5%*	*6%*	*5%*	*10%*	-	*6%*	*6%*	*5%*	*5%*	*7%*	*13%*	-	*5%*	*11%*
Mail that has been tampered with	**15**	6	5	3	-	2	11	2	5	1	7	2	-	6	2
	3%	*3%*	*2%*	*4%*	-	*10%*	*3%*	*4%*	*2%*	*1%*	**10%him**	*6%*	-	*2%*	*4%*
Other problems	**8**	6	*	1	-	-	7	-	7	*	1	*	-	7	*
	2%	*3%*	*	*2%*	-	-	*2%*	-	*3%*	*	*2%*	*	-	*2%*	*
No - there have been no problems	**440**	160	179	64	22	14	338	36	192	150	58	28	9	342	36
	85%	*81%*	*87%*	*83%*	*90%*	*86%*	*84%*	*88%*	*84%*	*88%*	*81%*	*75%*	*97%*	*86%*	*80%*
NET Any problem experienced	**80**	37	26	13	2	2	63	5	37	20	14	9	*	57	9
	15%	*19%*	*13%*	*17%*	*10%*	*14%*	*16%*	*12%*	*16%*	*12%*	*19%*	*25%*	*3%*	*14%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**495**	42	446	7	164	314	17	488	4	3	-	495	-
Weighted Base	**520**	50**	465	5**	159*	341	20**	509	8**	3**	-**	520	-**
Effective Base	**277**	24	249	5	87	179	11	272	4	2	-	277	-
Lost mail	**24**	4	19	-	14	6	3	24	-	-	-	24	-
	5%	*9%*	*4%*	-	***9%e***	*2%*	*17%*	*5%*	-	-	-	*5%*	-
Damaged mail	**21**	3	17	1	10	10	1	18	3	-	-	21	-
	4%	*6%*	*4%*	*17%*	*7%*	*3%*	*5%*	*4%*	*36%*	-	-	*4%*	-
Delayed mail	**31**	11	20	-	9	19	2	28	3	-	-	31	-
	6%	*22%*	*4%*	-	*6%*	*6%*	*10%*	*5%*	*36%*	-	-	*6%*	-
Mis-delivered mail	**30**	9	20	1	8	22	-	30	-	-	-	30	-
	6%	*18%*	*4%*	*11%*	*5%*	*7%*	-	*6%*	-	-	-	*6%*	-
Mail that has been tampered with	**15**	7	7	1	6	8	1	13	2	-	-	15	-
	3%	*14%*	*2%*	*17%*	*4%*	*2%*	*5%*	*3%*	*25%*	-	-	*3%*	-
Other problems	**8**	6	2	-	6	2	-	8	-	-	-	8	-
	2%	*12%*	*	-	***4%e***	*1%*	-	*2%*	-	-	-	*2%*	-
No - there have been no problems	**440**	30	406	4	129	297	13	434	3	3	-	440	-
	85%	*59%*	*87%*	*71%*	*81%*	*87%*	*68%*	*85%*	*39%*	*100%*	-	*85%*	-
NET Any problem experienced	**80**	21	58	2	30	44	6	75	5	-	-	80	-
	15%	*41%*	*13%*	*29%*	*19%*	*13%*	*32%*	*15%*	*61%*	-	-	*15%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**495**	127	129	138	101	50	43	34	47	48	34	59	45	34	33	36	32
Weighted Base	**520**	149*	137*	141*	92*	59**	51**	40**	46**	63**	27**	59**	41**	42**	41**	21**	30**
Effective Base	**277**	73	75	76	54	29	23	21	28	30	19	29	26	22	20	17	19
Lost mail	**24**	6	5	11	2	3	3	-	2	-	3	8	-	3	-	*	2
	5%	*4%*	*4%*	*8%*	*2%*	*5%*	*6%*	-	*5%*	-	*10%*	*13%*	-	*8%*	-	*1%*	*5%*
Damaged mail	**21**	6	4	7	4	3	3	-	1	2	1	5	1	1	2	*	2
	4%	*4%*	*3%*	*5%*	*4%*	*5%*	*6%*	-	*3%*	*3%*	*4%*	*9%*	*2%*	*2%*	*5%*	*1%*	*5%*
Delayed mail	**31**	7	11	10	3	-	3	4	2	4	5	4	2	3	2	*	1
	6%	*5%*	*8%*	*7%*	*3%*	-	*6%*	*11%*	*4%*	*6%*	*19%*	*7%*	*5%*	*8%*	*4%*	*1%*	*4%*
Mis-delivered mail	**30**	6	8	10	6	*	4	2	2	3	3	7	-	3	4	-	2
	6%	*4%*	*6%*	*7%*	*6%*	*	*7%*	*6%*	*4%*	*5%*	*12%*	*12%*	-	*7%*	*8%*	-	*7%*
Mail that has been tampered with	**15**	5	4	3	4	-	3	2	-	1	3	1	1	1	-	-	4
	3%	*3%*	*3%*	*2%*	*4%*	-	*5%*	*6%*	-	*2%*	*10%*	*1%*	*2%*	*3%*	-	-	*12%*
Other problems	**8**	-	3	5	-	-	-	-	2	1	-	1	*	4	-	-	-
	2%	-	*2%*	*3%*	-	-	-	-	*4%*	*2%*	-	*1%*	*	*10%*	-	-	-
No - there have been no problems	**440**	129	119	111	80	56	38	35	43	55	20	41	38	33	36	21	23
	85%	*87%*	*87%*	*79%*	*87%*	*95%*	*76%*	*89%*	*93%*	*87%*	*75%*	*69%*	*92%*	*79%*	*87%*	*99%*	*78%*
NET Any problem experienced	**80**	20	18	30	12	3	12	4	3	8	7	18	3	9	5	*	7
	15%	*13%*	*13%*	*21%*	*13%*	*5%*	*24%*	*11%*	*7%*	*13%*	*25%*	*31%*	*8%*	*21%*	*13%*	*1%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**247**	-	247	143	103	12	23	71	55	50	28	8	35	126	86	36	234	13	247
Weighted Base	**222**	-**	222	133*	90*	14**	31**	68*	63*	33**	10**	4**	45**	131*	47*	14**	200	22**	247
Effective Base	**127**	-	127	71	57	6	16	40	31	25	11	2	22	71	37	12	122	8	247
Lost mail	**12**	-	12	7	5	2	1	8	1	-	*	-	3	9	*	*	12	-	12
	5%	-	*5%*	*5%*	*5%*	*13%*	*2%*	*11%*	*2%*	-	*2%*	-	*6%*	*7%*	*	*1%*	*6%*	-	*5%*
Damaged mail	**11**	-	11	7	4	-	1	5	5	-	-	-	1	10	-	-	11	*	9
	5%	-	*5%*	*5%*	*5%*	-	*4%*	*7%*	*8%*	-	-	-	*3%*	*7%*	-	-	*5%*	*1%*	*4%*
Delayed mail	**9**	-	9	7	3	-	-	8	-	1	*	*	-	8	1	*	9	1	14
	4%	-	*4%*	*5%*	*3%*	-	-	**12%h**	-	*2%*	*2%*	*2%*	-	*6%*	*2%*	*2%*	*4%*	*3%*	*6%*
Mis-delivered mail	**14**	-	14	14	*	2	-	11	2	-	-	-	2	12	-	-	14	-	9
	6%	-	*6%*	**10%d**	*	*12%*	-	*16%*	*3%*	-	-	-	*4%*	*9%*	-	-	*7%*	-	*4%*
Mail that has been tampered with	**18**	-	18	13	5	2	6	7	3	-	*	-	8	10	*	*	12	6	10
	8%	-	*8%*	*10%*	*5%*	*16%*	*19%*	*11%*	*4%*	-	*1%*	-	*18%*	*8%*	*	*1%*	*6%*	*27%*	*4%*
Other problems	**10**	-	10	9	1	-	-	3	4	-	*	3	-	8	3	3	10	-	6
	5%	-	*5%*	*7%*	*2%*	-	-	*5%*	*7%*	-	*1%*	*64%*	-	*6%*	*6%*	*19%*	*5%*	-	*2%*
No - there have been no problems	**174**	-	174	99	74	8	23	44	55	32	10	1	32	99	43	11	158	16	208
	78%	-	*78%*	*75%*	*83%*	*60%*	*75%*	*65%*	**87%g**	*98%*	*97%*	*34%*	*70%*	*76%*	**92%m**	*80%*	*79%*	*71%*	*84%*
NET Any problem experienced	**49**	-	49	34	15	6	8	24	8	1	*	3	13	32	4	3	43	6	39
	22%	-	*22%*	*25%*	*17%*	*40%*	*25%*	**35%h**	*13%*	*2%*	*3%*	*66%*	*30%*	**24%n**	*8%*	*20%*	*21%*	*29%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	247	76	70	60	41	146	101	174	73	18	17	47	78	75	142	18	219
Weighted Base	222	48**	69*	64*	42**	117*	106*	184*	38*	12**	12**	57**	71*	58*	141*	12**	199
Effective Base	127	30	36	37	25	65	62	97	36	8	10	28	41	34	77	8	112
Lost mail	12	4	1	4	3	5	7	10	1	-	1	5	2	4	8	-	11
	5%	*7%*	*2%*	*6%*	*7%*	*4%*	*6%*	*5%*	*4%*	-	*5%*	*9%*	*3%*	*6%*	*5%*	-	*6%*
Damaged mail	11	7	1	2	1	8	3	11	-	-	-	-	3	7	3	-	11
	5%	*14%*	*1%*	*4%*	*2%*	*7%*	*3%*	*6%*	-	-	-	-	*4%*	**12%n**	*2%*	-	*5%*
Delayed mail	9	5	*	2	2	5	4	8	1	*	-	1	2	6	3	*	9
	4%	*11%*	*	*3%*	*5%*	*4%*	*4%*	*4%*	*2%*	*1%*	-	*2%*	*3%*	*10%*	*2%*	*1%*	*5%*
Mis-delivered mail	14	8	-	6	*	8	6	12	2	-	2	-	-	12	2	-	14
	6%	*16%*	-	*9%*	*1%*	*7%*	*6%*	*7%*	*4%*	-	*13%*	-	-	**21%ln**	*1%*	-	*7%*
Mail that has been tampered with	18	8	7	3	*	15	3	18	*	-	2	11	-	5	13	-	18
	8%	*17%*	*10%*	*4%*	*1%*	**13%f**	*3%*	*10%*	*1%*	-	*13%*	*19%*	-	**9%l**	*9%*	-	*9%*
Other problems	10	4	3	2	1	7	3	9	1	-	2	1	-	7	3	-	10
	5%	*9%*	*4%*	*3%*	*3%*	*6%*	*3%*	*5%*	*4%*	-	*13%*	*2%*	-	**13%ln**	*2%*	-	*5%*
No - there have been no problems	174	28	58	51	36	86	87	139	34	12	8	43	65	34	116	12	151
	78%	*59%*	*85%*	*80%*	*86%*	*74%*	*83%*	*76%*	*90%*	*99%*	*69%*	*75%*	**91%m**	*60%*	**83%m**	*99%*	*76%*
NET Any problem experienced	49	20	10	13	6	30	18	45	4	*	4	14	6	23	24	*	48
	22%	*41%*	*15%*	*20%*	*14%*	*26%*	*17%*	*24%*	*10%*	*1%*	*31%*	*25%*	*9%*	**40%ln**	*17%*	*1%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**247**	139	108	51	107	67	60	13	16	15	7	9	14	15	14	6	11	4	63
Weighted Base	**222**	187	36**	20**	181*	27*	11*	3**	12**	27**	12**	14**	20**	29**	35**	14**	17**	1**	26*
Effective Base	**127**	102	25	12	90	33	33	10	15	14	6	8	13	14	13	5	10	2	31
Lost mail	**12**	8	3	3	10	1	*	*	1	2	3	-	1	-	-	3	-	-	1
	5%	*4%*	*9%*	*14%*	*5%*	*4%*	*3%*	*11%*	*5%*	*6%*	*28%*	-	*7%*	-	-	*20%*	-	-	*4%*
Damaged mail	**11**	11	*	-	9	1	1	*	-	2	-	1	-	-	4	-	2	-	1
	5%	*6%*	*1%*	-	*5%*	*3%*	*7%*	*11%*	-	*6%*	-	*7%*	-	-	*13%*	-	*12%*	-	*3%*
Delayed mail	**9**	8	1	*	7	1	1	*	1	5	-	-	-	-	-	-	2	-	1
	4%	*4%*	*3%*	*	*4%*	*5%*	*5%*	*14%*	*4%*	*17%*	-	-	-	-	-	-	*11%*	-	*5%*
Mis-delivered mail	**14**	14	-	-	13	1	*	-	-	3	2	2	4	-	3	-	-	-	1
	6%	*7%*	-	-	*7%*	*2%*	*3%*	-	-	*11%*	*16%*	*11%*	*17%*	-	*8%*	-	-	-	*2%*
Mail that has been tampered with	**18**	15	3	3	18	*	-	-	-	3	-	1	2	-	3	9	-	-	*
	8%	*8%*	*8%*	*14%*	*10%*	*2%*	-	-	-	*11%*	-	*7%*	*8%*	-	*8%*	*65%*	-	-	*2%*
Other problems	**10**	10	*	-	10	*	-	-	-	2	1	-	2	-	5	-	-	-	*
	5%	*5%*	*	-	*6%*	*	-	-	-	*6%*	*11%*	-	*9%*	-	*15%*	-	-	-	*
No - there have been no problems	**174**	142	32	17	137	24	10	2	11	20	9	12	14	29	25	5	13	1	23
	78%	*76%*	*89%*	*85%*	*76%*	*89%*	*88%*	*86%*	*91%*	*72%*	*72%*	*82%*	*67%*	*100%*	*72%*	*35%*	*77%*	*100%*	*88%*
NET Any problem experienced	**49**	45	4	3	44	3	1	*	1	8	3	3	7	-	10	9	4	-	3
	22%	*24%*	*11%*	*15%*	*24%*	*11%*	*12%*	*14%*	*9%*	*28%*	*28%*	*18%*	*33%*	-	*28%*	*65%*	*23%*	-	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**247**	88	97	36	15	8	185	23	96	94	38	11	7	190	18
Weighted Base	**222**	73*	80*	46**	15**	6**	154*	21**	93*	74*	39**	9**	7**	166*	16**
Effective Base	**127**	44	49	22	10	3	92	13	48	51	20	6	3	97	9
Lost mail	**12**	5	*	4	1	1	5	2	2	6	*	-	3	9	3
	5%	*7%*	*	*9%*	*6%*	*18%*	*3%*	*9%*	*3%*	*8%*	*	-	*41%*	*5%*	*18%*
Damaged mail	**11**	4	7	-	-	-	11	-	7	4	*	-	-	11	-
	5%	*5%*	*9%*	-	-	-	*7%*	-	*7%*	*5%*	*1%*	-	-	*6%*	-
Delayed mail	**9**	6	3	-	-	-	9	-	2	6	*	-	-	9	-
	4%	*8%*	*4%*	-	-	-	*6%*	-	*3%*	*9%*	*1%*	-	-	*5%*	-
Mis-delivered mail	**14**	10	2	-	2	-	12	2	4	6	3	-	-	11	-
	6%	**14%b**	*2%*	-	*13%*	-	*8%*	*9%*	*5%*	*9%*	*8%*	-	-	*6%*	-
Mail that has been tampered with	**18**	2	11	3	2	-	13	2	8	5	*	-	5	13	5
	8%	*3%*	*14%*	*6%*	*15%*	-	*8%*	*11%*	*9%*	*6%*	*	-	*74%*	*8%*	*32%*
Other problems	**10**	5	4	1	-	-	9	-	3	5	3	-	-	8	-
	5%	*6%*	*5%*	*3%*	-	-	*6%*	-	*3%*	*6%*	*7%*	-	-	*5%*	-
No - there have been no problems	**174**	53	62	42	10	5	115	15	75	54	33	9	2	129	11
	78%	*72%*	*77%*	*91%*	*69%*	*82%*	*75%*	*72%*	*81%*	*73%*	*84%*	*100%*	*26%*	*77%*	*68%*
NET Any problem experienced	**49**	20	19	4	5	1	39	6	18	20	6	-	5	38	5
	22%	*28%*	*23%*	*9%*	*31%*	*18%*	*25%*	*28%*	*19%*	*27%*	*16%*	-	*74%*	*23%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**247**	16	229	2	74	166	7	245	2	-	-	247	-
Weighted Base	**222**	16**	205	1**	66*	150*	6**	218	4**	-**	-**	222	-**
Effective Base	**127**	11	115	1	41	82	4	125	2	-	-	127	-
Lost mail	**12**	3	8	*	5	7	-	12	-	-	-	12	-
	5%	*20%*	*4%*	*7%*	*8%*	*4%*	-	*5%*	-	-	-	*5%*	-
Damaged mail	**11**	2	9	-	6	5	-	8	3	-	-	11	-
	5%	*10%*	*5%*	-	*9%*	*3%*	-	*4%*	*63%*	-	-	*5%*	-
Delayed mail	**9**	4	6	-	7	2	-	9	-	-	-	9	-
	4%	*22%*	*3%*	-	**11%e**	*1%*	-	*4%*	-	-	-	*4%*	-
Mis-delivered mail	**14**	7	7	-	11	2	2	14	-	-	-	14	-
	6%	*43%*	*3%*	-	**16%e**	*1%*	*25%*	*6%*	-	-	-	*6%*	-
Mail that has been tampered with	**18**	2	16	-	8	10	-	14	4	-	-	18	-
	8%	*10%*	*8%*	-	*12%*	*7%*	-	*6%*	*100%*	-	-	*8%*	-
Other problems	**10**	3	7	-	8	3	-	7	3	-	-	10	-
	5%	*20%*	*3%*	-	**12%e**	*2%*	-	*3%*	*63%*	-	-	*5%*	-
No - there have been no problems	**174**	6	167	1	41	128	5	174	-	-	-	174	-
	78%	*36%*	*81%*	*93%*	*61%*	**85%d**	*75%*	*80%*	-	-	-	*78%*	-
NET Any problem experienced	**49**	10	39	*	26	22	2	45	4	-	-	49	-
	22%	*64%*	*19%*	*7%*	**39%e**	*15%*	*25%*	*20%*	*100%*	-	-	*22%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**247**	59	69	62	57	25	18	16	25	22	22	20	27	15	14	21	22
Weighted Base	**222**	52**	70*	55**	46**	16**	19**	17**	23**	23**	23**	15**	27**	12**	14**	20**	12**
Effective Base	**127**	30	39	30	29	11	9	10	17	12	12	8	13	9	9	10	11
Lost mail	**12**	5	3	1	2	*	3	2	1	-	2	1	1	-	*	2	-
	5%	*10%*	*4%*	*2%*	*4%*	*	*15%*	*14%*	*6%*	-	*7%*	*4%*	*3%*	-	*2%*	*9%*	-
Damaged mail	**11**	2	4	2	3	-	-	2	2	2	1	-	2	-	*	3	-
	5%	*4%*	*5%*	*3%*	*7%*	-	-	*12%*	*7%*	*7%*	*2%*	-	*6%*	-	*2%*	*15%*	-
Delayed mail	**9**	2	6	-	1	*	2	-	2	-	4	-	-	-	*	*	*
	4%	*4%*	*9%*	-	*2%*	*1%*	*9%*	-	*10%*	-	*16%*	-	-	-	*3%*	*2%*	*1%*
Mis-delivered mail	**14**	2	5	-	7	-	-	2	2	2	2	-	-	-	2	3	2
	6%	*4%*	*8%*	-	*14%*	-	-	*11%*	*7%*	*7%*	*9%*	-	-	-	*12%*	*15%*	*16%*
Mail that has been tampered with	**18**	3	3	7	4	-	3	-	2	-	2	2	5	-	-	3	2
	8%	*5%*	*5%*	*13%*	*10%*	-	*15%*	-	*8%*	-	*7%*	*14%*	*19%*	-	-	*14%*	*13%*
Other problems	**10**	-	2	3	6	-	-	-	-	-	2	-	-	3	-	4	2
	5%	-	*2%*	*5%*	*13%*	-	-	-	-	-	*7%*	-	-	*20%*	-	*21%*	*16%*
No - there have been no problems	**174**	43	55	43	33	16	14	13	18	20	17	13	21	10	12	12	8
	78%	*82%*	*79%*	*78%*	*71%*	*98%*	*76%*	*74%*	*77%*	*86%*	*75%*	*82%*	*76%*	*80%*	*85%*	*62%*	*70%*
NET Any problem experienced	**49**	9	14	12	13	*	5	4	5	3	6	3	6	3	2	8	4
	22%	*18%*	*21%*	*22%*	*29%*	*2%*	*24%*	*26%*	*23%*	*14%*	*25%*	*18%*	*24%*	*20%*	*15%*	*38%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2427**	-	2427	1086	1335	140	251	464	388	568	394	222	391	852	1184	616	2335	74	2427
Weighted Base	**2096**	-**	2096	889	1200	128*	217	405	377	441	296	232	345	782	969	528	1974	107*	2427
Effective Base	**1236**	-	1236	545	688	70	133	249	208	290	176	118	202	456	578	293	1179	50	2427
Lost mail	**52**	-	52	25	27	2	6	15	14	13	1	1	8	29	15	2	50	2	48
	2%	-	*2%*	*3%*	*2%*	*2%*	*3%*	**4%jk**	**4%j**	**3%j**	*	*	**2%o**	**4%no**	*2%*	*	*3%*	*2%*	*2%*
Damaged mail	**94**	-	94	48	47	10	12	22	23	13	9	6	22	45	27	15	86	8	98
	5%	-	*5%*	*5%*	*4%*	*8%*	*5%*	*6%*	*6%*	*3%*	*3%*	*3%*	**6%n**	**6%n**	*3%*	*3%*	*4%*	*8%*	*4%*
Delayed mail	**150**	-	150	79	70	12	21	34	34	23	17	9	33	67	50	26	133	13	177
	7%	-	*7%*	**9%d**	*6%*	*10%*	*10%*	*8%*	*9%*	*5%*	*6%*	*4%*	**10%no**	**9%n**	*5%*	*5%*	*7%*	*12%*	*7%*
Mis-delivered mail	**82**	-	82	25	57	4	8	23	11	13	16	7	12	34	36	23	76	3	67
	4%	-	*4%*	*3%*	*5%*	*3%*	*4%*	*6%*	*3%*	*3%*	*5%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*
Mail that has been tampered with	**27**	-	27	11	14	1	6	13	1	2	4	1	7	14	7	5	25	2	25
	1%	-	*1%*	*1%*	*1%*	*1%*	**3%h**	**3%hi**	*	*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	**81**	-	81	38	43	6	9	17	7	12	7	23	15	24	42	30	80	-	74
	4%	-	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*3%*	*2%*	**10%ghij**	*4%*	*3%*	*4%*	*6%*	*4%*	-	*3%*
No - there have been no problems	**1757**	-	1757	729	1023	98	176	319	316	389	257	203	274	635	849	460	1663	84	2071
	84%	-	*84%*	*82%*	*85%*	*77%*	*81%*	*79%*	*84%*	**88%efg**	**87%g**	**87%g**	*79%*	*81%*	**88%lm**	**87%lm**	*84%*	*78%*	*85%*
NET Any problem experienced	**339**	-	339	160	177	30	41	86	61	52	39	29	71	147	121	68	312	23	356
	16%	-	*16%*	*18%*	*15%*	**23%kl**	**19%kl**	**21%ijk**	*16%*	*12%*	*13%*	*13%*	**21%no**	**19%no**	*12%*	*13%*	*16%*	*22%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2427	609	788	476	554	1397	1030	1183	1212	254	273	607	689	430	1569	255	2039
Weighted Base	2096	325	710	483	577	1036	1060	1141	927	264	268	526	581	313	1375	265	1713
Effective Base	1236	225	416	268	333	637	601	618	615	152	154	320	333	184	807	153	1008
Lost mail	52	5	19	11	17	24	28	38	13	10	2	12	18	6	31	10	38
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	**3%h**	*1%*	*4%*	*1%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*
Damaged mail	94	9	37	18	30	47	48	61	32	22	9	24	18	14	51	22	65
	5%	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*3%*	**8%lm**	*3%*	*5%*	*3%*	*4%*	*4%*	**8%p**	*4%*
Delayed mail	150	28	68	26	29	95	55	105	42	9	19	32	59	23	110	9	134
	7%	*8%*	**10%cd**	*5%*	*5%*	**9%f**	*5%*	**9%h**	*5%*	*3%*	*7%*	*6%*	**10%l**	*7%*	**8%l**	*3%*	*8%*
Mis-delivered mail	82	12	32	19	18	44	38	50	27	9	13	30	19	7	63	9	71
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	*6%*	*3%*	*2%*	*5%*	*3%*	*4%*
Mail that has been tampered with	27	6	*	12	8	7	20	12	10	4	*	10	5	8	15	4	23
	1%	**2%b**	*	**3%b**	**1%b**	*1%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
Other problems	81	29	19	14	20	47	34	37	42	8	15	19	16	18	50	8	68
	4%	**9%bcd**	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*	*5%*	*3%*	*6%*	*4%*	*3%*	*6%*	*4%*	*3%*	*4%*
No - there have been no problems	1757	265	585	412	495	849	908	932	805	219	228	446	483	259	1156	220	1438
	84%	*81%*	*82%*	*85%*	*86%*	*82%*	*86%*	*82%*	**87%g**	*83%*	*85%*	*85%*	*83%*	*83%*	*84%*	*83%*	*84%*
NET Any problem experienced	339	61	126	71	82	186	152	209	122	45	40	81	98	54	219	45	275
	16%	*19%*	*18%*	*15%*	*14%*	*18%*	*14%*	**18%h**	*13%*	*17%*	*15%*	*15%*	*17%*	*17%*	*16%*	*17%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2427**	1458	969	405	1038	586	487	316	126	108	121	105	116	131	72	115	144	83	503
Weighted Base	**2096**	1736	360	117*	1678	224	130	64	100	208*	182	148*	164	231	163*	265	217	25*	199
Effective Base	**1236**	1003	237	83	868	240	212	199	112	98	106	91	105	118	64	103	131	34	208
Lost mail	**52**	45	7	2	46	4	2	*	2	7	12	3	8	1	4	5	4	*	3
	2%	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*	*2%*	*3%*	**6%mr**	*2%*	**5%m**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Damaged mail	**94**	76	19	4	83	6	4	2	4	12	9	13	10	13	14	7	2	1	4
	5%	*4%*	*5%*	*4%*	*5%*	*3%*	*3%*	*3%*	*4%*	*6%*	*5%*	**9%pr**	**6%p**	**6%p**	**8%pr**	*3%*	*1%*	*5%*	*2%*
Delayed mail	**150**	121	29	4	116	18	10	6	7	6	20	16	7	6	20	22	11	2	17
	7%	*7%*	*8%*	*4%*	*7%*	*8%*	*8%*	*9%*	*7%*	*3%*	**11%lm**	**11%lm**	*4%*	*3%*	**12%lm**	*8%*	*5%*	*7%*	**8%m**
Mis-delivered mail	**82**	61	21	6	73	5	3	1	2	3	14	4	9	8	12	16	4	1	4
	4%	*3%*	*6%*	*5%*	*4%*	*2%*	*2%*	*1%*	*2%*	*2%*	**8%jpr**	*3%*	*6%*	*4%*	*7%*	*6%*	*2%*	*4%*	*2%*
Mail that has been tampered with	**27**	19	8	7	24	3	*	*	1	3	2	1	4	5	2	5	1	*	2
	1%	*1%*	*2%*	**6%a**	*1%*	*1%*	*	*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Other problems	**81**	58	23	6	70	5	5	*	5	8	10	6	5	4	6	23	4	*	5
	4%	*3%*	**6%a**	*5%*	**4%g**	*2%*	**4%g**	*1%*	*5%*	*4%*	*6%*	*4%*	*3%*	*2%*	*4%*	**9%mpr**	*2%*	*	*3%*
No - there have been no problems	**1757**	1463	294	97	1396	193	112	56	88	176	134	119	137	206	122	219	195	21	172
	84%	*84%*	*82%*	*82%*	*83%*	*86%*	*86%*	*88%*	**87%jn**	**85%j**	*74%*	*81%*	*83%*	**89%jn**	*75%*	*83%*	**90%jkn**	*85%*	**86%jn**
NET Any problem experienced	**339**	272	66	21	282	31	18	8	13	32	48	29	27	25	41	46	22	4	27
	16%	*16%*	*18%*	*18%*	*17%*	*14%*	*14%*	*12%*	*13%*	*15%*	**26%himpr**	**19%p**	*17%*	*11%*	**25%hmpq**	*17%*	*10%*	*15%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2427**	929	987	283	143	69	1916	212	985	961	311	108	44	1946	152
Weighted Base	**2096**	809	802	281	123*	66*	1611	189	839	810	292	98*	40**	1649	138*
Effective Base	**1236**	466	483	159	81	40	949	121	489	480	174	57	26	969	83
Lost mail	**52**	17	15	6	13	1	33	14	22	16	10	*	4	37	5
	2%	*2%*	*2%*	*2%*	**11%abcf**	*1%*	*2%*	**7%abcf**	*3%*	*2%*	*3%*	*	*11%*	*2%*	*3%*
Damaged mail	**94**	34	36	15	6	3	71	9	44	29	11	7	4	73	11
	5%	*4%*	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*4%*	*7%*	*11%*	*4%*	*8%*
Delayed mail	**150**	52	60	17	16	3	111	19	72	50	14	6	4	123	11
	7%	*6%*	*7%*	*6%*	**13%af**	*4%*	*7%*	*10%*	*9%*	*6%*	*5%*	*6%*	*11%*	*7%*	*8%*
Mis-delivered mail	**82**	36	23	14	8	1	59	9	32	32	11	4	2	64	7
	4%	*4%*	*3%*	*5%*	*6%*	*1%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*
Mail that has been tampered with	**27**	11	6	7	2	*	17	2	11	10	4	*	3	20	3
	1%	*1%*	*1%*	*3%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*7%*	*1%*	*2%*
Other problems	**81**	36	23	14	7	1	59	8	33	29	15	3	*	62	3
	4%	*4%*	*3%*	*5%*	*6%*	*1%*	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*	*1%*	*4%*	*2%*
No - there have been no problems	**1757**	687	681	225	93	59	1369	151	696	691	242	85	28	1387	113
	84%	**85%d**	**85%d**	*80%*	*75%*	*89%*	**85%d**	*80%*	*83%*	*85%*	*83%*	*87%*	*70%*	*84%*	*82%*
NET Any problem experienced	**339**	121	121	57	30	7	242	37	143	119	50	13	12	262	25
	16%	*15%*	*15%*	*20%*	**25%abf**	*11%*	*15%*	*20%*	*17%*	*15%*	*17%*	*13%*	*30%*	*16%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2427**	171	2217	39	753	1571	103	2405	10	8	2	2423	2
Weighted Base	**2096**	141*	1926	28**	604	1399	93*	2078	7**	7**	4**	2092	1**
Effective Base	**1236**	91	1126	21	378	804	56	1224	5	5	2	1234	2
Lost mail	**52**	4	46	3	18	30	4	52	-	-	-	52	-
	2%	*3%*	*2%*	*9%*	*3%*	*2%*	*4%*	*2%*	-	-	-	*2%*	-
Damaged mail	**94**	10	78	6	39	49	7	94	-	-	-	94	-
	5%	*7%*	*4%*	*22%*	**6%e**	*3%*	*8%*	*5%*	-	-	-	*5%*	-
Delayed mail	**150**	9	137	4	44	93	12	147	2	-	-	149	1
	7%	*6%*	*7%*	*14%*	*7%*	*7%*	*13%*	*7%*	*33%*	-	-	*7%*	*100%*
Mis-delivered mail	**82**	9	70	2	31	48	2	81	1	-	-	82	-
	4%	*7%*	*4%*	*8%*	*5%*	*3%*	*2%*	*4%*	*13%*	-	-	*4%*	-
Mail that has been tampered with	**27**	7	19	1	19	6	2	26	1	-	-	27	-
	1%	**5%b**	*1%*	*3%*	**3%e**	*	*2%*	*1%*	*18%*	-	-	*1%*	-
Other problems	**81**	10	70	1	23	54	4	81	-	-	-	81	*
	4%	*7%*	*4%*	*2%*	*4%*	*4%*	*5%*	*4%*	-	-	-	*4%*	*25%*
No - there have been no problems	**1757**	108	1629	20	484	1198	75	1743	4	7	4	1754	-
	84%	*77%*	*85%*	*69%*	*80%*	**86%d**	*81%*	*84%*	*50%*	*100%*	*100%*	*84%*	-
NET Any problem experienced	**339**	33	297	9	120	201	18	334	4	-	-	338	1
	16%	*23%*	*15%*	*31%*	**20%e**	*14%*	*19%*	*16%*	*50%*	-	-	*16%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**2427**	623	587	609	608	212	200	211	191	205	191	216	206	187	205	199	204
Weighted Base	**2096**	523	514	536	523	195	154*	174	156*	198	160	179	188	169*	196	148*	179
Effective Base	**1236**	300	309	312	316	105	94	102	96	112	102	108	106	98	109	100	109
Lost mail	**52**	7	9	18	17	2	*	5	*	4	5	6	5	7	4	7	7
	2%	*1%*	*2%*	*3%*	*3%*	*1%*	*	*3%*	*	*2%*	*3%*	*3%*	*3%*	*4%*	*2%*	**5%fh**	*4%*
Damaged mail	**94**	20	24	20	31	6	5	9	5	10	9	5	5	10	12	13	6
	5%	*4%*	*5%*	*4%*	*6%*	*3%*	*3%*	*5%*	*3%*	*5%*	*6%*	*3%*	*3%*	*6%*	*6%*	*9%*	*3%*
Delayed mail	**150**	29	38	37	46	9	7	13	15	11	13	9	12	16	12	23	11
	7%	*5%*	*7%*	*7%*	*9%*	*5%*	*4%*	*8%*	*9%*	*5%*	*8%*	*5%*	*6%*	*10%*	*6%*	**15%efiklnp**	*6%*
Mis-delivered mail	**82**	14	16	32	20	4	3	7	6	4	6	5	14	13	6	11	3
	4%	*3%*	*3%*	**6%a**	*4%*	*2%*	*2%*	*4%*	*4%*	*2%*	*4%*	*3%*	**8%p**	**8%ep**	*3%*	**8%ep**	*2%*
Mail that has been tampered with	**27**	9	9	8	2	1	3	5	*	3	6	-	2	5	*	1	1
	1%	*2%*	*2%*	*1%*	*	*1%*	*2%*	*3%*	*	*1%*	**4%k**	-	*1%*	*3%*	*	*	*1%*
Other problems	**81**	27	21	14	19	7	1	19	7	8	6	3	6	6	9	4	6
	4%	*5%*	*4%*	*3%*	*4%*	*3%*	*1%*	**11%efiklmop**	*4%*	*4%*	*4%*	*1%*	*3%*	*4%*	*5%*	*3%*	*3%*
No - there have been no problems	**1757**	448	426	453	431	175	137	135	133	168	125	159	159	135	163	112	156
	84%	*86%*	*83%*	*84%*	*82%*	**90%gjmo**	**89%gjo**	*78%*	*85%*	*85%*	*78%*	**89%gjo**	*85%*	*79%*	*83%*	*76%*	**87%o**
NET Any problem experienced	**339**	75	88	83	92	20	17	38	23	31	35	20	29	35	33	36	23
	16%	*14%*	*17%*	*16%*	*18%*	*10%*	*11%*	**22%efk**	*15%*	*15%*	**22%efk**	*11%*	*15%*	**21%e**	*17%*	**24%efkp**	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1905**	-	1905	922	976	126	168	342	313	436	350	170	294	655	956	520	1829	64	1905
Weighted Base	**1910**	-**	1910	869	1032	141*	148*	345	330	417	314	214*	290	675	945	528	1805	94*	1905
Effective Base	**1050**	-	1050	499	548	70	93	197	174	252	177	97	161	371	518	270	1000	44	1905
Lost mail	**38**	-	38	16	22	1	3	14	6	9	3	2	4	20	14	5	34	2	42
	2%	-	*2%*	*2%*	*2%*	*	*2%*	*4%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*3%*	*2%*
Damaged mail	**75**	-	75	37	38	4	6	13	14	20	12	5	10	28	37	17	70	5	67
	4%	-	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*5%*	*4%*	*2%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*
Delayed mail	**87**	-	87	46	41	15	11	33	5	7	14	3	26	37	24	17	85	1	89
	5%	-	*5%*	*5%*	*4%*	**10%hik**	**8%hik**	**9%hik**	*1%*	*2%*	*5%*	*1%*	**9%no**	**6%n**	*3%*	*3%*	*5%*	*1%*	*5%*
Mis-delivered mail	**35**	-	35	14	21	3	4	16	4	3	4	*	7	20	8	5	32	1	38
	2%	-	*2%*	*2%*	*2%*	*2%*	*3%*	**5%hik**	*1%*	*1%*	*1%*	*	*2%*	**3%n**	*1%*	*1%*	*2%*	*2%*	*2%*
Mail that has been tampered with	**22**	-	22	17	5	2	3	11	-	5	1	-	5	11	6	1	19	1	18
	1%	-	*1%*	**2%d**	*1%*	*1%*	**2%h**	**3%hj**	-	*1%*	*	-	*2%*	*2%*	*1%*	*	*1%*	*1%*	*1%*
Other problems	**52**	-	52	18	33	3	4	13	9	8	10	4	7	22	22	14	50	1	43
	3%	-	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*
No - there have been no problems	**1675**	-	1675	756	911	119	126	276	296	374	279	205	245	572	858	484	1585	82	1670
	88%	-	*88%*	*87%*	*88%*	*84%*	*85%*	*80%*	**90%g**	**90%g**	**89%g**	**96%efg**	*85%*	*85%*	**91%lm**	**92%lm**	*88%*	*88%*	*88%*
NET Any problem experienced	**235**	-	235	113	122	22	22	69	34	43	35	9	44	103	87	45	220	11	235
	12%	-	*12%*	*13%*	*12%*	**16%k**	**15%k**	**20%hijk**	*10%*	*10%*	*11%*	*4%*	**15%no**	**15%no**	*9%*	*8%*	*12%*	*12%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1905	454	607	378	466	1061	844	900	984	199	226	511	523	340	1260	201	1627
Weighted Base	1910	299	641	447	523	940	969	1018	866	227	265	504	515	301	1284	228	1609
Effective Base	1050	175	351	233	293	525	526	510	542	125	145	287	275	161	706	126	881
Lost mail	38	7	6	17	8	12	26	21	16	4	5	6	4	16	14	4	30
	2%	2%	1%	4%b	2%	1%	3%	2%	2%	2%	2%	1%	1%	5%kln	1%	2%	2%
Damaged mail	75	13	22	17	24	35	40	43	32	12	10	16	18	12	44	12	57
	4%	4%	3%	4%	5%	4%	4%	4%	4%	5%	4%	3%	4%	4%	3%	5%	4%
Delayed mail	87	28	19	24	16	47	40	57	30	6	14	16	21	27	50	6	79
	5%	9%bd	3%	5%	3%	5%	4%	6%	4%	2%	5%	3%	4%	9%ikln	4%	2%	5%
Mis-delivered mail	35	7	9	14	5	16	19	22	11	4	3	4	12	10	20	4	30
	2%	2%	1%	3%	1%	2%	2%	2%	1%	2%	1%	1%	2%	3%	2%	2%	2%
Mail that has been tampered with	22	10	4	7	1	14	8	16	6	1	*	1	5	13	6	1	20
	1%	3%bd	1%	1%	*	1%	1%	2%	1%	*	*	*	1%	4%jkln	*	*	1%
Other problems	52	15	11	8	18	26	26	31	20	11	3	16	7	14	26	11	40
	3%	5%b	2%	2%	3%	3%	3%	3%	2%	5%l	1%	3%	1%	5%l	2%	5%	2%
No - there have been no problems	1675	247	584	380	464	831	844	876	776	198	237	451	464	242	1152	198	1415
	88%	83%	91%ac	85%	89%	88%	87%	86%	90%	87%	89%m	90%m	90%m	80%	90%m	87%	88%
NET Any problem experienced	235	52	57	67	58	109	125	142	90	29	29	53	51	59	133	29	194
	12%	17%b	9%	15%b	11%	12%	13%	14%	10%	13%	11%	10%	10%	20%jkln	10%	13%	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1905**	1271	634	234	946	386	338	235	92	93	107	93	121	127	79	100	134	40	346
Weighted Base	**1910**	1603	307	87*	1595	162	98	55	73*	185*	161*	137*	172	223	188*	245*	211	17**	145
Effective Base	**1050**	871	180	49	781	197	152	144	81	81	93	82	108	114	70	88	121	22	175
Lost mail	**38**	32	6	2	33	2	2	2	*	6	1	4	8	2	8	2	1	*	2
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*	*3%*	*1%*	*3%*	**5%p**	*1%*	*4%*	*1%*	*1%*	*	*1%*
Damaged mail	**75**	63	12	8	67	5	3	1	1	5	11	10	4	13	-	8	13	1	4
	4%	*4%*	*4%*	*9%*	*4%*	*3%*	*3%*	*1%*	*2%*	*3%*	**7%n**	**7%n**	*2%*	**6%n**	-	*3%*	**6%n**	*4%*	*3%*
Delayed mail	**87**	67	20	9	73	7	5	2	5	8	3	8	8	10	13	12	5	1	7
	5%	*4%*	*6%*	*10%*	*5%*	*5%*	*5%*	*4%*	*7%*	*4%*	*2%*	*6%*	*4%*	*4%*	*7%*	*5%*	*3%*	*3%*	*5%*
Mis-delivered mail	**35**	31	4	2	27	5	1	1	1	-	1	6	5	4	3	5	2	-	5
	2%	*2%*	*1%*	*3%*	*2%*	*3%*	*1%*	*3%*	*1%*	-	*1%*	**4%l**	*3%*	*2%*	*2%*	*2%*	*1%*	-	**4%l**
Mail that has been tampered with	**22**	21	1	*	20	2	*	-	1	3	-	1	1	2	9	3	-	*	2
	1%	*1%*	*	*	*1%*	*1%*	*	-	*1%*	*2%*	-	*1%*	*1%*	*1%*	**5%p**	*1%*	-	*1%*	*1%*
Other problems	**52**	44	8	6	48	2	1	1	2	5	8	7	4	5	-	3	12	-	2
	3%	*3%*	*3%*	*7%*	*3%*	*1%*	*1%*	*1%*	**3%n**	*3%*	**5%n**	**5%n**	*3%*	*2%*	-	*1%*	**6%n**	-	*1%*
No - there have been no problems	**1675**	1407	268	70	1395	144	86	49	64	160	142	111	148	200	168	216	185	16	128
	88%	*88%*	*87%*	*80%*	*87%*	*89%*	*88%*	*90%*	*88%*	*86%*	*88%*	*81%*	*86%*	*90%*	*89%*	*88%*	*88%*	*91%*	*89%*
NET Any problem experienced	**235**	196	39	18	200	18	11	6	9	25	19	26	23	23	20	28	25	1	16
	12%	*12%*	*13%*	*20%*	*13%*	*11%*	*12%*	*10%*	*12%*	*14%*	*12%*	*19%*	*14%*	*10%*	*11%*	*12%*	*12%*	*9%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1905**	714	752	243	119	66	1466	185	762	738	257	102	35	1500	137
Weighted Base	**1910**	726	726	272	120*	58*	1451	177*	749	730	288	107*	28**	1479	135*
Effective Base	**1050**	402	404	141	62	37	807	98	429	388	151	59	20	816	78
Lost mail	**38**	17	15	2	3	*	32	3	15	18	3	2	*	33	2
	2%	*2%*	*2%*	*1%*	*3%*	*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*2%*	*1%*
Damaged mail	**75**	36	21	15	3	*	57	3	37	28	8	3	*	64	3
	4%	*5%*	*3%*	*6%*	*2%*	*	*4%*	*2%*	*5%*	*4%*	*3%*	*3%*	*1%*	*4%*	*2%*
Delayed mail	**87**	35	35	9	6	3	70	8	31	31	17	4	5	61	9
	5%	*5%*	*5%*	*3%*	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	*6%*	*4%*	*16%*	*4%*	*7%*
Mis-delivered mail	**35**	12	13	7	1	2	25	3	20	6	8	-	2	26	2
	2%	*2%*	*2%*	*3%*	*1%*	*4%*	*2%*	*2%*	***3%i***	*1%*	*3%*	-	*6%*	*2%*	*1%*
Mail that has been tampered with	**22**	10	10	-	1	-	21	1	8	10	3	1	-	18	1
	1%	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Other problems	**52**	30	7	9	4	1	38	5	33	13	3	-	1	47	1
	3%	***4%b***	*1%*	*3%*	*3%*	*2%*	*3%*	*3%*	***4%i***	*2%*	*1%*	-	*5%*	*3%*	*1%*
No - there have been no problems	**1675**	637	639	233	105	53	1276	157	644	647	256	99	22	1291	120
	88%	*88%*	*88%*	*86%*	*88%*	*91%*	*88%*	*89%*	*86%*	*89%*	*89%*	*92%*	*78%*	*87%*	*89%*
NET Any problem experienced	**235**	88	87	39	15	5	175	20	105	83	32	9	6	188	15
	12%	*12%*	*12%*	*14%*	*12%*	*9%*	*12%*	*11%*	*14%*	*11%*	*11%*	*8%*	*22%*	*13%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1905**	123	1759	23	619	1210	76	1890	4	5	3	1899	3
Weighted Base	**1910**	126*	1765	19**	615	1220	75*	1894	6**	3**	2**	1902	5**
Effective Base	**1050**	77	960	15	349	656	46	1043	3	2	2	1049	1
Lost mail	**38**	7	30	-	19	19	-	36	2	-	-	38	-
	2%	**6%b**	*2%*	-	*3%*	*2%*	-	*2%*	*27%*	-	-	*2%*	-
Damaged mail	**75**	4	70	1	23	51	2	75	-	-	-	75	-
	4%	*3%*	*4%*	*7%*	*4%*	*4%*	*2%*	*4%*	-	-	-	*4%*	-
Delayed mail	**87**	14	72	1	36	50	1	86	2	-	-	87	-
	5%	**11%b**	*4%*	*5%*	*6%*	*4%*	*2%*	*5%*	*27%*	-	-	*5%*	-
Mis-delivered mail	**35**	5	28	2	14	20	2	34	1	*	-	35	1
	2%	*4%*	*2%*	*8%*	*2%*	*2%*	*3%*	*2%*	*15%*	*2%*	-	*2%*	*10%*
Mail that has been tampered with	**22**	8	13	1	11	9	3	22	-	-	-	22	-
	1%	**6%b**	*1%*	*5%*	*2%*	*1%*	*3%*	*1%*	-	-	-	*1%*	-
Other problems	**52**	4	47	1	17	34	1	52	-	*	-	52	*
	3%	*3%*	*3%*	*4%*	*3%*	*3%*	*1%*	*3%*	-	*3%*	-	*3%*	*3%*
No - there have been no problems	**1675**	101	1561	14	533	1076	66	1662	3	3	2	1668	4
	88%	*80%*	**88%a**	*71%*	*87%*	*88%*	*89%*	*88%*	*58%*	*95%*	*100%*	*88%*	*86%*
NET Any problem experienced	**235**	25	204	6	82	144	8	231	2	*	-	234	1
	12%	**20%b**	*12%*	*29%*	*13%*	*12%*	*11%*	*12%*	*42%*	*5%*	-	*12%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**1905**	488	491	465	461	169	159	160	151	182	158	160	167	138	149	146	166
Weighted Base	**1910**	498	480	492	440	167*	154*	176*	151*	190	140*	166*	165*	160*	155*	128*	156*
Effective Base	**1050**	260	281	251	263	88	83	90	85	107	90	88	87	76	86	84	94
Lost mail	**38**	9	10	2	17	3	2	4	6	*	3	*	1	1	6	7	4
	2%	*2%*	*2%*	*	**4%c**	*2%*	*1%*	*2%*	*4%*	*	*2%*	*	*1%*	*	*4%*	**6%ikm**	*3%*
Damaged mail	**75**	20	16	16	24	3	3	14	6	7	3	7	7	2	9	11	4
	4%	*4%*	*3%*	*3%*	*5%*	*2%*	*2%*	*8%*	*4%*	*4%*	*2%*	*4%*	*4%*	*1%*	*6%*	**9%ejm**	*3%*
Delayed mail	**87**	18	22	24	23	10	4	4	10	7	5	14	9	1	9	7	7
	5%	*4%*	*5%*	*5%*	*5%*	*6%*	*3%*	*2%*	**7%m**	*4%*	*3%*	**9%m**	*6%*	*1%*	*6%*	*5%*	*5%*
Mis-delivered mail	**35**	6	9	8	11	1	3	2	5	3	1	1	6	1	*	9	3
	2%	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*4%*	*1%*	*	**7%egkmn**	*2%*
Mail that has been tampered with	**22**	3	8	2	10	2	-	1	2	*	5	-	1	1	9	1	*
	1%	*1%*	*2%*	*	**2%c**	*1%*	-	*1%*	*2%*	*	*4%*	-	*	*1%*	**6%fgiklp**	*1%*	*
Other problems	**52**	11	17	15	9	4	*	7	6	5	5	5	5	5	3	4	2
	3%	*2%*	*3%*	*3%*	*2%*	*3%*	*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*
No - there have been no problems	**1675**	448	416	436	375	153	142	154	124	167	124	143	144	149	132	102	141
	88%	*90%*	*87%*	*89%*	*85%*	**91%o**	**92%o**	*87%*	*83%*	*88%*	*89%*	*86%*	*87%*	**93%ho**	*85%*	*79%*	**90%o**
NET Any problem experienced	**235**	50	65	55	65	15	13	22	26	23	16	23	22	11	23	27	16
	12%	*10%*	*13%*	*11%*	*15%*	*9%*	*8%*	*13%*	**17%m**	*12%*	*11%*	*14%*	*13%*	*7%*	*15%*	**21%efmp**	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**22**	-	22	12	10	1	-	2	1	2	9	7	1	3	18	16	22	-	22
Weighted Base	**14***	-**	14**	3**	11**	1**	-**	1**	***	***	5**	7**	1**	1**	12**	12**	14**	-**	22*
Effective Base	**9**	-	9	7	6	1	-	2	1	2	4	4	1	2	8	8	9	-	22
Lost mail	**1**	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1
	10%	-	*10%*	-	*13%*	*100%*	-	-	-	-	-	-	*100%*	-	-	-	*10%*	-	*5%*
Damaged mail	**1**	-	1	1	-	-	-	*	-	-	*	*	-	*	*	*	1	-	3
	4%	-	*4%*	*16%*	-	-	-	*23%*	-	-	*7%*	*1%*	-	*20%*	*3%*	*3%*	*4%*	-	*14%*
Delayed mail	**2**	-	2	1	1	1	-	-	-	-	1	-	1	-	1	1	2	-	4
	14%	-	*14%*	*20%*	*13%*	*100%*	-	-	-	-	*12%*	-	*100%*	-	*5%*	*5%*	*14%*	-	*18%*
Mis-delivered mail	**2**	-	2	-	2	1	-	-	-	-	-	*	1	-	*	*	2	-	2
	13%	-	*13%*	-	*17%*	*100%*	-	-	-	-	-	*6%*	*100%*	-	*3%*	*3%*	*13%*	-	*9%*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*****	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	1%	-	*1%*	*2%*	-	-	-	-	*100%*	-	-	-	-	*13%*	-	-	*1%*	-	*5%*
No - there have been no problems	**11**	-	11	2	9	-	-	*	-	*	4	7	-	*	11	11	11	-	13
	78%	-	*78%*	*62%*	*83%*	-	-	*77%*	-	*100%*	*81%*	*93%*	-	*67%*	*88%*	*88%*	*78%*	-	*59%*
NET Any problem experienced	**3**	-	3	1	2	1	-	*	*	-	1	*	1	*	1	1	3	-	9
	22%	-	*22%*	*38%*	*17%*	*100%*	-	*23%*	*100%*	-	*19%*	*7%*	*100%*	*33%*	*12%*	*12%*	*22%*	-	*41%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	22	9	8	2	3	17	5	6	15	1	5	4	5	7	14	1	21
Weighted Base	14*	3**	7**	1**	3**	11**	4**	1**	12**	***	4**	4**	3**	3**	11**	***	14**
Effective Base	9	3	4	2	2	7	3	5	7	1	2	3	3	2	7	1	9
Lost mail	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1
	10%	-	-	-	*47%*	-	*40%*	-	*12%*	-	-	*35%*	-	-	*13%*	-	*10%*
Damaged mail	1	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	1
	4%	*2%*	*4%*	*23%*	-	*4%*	*3%*	*25%*	*2%*	-	*3%*	-	*2%*	*10%*	*2%*	-	*4%*
Delayed mail	2	*	-	-	2	*	2	*	2	-	*	2	-	*	2	-	2
	14%	*9%*	-	-	*56%*	*3%*	*48%*	*31%*	*14%*	-	*8%*	*41%*	-	*3%*	*18%*	-	*15%*
Mis-delivered mail	2	-	*	-	1	*	1	-	2	-	-	2	-	-	2	-	2
	13%	-	*6%*	-	*47%*	*4%*	*40%*	-	*15%*	-	-	*45%*	-	-	*17%*	-	*13%*
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	1%	*2%*	-	-	-	*1%*	-	*6%*	-	-	-	-	-	*2%*	-	-	*1%*
No - there have been no problems	11	3	7	*	1	9	2	1	10	*	4	2	3	3	8	*	11
	78%	*86%*	*90%*	*77%*	*44%*	*89%*	*48%*	*39%*	*81%*	*100%*	*90%*	*49%*	*98%*	*84%*	*77%*	*100%*	*78%*
NET Any problem experienced	3	*	1	*	2	1	2	1	2	-	*	2	*	*	3	-	3
	22%	*14%*	*10%*	*23%*	*56%*	*11%*	*52%*	*61%*	*19%*	-	*10%*	*51%*	*2%*	*16%*	*23%*	-	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**22**	9	13	6	6	8	5	3	-	1	2	-	-	-	-	1	2	1	7
Weighted Base	**14***	8**	6**	1**	10**	2**	1**	1**	-**	1**	3**	-**	-**	-**	-**	2**	4**	***	2**
Effective Base	**9**	5	4	2	5	4	4	3	-	1	2	-	-	-	-	1	2	1	4
Lost mail	**1**	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	10%	*18%*	-	-	*14%*	-	-	-	-	*100%*	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	*	*	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*	*
	4%	*4%*	*3%*	*12%*	-	*8%*	-	*35%*	-	-	-	-	-	-	-	-	-	*100%*	*3%*
Delayed mail	**2**	2	*	-	1	*	*	*	-	1	-	-	-	-	-	-	-	-	*
	14%	*25%*	*2%*	-	*14%*	*4%*	*41%*	*23%*	-	*100%*	-	-	-	-	-	-	-	-	*5%*
Mis-delivered mail	**2**	1	*	-	1	*	-	-	-	1	-	-	-	-	-	-	-	-	*
	13%	*18%*	*7%*	-	*14%*	*19%*	-	-	-	*100%*	-	-	-	-	-	-	-	-	*20%*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	*1%*	-	-	-	*10%*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**11**	6	5	1	9	2	*	*	-	-	3	-	-	-	-	2	4	-	2
	78%	*71%*	*88%*	*88%*	*86%*	*68%*	*49%*	*42%*	-	-	*100%*	-	-	-	-	*100%*	*100%*	-	*72%*
NET Any problem experienced	**3**	2	1	*	1	1	*	1	-	1	-	-	-	-	-	-	-	*	1
	22%	*29%*	*12%*	*12%*	*14%*	*32%*	*51%*	*58%*	-	*100%*	-	-	-	-	-	-	-	*100%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**22**	11	8	1	1	1	19	2	10	7	2	3	-	17	3
Weighted Base	**14***	8**	4**	***	2**	***	12**	2**	6**	4**	2**	2**	-**	10**	2**
Effective Base	**9**	5	4	1	1	1	8	1	4	3	1	1	-	7	1
Lost mail	**1**	-	1	-	-	-	1	-	-	-	1	-	-	-	-
	10%	-	*40%*	-	-	-	*12%*	-	-	-	*94%*	-	-	-	-
Damaged mail	**1**	*	*	-	-	-	1	-	*	*	-	*	-	*	*
	4%	*5%*	*2%*	-	-	-	*4%*	-	*2%*	*8%*	-	*3%*	-	*4%*	*3%*
Delayed mail	**2**	*	2	-	-	-	2	-	1	-	2	-	-	1	-
	14%	*5%*	*45%*	-	-	-	*17%*	-	*8%*	-	*100%*	-	-	*5%*	-
Mis-delivered mail	**2**	-	2	-	-	-	2	-	-	*	1	-	-	*	-
	13%	-	*51%*	-	-	-	*16%*	-	-	*10%*	*94%*	-	-	*4%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	1%	-	*2%*	-	-	-	*1%*	-	*1%*	-	-	-	-	*1%*	-
No - there have been no problems	**11**	7	1	*	2	*	9	2	5	4	-	2	-	9	2
	78%	*90%*	*39%*	*100%*	*100%*	*100%*	*74%*	*100%*	*89%*	*83%*	-	*97%*	-	*86%*	*97%*
NET Any problem experienced	**3**	1	2	-	-	-	3	-	1	1	2	*	-	1	*
	22%	*10%*	*61%*	-	-	-	*26%*	-	*11%*	*17%*	*100%*	*3%*	-	*14%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**22**	4	18	-	11	11	-	22	-	-	-	22	-
Weighted Base	**14***	3**	11**	-**	10**	4**	-**	14**	-**	-**	-**	14**	-**
Effective Base	**9**	2	7	-	6	7	-	9	-	-	-	9	-
Lost mail	**1**	-	1	-	1	-	-	1	-	-	-	1	-
	10%	-	*14%*	-	*14%*	-	-	*10%*	-	-	-	*10%*	-
Damaged mail	**1**	*	*	-	*	*	-	1	-	-	-	1	-
	4%	*3%*	*4%*	-	*1%*	*10%*	-	*4%*	-	-	-	*4%*	-
Delayed mail	**2**	-	2	-	2	-	-	2	-	-	-	2	-
	14%	-	*19%*	-	*20%*	-	-	*14%*	-	-	-	*14%*	-
Mis-delivered mail	**2**	-	2	-	1	*	-	2	-	-	-	2	-
	13%	-	*17%*	-	*14%*	*11%*	-	*13%*	-	-	-	*13%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	1%	-	*1%*	-	-	*2%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**11**	3	8	-	8	3	-	11	-	-	-	11	-
	78%	*97%*	*73%*	-	*79%*	*77%*	-	*78%*	-	-	-	*78%*	-
NET Any problem experienced	**3**	*	3	-	2	1	-	3	-	-	-	3	-
	22%	*3%*	*27%*	-	*21%*	*23%*	-	*22%*	-	-	-	*22%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**22**	5	5	4	8	2	1	2	1	1	3	2	2	-	4	2	2
Weighted Base	**14***	3**	4**	1**	7**	***	***	3**	2**	***	2**	***	***	-**	4**	1**	2**
Effective Base	**9**	1	2	3	5	2	1	1	1	1	2	2	2	-	3	1	2
Lost mail	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	10%	-	-	-	*22%*	-	-	-	-	-	-	-	-	-	*34%*	-	-
Damaged mail	**1**	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
	4%	*6%*	*9%*	-	-	*48%*	*100%*	-	-	-	*18%*	-	-	-	-	-	-
Delayed mail	**2**	*	-	*	2	-	-	*	-	-	-	-	*	-	1	*	-
	14%	*7%*	-	*41%*	*24%*	-	-	*7%*	-	-	-	-	*72%*	-	*34%*	*19%*	-
Mis-delivered mail	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	1	*	-
	13%	-	-	-	*28%*	-	-	-	-	-	-	-	-	-	*34%*	*81%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*****	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	1%	-	*2%*	-	-	-	-	-	-	-	*4%*	-	-	-	-	-	-
No - there have been no problems	**11**	3	3	*	5	*	-	3	2	*	1	*	*	-	3	-	2
	78%	*87%*	*89%*	*59%*	*70%*	*52%*	-	*93%*	*100%*	*100%*	*77%*	*100%*	*28%*	-	*66%*	-	*100%*
NET Any problem experienced	**3**	*	*	*	2	*	*	*	-	-	*	-	*	-	1	1	-
	22%	*13%*	*11%*	*41%*	*30%*	*48%*	*100%*	*7%*	-	-	*23%*	-	*72%*	-	*34%*	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	34	-	34	29	5	4	5	20	4	1	-	-	9	25	1	-	32	2	24
	1%	-	1%	1%d	*	1%	1%	2%ijk	1%	*	-	-	1%no	1%no	*	-	1%	1%	*
Damaged mail	28	-	28	26	2	10	5	12	1	-	-	-	15	14	-	-	26	2	16
	1%	-	1%	1%d	*	1%hijk	1%i	1%ij	*	-	-	-	1%no	1%no	-	-	1%	1%	*
Delayed mail	31	-	31	28	3	15	4	12	-	-	-	-	19	12	-	-	20	11	16
	1%	-	1%	1%d	*	2%hijk	1%	1%hij	-	-	-	-	1%no	1%no	-	-	*	2%p	*
Mis-delivered mail	29	-	29	28	1	7	5	16	1	1	-	-	11	17	1	-	21	8	21
	1%	-	1%	1%d	*	1%	1%	2%hijk	*	*	-	-	1%no	1%no	*	-	*	2%p	*
Mail that has been tampered with	33	-	33	20	13	7	*	21	3	1	-	-	8	24	1	-	30	3	21
	1%	-	1%	1%	*	1%i	*	2%fhijk	*	*	-	-	1%n	1%no	*	-	1%	1%	*
Other problems	8	-	8	8	-	-	2	6	-	-	-	-	2	6	-	-	8	-	6
	*	-	*	*d	-	-	*	1%	-	-	-	-	*	*	-	-	*	-	*
No - there have been no problems	108	-	108	71	37	6	15	28	27	15	14	4	21	55	33	18	100	8	118
	2%	-	2%	3%d	1%	1%	2%	3%	4%eik	2%	2%	1%	2%	3%n	2%	2%	2%	2%	2%
NET Any problem experienced	101	-	101	82	19	33	14	46	8	1	-	-	47	54	1	-	86	15	62
	2%	-	2%	3%d	1%	5%hijk	2%ijk	4%hijk	1%i	*	-	-	4%no	3%no	*	-	2%	3%	1%
Not aware of Citipost	4306	-	4306	1985	2304	633	549	877	588	703	517	439	1182	1465	1659	956	3876	392	4285
	83%	-	83%	79%	88%c	92%ghijk	90%ghijk	83%	79%	78%	82%	83%	91%mno	81%	81%	82%	83%	85%	83%
Aware but not used Citipost	645	-	645	377	265	17	31	109	123	179	103	83	48	233	365	186	592	48	696
	13%	-	13%	15%d	10%	2%	5%	10%ef	17%efg	20%efg	16%efg	16%efg	4%	13%l	18%lm	16%l	13%	10%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**34**	18	5	9	1	23	11	33	1	1	2	7	6	17	15	1	33
	1%	**2%bd**	*	**1%d**	*	*1%*	*	**1%h**	*	*	*	*1%*	*	**2%ijkln**	*	*	*1%*
Damaged mail	**28**	17	5	7	-	22	7	28	*	-	*	5	1	22	7	-	28
	1%	**2%bd**	*	**1%d**	-	**1%f**	*	**1%h**	*	-	*	*	*	**2%ijkln**	*	-	*1%*
Delayed mail	**31**	17	5	10	-	22	10	29	-	5	4	2	*	19	7	5	26
	1%	**2%bd**	*	**1%d**	-	*1%*	*	**1%h**	-	**1%l**	**1%l**	*	*	**2%kln**	*	*1%*	*1%*
Mis-delivered mail	**29**	24	-	4	2	24	5	27	2	2	2	3	5	17	10	2	27
	1%	**2%bcd**	-	*	*	**1%f**	*	**1%h**	*	*	*	*	*	**2%ijkln**	*	*	*1%*
Mail that has been tampered with	**33**	22	1	8	2	23	10	32	1	4	1	13	3	12	17	4	28
	1%	**2%bcd**	*	**1%b**	*	*1%*	*	**1%h**	*	*1%*	*	*1%*	*	**1%l**	*1%*	*1%*	*1%*
Other problems	**8**	7	1	-	-	8	-	8	-	-	-	-	1	7	1	-	8
	*	**1%bcd**	*	-	-	*f	-	*	-	-	-	-	*	**1%klm**	*	-	*
No - there have been no problems	**108**	29	37	23	19	66	42	82	26	11	17	27	17	29	62	11	91
	2%	**3%d**	*2%*	*2%*	*1%*	*3%*	*2%*	**3%h**	*1%*	*2%*	*3%*	*2%*	*1%*	**3%l**	*2%*	*2%*	*2%*
NET Any problem experienced	**101**	67	11	20	4	78	24	95	4	9	5	17	11	60	33	9	93
	2%	**7%bcd**	*1%*	**2%d**	*	**3%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*1%*	**6%ijkln**	*1%*	*1%*	*2%*
Not aware of Citipost	**4306**	808	1330	988	1181	2138	2169	2550	1681	571	550	1075	1058	749	2682	577	3487
	83%	*81%*	*83%*	*83%*	*85%*	*83%*	*84%*	*83%*	*84%*	*83%*	*84%*	*83%*	*84%*	*81%*	*84%*	*84%*	*83%*
Aware but not used Citipost	**645**	88	221	153	184	309	336	344	297	94	79	180	170	82	429	94	517
	13%	*9%*	**14%a**	**13%a**	**13%a**	*12%*	*13%*	*11%*	**15%g**	**14%m**	*12%*	**14%m**	**14%m**	*9%*	**13%m**	*14%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	34	31	3	3	29	3	2	-	3	8	3	2	2	3	3	3	1	2	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	**2%p**	*1%*	*1%*	*1%*	*	*1%*	*	*	*	**4%jklmnopr**	*
Damaged mail	28	27	1	*	27	1	*	1	1	5	-	4	3	-	8	2	3	1	-
	1%	*1%*	*	*	*1%*	*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*	*1%*	**1%jmr**	-
Delayed mail	31	29	3	-	31	-	*	-	2	7	-	5	-	-	12	5	1	-	-
	1%	*1%*	*	-	*1%*	-	*	-	**1%r**	*1%*	-	**1%r**	-	-	**2%r**	*1%*	*	-	-
Mis-delivered mail	29	26	3	-	25	2	2	1	2	10	-	-	2	2	7	-	2	1	1
	1%	*1%*	*	-	*1%*	*	*1%*	*1%*	**1%o**	**2%jo**	-	-	*	*	*1%*	-	*	**1%ko**	*
Mail that has been tampered with	33	30	3	3	27	4	2	-	1	4	3	3	-	1	11	5	-	2	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	-	*	*2%*	*1%*	-	**4%hijklmopr**	*
Other problems	8	8	-	-	8	-	-	-	1	2	-	-	2	2	-	-	2	-	-
	*	*	-	-	*	-	-	-	*	*	-	-	*	*	-	-	*1%*	-	-
No - there have been no problems	108	83	25	13	89	7	9	4	9	9	9	9	6	10	18	9	11	-	7
	2%	*2%*	**3%a**	**6%a**	*2%*	*2%*	**3%o**	*3%*	**4%lo**	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	-	*2%*
NET Any problem experienced	101	93	8	3	91	7	3	1	5	14	5	7	5	3	33	12	8	3	3
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**5%jlmor**	*2%*	*2%*	**5%jlmr**	*1%*
Not aware of Citipost	4306	3712	594	191	3608	374	203	120	172	456	347	314	381	386	567	620	365	54	321
	83%	*84%*	*82%*	*81%*	*83%*	*86%*	*82%*	*84%*	*82%*	*81%*	*82%*	*84%*	*84%*	*80%*	*84%*	**88%im**	*83%*	*85%*	**87%im**
Aware but not used Citipost	645	549	96	30	549	46	33	18	24	86	64	46	63	80	60	67	59	6	39
	13%	*12%*	*13%*	*12%*	*13%*	*11%*	*13%*	*12%*	*11%*	**15%no**	**15%n**	*12%*	*14%*	**17%nor**	*9%*	*9%*	*13%*	*10%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	34	19	7	5	-	2	26	2	20	9	2	-	3	29	3
	1%	*1%*	*	*1%*	-	*1%*	*1%*	*	*1%*	*	*	-	**3%ijkm**	*1%*	*1%*
Damaged mail	28	26	3	-	-	-	28	-	21	6	2	-	-	27	-
	1%	**1%bcg**	*	-	-	-	**1%b**	-	**1%l**	*	*	-	-	*1%*	-
Delayed mail	31	14	15	-	3	-	29	3	14	10	5	-	3	24	3
	1%	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	**3%lk**	*1%*	*1%*
Mis-delivered mail	29	21	4	1	1	2	25	3	15	8	5	2	-	23	2
	1%	**1%bc**	*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*
Mail that has been tampered with	33	14	8	3	6	2	22	7	15	4	6	-	8	19	8
	1%	*1%*	*	*	**2%b**	*1%*	*1%*	*1%*	**1%l**	*	*1%*	-	**8%hijkmn**	*1%*	**2%lm**
Other problems	8	6	2	-	-	-	8	-	8	-	-	-	-	8	-
	*	*	*	-	-	-	*	-	*j	-	-	-	-	*	-
No - there have been no problems	108	38	48	16	2	4	86	6	47	30	23	5	4	76	9
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*
NET Any problem experienced	101	59	26	6	7	4	84	11	52	28	12	2	8	79	10
	2%	**3%bc**	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	**3%l**	*1%*	*1%*	*1%*	**8%hijkmn**	*2%*	*3%*
Not aware of Citipost	4306	1459	1652	675	325	136	3111	461	1496	1650	783	225	79	3145	303
	83%	*79%*	**84%a**	**86%af**	**91%abf**	*84%*	*82%*	**89%af**	*81%*	*84%*	**86%hl**	*84%*	*77%*	*83%*	*82%*
Aware but not used Citipost	645	288	229	85	22	18	518	41	250	252	91	35	12	502	46
	13%	**16%bcdg**	**12%d**	*11%*	*6%*	*11%*	**14%dg**	*8%*	*14%*	*13%*	*10%*	*13%*	*11%*	*13%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	34	10	24	1	26	8	-	33	1	-	-	34	-
	1%	2%b	1%	1%	2%e	*	-	1%	1%	-	-	1%	-
Damaged mail	28	14	14	-	24	4	-	27	1	-	-	28	-
	1%	3%b	*	-	2%e	*	-	1%	1%	-	-	1%	-
Delayed mail	31	10	22	-	22	10	-	31	-	-	-	31	-
	1%	2%b	*	-	1%e	*	-	1%	-	-	-	1%	-
Mis-delivered mail	29	7	20	1	17	11	1	27	2	-	-	29	-
	1%	2%b	*	1%	1%e	*	*	1%	3%	-	-	1%	-
Mail that has been tampered with	33	7	25	1	19	11	2	31	2	-	-	33	-
	1%	2%b	1%	1%	1%e	*	1%	1%	2%	-	-	1%	-
Other problems	8	3	5	-	7	1	-	8	-	-	-	8	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
No - there have been no problems	108	6	97	5	21	76	10	107	1	-	-	108	-
	2%	1%	2%	6%ab	1%	2%	3%	2%	1%	-	-	2%	-
NET Any problem experienced	101	29	71	1	63	35	3	97	4	-	-	101	-
	2%	7%b	2%	1%	4%ef	1%	1%	2%	5%	-	-	2%	-
Not aware of Citipost	4306	329	3912	65	1263	2751	292	4172	84	17	10	4273	23
	83%	82%	84%	76%	81%	84%	89%de	83%	94%g	82%	100%	83%	100%
Aware but not used Citipost	645	38	594	13	208	416	21	642	-	4	-	645	-
	13%	10%	13%	16%	13%f	13%f	7%	13%h	-	18%	-	13%h	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**34**	12	11	5	6	3	6	3	4	2	6	1	4	-	2	-	5
	1%	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*	*1%*	-	*	-	*1%*
Damaged mail	**28**	7	9	10	2	-	2	5	3	-	6	3	5	2	2	-	*
	1%	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	-	**1%l**	*1%*	*1%*	*1%*	*	-	*
Delayed mail	**31**	10	9	7	6	1	2	7	2	3	4	-	2	5	-	3	3
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*
Mis-delivered mail	**29**	5	15	2	8	1	2	2	2	3	9	-	1	1	2	3	3
	1%	*	**1%c**	*	*1%*	*	*1%*	*	*1%*	*1%*	**2%ekim**	-	*	*	*	*1%*	*1%*
Mail that has been tampered with	**33**	11	7	7	7	1	5	6	5	2	1	6	2	-	*	3	3
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*	-	*	*1%*	*1%*
Other problems	**8**	2	4	-	2	-	-	2	2	-	3	-	-	-	2	-	-
	*	*	*	-	*	-	-	*	*	-	*1%*	-	-	-	*	-	-
No - there have been no problems	**108**	33	28	27	20	8	17	8	11	8	9	8	15	4	8	8	4
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	**4%mp**	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*
NET Any problem experienced	**101**	23	29	25	24	4	6	13	7	6	15	9	8	8	4	9	12
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	**4%en**	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*
Not aware of Citipost	**4306**	1039	1079	1083	1105	342	340	358	364	401	315	355	364	364	397	343	365
	83%	*81%*	*84%*	*84%*	**86%a**	*79%*	*82%*	*81%*	*85%*	**87%ol**	*79%*	*82%*	*84%*	*85%*	**86%j**	*83%*	**88%egl**
Aware but not used Citipost	**645**	194	153	156	142	80	51	64	48	45	60	60	45	51	55	52	35
	13%	**15%d**	*12%*	*12%*	*11%*	**18%hilnp**	*12%*	**14%p**	*11%*	*10%*	**15%p**	*14%*	*10%*	*12%*	*12%*	*13%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	29	-	29	24	5	6	10	12	-	1	-	-	16	12	1	-	19	10	20
	1%	-	1%	1%d	*	1%	2%hijk	1%hij	-	*	-	-	1%no	1%no	*	-	*	2%p	*
Damaged mail	24	-	24	20	4	2	7	14	1	*	-	-	8	15	*	-	19	5	18
	*	-	*	1%d	*	*	1%ij	1%ij	*	*	-	-	1%no	1%no	*	-	*	1%	*
Delayed mail	45	-	45	33	12	4	15	27	-	*	-	-	19	27	*	-	32	12	36
	1%	-	1%	1%d	*	1%	2%ehijk	3%ehijk	-	*	-	-	1%no	1%no	*	-	1%	3%p	1%
Mis-delivered mail	22	-	22	17	5	5	8	9	-	-	-	-	13	9	-	-	16	5	17
	*	-	*	1%d	*	1%	1%hij	1%i	-	-	-	-	1%no	*n	-	-	*	1%	*
Mail that has been tampered with	41	-	41	28	13	12	10	15	4	-	-	-	22	19	-	-	24	17	23
	1%	-	1%	1%	*	2%ijk	2%ijk	1%ijk	1%	-	-	-	2%no	1%no	-	-	1%	4%p	*
Other problems	19	-	19	12	7	2	4	5	2	1	4	-	7	7	5	4	17	2	13
	*	-	*	*	*	*	1%	*	*	*	1%	-	1%	*	*	*	*	1%	*
No - there have been no problems	491	-	491	178	313	38	76	115	124	86	34	17	114	239	137	52	452	36	574
	10%	-	10%	7%	12%c	6%	13%ejk	11%ejk	17%egijk	10%ejk	5%	3%	9%o	13%lno	7%	4%	10%	8%	11%
NET Any problem experienced	103	-	103	67	36	22	26	43	5	2	4	-	49	49	6	4	79	22	80
	2%	-	2%	3%d	1%	3%hijk	4%hijk	4%hijk	1%	*	1%	-	4%no	3%no	*	*	2%	5%p	2%
Not aware of Collect + (Collect Plus)	3748	-	3748	1943	1788	556	408	739	462	637	511	435	964	1200	1584	946	3363	352	3758
	73%	-	73%	77%d	68%	81%fghi	67%	70%h	62%	71%h	81%fghi	83%fghi	74%m	66%	77%m	82%lmn	72%	76%	73%
Aware but not used Collect + (Collect Plus)	819	-	819	327	489	73	98	163	155	172	85	74	170	318	331	159	760	53	749
	16%	-	16%	13%	19%c	11%	16%e	15%e	21%egjk	19%ej	13%	14%	13%	18%lo	16%	14%	16%	11%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	29	15	2	11	1	17	12	28	1	2	-	10	4	13	14	2	27
	1%	**2%bd**	*	**1%bd**	*	*1%*	*	**1%h**	*	*	-	*1%*	*	**1%jln**	*	*	*1%*
Damaged mail	24	8	7	7	2	15	9	23	1	1	*	11	2	8	14	1	22
	*	*1%*	*	*1%*	*	*1%*	*	**1%h**	*	*	*	*1%*	*	*1%*	*	*	*1%*
Delayed mail	45	21	13	10	2	34	11	44	1	-	2	18	8	18	28	-	45
	1%	**2%bd**	**1%d**	**1%d**	*	**1%f**	*	**1%h**	*	-	*	**1%l**	*1%*	**2%ijl**	*1%*	-	**1%o**
Mis-delivered mail	22	9	5	7	*	15	7	22	-	-	1	7	6	7	15	-	22
	*	**1%d**	*	**1%d**	*	*1%*	*	**1%h**	-	-	*	*1%*	*	*1%*	*	-	*1%*
Mail that has been tampered with	41	19	12	9	2	31	10	36	2	5	*	9	12	15	21	5	36
	1%	**2%d**	*1%*	*1%*	*	**1%f**	*	**1%h**	*	*1%*	*	*1%*	*1%*	**2%j**	*1%*	*1%*	*1%*
Other problems	19	1	6	11	1	7	12	14	1	*	1	12	2	4	14	*	19
	*	*	*	**1%d**	*	*	*	*	*	*	*	*1%*	*	*	*	*	*
No - there have been no problems	491	77	159	128	126	236	254	343	142	43	57	105	148	104	311	43	423
	10%	*8%*	*10%*	*11%*	*9%*	*9%*	*10%*	**11%h**	*7%*	*6%*	*9%*	*8%*	**12%lk**	**11%l**	**10%l**	*6%*	**10%o**
NET Any problem experienced	103	42	34	20	8	76	27	90	7	8	3	26	27	39	56	8	95
	2%	**4%bcd**	**2%d**	**2%d**	*1%*	**3%f**	*1%*	**3%h**	*	*1%*	*	**2%j**	**2%j**	**4%ijkln**	*2%*	*1%*	*2%*
Not aware of Collect + (Collect Plus)	3748	791	1149	848	960	1940	1808	2176	1516	494	491	943	882	674	2316	500	3030
	73%	**80%bcd**	*72%*	*72%*	*69%*	**75%f**	*70%*	*71%*	**76%g**	*72%*	*76%*	*73%*	*70%*	*73%*	*72%*	*72%*	*72%*
Aware but not used Collect + (Collect Plus)	819	81	258	187	294	339	481	462	343	139	99	225	200	102	524	139	641
	16%	*8%*	**16%a**	**16%a**	**21%abc**	*13%*	**19%e**	*15%*	*17%*	**20%m**	*15%*	**17%m**	**16%m**	*11%*	**16%m**	**20%p**	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	29	29	*	-	26	1	1	1	1	4	-	-	7	-	12	2	1	1	*
	1%	*1%*	*	-	*1%*	*	*1%*	*1%*	*	*1%*	-	-	1%r	-	2%mr	*	*	1%jkmr	*
Damaged mail	24	24	*	*	20	3	1	1	1	2	2	1	6	-	2	3	3	1	2
	*	*1%*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	-	*	*	*1%*	1%n	*1%*
Delayed mail	45	45	*	*	38	5	2	1	1	5	6	3	9	-	13	-	-	-	5
	1%	1%b	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%mop	*1%*	2%mop	-	2%mop	-	-	-	1%mop
Mis-delivered mail	22	22	*	-	19	1	1	1	2	2	3	5	3	-	4	-	-	-	1
	*	*	*	-	*	*	*	*1%*	1%mop	*	*1%*	1%o	*1%*	-	*1%*	-	-	-	*
Mail that has been tampered with	41	36	5	3	37	3	1	*	1	2	2	4	8	-	17	3	-	-	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*	*	*	*1%*	2%mp	-	2%mp	*	-	-	*1%*
Other problems	19	13	6	4	18	*	1	*	-	5	-	2	3	5	-	2	-	-	*
	*	*	*1%*	2%a	*	*	*	*	-	*1%*	-	*1%*	*1%*	*1%*	-	*	-	-	*
No - there have been no problems	491	413	77	23	389	55	27	21	23	32	36	38	38	60	57	55	50	11	44
	10%	*9%*	*11%*	*10%*	*9%*	13%d	*11%*	15%d	11%l	*6%*	*9%*	*10%*	*8%*	12%l	*8%*	*8%*	11%l	17%jlno	12%l
NET Any problem experienced	103	91	12	7	87	8	6	3	5	7	10	11	12	5	30	5	3	1	7
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	3%o	*3%*	*1%*	4%lmop	*1%*	*1%*	*1%*	*2%*
Not aware of Collect + (Collect Plus)	3748	3223	525	162	3148	316	183	102	146	411	299	266	323	336	512	520	335	45	270
	73%	*73%*	*73%*	*68%*	*73%*	*73%*	*74%*	*71%*	*70%*	*73%*	*70%*	*71%*	*71%*	*70%*	*76%*	*73%*	*76%*	*72%*	*73%*
Aware but not used Collect + (Collect Plus)	819	709	110	44	714	56	32	18	35	115	81	61	82	79	79	128	54	6	49
	16%	*16%*	*15%*	*19%*	16%eg	*13%*	*13%*	*12%*	*17%*	20%npqr	19%np	*16%*	18%n	*16%*	*12%*	18%n	*12%*	*10%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	29	17	9	3	-	-	27	-	12	15	2	-	-	27	-
	1%	*1%*	*	*	-	-	*1%*	-	*1%*	*1%*	*	-	-	*1%*	-
Damaged mail	24	16	7	1	-	-	23	-	15	8	1	-	-	23	-
	*	*1%*	*	*	-	-	*1%*	-	*1%*	*	*	-	-	*1%*	-
Delayed mail	45	28	12	5	*	-	40	*	19	21	4	*	*	41	1
	1%	**2%bdg**	*1%*	*1%*	*	-	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*
Mis-delivered mail	22	13	6	2	-	1	19	1	8	10	2	2	-	18	2
	*	*1%*	*	*	-	*	*1%*	*	*	*1%*	*	*1%*	-	*	*1%*
Mail that has been tampered with	41	22	14	2	-	3	36	3	21	16	4	*	-	37	*
	1%	*1%*	*1%*	*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*	*	-	*1%*	*
Other problems	19	14	2	3	-	-	15	-	9	8	2	-	-	17	-
	*	**1%b**	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	491	167	185	75	37	17	353	55	184	206	72	17	8	390	25
	10%	*9%*	*9%*	*10%*	*10%*	*11%*	*9%*	*11%*	*10%*	*11%*	*8%*	*6%*	*8%*	*10%*	*7%*
NET Any problem experienced	103	58	30	11	*	4	88	4	50	42	8	3	*	92	3
	2%	**3%bdg**	*2%*	*1%*	*	**2%d**	**2%d**	*1%*	**3%j**	*2%*	*1%*	*1%*	*	**2%l**	*1%*
Not aware of Collect + (Collect Plus)	3748	1305	1443	571	272	110	2748	381	1295	1408	700	203	77	2703	280
	73%	*71%*	*74%*	*73%*	*76%*	*67%*	*72%*	*73%*	*70%*	*72%*	**77%him**	*76%*	*75%*	*71%*	*76%*
Aware but not used Collect + (Collect Plus)	819	314	297	125	47	32	610	79	316	302	130	44	17	618	62
	16%	*17%*	*15%*	*16%*	*13%*	*20%*	*16%*	*15%*	*17%*	*15%*	*14%*	*17%*	*17%*	*16%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	29	8	21	-	21	7	2	29	-	-	-	29	-
	1%	2%b	*	-	1%e	*	*	1%	-	-	-	1%	-
Damaged mail	24	7	17	*	20	2	2	18	5	1	-	24	-
	*	2%b	*	*	1%e	*	1%	*	5%gk	3%	-	*	-
Delayed mail	45	12	31	2	28	11	7	41	4	-	-	45	-
	1%	3%b	1%	3%	2%e	*	2%e	1%	5%gk	-	-	1%	-
Mis-delivered mail	22	5	17	1	14	7	1	22	-	-	-	22	-
	*	1%	*	1%	1%e	*	*	*	-	-	-	*	-
Mail that has been tampered with	41	10	31	-	29	12	*	36	5	-	-	41	-
	1%	3%b	1%	-	2%e	*	*	1%	6%gk	-	-	1%	-
Other problems	19	3	16	1	14	4	2	19	-	-	-	19	-
	*	1%	*	1%	1%e	*	*	*	-	-	-	*	-
No - there have been no problems	491	19	466	6	117	354	20	487	4	-	*	490	-
	10%	5%	10%a	7%	8%	11%df	6%	10%	4%	-	1%	10%	-
NET Any problem experienced	103	28	71	3	64	30	9	93	9	1	-	103	-
	2%	7%b	2%	4%	4%e	1%	3%e	2%	10%gk	3%	-	2%	-
Not aware of Collect + (Collect Plus)	3748	298	3397	54	1090	2387	272	3629	75	18	10	3723	15
	73%	74%	73%	63%	70%	73%	83%de	72%	85%	86%	99%	73%	66%
Aware but not used Collect + (Collect Plus)	819	57	740	22	285	509	26	808	1	2	-	812	8
	16%	14%	16%	25%a	18%f	16%f	8%	16%h	1%	11%	-	16%h	34%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**29**	14	6	5	5	4	5	5	4	-	2	4	*	1	3	-	2
	1%	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*	*	*1%*	-	*
Damaged mail	**24**	6	7	7	3	-	4	2	5	-	2	3	3	2	1	-	2
	*	*	*1%*	*1%*	*	-	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*	*	-	*
Delayed mail	**45**	11	15	7	12	2	5	4	11	1	4	3	1	3	7	4	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**2%ilp**	*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*
Mis-delivered mail	**22**	5	5	8	4	1	2	2	3	-	2	5	3	-	-	2	2
	*	*	*	*1%*	*	*	*1%*	*	*1%*	-	*	*1%*	*1%*	-	-	*	*1%*
Mail that has been tampered with	**41**	12	12	7	9	3	7	2	5	2	5	3	2	2	3	-	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	-	*2%*
Other problems	**19**	4	6	9	*	1	2	-	2	2	2	3	2	4	-	*	-
	*	*	*	**1%d**	*	*	*1%*	-	*	*	*1%*	*1%*	*1%*	*1%*	-	*	-
No - there have been no problems	**491**	118	127	135	110	40	38	40	37	55	34	35	47	53	35	37	39
	10%	*9%*	*10%*	*10%*	*9%*	*9%*	*9%*	*9%*	*9%*	*12%*	*9%*	*8%*	*11%*	*13%*	*7%*	*9%*	*9%*
NET Any problem experienced	**103**	26	33	20	23	8	9	10	16	2	14	6	7	8	8	4	11
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	**4%lo**	*1%*	**4%l**	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*
Not aware of Collect + (Collect Plus)	**3748**	910	938	925	975	317	291	303	303	350	285	305	305	316	342	319	314
	73%	*71%*	*73%*	*72%*	**76%a**	*73%*	*70%*	*68%*	*70%*	*76%*	*71%*	*71%*	*71%*	*74%*	*74%*	**77%n**	*75%*
Aware but not used Collect + (Collect Plus)	**819**	235	192	209	183	68	77	90	73	53	66	86	73	50	79	52	52
	16%	**18%d**	*15%*	*16%*	*14%*	*16%*	**19%im**	**20%imop**	*17%*	*12%*	*17%*	**20%imop**	*17%*	*12%*	*17%*	*13%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	59	-	59	46	13	14	7	25	6	5	1	1	21	31	8	2	41	18	47
	1%	-	1%	2%d	1%	2%j	1%	2%ijk	1%	1%	*	*	2%no	2%no	*	*	1%	4%p	1%
Damaged mail	97	-	97	65	32	20	21	34	14	6	1	2	41	48	9	3	86	11	76
	2%	-	2%	3%d	1%	3%ijk	3%ijk	3%ijk	2%j	1%	*	*	3%no	3%no	*	*	2%	2%	1%
Delayed mail	110	-	110	72	38	18	13	47	13	13	2	5	31	59	20	7	92	18	99
	2%	-	2%	3%d	1%	3%j	2%j	4%hijk	2%	1%	*	1%	2%no	3%no	1%	1%	2%	4%	2%
Mis-delivered mail	79	-	79	56	23	11	8	44	8	5	2	1	19	52	8	3	67	13	72
	2%	-	2%	2%d	1%	2%	1%	4%efhijk	1%	1%	*	*	1%no	3%no	*	*	1%	3%	1%
Mail that has been tampered with	67	-	67	49	19	16	4	38	6	3	*	-	20	44	3	*	47	20	40
	1%	-	1%	2%d	1%	2%ijk	1%	4%fhijk	1%	*	*	-	2%no	2%no	*	*	1%	4%p	1%
Other problems	42	-	42	31	11	15	1	12	3	10	*	-	16	15	10	*	40	1	27
	1%	-	1%	1%d	*	2%fhjk	*	1%	*	1%	*	-	1%o	1%o	*	*	1%	*	1%
No - there have been no problems	2008	-	2008	887	1117	181	216	357	351	439	252	211	397	708	903	463	1846	150	2217
	39%	-	39%	35%	43%c	26%	35%e	34%e	47%efgj	49%efgjk	40%e	40%e	31%	39%l	44%lm	40%l	40%q	32%	43%
NET Any problem experienced	299	-	299	205	94	65	41	112	38	26	7	10	107	150	42	16	249	49	253
	6%	-	6%	8%d	4%	10%hijk	7%ijk	11%hijk	5%jk	3%	1%	2%	8%no	8%no	2%	1%	5%	11%p	5%
Not aware of DHL	1089	-	1089	602	480	332	213	290	104	69	48	33	545	394	150	81	902	175	978
	21%	-	21%	24%d	18%	48%fghijk	35%ghijk	27%hijk	14%ijk	8%	8%	6%	42%mno	22%no	7%	7%	19%	38%p	19%
Aware but not used DHL	1765	-	1765	822	935	110	139	300	253	363	327	273	248	554	963	600	1657	90	1713
	34%	-	34%	33%	36%	16%	23%e	28%e	34%ef	40%efgh	52%efghi	52%efghi	19%	31%l	47%lm	52%lm	36%q	19%	33%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	59	21	21	16	2	42	17	50	9	5	9	16	7	18	32	5	51
	1%	**2%d**	**1%d**	**1%d**	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*1%*
Damaged mail	97	40	28	20	10	67	30	83	13	6	7	19	12	50	38	6	89
	2%	**4%bcd**	*2%*	*2%*	*1%*	**3%f**	*1%*	**3%h**	*1%*	*1%*	*1%*	*1%*	*1%*	**5%ijkln**	*1%*	*1%*	*2%*
Delayed mail	110	30	41	30	9	71	39	92	19	12	5	28	20	39	54	12	94
	2%	**3%d**	**3%d**	**3%d**	*1%*	**3%f**	*2%*	**3%h**	*1%*	*2%*	*1%*	*2%*	*2%*	**4%ijkln**	*2%*	*2%*	*2%*
Mis-delivered mail	79	41	17	14	7	58	21	70	9	5	4	14	13	40	31	5	71
	2%	**4%bcd**	*1%*	*1%*	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*1%*	**4%ijkln**	*1%*	*1%*	*2%*
Mail that has been tampered with	67	43	13	6	5	56	12	61	4	9	7	8	5	35	21	9	56
	1%	**4%bcd**	*1%*	*1%*	*	**2%f**	*	**2%h**	*	*1%*	*1%*	*1%*	*	**4%ijkln**	*1%*	*1%*	*1%*
Other problems	42	15	7	8	12	22	20	35	7	6	1	11	6	12	18	6	31
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	2008	359	692	469	488	1051	957	1155	825	238	224	523	526	353	1273	238	1658
	39%	*36%*	**43%ad**	*40%*	*35%*	*41%*	*37%*	*38%*	*41%*	*35%*	*34%*	*40%*	**42%ij**	*38%*	*40%*	*35%*	*40%*
NET Any problem experienced	299	117	89	65	28	207	92	251	43	34	21	64	54	119	139	34	259
	6%	**12%bcd**	**6%d**	**5%d**	*2%*	**8%f**	*4%*	**8%h**	*2%*	*5%*	*3%*	*5%*	*4%*	**13%ijkln**	*4%*	*5%*	*6%*
Not aware of DHL	1089	300	267	234	289	567	523	794	265	136	137	245	242	260	624	136	893
	21%	**30%bcd**	*17%*	*20%*	**21%b**	*22%*	*20%*	**26%h**	*13%*	*20%*	*21%*	*19%*	*19%*	**28%ijkln**	*19%*	*20%*	*21%*
Aware but not used DHL	1765	215	551	416	582	766	999	871	873	277	268	467	434	188	1170	283	1378
	34%	*22%*	**34%a**	**35%a**	**42%abc**	*30%*	**39%e**	*28%*	**43%g**	**40%m**	**41%lm**	**36%m**	**35%m**	*20%*	**36%m**	**41%p**	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 298

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	59	53	6	4	52	2	5	1	3	5	6	5	10	4	10	6	3	1	*
	1%	1%	1%	2%	1%	*	2%e	*	1%r	1%	1%	1%	2%r	1%	1%	1%	1%	2%r	*
Damaged mail	97	94	3	3	87	5	5	1	3	11	5	3	10	8	26	13	8	2	2
	2%	2%b	*	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	2%	4%kr	2%	2%	4%kr	1%
Delayed mail	110	102	9	4	93	8	6	3	5	14	4	7	6	7	22	20	7	2	6
	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	1%	2%	1%	1%	3%	3%	2%	3%	2%
Mis-delivered mail	79	73	6	1	70	5	2	2	5	8	9	5	6	3	23	9	2	2	3
	2%	2%	1%	*	2%	1%	1%	1%	2%p	1%	2%	1%	1%	1%	3%mpr	1%	*	3%p	1%
Mail that has been tampered with	67	62	5	*	64	1	1	1	1	7	5	-	3	-	26	19	2	1	1
	1%	1%	1%	*	1%e	*	1%	*	1%	1%	1%	-	1%	-	4%hklmpr	3%kmr	1%	1%km	*
Other problems	42	36	6	*	39	2	*	1	2	2	6	3	5	1	5	13	4	2	1
	1%	1%	1%	*	1%	1%	*	*	1%	*	1%	1%	1%	*	1%	2%	1%	3%imr	*
No - there have been no problems	2008	1667	340	117	1626	212	107	62	81	220	172	124	185	223	192	237	190	22	190
	39%	38%	47%a	49%a	37%	49%d	43%d	44%d	39%n	39%n	40%n	33%	41%n	47%kno	28%	34%	43%kno	36%	51%hijklnopq
NET Any problem experienced	299	269	30	8	261	17	14	7	13	22	22	20	31	16	66	54	17	4	12
	6%	6%	4%	3%	6%	4%	6%	5%	6%	4%	5%	5%	7%r	3%	10%lmpr	8%mr	4%	7%	3%
Not aware of DHL	1089	994	96	41	937	73	50	30	44	119	78	90	72	65	241	153	75	11	62
	21%	22%b	13%	17%	22%e	17%	20%	21%	21%m	21%m	18%	24%lmr	16%	14%	36%hijklmopqr	22%m	17%	18%	17%
Aware but not used DHL	1765	1507	258	71	1513	132	76	44	71	204	153	141	166	175	180	264	160	25	107
	34%	34%	36%	30%	35%	30%	31%	31%	34%	36%n	36%n	38%nr	36%nr	37%nr	26%	37%nr	36%nr	40%nr	29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	59	31	15	7	4	2	46	6	19	23	9	4	3	42	6
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	2%
Damaged mail	97	55	31	5	4	2	86	6	39	45	11	2	*	84	2
	2%	3%bc	2%	1%	1%	1%	2%c	1%	2%	2%	1%	1%	*	2%	1%
Delayed mail	110	49	35	11	12	3	83	16	44	43	17	2	6	86	8
	2%	3%	2%	1%	3%	2%	2%	3%	2%	2%	2%	1%	6%jk	2%	2%
Mis-delivered mail	79	46	21	8	4	1	67	5	38	32	5	4	-	70	4
	2%	2%b	1%	1%	1%	*	2%	1%	2%j	2%	1%	2%	-	2%j	1%
Mail that has been tampered with	67	45	17	4	1	1	62	1	24	34	6	2	1	58	4
	1%	2%bcdg	1%	1%	*	*	2%	*	1%	2%	1%	1%	1%	2%	1%
Other problems	42	16	18	5	*	2	34	3	19	18	1	4	-	36	4
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	*	2%j	-	1%	1%
No - there have been no problems	2008	730	807	277	120	59	1538	179	796	785	298	82	34	1582	116
	39%	40%	41%cdg	35%	34%	36%	40%	35%	43%jkn	40%jkn	33%	31%	33%	42%jkn	32%
NET Any problem experienced	299	139	101	29	21	8	240	29	126	117	37	10	7	243	17
	6%	8%bc	5%	4%	6%	5%	6%c	6%	7%j	6%	4%	4%	7%	6%	5%
Not aware of DHL	1089	318	383	231	92	40	701	132	321	410	252	65	17	731	82
	21%	17%	20%	30%abf	26%abf	25%	18%	25%abf	17%	21%h	28%him	24%h	17%	19%	22%
Aware but not used DHL	1765	657	664	245	123	56	1321	179	601	646	322	109	44	1247	153
	34%	36%	34%	31%	35%	34%	35%	34%	33%	33%	35%	41%hm	43%	33%	41%him

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	59	13	46	-	30	20	9	47	12	-	-	59	-
	1%	3%b	1%	-	2%e	1%	3%e	1%	13%gk	-	-	1%	-
Damaged mail	97	13	80	4	60	28	10	83	13	2	-	97	-
	2%	3%	2%	5%	4%e	1%	3%e	2%	14%gk	10%	-	2%	-
Delayed mail	110	12	96	2	50	47	13	107	2	2	-	110	-
	2%	3%	2%	3%	3%e	1%	4%e	2%	2%	8%	-	2%	-
Mis-delivered mail	79	20	57	2	47	28	4	71	7	1	-	79	-
	2%	5%b	1%	3%	3%e	1%	1%	1%	8%gk	6%	-	2%	-
Mail that has been tampered with	67	21	45	2	45	18	4	58	8	1	-	67	-
	1%	5%b	1%	2%	3%e	1%	1%	1%	9%gk	6%	-	1%	-
Other problems	42	8	34	*	24	16	2	31	10	1	-	42	-
	1%	2%b	1%	*	2%e	*	1%	1%	11%gk	5%	-	1%	-
No - there have been no problems	2008	137	1842	29	548	1362	98	1991	7	5	2	2004	2
	39%	34%	39%	34%	35%	42%df	30%	40%h	8%	26%	22%	39%h	8%
NET Any problem experienced	299	47	246	6	152	124	23	272	24	3	-	299	-
	6%	12%b	5%	7%	10%e	4%	7%e	5%	27%gk	13%	-	6%	-
Not aware of DHL	1089	142	925	22	349	600	140	1013	52	5	4	1070	16
	21%	35%b	20%	26%	22%e	18%	43%de	20%	59%gk	23%	43%	21%	68%
Aware but not used DHL	1765	76	1660	29	507	1193	66	1742	6	8	4	1756	6
	34%	19%	36%a	34%a	33%f	36%f	20%	35%h	6%	39%	35%	34%h	25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	59	17	22	9	12	2	11	4	9	1	12	1	-	8	7	3	2
	1%	*1%*	*2%*	*1%*	*1%*	*	**3%iklp**	*1%*	**2%l**	*	**3%eiklp**	*	-	**2%l**	*1%*	*1%*	*
Damaged mail	97	20	31	24	22	5	9	6	10	8	12	10	10	5	8	11	3
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**3%p**	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*
Delayed mail	110	27	33	25	25	10	8	10	7	12	15	7	12	7	11	8	6
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*
Mis-delivered mail	79	16	20	18	25	8	3	5	7	3	9	11	3	5	15	4	6
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	**3%fil**	*1%*	*2%*
Mail that has been tampered with	67	12	17	14	24	-	6	7	7	4	7	4	1	9	15	1	8
	1%	*1%*	*1%*	*1%*	*2%*	-	*1%*	*2%*	*2%*	*1%*	**2%e**	*1%*	*	**2%e**	**3%eilo**	*	**2%e**
Other problems	42	14	12	8	8	6	-	9	5	3	4	2	3	3	3	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	**2%f**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
No - there have been no problems	2008	547	496	533	431	206	174	167	166	189	141	174	173	186	155	148	129
	39%	**42%d**	**38%d**	**41%d**	*33%*	**48%gjnop**	**42%p**	*38%*	*39%*	**41%p**	*35%*	**40%p**	**40%p**	**44%np**	*33%*	*36%*	*31%*
NET Any problem experienced	299	67	91	64	76	22	20	26	30	24	37	25	20	19	30	22	24
	6%	*5%*	*7%*	*5%*	*6%*	*5%*	*5%*	*6%*	*7%*	*5%*	**9%lm**	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*
Not aware of DHL	1089	255	271	263	300	71	85	100	90	108	74	85	80	97	98	96	106
	21%	*20%*	*21%*	*20%*	*23%*	*16%*	*20%*	*23%*	*21%*	*23%*	*18%*	*20%*	*19%*	*23%*	*21%*	*23%*	**26%e**
Aware but not used DHL	1765	421	431	430	483	134	136	151	144	140	147	148	158	124	181	146	156
	34%	*33%*	*33%*	*33%*	*37%*	*31%*	*33%*	*34%*	*34%*	*30%*	*37%*	*34%*	*37%*	*29%*	**39%jm**	*35%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	48	-	48	30	17	10	9	24	2	1	*	-	20	26	1	*	36	12	35
	1%	-	1%	1%	1%	2%ijk	2%ijk	2%hijk	*	*	*	-	2%no	1%no	*	*	1%	3%p	1%
Damaged mail	65	-	65	45	20	14	19	25	3	5	-	-	32	28	5	-	54	11	48
	1%	-	1%	2%d	1%	2%ijk	3%hijk	2%hijk	*	1%	-	-	2%no	2%no	*	-	1%	2%	1%
Delayed mail	83	-	83	59	21	25	15	28	13	1	*	-	40	41	2	*	67	15	61
	2%	-	2%	2%d	1%	4%ijk	2%ijk	3%ijk	2%ijk	*	*	-	3%no	2%no	*	*	1%	3%p	1%
Mis-delivered mail	68	-	68	55	13	22	13	26	3	3	-	-	35	30	3	-	61	7	43
	1%	-	1%	2%d	*	3%hijk	2%hijk	2%hijk	*	*	-	-	3%no	2%no	*	-	1%	2%	1%
Mail that has been tampered with	40	-	40	26	14	10	5	20	1	2	2	-	15	21	4	2	27	13	32
	1%	-	1%	1%	1%	1%h	1%	2%hijk	*	*	*	-	1%no	1%no	*	*	1%	3%p	1%
Other problems	31	-	31	18	14	5	8	9	1	7	1	-	13	10	8	1	22	10	32
	1%	-	1%	1%	1%	1%	1%	1%	*	1%	*	-	1%o	1%	*	*	*	2%p	1%
No - there have been no problems	1158	-	1158	569	588	131	150	239	192	242	115	89	281	432	446	203	1064	83	1288
	22%	-	22%	23%	22%	19%	25%jk	23%	26%ejk	27%ejk	18%	17%	22%	24%o	22%o	18%	23%	18%	25%
NET Any problem experienced	211	-	211	140	69	56	42	77	21	11	2	-	98	99	14	2	172	38	166
	4%	-	4%	6%d	3%	8%hijk	7%hijk	7%hijk	3%jk	1%	*	-	8%no	5%no	1%	*	4%	8%p	3%
Not aware of FedEx	1251	-	1251	671	577	292	226	331	141	115	75	71	518	472	261	146	1054	185	1134
	24%	-	24%	27%d	22%	42%ghijk	37%hijk	31%hijk	19%ij	13%	12%	14%	40%mno	26%no	13%	13%	23%	40%p	22%
Aware but not used FedEx	2541	-	2541	1136	1393	210	191	412	391	528	442	366	401	804	1336	808	2364	157	2573
	49%	-	49%	45%	53%c	30%	31%	39%ef	52%efg	59%efg	70%efghi	70%efghi	31%	44%l	65%lm	70%lmn	51%q	34%	50%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	48	27	2	11	8	29	19	43	5	4	8	10	5	21	23	4	43
	1%	*3%bcd*	*	*1%b*	*1%*	*1%*	*1%*	*1%h*	*	*1%*	*1%*	*1%*	*	*2%kln*	*1%*	*1%*	*1%*
Damaged mail	65	27	15	17	5	43	22	64	1	3	5	19	14	23	38	3	62
	1%	*3%bd*	*1%*	*1%d*	*	*2%*	*1%*	*2%h*	*	*	*1%*	*1%*	*1%*	*3%in*	*1%*	*	*1%*
Delayed mail	83	42	18	19	4	59	23	70	12	5	6	19	18	30	42	5	75
	2%	*4%bcd*	*1%*	*2%d*	*	*2%f*	*1%*	*2%h*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%ijkln*	*1%*	*1%*	*2%*
Mis-delivered mail	68	37	9	20	2	46	22	66	2	1	5	8	17	34	30	1	64
	1%	*4%bcd*	*1%*	*2%bd*	*	*2%f*	*1%*	*2%h*	*	*	*1%*	*1%*	*1%l*	*4%ijkln*	*1%*	*	*2%o*
Mail that has been tampered with	40	17	9	9	5	25	15	31	7	4	1	12	8	15	21	4	36
	1%	*2%bd*	*1%*	*1%*	*	*1%*	*1%*	*1%h*	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Other problems	31	11	7	7	7	18	14	24	8	4	2	5	10	7	17	4	24
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	1158	244	350	304	260	594	564	714	428	128	108	300	326	234	733	128	981
	22%	*25%d*	*22%*	*26%d*	*19%*	*23%*	*22%*	*23%*	*21%*	*19%*	*17%*	*23%j*	*26%lj*	*25%lj*	*23%j*	*19%*	*23%o*
NET Any problem experienced	211	99	52	41	19	151	60	182	28	18	13	46	49	73	108	18	184
	4%	*10%bcd*	*3%d*	*3%d*	*1%*	*6%f*	*2%*	*6%h*	*1%*	*3%*	*2%*	*4%*	*4%*	*8%ijkln*	*3%*	*3%*	*4%*
Not aware of FedEx	1251	318	347	261	324	665	586	901	312	160	170	307	233	312	711	161	1029
	24%	*32%bcd*	*22%*	*22%*	*23%*	*26%*	*23%*	*29%h*	*16%*	*23%*	*26%l*	*24%l*	*19%*	*34%ijkln*	*22%*	*23%*	*25%*
Aware but not used FedEx	2541	330	849	578	784	1179	1362	1274	1240	379	360	646	648	300	1654	384	1994
	49%	*33%*	*53%a*	*49%a*	*57%ac*	*46%*	*53%e*	*41%*	*62%g*	*55%m*	*55%m*	*50%m*	*52%m*	*33%*	*52%m*	*56%p*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	48	45	3	2	41	3	4	*	1	8	2	2	3	2	20	3	1	1	2
	1%	1%	*	1%	1%	1%	1%g	*	1%	1%	*	1%	1%	*	3%jmopr	*	*	1%	1%
Damaged mail	65	63	1	*	53	7	4	1	3	4	5	1	3	2	23	12	1	2	5
	1%	1%b	*	*	1%	2%	1%	1%	1%	1%	1%	*	1%	*	3%iklmp	2%	*	4%iklmp	1%
Delayed mail	83	78	4	2	72	6	3	1	2	6	5	12	8	4	27	7	2	1	5
	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	3%mp	2%	1%	4%lmop	1%	*	2%	1%
Mis-delivered mail	68	62	6	5	59	5	4	*	1	10	3	5	3	-	27	6	3	-	5
	1%	1%	1%	2%	1%g	1%	2%g	*	*	2%m	1%	1%	1%	-	4%hjlmop	1%	1%	-	1%m
Mail that has been tampered with	40	39	*	-	34	4	2	*	*	5	2	1	1	-	17	6	1	-	4
	1%	1%	*	-	1%	1%	1%	*	*	1%	*	*	*	-	3%lmp	1%	*	-	1%
Other problems	31	26	6	*	26	2	1	2	1	2	2	1	7	-	6	4	4	*	2
	1%	1%	1%	*	1%	1%	1%	1%	*	*	*	*	1%m	-	1%	1%	1%	*	1%
No - there have been no problems	1158	992	166	56	936	121	64	37	52	135	84	70	85	130	115	153	112	12	108
	22%	22%	23%	24%	22%	28%d	26%d	26%	25%n	24%	20%	19%	19%	27%kln	17%	22%	25%n	20%	29%klno
NET Any problem experienced	211	197	14	6	178	19	10	4	5	19	16	16	14	4	67	26	11	3	15
	4%	4%b	2%	2%	4%	4%	4%	3%	3%	3%	4%m	4%m	3%	1%	10%hijklmopr	4%m	2%	5%m	4%m
Not aware of FedEx	1251	1104	147	67	1077	87	49	38	54	131	90	103	112	88	229	180	89	13	74
	24%	25%b	20%	28%b	25%ef	20%	20%	26%ef	26%m	23%	21%	28%mr	25%	18%	34%ijlmopqr	25%	20%	21%	20%
Aware but not used FedEx	2541	2144	397	108	2147	207	123	64	98	281	236	186	243	258	266	349	230	34	173
	49%	48%	55%ac	46%	49%	48%	50%	45%	47%	50%n	55%nr	50%n	54%n	54%n	39%	49%n	52%n	54%n	47%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	48	30	14	3	1	-	44	1	24	17	5	2	-	41	2
	1%	**2%g**	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*
Damaged mail	65	34	22	5	1	3	56	4	25	25	9	5	-	51	5
	1%	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
Delayed mail	83	36	32	7	4	3	68	7	51	26	2	4	*	77	4
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**3%ij**	**1%j**	*	*1%*	*	**2%i**	*1%*
Mis-delivered mail	68	43	14	5	2	5	56	7	39	21	5	-	3	60	3
	1%	**2%bc**	*1%*	*1%*	*	**3%bc**	*1%*	*1%*	**2%j**	*1%*	*1%*	-	**3%jk**	*2%*	*1%*
Mail that has been tampered with	40	20	13	5	-	2	33	2	22	11	2	4	-	33	4
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*	*2%*	-	*1%*	*1%*
Other problems	31	10	17	3	1	1	27	2	21	10	*	*	-	31	*
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*	**1%j**	*1%*	*	*	-	**1%j**	*
No - there have been no problems	1158	424	460	160	67	39	883	106	481	431	163	53	22	912	75
	22%	*23%*	*24%*	*20%*	*19%*	*24%*	*23%*	*21%*	**26%ij**	*22%*	*18%*	*20%*	*21%*	**24%i**	*20%*
NET Any problem experienced	211	91	78	24	7	9	170	17	104	75	18	11	3	179	14
	4%	*5%*	*4%*	*3%*	*2%*	*6%*	*4%*	*3%*	**6%j**	*4%*	*2%*	*4%*	*3%*	**5%i**	*4%*
Not aware of FedEx	1251	377	435	262	111	40	812	150	348	472	310	67	26	820	93
	24%	*20%*	*22%*	**33%abf**	**31%abf**	*24%*	*21%*	**29%abf**	*19%*	**24%h**	**34%hikmn**	*25%*	*25%*	*22%*	**25%h**
Aware but not used FedEx	2541	952	982	337	171	75	1934	246	912	981	418	136	51	1893	187
	49%	**52%c**	**50%c**	*43%*	*48%*	*46%*	**51%c**	*47%*	*49%*	*50%*	*46%*	*51%*	*50%*	*50%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	48	12	34	2	36	6	5	43	2	3	-	48	-
	1%	**3%b**	*1%*	*2%*	**2%e**	*	**1%e**	*1%*	*2%*	*14%*	-	*1%*	-
Damaged mail	65	9	55	1	38	22	5	60	2	2	-	65	-
	1%	*2%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*3%*	*8%*	-	*1%*	-
Delayed mail	83	15	62	5	38	39	6	80	1	2	-	83	-
	2%	**4%b**	*1%*	**5%b**	**2%e**	*1%*	*2%*	*2%*	*1%*	*8%*	-	*2%*	-
Mis-delivered mail	68	21	46	-	36	27	5	64	4	-	-	68	-
	1%	**5%b**	*1%*	-	**2%e**	*1%*	*2%*	*1%*	*4%*	-	-	*1%*	-
Mail that has been tampered with	40	12	28	-	22	15	3	32	8	-	-	40	*
	1%	**3%b**	*1%*	-	**1%e**	*	*1%*	*1%*	**9%gk**	-	-	*1%*	*1%*
Other problems	31	2	27	2	11	16	5	28	3	-	-	31	-
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	**4%gk**	-	-	*1%*	-
No - there have been no problems	1158	66	1081	11	311	784	63	1140	8	5	-	1153	5
	22%	*16%*	**23%a**	*13%*	*20%*	**24%d**	*19%*	**23%h**	*9%*	*25%*	-	**22%h**	*22%*
NET Any problem experienced	211	41	164	7	100	95	16	196	12	3	-	211	*
	4%	**10%b**	*3%*	*8%*	**6%e**	*3%*	*5%*	*4%*	**14%gk**	*14%*	-	*4%*	*1%*
Not aware of FedEx	1251	164	1058	29	414	699	138	1159	66	5	5	1229	17
	24%	**41%b**	*23%*	*34%*	**27%e**	*21%*	**42%de**	*23%*	**74%gk**	*21%*	*52%*	*24%*	*73%*
Aware but not used FedEx	2541	131	2372	38	731	1700	110	2524	3	8	5	2535	1
	49%	*33%*	**51%a**	*44%*	**47%f**	**52%df**	*34%*	**50%h**	*3%*	*40%*	*48%*	**49%h**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	48	7	21	4	15	1	2	4	11	6	4	1	3	-	8	4	4
	1%	1%	2%c	*	1%	*	1%	1%	3%ekm	1%	1%	*	1%	-	2%	1%	1%
Damaged mail	65	8	25	17	15	1	4	3	8	8	10	6	9	2	5	7	3
	1%	1%	2%a	1%	1%	*	1%	1%	2%	2%	2%e	1%	2%	1%	1%	2%	1%
Delayed mail	83	18	20	25	20	5	3	9	8	6	6	13	3	8	5	11	4
	2%	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	3%	1%	2%	1%	3%	1%
Mis-delivered mail	68	29	23	12	3	6	13	10	6	10	8	3	7	2	-	*	2
	1%	2%d	2%d	1%	*	1%	3%mnop	2%no	1%	2%no	2%no	1%	2%n	1%	-	*	1%
Mail that has been tampered with	40	5	11	10	14	*	3	2	8	1	2	4	3	2	5	3	5
	1%	*	1%	1%	1%	*	1%	*	2%e	*	*	1%	1%	1%	1%	1%	1%
Other problems	31	4	9	13	6	1	1	2	4	1	4	5	5	3	1	*	4
	1%	*	1%	1%	*	*	*	*	1%	*	1%	1%	1%	1%	*	*	1%
No - there have been no problems	1158	292	288	303	275	124	81	87	93	108	87	108	90	105	104	87	84
	22%	23%	22%	23%	21%	29%fgp	20%	20%	22%	23%	22%	25%	21%	25%	22%	21%	20%
NET Any problem experienced	211	47	61	55	48	12	17	18	15	20	26	25	20	10	14	15	19
	4%	4%	5%	4%	4%	3%	4%	4%	4%	4%	6%m	6%	5%	2%	3%	4%	5%
Not aware of FedEx	1251	268	325	296	362	82	94	92	127	107	90	91	98	108	127	109	126
	24%	21%	25%a	23%	28%ac	19%	23%	21%	30%egk	23%	23%	21%	23%	25%	27%e	27%e	30%egk
Aware but not used FedEx	2541	684	616	635	606	215	223	245	194	225	196	209	223	203	219	200	187
	49%	53%bd	48%	49%	47%	50%	54%	55%hp	45%	49%	49%	48%	52%	48%	47%	49%	45%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	218	-	218	90	128	29	23	48	49	46	14	8	53	97	68	22	194	21	212
	4%	-	4%	4%	5%	4%	4%	5%k	7%jk	5%jk	2%	2%	4%o	5%no	3%	2%	4%	4%	4%
Damaged mail	252	-	252	104	147	36	37	56	47	43	13	20	73	103	75	32	225	22	264
	5%	-	5%	4%	6%	5%j	6%j	5%j	6%j	5%j	2%	4%	6%o	6%no	4%	3%	5%	5%	5%
Delayed mail	397	-	397	166	228	78	50	80	80	45	34	29	128	161	108	63	341	49	478
	8%	-	8%	7%	9%c	11%ijk	8%	8%	11%ijk	5%	5%	5%	10%no	9%no	5%	5%	7%	10%	9%
Mis-delivered mail	169	-	169	74	95	22	23	40	26	23	19	16	45	66	58	36	150	19	168
	3%	-	3%	3%	4%	3%	4%	4%	3%	3%	3%	3%	3%	4%	3%	3%	3%	4%	3%
Mail that has been tampered with	103	-	103	57	44	16	20	34	18	9	2	4	36	52	15	6	87	14	94
	2%	-	2%	2%	2%	2%j	3%ijk	3%ijk	2%j	1%	*	1%	3%no	3%no	1%	1%	2%	3%	2%
Other problems	142	-	142	56	85	9	14	39	12	31	25	12	22	51	68	37	135	6	147
	3%	-	3%	2%	3%	1%	2%	4%e	2%	3%e	4%e	2%	2%	3%	3%l	3%	3%	1%	3%
No - there have been no problems	2468	-	2468	1025	1435	198	233	422	378	526	375	336	431	800	1237	711	2302	153	2687
	48%	-	48%	41%	55%c	29%	38%e	40%e	51%efg	59%efgh	59%efgh	64%efgh	33%	44%l	60%lm	61%lm	49%q	33%	52%
NET Any problem experienced	827	-	827	345	477	126	100	179	145	138	85	54	225	324	277	139	738	78	905
	16%	-	16%	14%	18%c	18%k	16%k	17%k	19%jk	15%	13%	10%	17%no	18%no	13%	12%	16%	17%	18%
Not aware of Hermes / Evri	1064	-	1064	697	361	292	211	330	109	56	36	30	503	439	122	65	860	194	850
	21%	-	21%	28%d	14%	42%fghijk	35%hijk	31%hijk	15%ijk	6%	6%	6%	39%mno	24%no	6%	6%	18%	42%p	16%
Aware but not used Hermes / Evri	803	-	803	449	353	74	65	128	114	177	139	106	138	242	422	245	754	38	719
	16%	-	16%	18%d	13%	11%	11%	12%	15%	20%efg	22%efgh	20%efg	11%	13%	21%lm	21%lm	16%q	8%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	218	22	82	52	61	104	114	145	68	27	21	66	60	29	147	27	181
	4%	2%	5%a	4%a	4%a	4%	4%	5%	3%	4%	3%	5%	5%	3%	5%	4%	4%
Damaged mail	252	47	83	60	62	130	122	153	95	34	27	68	51	48	147	34	200
	5%	5%	5%	5%	4%	5%	5%	5%	5%	5%	4%	5%	4%	5%	5%	5%	5%
Delayed mail	397	92	139	82	84	231	166	247	141	35	45	100	109	70	255	35	332
	8%	9%d	9%d	7%	6%	9%f	6%	8%	7%	5%	7%	8%	9%i	8%	8%	5%	8%
Mis-delivered mail	169	28	60	46	35	88	81	106	62	14	22	48	44	34	114	14	148
	3%	3%	4%	4%	3%	3%	3%	3%	3%	2%	3%	4%	3%	4%	4%	2%	4%
Mail that has been tampered with	103	35	30	20	18	65	38	77	24	7	12	27	21	31	60	7	91
	2%	4%bcd	2%	2%	1%	3%	1%	2%h	1%	1%	2%	2%	2%	3%in	2%	1%	2%
Other problems	142	33	43	27	39	76	66	84	57	14	25	34	33	26	92	14	119
	3%	3%	3%	2%	3%	3%	3%	3%	3%	2%	4%	3%	3%	3%	3%	2%	3%
No - there have been no problems	2468	368	828	580	692	1196	1272	1304	1119	315	346	649	633	352	1628	320	2011
	48%	37%	52%a	49%a	50%a	46%	49%	42%	56%g	46%m	53%m	50%m	50%m	38%	51%m	46%	48%
NET Any problem experienced	827	160	291	165	211	450	376	511	304	100	96	227	200	139	523	100	675
	16%	16%	18%c	14%	15%	17%f	15%	17%	15%	15%	15%	17%	16%	15%	16%	14%	16%
Not aware of Hermes / Evri	1064	361	262	223	217	623	441	823	224	124	108	218	216	342	543	124	889
	21%	36%bcd	16%	19%	16%	24%f	17%	27%h	11%	18%	17%	17%	17%	37%ijkln	17%	18%	21%
Aware but not used Hermes / Evri	803	102	218	215	267	321	482	434	361	146	101	205	206	86	511	147	613
	16%	10%	14%	18%ab	19%ab	12%	19%e	14%	18%g	21%jklmn	15%m	16%m	16%m	9%	16%m	21%p	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	218	193	25	5	181	24	9	4	9	32	24	16	20	15	28	26	11	5	19
	4%	4%	3%	2%	4%	6%	4%	3%	4%	6%	6%	4%	5%	3%	4%	4%	3%	9%mop	5%
Damaged mail	252	215	36	12	216	20	11	5	10	21	26	28	25	23	33	37	12	2	18
	5%	5%	5%	5%	5%	5%	4%	3%	5%	4%	6%	8%p	5%	5%	5%	5%	3%	2%	5%
Delayed mail	397	342	55	22	306	55	22	13	20	27	39	34	21	29	59	45	31	7	48
	8%	8%	8%	9%	7%	13%d	9%	9%	10%il	5%	9%l	9%l	5%	6%	9%	6%	7%	12%il	13%ilmop
Mis-delivered mail	169	145	24	4	144	15	7	3	9	20	18	12	15	15	27	21	7	4	11
	3%	3%	3%	2%	3%	3%	3%	2%	4%	3%	4%	3%	3%	3%	4%	3%	2%	6%p	3%
Mail that has been tampered with	103	92	11	5	90	6	4	2	5	10	12	9	12	10	19	10	2	1	5
	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	3%	3%	3%	2%	3%	1%	1%	1%	1%
Other problems	142	114	28	4	121	9	8	4	5	13	19	9	8	7	14	41	6	1	8
	3%	3%	4%	2%	3%	2%	3%	3%	3%	2%	4%mp	2%	2%	1%	2%	6%ilmnpr	1%	1%	2%
No - there have been no problems	2468	2036	432	140	2014	238	139	76	116	248	216	166	228	289	203	298	250	31	207
	48%	46%	60%a	59%a	46%	55%d	56%d	53%d	55%ikno	44%n	51%n	44%n	50%n	60%ijkino	30%	42%n	57%ikno	50%n	56%ikno
NET Any problem experienced	827	708	118	38	681	84	42	20	38	74	82	72	61	66	110	123	57	12	71
	16%	16%	16%	16%	16%	19%dg	17%	14%	18%	13%	19%	19%	13%	14%	16%	17%	13%	20%	19%ilp
Not aware of Hermes / Evri	1064	984	79	32	937	69	31	27	26	123	68	78	87	55	277	145	79	11	58
	21%	22%bc	11%	13%	22%ef	16%	13%	19%f	12%	22%hm	16%	21%hm	19%hm	11%	41%hijklmopqr	20%hm	18%m	18%	16%
Aware but not used Hermes / Evri	803	709	94	27	705	43	35	19	30	121	60	59	79	70	88	142	57	8	35
	16%	16%	13%	11%	16%e	10%	14%e	14%	14%r	21%jmnpr	14%	16%r	17%r	14%	13%	20%npr	13%	13%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	218	51	94	42	22	8	145	30	80	85	32	17	3	165	21
	4%	*3%*	**5%a**	**5%a**	**6%a**	*5%*	*4%*	**6%a**	*4%*	*4%*	*3%*	*7%*	*3%*	*4%*	*6%*
Damaged mail	252	75	107	40	21	7	182	28	104	92	34	16	6	195	22
	5%	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*6%*	*6%*	*5%*	*6%*
Delayed mail	397	123	158	49	38	19	281	57	148	161	52	22	8	309	30
	8%	*7%*	*8%*	*6%*	**11%a**	*12%*	*7%*	**11%acf**	*8%*	*8%*	*6%*	*8%*	*8%*	*8%*	*8%*
Mis-delivered mail	169	55	75	20	15	3	130	18	65	64	32	7	1	130	7
	3%	*3%*	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*1%*	*3%*	*2%*
Mail that has been tampered with	103	30	43	17	10	4	73	14	37	41	15	6	4	78	10
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*
Other problems	142	48	57	19	12	5	105	18	42	69	20	8	2	112	10
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*
No - there have been no problems	2468	947	935	350	147	67	1882	214	939	943	394	114	46	1882	160
	48%	**51%cdg**	**48%g**	*45%*	*41%*	*41%*	**50%cdg**	*41%*	**51%jn**	*48%*	*43%*	*43%*	*45%*	**49%j**	*43%*
NET Any problem experienced	827	258	334	126	70	29	591	99	304	332	114	57	16	635	72
	16%	*14%*	*17%*	*16%*	**20%a**	*18%*	*16%*	**19%a**	**16%j**	**17%j**	*13%*	**21%j**	*15%*	**17%j**	**20%j**
Not aware of Hermes / Evri	1064	347	374	191	96	37	722	133	342	387	245	53	17	729	70
	21%	*19%*	*19%*	**24%abf**	**27%abf**	*23%*	*19%*	**26%abf**	*19%*	*20%*	**27%himn**	*20%*	*16%*	*19%*	*19%*
Aware but not used Hermes / Evri	803	292	312	114	44	29	604	73	260	297	157	43	24	557	67
	16%	*16%*	*16%*	*15%*	*12%*	*18%*	*16%*	*14%*	*14%*	*15%*	*17%*	*16%*	**24%hm**	*15%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	218	17	200	1	58	140	19	206	10	2	*	218	-
	4%	4%	4%	1%	4%	4%	6%	4%	11%gk	9%	1%	4%	-
Damaged mail	252	22	223	6	98	141	12	243	7	2	-	252	-
	5%	6%	5%	7%	6%e	4%	4%	5%	8%	7%	-	5%	-
Delayed mail	397	23	372	2	138	241	18	387	2	3	4	392	1
	8%	6%	8%	2%	9%	7%	6%	8%	2%	16%	35%	8%	3%
Mis-delivered mail	169	11	158	1	65	93	10	157	8	4	-	169	-
	3%	3%	3%	1%	4%	3%	3%	3%	10%gk	17%	-	3%	-
Mail that has been tampered with	103	18	84	1	49	43	11	90	10	3	-	103	-
	2%	4%b	2%	1%	3%e	1%	3%e	2%	11%gk	15%	-	2%	-
Other problems	142	13	129	*	51	79	12	138	4	*	-	142	-
	3%	3%	3%	*	3%	2%	4%	3%	4%	1%	-	3%	-
No - there have been no problems	2468	152	2285	31	690	1661	116	2446	6	8	2	2460	6
	48%	38%	49%a	37%	44%f	51%df	36%	49%h	7%	36%	21%	48%h	25%
NET Any problem experienced	827	57	761	8	294	486	46	796	20	6	4	822	1
	16%	14%	16%	9%	19%e	15%	14%	16%	23%	26%	36%	16%	3%
Not aware of Hermes / Evri	1064	165	869	29	382	563	119	980	62	4	4	1046	14
	21%	41%b	19%	34%b	25%e	17%	36%de	20%	70%gk	17%	43%	20%	59%
Aware but not used Hermes / Evri	803	28	758	17	189	568	46	796	-	4	-	800	3
	16%	7%	16%a	20%a	12%	17%d	14%	16%h	-	21%	-	16%h	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes / Evri

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	218	26	58	81	53	10	8	8	13	28	17	27	26	28	7	24	22
	4%	*2%*	*4%a*	*6%a*	*4%a*	*2%*	*2%*	*2%*	*3%*	*6%efgn*	*4%*	*6%efgn*	*6%efgn*	*7%efgn*	*1%*	*6%fgn*	*5%gn*
Damaged mail	252	65	61	74	52	25	16	23	16	24	22	23	26	24	24	11	17
	5%	*5%*	*5%*	*6%*	*4%*	*6%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*3%*	*4%*
Delayed mail	397	79	96	115	106	26	24	29	33	35	29	20	44	51	39	36	31
	8%	*6%*	*7%*	*9%*	*8%*	*6%*	*6%*	*7%*	*8%*	*8%*	*7%*	*5%*	*10%k*	*12%efk*	*8%*	*9%*	*7%*
Mis-delivered mail	169	24	49	50	46	10	5	9	20	17	13	11	19	21	17	11	17
	3%	*2%*	*4%a*	*4%a*	*4%*	*2%*	*1%*	*2%*	*5%f*	*4%*	*3%*	*2%*	*4%*	*5%f*	*4%*	*3%*	*4%*
Mail that has been tampered with	103	20	32	29	22	3	9	9	7	14	11	6	11	11	11	5	6
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	*1%*
Other problems	142	29	43	32	39	9	5	14	13	21	8	7	6	19	11	7	20
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*3%*	*5%fl*	*2%*	*2%*	*1%*	*4%f*	*2%*	*2%*	*5%fl*
No - there have been no problems	2468	689	592	627	560	250	227	212	186	221	185	221	208	198	202	176	182
	48%	*53%bd*	*46%*	*49%*	*43%*	*58%ghijlmnop*	*55%hnop*	*48%*	*43%*	*48%*	*46%*	*51%*	*48%*	*46%*	*44%*	*43%*	*44%*
NET Any problem experienced	827	164	221	229	212	60	42	62	70	85	66	60	80	89	70	64	78
	16%	*13%*	*17%a*	*18%a*	*16%*	*14%*	*10%*	*14%*	*16%*	*19%f*	*16%f*	*14%*	*19%f*	*21%efk*	*15%*	*15%*	*19%f*
Not aware of Hermes / Evri	1064	222	295	234	312	63	70	90	117	92	87	77	73	84	104	114	94
	21%	*17%*	*23%ac*	*18%*	*24%ac*	*14%*	*17%*	*20%*	*27%efkl*	*20%*	*22%e*	*18%*	*17%*	*20%*	*22%e*	*28%efiklm*	*23%e*
Aware but not used Hermes / Evri	803	214	181	200	208	60	75	79	57	63	61	74	70	55	87	58	62
	16%	*17%*	*14%*	*15%*	*16%*	*14%*	*18%*	*18%*	*13%*	*14%*	*15%*	*17%*	*16%*	*13%*	*19%*	*14%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	27	-	27	13	14	7	3	10	6	1	-	-	10	16	1	-	23	4	13
	1%	-	1%	1%	1%	1%i	1%	1%	1%	*	-	-	1%no	1%no	*	-	*	1%	*
Damaged mail	23	-	23	13	10	7	7	9	-	-	-	-	15	9	-	-	19	4	15
	*	-	*	1%	*	1%hi	1%hij	1%i	-	-	-	-	1%no	*n	-	-	*	1%	*
Delayed mail	23	-	23	20	3	4	4	9	6	-	-	-	8	15	-	-	23	-	12
	*	-	*	1%d	*	1%	1%	1%i	1%i	-	-	-	1%no	1%no	-	-	*	-	*
Mis-delivered mail	23	-	23	21	3	2	*	15	6	-	-	-	2	21	-	-	23	-	15
	*	-	*	1%d	*	*	*	1%fijk	1%	-	-	-	*	1%lno	-	-	*	-	*
Mail that has been tampered with	11	-	11	11	-	1	-	11	-	-	-	-	1	11	-	-	11	-	7
	*	-	*	*d	-	*	-	1%hi	-	-	-	-	*	1%n	-	-	*	-	*
Other problems	5	-	5	5	-	1	-	2	3	-	-	-	1	4	-	-	5	-	3
	*	-	*	*	-	*	-	*	*	-	-	-	*	*	-	-	*	-	*
No - there have been no problems	189	-	189	110	79	2	26	45	48	40	17	10	28	94	67	27	181	5	208
	4%	-	4%	4%	3%	*	4%e	4%e	6%ejk	4%e	3%e	2%e	2%	5%lno	3%	2%	4%q	1%	4%
NET Any problem experienced	71	-	71	53	18	12	12	38	10	1	-	-	23	48	1	-	67	4	43
	1%	-	1%	2%d	1%	2%ijk	2%ijk	4%hijk	1%ij	*	-	-	2%no	3%no	*	-	1%	1%	1%
Not aware of Interlink	3793	-	3793	1824	1955	645	526	736	484	589	444	371	1171	1220	1403	814	3386	376	3744
	74%	-	74%	73%	74%	94%fghijk	86%ghijk	69%	65%	66%	70%	70%	90%mno	68%	68%	70%	73%	81%p	73%
Aware but not used Interlink	1107	-	1107	528	574	31	44	240	205	268	174	145	75	445	587	319	1020	78	1166
	21%	-	21%	21%	22%	4%	7%	23%ef	27%ef	30%efg	27%ef	28%ef	6%	25%l	29%lm	27%l	22%	17%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	27	19	-	7	1	19	8	25	2	3	3	6	3	12	12	3	24
	1%	2%bcd	-	1%b	*	*1%*	*	1%h	*	*	*	*	*	1%ln	*	*	*1%*
Damaged mail	23	11	4	8	1	14	9	22	2	2	*	4	5	12	9	2	21
	*	1%bd	*	*1%*	*	*1%*	*	1%h	*	*	*	*	*	1%jn	*	*	*1%*
Delayed mail	23	12	2	9	-	14	9	23	-	2	3	2	*	16	5	2	21
	*	1%bd	*	1%d	-	*1%*	*	1%h	-	*	*	*	*	2%ikln	*	*	*1%*
Mis-delivered mail	23	14	*	8	*	15	9	23	-	1	1	3	*	18	4	1	23
	*	1%bd	*	1%bd	*	*1%*	*	1%h	-	*	*	*	*	2%ijkln	*	*	*1%*
Mail that has been tampered with	11	8	-	3	-	8	3	11	-	1	1	3	1	7	4	1	11
	*	1%bd	-	*	-	*	*	*h	-	*	*	*	*	1%ln	*	*	*
Other problems	5	2	1	3	-	3	3	4	1	1	-	-	-	4	-	1	4
	*	*	*	*	-	*	*	*	*	*	-	-	-	*n	-	*	*
No - there have been no problems	189	33	61	54	42	93	96	133	54	16	21	50	58	37	130	16	167
	4%	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	4%h	*3%*	*2%*	*3%*	*4%*	*5%*	*4%*	*4%*	*2%*	*4%*
NET Any problem experienced	71	44	6	19	2	50	22	68	3	6	4	12	6	44	21	6	65
	1%	4%bcd	*	2%bd	*	2%f	*1%*	2%h	*	*1%*	*1%*	*1%*	*	5%ijkln	*1%*	*1%*	*2%*
Not aware of Interlink	3793	759	1165	849	1020	1924	1869	2284	1437	500	488	977	884	682	2349	503	3070
	74%	*77%*	*73%*	*72%*	*74%*	*74%*	*73%*	*74%*	*72%*	*73%*	*75%*	75%l	*70%*	*74%*	*73%*	*73%*	*73%*
Aware but not used Interlink	1107	156	367	261	323	523	584	586	513	162	137	260	308	156	706	165	885
	21%	*16%*	23%a	22%a	23%a	*20%*	*23%*	*19%*	26%g	24%m	*21%*	*20%*	25%km	*17%*	22%m	*24%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	27	22	5	5	26	-	1	*	-	-	-	2	-	1	18	4	1	-	-
	1%	*	*1%*	**2%a**	*1%*	-	*	*	-	-	-	*1%*	-	*	**3%hijlmpr**	*1%*	*	-	-
Damaged mail	23	20	4	*	21	1	1	1	2	-	2	3	5	-	5	4	-	-	1
	*	*	*	*	*	*	*	*1%*	*1%*	-	*	*1%*	*1%*	-	*1%*	*1%*	-	-	*
Delayed mail	23	21	2	2	22	1	1	-	2	-	-	2	2	3	13	-	-	-	1
	*	*	*	*1%*	*	*	*	-	**1%o**	-	-	*1%*	*	*1%*	**2%ijopr**	-	-	-	*
Mis-delivered mail	23	17	6	5	20	*	1	1	-	2	-	2	-	3	11	3	-	-	*
	*	*	*1%*	**2%a**	*	*	*1%*	**1%e**	-	*	-	*1%*	-	*1%*	*2%*	*	-	-	*
Mail that has been tampered with	11	8	3	3	10	-	2	-	-	-	-	-	2	-	4	3	1	-	-
	*	*	*	**1%a**	*	-	**1%e**	-	-	-	-	-	*	-	*1%*	*	*	-	-
Other problems	5	5	-	-	4	1	-	-	-	-	-	-	-	3	2	-	-	-	1
	*	*	-	-	*	*	-	-	-	-	-	-	-	*1%*	*	-	-	-	*
No - there have been no problems	189	153	36	16	161	11	12	5	13	20	5	13	14	27	12	29	28	1	10
	4%	*3%*	*5%*	**7%a**	*4%*	*3%*	**5%e**	*4%*	**6%jnr**	*4%*	*1%*	*4%*	*3%*	**6%jn**	*2%*	**4%j**	**6%jnr**	*2%*	*3%*
NET Any problem experienced	71	63	9	5	64	3	3	1	2	2	2	5	5	4	36	7	2	-	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	**5%hijklmopr**	*1%*	*	-	*1%*
Not aware of Interlink	3793	3298	495	155	3178	338	170	108	156	426	327	281	332	310	561	491	295	55	283
	74%	**74%bc**	*68%*	*65%*	*73%*	**78%df**	*69%*	**76%f**	**75%m**	**75%mp**	**77%mp**	**75%m**	**73%m**	*65%*	**83%hiklmopr**	*69%*	*67%*	**87%hiklmopr**	**76%mop**
Aware but not used Interlink	1107	923	184	61	935	82	62	28	38	118	92	76	104	139	69	181	117	7	75
	21%	*21%*	**25%a**	*26%*	*22%*	*19%*	**25%e**	*20%*	**18%n**	**21%nq**	**22%nq**	**20%n**	**23%nq**	**29%hiknqr**	*10%*	**26%nq**	**26%hnq**	*11%*	**20%nq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	27	13	11	4	-	-	23	-	10	10	5	-	3	19	3
	1%	*1%*	*1%*	*	-	-	*1%*	-	*1%*	*	*1%*	-	**3%hijkm**	*1%*	*1%*
Damaged mail	23	8	11	4	-	1	19	1	5	11	5	3	-	16	3
	*	*	*1%*	*1%*	-	*	*	*	*	*1%*	*1%*	*1%*	-	*	*1%*
Delayed mail	23	19	3	-	-	1	22	1	13	10	-	-	-	23	-
	*	**1%bc**	*	-	-	*	*1%*	*	*1%*	*	-	-	-	*1%*	-
Mis-delivered mail	23	11	8	3	*	1	19	1	13	3	4	-	3	16	3
	*	*1%*	*	*	*	*	*1%*	*	**1%i**	*	*	-	**3%ijkm**	*	*1%*
Mail that has been tampered with	11	6	2	3	-	1	7	1	7	1	-	1	3	8	3
	*	*	*	*	-	*	*	*	*	*	-	*	**3%hijm**	*	**1%ij**
Other problems	5	4	-	-	1	-	4	1	3	2	1	-	-	4	-
	*	*	-	-	*	-	*	*	*	*	*	-	-	*	-
No - there have been no problems	189	63	77	28	13	8	140	21	88	56	26	11	7	144	18
	4%	*3%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	**5%l**	*3%*	*3%*	*4%*	*7%*	*4%*	*5%*
NET Any problem experienced	71	40	21	8	1	1	61	3	31	24	10	3	3	56	6
	1%	*2%*	*1%*	*1%*	*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
Not aware of Interlink	3793	1273	1449	611	289	116	2722	405	1277	1466	712	202	67	2743	269
	74%	*69%*	**74%a**	**78%af**	**81%abef**	*71%*	*72%*	**78%af**	*69%*	**75%h**	**78%hlm**	*76%*	*65%*	*72%*	*73%*
Aware but not used Interlink	1107	469	408	136	52	38	877	90	448	412	161	51	26	860	77
	21%	**25%bcdg**	**21%d**	*17%*	*15%*	*23%*	**23%cdg**	*17%*	**24%j**	*21%*	*18%*	*19%*	*25%*	**23%j**	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	**27**	6	21	-	12	15	-	24	3	-	-	27	-
	1%	*1%*	*	-	*1%*	*	-	*	**3%gk**	-	-	*1%*	-
Damaged mail	**23**	3	21	-	9	11	3	23	-	-	-	23	-
	*	*1%*	*	-	*1%*	*	*1%*	*	-	-	-	*	-
Delayed mail	**23**	7	16	-	14	6	3	20	3	-	-	23	-
	*	**2%b**	*	-	**1%e**	*	**1%e**	*	**3%gk**	-	-	*	-
Mis-delivered mail	**23**	5	17	1	19	4	-	20	3	-	-	23	-
	*	**1%b**	*	*1%*	**1%e**	*	-	*	**3%gk**	-	-	*	-
Mail that has been tampered with	**11**	-	11	1	7	4	-	11	-	-	-	11	-
	*	-	*	*1%*	*	*	-	*	-	-	-	*	-
Other problems	**5**	-	5	-	3	-	3	5	-	-	-	5	-
	*	-	*	-	*	-	**1%e**	*	-	-	-	*	-
No - there have been no problems	**189**	19	168	1	70	111	8	189	*	-	-	189	-
	4%	*5%*	*4%*	*2%*	*4%*	*3%*	*3%*	*4%*	*	-	-	*4%*	-
NET Any problem experienced	**71**	14	57	1	38	25	9	69	3	-	-	71	-
	1%	**3%b**	*1%*	*1%*	**2%e**	*1%*	**3%e**	*1%*	*3%*	-	-	*1%*	-
Not aware of Interlink	**3793**	303	3429	62	1126	2394	274	3660	86	17	10	3762	21
	74%	*75%*	*73%*	*73%*	*72%*	*73%*	**84%de**	*73%*	**96%gk**	*82%*	*100%*	*73%*	*91%*
Aware but not used Interlink	**1107**	67	1019	21	322	749	36	1101	*	4	-	1105	2
	21%	*17%*	*22%*	*25%*	**21%f**	**23%f**	*11%*	**22%h**	*	*18%*	-	**22%h**	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**27**	10	5	4	8	1	6	3	4	1	-	4	-	-	3	3	2
	1%	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	-	*1%*	-	-	*1%*	*1%*	*1%*
Damaged mail	**23**	7	5	7	5	2	*	5	5	-	-	5	-	2	-	-	5
	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	-	-	*1%*	-	*	-	-	*1%*
Delayed mail	**23**	8	7	2	6	-	3	5	4	-	3	-	1	2	3	3	*
	*	*1%*	*1%*	*	*	-	*1%*	*1%*	*1%*	-	*1%*	-	*	*	*1%*	*1%*	*
Mis-delivered mail	**23**	3	10	4	6	-	3	*	5	2	3	-	-	4	-	6	-
	*	*	*1%*	*	*	-	*1%*	*	*1%*	*	*1%*	-	-	*1%*	-	*1%*	-
Mail that has been tampered with	**11**	5	2	5	-	-	3	2	-	-	2	4	1	1	-	-	-
	*	*	*	*	-	-	*1%*	*	-	-	*	*1%*	*	*	-	-	-
Other problems	**5**	-	5	-	-	-	-	-	3	-	3	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	*1%*	-	*1%*	-	-	-	-	-	-
No - there have been no problems	**189**	66	49	30	44	23	23	20	23	9	17	16	8	6	25	9	9
	4%	**5%c**	*4%*	*2%*	*3%*	**5%lm**	**5%lm**	*5%*	**5%lm**	*2%*	*4%*	*4%*	*2%*	*1%*	**5%lm**	*2%*	*2%*
NET Any problem experienced	**71**	17	20	20	14	3	6	8	12	3	4	13	1	6	3	7	5
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	**3%l**	*1%*	*1%*	**3%l**	*	*1%*	*1%*	*2%*	*1%*
Not aware of Interlink	**3793**	881	965	951	996	304	278	299	324	349	292	303	321	327	341	317	338
	74%	*68%*	**75%a**	**74%a**	**77%a**	*70%*	*67%*	*67%*	*75%*	**76%fg**	*73%*	*70%*	*74%*	**77%fg**	*74%*	**77%fg**	**81%efgjkn**
Aware but not used Interlink	**1107**	326	257	288	237	103	107	116	71	100	86	100	101	88	94	79	64
	21%	**25%bd**	*20%*	*22%*	*18%*	**24%p**	**26%hp**	**26%hp**	*16%*	*22%*	*22%*	**23%p**	**23%p**	*21%*	*20%*	*19%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	37	-	37	21	14	6	3	20	4	3	*	1	9	24	4	1	35	2	42
	1%	-	1%	1%	1%	1%	*	2%ijk	1%	*	*	*	1%	1%no	*	*	1%	1%	1%
Damaged mail	75	-	75	42	34	18	13	21	9	7	6	2	31	30	14	7	63	12	74
	1%	-	1%	2%	1%	3%lk	2%k	2%	1%	1%	1%	*	2%no	2%n	1%	1%	1%	3%	1%
Delayed mail	126	-	126	74	52	29	10	46	21	13	6	1	39	67	20	7	104	20	147
	2%	-	2%	3%	2%	4%fijk	2%	4%fijk	3%k	1%	1%	*	3%no	4%no	1%	1%	2%	4%	3%
Mis-delivered mail	63	-	63	35	26	6	7	26	11	1	7	5	13	37	13	12	57	6	63
	1%	-	1%	1%	1%	1%	1%	2%l	1%l	*	1%	1%	1%	2%n	1%	1%	1%	1%	1%
Mail that has been tampered with	34	-	34	19	15	4	6	17	3	3	1	-	10	20	4	1	30	4	32
	1%	-	1%	1%	1%	1%	1%	2%ijk	*	*	*	-	1%	1%no	*	*	1%	1%	1%
Other problems	49	-	49	26	23	5	6	12	11	10	3	2	11	22	15	5	45	3	49
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	*	1%	1%	1%
No - there have been no problems	2129	-	2129	928	1197	194	232	384	369	468	284	199	426	753	951	483	1951	163	2420
	41%	-	41%	37%	46%c	28%	38%e	36%e	49%efgk	52%efgjk	45%eg	38%e	33%	42%l	46%lm	42%l	42%	35%	47%
NET Any problem experienced	287	-	287	152	133	51	37	94	45	30	21	9	88	139	60	30	254	30	313
	6%	-	6%	6%	5%	7%ijk	6%k	9%ijk	6%k	3%	3%	2%	7%no	8%no	3%	3%	5%	7%	6%
Not aware of DPD	1449	-	1449	841	602	362	231	372	160	140	100	84	593	532	324	184	1221	210	1241
	28%	-	28%	33%d	23%	53%fghijk	38%hijk	35%hijk	21%ij	16%	16%	16%	46%mno	29%no	16%	16%	26%	45%p	24%
Aware but not used DPD	1296	-	1296	595	693	82	108	209	173	260	229	235	191	382	723	463	1229	60	1187
	25%	-	25%	24%	26%	12%	18%e	20%e	23%e	29%efgh	36%efghi	45%efghij	15%	21%l	35%lm	40%lmn	26%q	13%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	37	11	4	6	17	15	22	28	9	7	4	8	9	8	21	7	29
	1%	**1%b**	*	*	**1%b**	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	75	10	23	20	22	33	42	57	19	12	6	25	17	12	48	12	60
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	126	34	33	29	30	67	59	93	30	10	14	25	27	38	67	10	106
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*2%*	*2%*	**4%ikn**	*2%*	*2%*	*3%*
Mis-delivered mail	63	22	12	14	14	34	29	40	22	6	12	17	5	22	34	6	55
	1%	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	*	**2%ln**	*1%*	*1%*	*1%*
Mail that has been tampered with	34	12	5	10	7	16	17	26	8	4	3	12	4	11	19	4	30
	1%	**1%b**	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Other problems	49	15	12	7	16	26	23	25	23	8	5	12	8	12	25	8	37
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	2129	359	713	506	552	1072	1057	1233	866	251	244	575	569	352	1389	251	1770
	41%	*36%*	**45%ad**	**43%a**	*40%*	*41%*	*41%*	*40%*	*43%*	*37%*	*38%*	**44%ijm**	**45%ijm**	*38%*	**43%ij**	*36%*	**42%o**
NET Any problem experienced	287	68	74	62	82	142	145	194	89	42	37	68	58	65	162	42	228
	6%	*7%*	*5%*	*5%*	*6%*	*5%*	*6%*	**6%h**	*4%*	*6%*	*6%*	*5%*	*5%*	*7%*	*5%*	*6%*	*5%*
Not aware of DPD	1449	415	370	317	348	784	665	1015	402	163	188	337	307	370	832	163	1211
	28%	**42%bcd**	*23%*	*27%*	*25%*	**30%f**	*26%*	**33%h**	*20%*	*24%*	*29%*	*26%*	*24%*	**40%ijkln**	*26%*	*24%*	**29%o**
Aware but not used DPD	1296	150	442	298	406	591	704	629	651	228	182	319	322	133	823	234	979
	25%	*15%*	**28%a**	**25%a**	**29%a**	*23%*	**27%e**	*20%*	**32%g**	**33%klmn**	**28%m**	**25%m**	**26%m**	*14%*	**26%m**	**34%p**	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	**37**	34	3	*	29	3	3	1	1	2	-	2	5	5	5	7	1	-	3
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*
Damaged mail	**75**	69	6	1	61	9	3	3	-	4	3	6	7	6	8	18	9	2	7
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	**3%h**	*2%*	**3%h**	**2%h**
Delayed mail	**126**	105	22	6	99	15	6	6	3	11	13	8	10	8	25	12	9	3	11
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	**5%d**	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	**5%hmo**	*3%*
Mis-delivered mail	**63**	57	6	1	52	7	3	1	1	8	5	9	2	4	13	6	4	*	7
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*2%*
Mail that has been tampered with	**34**	26	7	7	28	4	1	1	-	5	3	2	2	4	6	3	4	1	3
	1%	*1%*	*1%*	**3%a**	*1%*	*1%*	*	*	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	**2%h**	*1%*
Other problems	**49**	37	12	1	42	4	3	1	1	6	7	1	3	2	6	13	4	-	4
	1%	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*	*1%*	*2%*	*1%*	-	*1%*
No - there have been no problems	**2129**	1791	339	107	1718	221	127	64	95	221	185	136	175	231	190	271	214	21	200
	41%	*40%*	**47%a**	*45%*	*40%*	**51%d**	**51%d**	*45%*	**45%kn**	**39%n**	**44%n**	**36%n**	**38%n**	**48%iklnoq**	*28%*	**38%n**	**48%iklnoq**	*33%*	**54%hijklnoq**
NET Any problem experienced	**287**	241	46	12	228	34	14	11	4	20	24	20	27	19	45	48	20	4	30
	6%	*5%*	*6%*	*5%*	*5%*	**8%d**	*6%*	*8%*	*2%*	*4%*	*6%*	*5%*	**6%h**	*4%*	**7%h**	**7%h**	*5%*	**7%h**	**8%him**
Not aware of DPD	**1449**	1314	135	64	1257	106	51	35	62	161	108	101	128	96	323	192	86	21	86
	28%	**30%b**	*19%*	**27%b**	**29%ef**	*25%*	*21%*	*24%*	**29%mp**	**28%mp**	*25%*	*27%*	**28%mp**	*20%*	**48%hijklmopqr**	**27%p**	*20%*	**33%mp**	*23%*
Aware but not used DPD	**1296**	1092	204	53	1135	72	55	33	48	163	107	118	125	133	120	198	122	17	55
	25%	*25%*	*28%*	*23%*	**26%e**	*17%*	**22%e**	**23%e**	**23%r**	**29%nr**	**25%nr**	**32%hnr**	**27%nr**	**28%nr**	*18%*	**28%nr**	**28%nr**	**27%r**	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	37	12	21	3	1	1	33	2	17	14	4	3	*	30	3
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Damaged mail	75	31	24	14	5	1	56	6	41	29	5	1	-	69	1
	1%	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	**2%j**	*1%*	*1%*	*	-	**2%j**	*
Delayed mail	126	41	53	15	11	4	94	15	49	41	22	8	3	91	11
	2%	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*
Mis-delivered mail	63	27	21	7	5	3	48	7	33	11	15	4	*	44	4
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**2%l**	*1%*	**2%l**	*1%*	*	*1%*	*1%*
Mail that has been tampered with	34	18	10	6	-	-	28	-	15	10	5	*	3	25	4
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*1%*	*	**3%hijkm**	*1%*	*1%*
Other problems	49	15	20	9	3	2	35	5	22	13	9	5	*	35	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*
No - there have been no problems	2129	755	835	316	133	75	1591	208	788	845	331	108	41	1632	150
	41%	*41%*	*43%*	*40%*	*37%*	*46%*	*42%*	*40%*	**43%j**	**43%j**	*36%*	*41%*	*40%*	**43%j**	*41%*
NET Any problem experienced	287	106	107	45	19	7	213	26	127	97	40	17	4	224	21
	6%	*6%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*7%*	*5%*	*4%*	*6%*	*4%*	*6%*	*6%*
Not aware of DPD	1449	485	537	251	111	42	1021	153	472	558	303	69	23	1030	92
	28%	*26%*	*27%*	**32%af**	*31%*	*26%*	*27%*	*29%*	*26%*	*28%*	**33%hmn**	*26%*	*23%*	*27%*	*25%*
Aware but not used DPD	1296	498	476	170	93	39	975	132	458	459	236	72	34	917	106
	25%	**27%c**	*24%*	*22%*	*26%*	*24%*	*26%*	*25%*	*25%*	*23%*	*26%*	*27%*	*33%*	*24%*	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	37	4	33	-	21	15	2	32	3	2	-	37	-
	1%	1%	1%	-	1%e	*	*	1%	4%gk	8%	-	1%	-
Damaged mail	75	13	61	1	32	42	1	72	3	-	-	75	-
	1%	3%b	1%	2%	2%	1%	*	1%	3%	-	-	1%	-
Delayed mail	126	24	100	2	62	55	10	115	10	1	*	126	-
	2%	6%b	2%	2%	4%e	2%	3%	2%	11%gk	5%	1%	2%	-
Mis-delivered mail	63	17	45	1	29	26	8	56	6	1	-	63	-
	1%	4%b	1%	1%	2%e	1%	2%e	1%	7%gk	5%	-	1%	-
Mail that has been tampered with	34	6	27	*	16	14	4	32	-	1	-	33	*
	1%	2%	1%	*	1%	*	1%	1%	-	5%	-	1%	1%
Other problems	49	6	41	2	21	26	2	49	-	*	-	49	-
	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	-	1%	-
No - there have been no problems	2129	125	1985	20	576	1448	106	2110	4	7	2	2121	6
	41%	31%	42%ac	24%	37%	44%df	32%	42%h	4%	33%	21%	41%h	27%
NET Any problem experienced	287	46	236	5	121	149	17	273	12	2	*	287	*
	6%	11%b	5%	5%	8%e	5%	5%	5%	14%gk	8%	1%	6%	1%
Not aware of DPD	1449	174	1240	36	495	804	150	1348	72	9	4	1429	16
	28%	43%b	27%	42%b	32%e	25%	46%de	27%	81%gk	43%	43%	28%	68%
Aware but not used DPD	1296	58	1213	25	364	877	54	1287	1	3	4	1291	1
	25%	14%	26%a	29%a	23%f	27%f	17%	26%h	1%	16%	35%	25%h	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**37**	6	11	7	14	1	3	2	5	3	3	4	2	1	4	5	4
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
Damaged mail	**75**	18	21	15	21	3	5	11	10	4	6	6	5	5	5	7	8
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
Delayed mail	**126**	24	36	36	30	9	9	6	10	20	6	14	13	9	11	10	8
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*
Mis-delivered mail	**63**	13	14	23	13	6	3	5	3	2	8	12	5	5	3	4	6
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	**3%l**	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**34**	16	6	7	4	5	8	3	2	2	2	3	2	3	-	2	2
	1%	**1%d**	*	*1%*	*	*1%*	**2%n**	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*	*
Other problems	**49**	9	22	5	13	5	2	2	9	5	8	*	2	2	7	2	4
	1%	*1%*	**2%c**	*	*1%*	*1%*	*	*	**2%k**	*1%*	**2%k**	*	*1%*	*1%*	*2%*	*1%*	*1%*
No - there have been no problems	**2129**	563	522	539	506	200	181	182	165	205	152	180	177	182	175	168	163
	41%	*44%*	*40%*	*42%*	*39%*	*46%*	*44%*	*41%*	*38%*	*45%*	*38%*	*42%*	*41%*	*43%*	*38%*	*41%*	*39%*
NET Any problem experienced	**287**	58	88	71	70	22	15	21	29	33	26	30	21	21	19	22	28
	6%	*4%*	*7%*	*6%*	*5%*	*5%*	*4%*	*5%*	*7%*	*7%*	*7%*	*7%*	*5%*	*5%*	*4%*	*5%*	*7%*
Not aware of DPD	**1449**	345	376	335	393	104	116	125	139	127	110	110	108	117	142	120	130
	28%	*27%*	*29%*	*26%*	*30%*	*24%*	*28%*	*28%*	**32%o**	*28%*	*28%*	*25%*	*25%*	*27%*	*31%*	*29%*	*31%*
Aware but not used DPD	**1296**	324	304	345	323	107	102	115	97	95	111	113	125	107	128	101	94
	25%	*25%*	*24%*	*27%*	*25%*	*25%*	*25%*	*26%*	*23%*	*21%*	*28%*	*26%*	**29%l**	*25%*	*28%*	*25%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	32	-	32	17	14	4	3	9	10	1	5	1	7	19	7	6	29	3	37
	1%	-	1%	1%	1%	1%	*	1%	1%l	*	1%	*	1%	1%	*	*	1%	1%	1%
Damaged mail	49	-	49	30	17	10	9	7	10	6	3	4	19	17	13	7	40	9	55
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Delayed mail	87	-	87	47	38	10	11	30	9	16	9	1	21	39	26	10	81	4	97
	2%	-	2%	2%	1%	1%	2%	3%k	1%	2%	1%	*	2%	2%o	1%	1%	2%	1%	2%
Mis-delivered mail	36	-	36	18	18	3	8	7	3	12	3	1	11	9	16	4	32	5	37
	1%	-	1%	1%	1%	*	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	1%	1%
Mail that has been tampered with	26	-	26	17	9	4	2	8	2	7	2	-	7	10	9	2	22	3	27
	*	-	*	1%	*	1%	*	1%	*	1%	*	-	1%	1%	*	*	*	1%	1%
Other problems	25	-	25	17	8	3	2	2	9	3	5	*	5	11	8	5	21	4	23
	*	-	*	1%	*	*	*	*	1%g	*	1%	*	*	1%	*	*	*	1%	*
No - there have been no problems	1953	-	1953	917	1033	105	153	341	357	469	299	228	259	698	996	527	1860	83	2264
	38%	-	38%	36%	39%	15%	25%e	32%ef	48%efg	52%efgk	47%efg	43%efg	20%	39%l	48%lm	45%lm	40%q	18%	44%
NET Any problem experienced	181	-	181	103	76	24	31	45	27	30	17	7	55	72	54	25	158	22	203
	4%	-	4%	4%	3%	3%	5%k	4%k	4%	3%	3%	1%	4%o	4%o	3%	2%	3%	5%	4%
Not aware of Parcelforce	1434	-	1434	824	605	446	268	406	149	87	48	30	714	555	165	78	1154	263	1198
	28%	-	28%	33%d	23%	65%fghijk	44%hijk	38%hijk	20%ijk	10%	8%	6%	55%mno	31%no	8%	7%	25%	57%p	23%
Aware but not used Parcelforce	1593	-	1593	672	912	114	156	268	213	312	270	260	270	481	842	531	1482	95	1496
	31%	-	31%	27%	35%c	16%	26%e	25%e	29%e	35%efgh	43%efghi	49%efghi	21%	27%l	41%lm	46%lm	32%q	21%	29%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**32**	6	9	13	4	15	17	18	14	6	3	1	12	9	16	6	25
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**1%k**	*	*	**1%k**	**1%k**	*	*1%*	*1%*
Damaged mail	**49**	18	8	15	9	26	24	37	11	5	8	14	8	13	30	5	43
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Delayed mail	**87**	23	22	24	18	45	42	64	21	6	8	19	28	23	55	6	79
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*
Mis-delivered mail	**36**	3	13	13	7	16	20	20	14	8	4	11	8	5	23	8	28
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**26**	14	2	8	2	16	10	20	4	1	5	3	5	11	13	1	24
	*	**1%bd**	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*	*	**1%kn**	*	*	*1%*
Other problems	**25**	7	3	6	8	10	14	16	5	2	3	7	3	6	13	2	19
	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*	*	*
No - there have been no problems	**1953**	318	663	463	509	981	972	1079	856	232	254	502	549	291	1305	233	1622
	38%	*32%*	**41%ad**	**39%a**	*37%*	*38%*	*38%*	*35%*	**43%g**	*34%*	**39%m**	**39%m**	**44%im**	*32%*	**41%im**	*34%*	*39%*
NET Any problem experienced	**181**	47	42	55	38	88	93	121	53	17	16	50	45	46	110	17	156
	4%	**5%b**	*3%*	**5%b**	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*
Not aware of Parcelforce	**1434**	440	366	295	333	805	628	1097	304	163	164	327	293	400	784	164	1189
	28%	**44%bcd**	*23%*	*25%*	*24%*	**31%f**	*24%*	**36%h**	*15%*	*24%*	*25%*	*25%*	*23%*	**44%ijkln**	*24%*	*24%*	*28%*
Aware but not used Parcelforce	**1593**	187	529	370	507	716	877	775	795	272	217	421	369	182	1007	276	1220
	31%	*19%*	**33%a**	**31%a**	**37%ac**	*28%*	**34%e**	*25%*	**40%g**	**40%klmn**	**33%m**	**32%m**	**29%m**	*20%*	**31%m**	**40%p**	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	32	32	1	*	26	4	1	1	1	-	4	3	4	3	5	2	4	*	4
	1%	1%	*	*	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	*	1%	*	1%l
Damaged mail	49	43	6	2	37	8	2	2	1	1	6	2	9	3	7	3	5	1	8
	1%	1%	1%	1%	1%	2%d	1%	1%	1%	*	1%	*	2%l	1%	1%	*	1%	1%	2%lo
Delayed mail	87	75	12	7	67	11	5	4	7	2	7	5	7	8	12	6	14	*	10
	2%	2%	2%	3%	2%	2%	2%	3%d	3%lo	*	2%	1%	2%	2%	2%	1%	3%l	1%	3%l
Mis-delivered mail	36	34	3	*	32	1	2	1	1	-	5	4	-	3	3	9	6	-	1
	1%	1%	*	*	1%	*	1%	1%	1%	-	1%	1%	-	1%	*	1%	1%	-	*
Mail that has been tampered with	26	25	1	*	20	3	1	1	1	-	5	-	5	-	8	-	1	*	3
	*	1%	*	*	*	1%	1%	*	1%	-	1%	-	1%	-	1%	-	*	*	1%o
Other problems	25	12	12	6	22	1	1	*	*	-	6	2	1	6	4	3	-	*	1
	*	*	2%a	3%a	*	*	1%	*	*	-	1%l	*	*	1%	1%	*	-	*	*
No - there have been no problems	1953	1626	327	109	1554	212	113	74	86	199	171	130	151	225	163	246	182	31	181
	38%	37%	45%a	46%a	36%	49%d	46%d	52%d	41%n	35%n	40%n	35%n	33%n	47%iklno	24%	35%n	41%n	50%iklno	49%ijklnop
NET Any problem experienced	181	150	32	16	145	20	9	7	9	3	21	14	17	18	27	17	20	1	18
	4%	3%	4%	7%a	3%	5%	4%	5%	4%l	*	5%l	4%l	4%l	4%l	4%l	2%	5%l	2%	5%l
Not aware of Parcelforce	1434	1320	113	47	1242	107	53	32	46	172	95	110	107	79	348	205	81	16	91
	28%	30%bc	16%	20%	29%fg	25%	21%	22%	22%	30%hjmp	22%	29%mp	24%m	16%	51%hijklmopqr	29%mp	18%	26%	24%m
Aware but not used Parcelforce	1593	1341	252	65	1396	95	72	30	68	192	138	122	179	159	140	240	160	14	80
	31%	30%	35%	27%	32%eg	22%	29%eg	21%	32%nr	34%nr	32%nr	32%nr	39%nqr	33%nr	21%	34%nr	36%nqr	23%	22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	32	10	13	4	2	4	23	6	11	15	6	-	1	26	1
	1%	*1%*	*1%*	*	*	**2%a**	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*
Damaged mail	49	18	20	2	1	8	38	9	18	20	10	-	1	38	1
	1%	*1%*	*1%*	*	*	**5%abcdf**	*1%*	**2%c**	*1%*	*1%*	*1%*	-	*1%*	*1%*	*
Delayed mail	87	32	31	15	3	5	63	8	28	37	15	2	5	64	7
	2%	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**5%h**	*2%*	*2%*
Mis-delivered mail	36	9	17	8	*	1	27	2	15	15	5	*	1	30	1
	1%	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*
Mail that has been tampered with	26	7	14	1	1	2	21	4	9	10	6	1	*	19	1
	*	*	*1%*	*	*	**1%c**	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*
Other problems	25	9	11	1	1	3	20	4	15	3	5	1	-	19	1
	*	*	*1%*	*	*	**2%c**	*1%*	*1%*	**1%i**	*	*1%*	*	-	*	*
No - there have been no problems	1953	749	769	281	104	41	1519	145	795	760	284	84	22	1555	106
	38%	**41%deg**	**39%deg**	**36%eg**	*29%*	*25%*	**40%deg**	*28%*	**43%ijkln**	**39%jln**	*31%*	*32%*	*22%*	**41%jkln**	*29%*
NET Any problem experienced	181	57	76	27	7	15	133	22	68	64	37	4	8	132	11
	4%	*3%*	*4%*	*3%*	*2%*	**9%abcdf**	*3%*	*4%*	*4%*	*3%*	*4%*	*1%*	**8%k**	*3%*	*3%*
Not aware of Parcelforce	1434	419	494	296	137	51	913	189	432	524	327	90	27	956	117
	28%	*23%*	*25%*	**38%abf**	**39%abf**	**32%a**	*24%*	**36%abf**	*23%*	*27%*	**36%him**	**34%hm**	*27%*	*25%*	**32%hm**
Aware but not used Parcelforce	1593	619	615	178	108	55	1235	163	550	610	262	89	45	1160	134
	31%	**34%c**	**31%c**	*23%*	**30%c**	**34%c**	**32%c**	**31%c**	*30%*	*31%*	*29%*	*33%*	**44%hijm**	*30%*	**36%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	32	2	29	1	12	18	2	29	1	2	-	32	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	9%	-	1%	-
Damaged mail	49	6	42	1	22	24	3	49	-	*	-	49	-
	1%	2%	1%	1%	1%	1%	1%	1%	-	*	-	1%	-
Delayed mail	87	13	70	4	35	45	7	83	2	2	-	87	-
	2%	3%b	1%	4%	2%	1%	2%	2%	2%	9%	-	2%	-
Mis-delivered mail	36	4	31	1	15	22	*	32	2	2	-	36	-
	1%	1%	1%	1%	1%	1%	*	1%	2%	9%	-	1%	-
Mail that has been tampered with	26	5	21	-	14	7	4	25	1	-	-	26	-
	*	1%	*	-	1%e	*	1%e	1%	1%	-	-	1%	-
Other problems	25	3	21	1	16	7	1	24	-	*	-	25	-
	*	1%	*	1%	1%e	*	*	*	-	*	-	*	-
No - there have been no problems	1953	127	1808	18	567	1297	89	1945	4	3	*	1952	1
	38%	32%	39%ac	22%	36%f	40%f	27%	39%h	4%	14%	1%	38%h	3%
NET Any problem experienced	181	19	156	7	74	93	14	176	3	2	-	181	-
	4%	5%	3%	8%	5%e	3%	4%	4%	3%	10%	-	4%	-
Not aware of Parcelforce	1434	192	1211	30	460	817	157	1322	82	8	6	1412	16
	28%	48%b	26%	36%	30%e	25%	48%de	26%	92%gk	36%	64%	28%	69%
Aware but not used Parcelforce	1593	64	1500	29	455	1071	66	1574	-	9	4	1583	7
	31%	16%	32%a	35%a	29%f	33%f	20%	31%h	-	40%	35%	31%h	28%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Quarter				Month												
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	32	6	5	15	7	4	2	*	*	3	2	5	5	5	4	1	1
	1%	*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*
Damaged mail	49	6	12	15	17	1	1	4	1	9	2	8	1	5	5	6	6
	1%	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*
Delayed mail	87	28	14	26	19	8	7	12	3	8	3	11	7	8	6	4	9
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*
Mis-delivered mail	36	9	6	13	9	3	1	5	1	1	4	2	8	2	3	2	4
	1%	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*
Mail that has been tampered with	26	7	5	9	5	*	3	4	2	2	1	3	1	5	2	-	4
	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	-	*1%*
Other problems	25	5	10	6	3	-	1	5	*	10	*	1	1	4	3	*	*
	*	*	*1%*	*	*	-	*	*1%*	*	**2%efhjkop**	*	*	*	*1%*	*1%*	*	*
No - there have been no problems	1953	534	486	475	458	227	155	152	170	181	135	150	161	164	157	155	146
	38%	**41%d**	*38%*	*37%*	*35%*	**52%fghijklmnop**	*37%*	*34%*	*40%*	*39%*	*34%*	*35%*	*37%*	*38%*	*34%*	*38%*	*35%*
NET Any problem experienced	181	47	37	55	42	15	12	19	7	21	8	18	15	22	17	13	13
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	*5%*	*2%*	*4%*	*3%*	**5%h**	*4%*	*3%*	*3%*
Not aware of Parcelforce	1434	309	384	363	378	88	99	122	137	124	123	121	119	122	127	126	125
	28%	*24%*	**30%a**	*28%*	**29%a**	*20%*	*24%*	*27%*	**32%e**	*27%*	**31%e**	*28%*	*28%*	**29%e**	*27%*	**31%e**	**30%e**
Aware but not used Parcelforce	1593	400	383	397	412	103	148	150	116	134	133	142	136	119	163	118	131
	31%	*31%*	*30%*	*31%*	*32%*	*24%*	**36%eh**	**34%e**	*27%*	*29%*	**33%e**	**33%e**	*32%*	*28%*	**35%eh**	*29%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	12	-	12	12	1	1	3	8	-	-	-	-	5	8	-	-	12	-	12
	*	-	*	*d	*	*	*1%*	*1%*	-	-	-	-	*n	*n	-	-	*	-	*
Damaged mail	17	-	17	13	4	4	6	6	-	1	-	-	10	6	1	-	15	2	13
	*	-	*	*1%*	*	*1%*	**1%hi**	*1%*	-	*	-	-	**1%no**	*	*	-	*	*1%*	*
Delayed mail	18	-	18	13	4	1	4	11	1	*	1	*	4	12	2	1	13	5	23
	*	-	*	*1%*	*	*	*1%*	**1%l**	*	*	*	*	*	**1%n**	*	*	*	*1%*	*
Mis-delivered mail	14	-	14	8	6	1	5	4	4	*	-	-	6	8	*	-	13	1	12
	*	-	*	*	*	*	**1%l**	*	*	*	-	-	*n	*n	*	-	*	*	*
Mail that has been tampered with	14	-	14	13	1	4	-	8	3	*	-	-	4	10	*	-	10	4	10
	*	-	*	**1%d**	*	*1%*	-	*1%*	*	*	-	-	*	**1%n**	*	-	*	*1%*	*
Other problems	8	-	8	6	2	3	-	4	-	2	-	-	3	4	2	-	6	2	5
	*	-	*	*	*	*	-	*	-	*	-	-	*	*	*	-	*	*	*
No - there have been no problems	426	-	426	241	184	12	36	87	83	123	56	28	48	171	207	84	400	22	492
	8%	-	*8%*	**10%d**	*7%*	*2%*	**6%e**	**8%e**	**11%efk**	**14%efgjk**	**9%e**	**5%e**	*4%*	**9%l**	**10%l**	**7%l**	*9%*	*5%*	*10%*
NET Any problem experienced	57	-	57	45	12	12	11	22	7	3	1	*	23	29	4	1	49	8	53
	1%	-	*1%*	**2%d**	*	**2%ijk**	**2%ijk**	**2%ijk**	*1%*	*	*	*	**2%no**	**2%no**	*	*	*1%*	*2%*	*1%*
Not aware of TNT Express	2647	-	2647	1235	1398	601	448	626	297	284	205	184	1050	923	674	389	2281	337	2577
	51%	-	*51%*	*49%*	**53%c**	**87%fghijk**	**74%ghijk**	**59%hijk**	**40%ij**	*32%*	*32%*	*35%*	**81%mno**	**51%no**	*33%*	*34%*	*49%*	**73%p**	*50%*
Aware but not used TNT Express	2032	-	2032	994	1031	64	113	324	359	487	372	313	177	683	1172	685	1925	96	2039
	39%	-	*39%*	*40%*	*39%*	*9%*	**19%e**	**31%ef**	**48%efg**	**54%efg**	**59%efgh**	**60%efgh**	*14%*	**38%l**	**57%lm**	**59%lm**	**41%q**	*21%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**12**	5	4	2	2	8	4	12	1	1	-	-	2	10	2	1	12
	*	*	*	*	*	*	*	*	*	*	-	-	*	1%kln	*	*	*
Damaged mail	**17**	6	4	7	-	10	7	14	3	2	-	4	1	9	6	2	15
	*	1%d	*	1%d	-	*	*	*	*	*	-	*	*	1%ln	*	*	*
Delayed mail	**18**	10	6	1	*	16	1	16	2	2	*	2	1	12	3	2	15
	*	1%cd	*	*	*	1%f	*	1%	*	*	*	*	*	1%jkln	*	*	*
Mis-delivered mail	**14**	9	4	1	-	13	1	13	1	1	*	3	1	8	5	1	13
	*	1%cd	*	*	-	*f	*	*	*	*	*	*	*	1%n	*	*	*
Mail that has been tampered with	**14**	6	2	6	-	8	6	10	4	1	-	2	1	10	3	1	13
	*	1%d	*	*	-	*	*	*	*	*	-	*	*	1%kln	*	*	*
Other problems	**8**	2	2	3	2	3	5	6	2	3	-	3	-	2	3	3	5
	*	*	*	*	*	*	*	*	*	*	-	*	-	*	*	*	*
No - there have been no problems	**426**	85	133	109	98	219	207	269	155	47	39	113	106	101	258	47	362
	8%	*9%*	*8%*	*9%*	*7%*	*8%*	*8%*	*9%*	*8%*	*7%*	*6%*	*9%*	*8%*	11%ijn	*8%*	*7%*	*9%*
NET Any problem experienced	**57**	25	11	16	4	36	21	46	11	8	*	14	5	29	19	8	48
	1%	3%bd	*1%*	1%d	*	*1%*	*1%*	1%h	*1%*	*1%*	*	*1%*	*	3%jkln	*1%*	*1%*	*1%*
Not aware of TNT Express	**2647**	592	751	583	720	1343	1303	1755	836	362	336	648	607	513	1592	367	2135
	51%	60%bcd	*47%*	*49%*	52%b	*52%*	*51%*	57%h	*42%*	*53%*	*52%*	*50%*	*48%*	56%kln	*50%*	*53%*	*51%*
Aware but not used TNT Express	**2032**	289	703	475	565	992	1040	1002	1006	267	275	523	538	277	1337	269	1644
	39%	*29%*	44%a	40%a	41%a	*38%*	*40%*	*33%*	50%g	39%m	42%m	40%m	43%m	*30%*	42%m	*39%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 304

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	**12**	12	*	-	10	1	1	*	1	2	-	-	-	1	5	-	1	1	1
	*	*	*	-	*	*	*	*	*1%*	*	-	-	-	*	*1%*	-	*	**1%jklo**	*
Damaged mail	**17**	17	-	-	14	2	1	-	1	2	-	1	5	2	3	-	-	1	1
	*	*	-	-	*	*	*	-	*1%*	*	-	*	*1%*	*	*	-	-	**1%jop**	*
Delayed mail	**18**	16	1	*	15	2	*	1	1	2	2	1	-	1	6	1	-	1	1
	*	*	*	*	*	*	*	*1%*	*1%*	*	*	*	-	*	*1%*	*	-	**1%lp**	*
Mis-delivered mail	**14**	12	1	*	13	1	*	*	1	-	2	1	1	-	8	-	-	-	1
	*	*	*	*	*	*	*	*	*	-	*	*	*	-	*1%*	-	-	-	*
Mail that has been tampered with	**14**	13	1	-	12	1	1	*	-	2	-	-	3	3	4	-	-	1	*
	*	*	*	-	*	*	*	*	-	*	-	-	*1%*	*1%*	*1%*	-	-	**1%jkop**	*
Other problems	**8**	8	*	-	8	*	-	-	-	-	5	-	3	-	-	-	-	-	*
	*	*	*	-	*	*	-	-	-	-	**1%no**	-	*1%*	-	-	-	-	-	*
No - there have been no problems	**426**	352	74	26	344	44	27	11	22	42	38	31	25	48	48	43	47	5	39
	8%	*8%*	*10%*	*11%*	*8%*	*10%*	**11%d**	*7%*	**11%l**	*7%*	*9%*	*8%*	*5%*	**10%l**	*7%*	*6%*	**11%l**	*8%*	**11%lo**
NET Any problem experienced	**57**	54	3	*	49	4	2	1	4	8	5	1	8	6	14	1	1	1	3
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	**2%kop**	*1%*	*1%*	*	**2%o**	*1%*	**2%o**	*	*	*1%*	*1%*
Not aware of TNT Express	**2647**	2311	336	128	2230	215	126	76	104	288	202	198	220	196	455	367	199	26	189
	51%	**52%b**	*46%*	*54%*	*51%*	*50%*	*51%*	*53%*	*50%*	**51%m**	*47%*	**53%m**	*49%*	*41%*	**67%hijklmopqr**	**52%m**	*45%*	*42%*	**51%m**
Aware but not used TNT Express	**2032**	1720	312	82	1716	170	92	55	79	228	181	145	201	229	161	296	196	30	140
	39%	*39%*	*43%*	*35%*	*40%*	*39%*	*37%*	*38%*	**38%n**	**40%n**	**42%n**	**39%n**	**44%n**	**48%hknr**	*24%*	**42%n**	**44%n**	**48%n**	**38%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	**12**	8	2	1	2	1	9	3	7	6	-	-	-	12	-
	*	*	*	*	*	*1%*	*	*1%*	*	*	-	-	-	*	-
Damaged mail	**17**	11	5	1	-	-	16	-	6	9	1	1	-	16	1
	*	*1%*	*	*	-	-	*	-	*	*	*	*	-	*	*
Delayed mail	**18**	14	3	*	1	-	17	1	14	3	*	*	*	17	1
	*	**1%b**	*	*	*	-	*	*	**1%l**	*	*	*	*	*	*
Mis-delivered mail	**14**	11	3	*	-	-	14	-	6	8	-	-	-	14	-
	*	*1%*	*	*	-	-	*	-	*	*	-	-	-	*	-
Mail that has been tampered with	**14**	10	3	1	*	-	13	*	11	2	*	1	-	13	1
	*	*1%*	*	*	*	-	*	*	*1%*	*	*	*	-	*	*
Other problems	**8**	3	3	2	-	-	6	-	3	5	*	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**426**	184	157	51	19	14	341	33	197	135	69	13	10	331	23
	8%	**10%cd**	*8%*	*7%*	*5%*	*8%*	*9%*	*6%*	**11%ikn**	*7%*	*8%*	*5%*	*10%*	*9%*	*6%*
NET Any problem experienced	**57**	34	15	4	3	1	49	4	33	21	1	1	*	54	1
	1%	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%j**	*1%*	*	*	*	**1%l**	*
Not aware of TNT Express	**2647**	833	999	466	203	97	1832	300	871	1029	494	143	51	1900	194
	51%	*45%*	**51%a**	**60%abf**	**57%af**	**60%af**	*48%*	**58%abf**	*47%*	**53%h**	**54%h**	*54%*	*50%*	*50%*	*53%*
Aware but not used TNT Express	**2032**	793	785	261	131	51	1578	183	744	774	345	109	41	1518	151
	39%	**43%ceg**	**40%c**	*33%*	*37%*	*31%*	**42%ceg**	*35%*	*40%*	*40%*	*38%*	*41%*	*40%*	*40%*	*41%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	12	5	8	-	9	3	1	12	-	-	-	12	-
	*	1%b	*	-	1%e	*	*	*	-	-	-	*	-
Damaged mail	17	3	13	1	9	6	2	16	1	-	-	17	-
	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	-	-	*	-
Delayed mail	18	6	11	-	8	10	-	17	*	-	-	18	-
	*	2%b	*	-	*	*	-	*	*1%*	-	-	*	-
Mis-delivered mail	14	4	10	-	4	8	2	13	1	*	-	14	-
	*	*1%*	*	-	*	*	*	*	*1%*	*	-	*	-
Mail that has been tampered with	14	4	10	-	11	2	1	13	1	-	-	14	-
	*	1%b	*	-	1%e	*	*	*	*1%*	-	-	*	-
Other problems	8	2	6	-	6	2	-	8	-	-	-	8	-
	*	*	*	-	*e	*	-	*	-	-	-	*	-
No - there have been no problems	426	22	400	4	127	284	15	419	4	2	-	425	1
	8%	*5%*	*9%*	*5%*	*8%*	9%f	*4%*	*8%*	*5%*	*9%*	-	*8%*	*2%*
NET Any problem experienced	57	11	45	1	30	22	4	55	2	*	-	57	-
	1%	3%b	*1%*	*1%*	2%e	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	-
Not aware of TNT Express	2647	255	2337	54	821	1589	237	2528	79	10	9	2616	21
	51%	63%b	*50%*	*64%*	53%e	*48%*	73%de	*50%*	89%gk	*45%*	*89%*	*51%*	*93%*
Aware but not used TNT Express	2032	115	1892	26	577	1384	71	2017	4	10	1	2030	1
	39%	*28%*	40%a	*30%*	37%f	42%df	*22%*	40%h	*4%*	*46%*	*11%*	40%h	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**12**	-	10	2	-	-	-	-	6	-	4	2	-	*	-	-	-
	*	-	**1%ad**	*	-	-	-	-	*1%*	-	*1%*	*	-	*	-	-	-
Damaged mail	**17**	3	5	5	3	-	3	-	1	3	2	3	2	1	*	-	3
	*	*	*	*	*	-	*1%*	-	*	*1%*	*	*1%*	*	*	*	-	*1%*
Delayed mail	**18**	3	6	3	6	*	*	3	4	-	1	-	1	2	3	*	3
	*	*	*	*	*	*	*	*1%*	*1%*	-	*	-	*	*	*1%*	*	*1%*
Mis-delivered mail	**14**	5	3	6	-	*	3	2	2	-	1	3	1	1	-	-	-
	*	*	*	*	-	*	*1%*	*	*1%*	-	*	*1%*	*	*	-	-	-
Mail that has been tampered with	**14**	*	5	4	5	-	-	*	2	-	3	-	1	3	3	-	2
	*	*	*	*	*	-	-	*	*1%*	-	*1%*	-	*	*1%*	*1%*	-	*1%*
Other problems	**8**	5	2	-	2	3	-	2	2	*	-	-	-	-	-	-	2
	*	*	*	-	*	*1%*	-	*	*	*	-	-	-	-	-	-	*
No - there have been no problems	**426**	112	96	113	105	41	31	40	30	39	27	50	38	25	44	35	25
	8%	*9%*	*7%*	*9%*	*8%*	*9%*	*8%*	*9%*	*7%*	*8%*	*7%*	**11%mp**	*9%*	*6%*	*10%*	*9%*	*6%*
NET Any problem experienced	**57**	11	20	16	9	3	4	5	8	3	9	8	2	6	3	*	6
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%o**	*1%*	**2%o**	**2%o**	*	*1%*	*1%*	*	*1%*
Not aware of TNT Express	**2647**	610	671	645	721	191	206	212	240	241	189	206	213	226	242	233	245
	51%	*47%*	*52%*	*50%*	**56%ac**	*44%*	*50%*	*48%*	**56%e**	*52%*	*47%*	*48%*	*49%*	*53%*	*52%*	**57%ej**	**59%efgjkl**
Aware but not used TNT Express	**2032**	557	503	516	456	198	173	186	153	177	174	168	178	169	174	143	139
	39%	**43%d**	*39%*	*40%*	*35%*	**46%hop**	*42%*	*42%*	*35%*	*38%*	**43%op**	*39%*	*41%*	*40%*	*37%*	*35%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	**10**	-	10	3	8	1	-	4	5	1	-	-	1	9	1	-	9	2	9
	*	-	*	*	*	*	-	*	1%	*	-	-	*	*n	*	-	*	*	*
Damaged mail	**8**	-	8	5	2	2	3	2	-	-	-	-	5	2	-	-	5	2	4
	*	-	*	*	*	*	*	*	-	-	-	-	*n	*	-	-	*	1%	*
Delayed mail	**23**	-	23	17	6	7	2	11	1	2	-	-	9	13	2	-	18	6	14
	*	-	*	1%	*	1%	*	1%	*	*	-	-	1%no	1%no	*	-	*	1%	*
Mis-delivered mail	**25**	-	25	15	10	8	*	14	1	2	-	-	8	15	2	-	15	9	15
	*	-	*	1%	*	1%	*	1%fj	*	*	-	-	1%n	1%no	*	-	*	2%p	*
Mail that has been tampered with	**17**	-	17	13	4	7	2	8	-	-	-	-	9	8	-	-	14	2	14
	*	-	*	1%	*	1%hl	*	1%	-	-	-	-	1%no	*n	-	-	*	1%	*
Other problems	**7**	-	7	3	4	3	3	1	-	-	-	-	6	1	-	-	7	-	7
	*	-	*	*	*	*	*	*	-	-	-	-	*n	*	-	-	*	-	*
No - there have been no problems	**207**	-	207	126	81	9	19	54	48	41	20	17	28	101	78	37	191	13	221
	4%	-	*4%*	5%d	*3%*	*1%*	*3%*	5%e	6%efj	5%e	*3%*	*3%*	*2%*	6%lno	*4%*	*3%*	*4%*	*3%*	*4%*
NET Any problem experienced	**58**	-	58	36	22	21	7	23	5	2	-	-	28	27	2	-	48	10	41
	1%	-	*1%*	*1%*	*1%*	3%hijk	1%j	2%ijk	*1%*	*	-	-	2%no	2%no	*	-	*1%*	*2%*	*1%*
Not aware of TNT Post UK	**4025**	-	4025	1884	2127	603	524	840	548	656	466	388	1127	1388	1510	854	3604	385	4033
	78%	-	*78%*	*75%*	81%c	88%ghijk	86%ghijk	79%hij	*73%*	*73%*	*73%*	*74%*	87%mno	*77%*	*73%*	*74%*	*77%*	*83%*	*78%*
Aware but not used TNT Post UK	**871**	-	871	469	395	56	58	144	146	198	149	121	114	289	467	269	811	55	866
	17%	-	*17%*	19%d	*15%*	*8%*	*10%*	14%e	20%efg	22%efg	23%efg	23%efg	*9%*	16%l	23%lm	23%lm	17%q	*12%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**10**	4	2	4	1	6	5	10	-	2	-	3	2	3	6	2	8
	*	*	*	*	*	*	*	*h	-	*	-	*	*	*	*	*	*
Damaged mail	**8**	4	1	3	-	5	3	8	-	-	-	3	2	2	5	-	8
	*	*	*	*	-	*	*	*	-	-	-	*	*	*	*	-	*
Delayed mail	**23**	14	1	5	4	14	9	21	2	4	2	-	2	16	4	4	19
	*	1%bd	*	*	*	1%	*	1%h	*	1%	*	-	*	2%kln	*	1%	*
Mis-delivered mail	**25**	15	2	6	2	17	8	22	3	3	2	4	4	12	9	3	22
	*	2%bd	*	1%	*	1%	*	1%h	*	*	*	*	*	1%kln	*	*	1%
Mail that has been tampered with	**17**	12	3	1	1	15	2	12	5	4	-	2	*	10	2	4	12
	*	1%bcd	*	*	*	1%f	*	*	*	1%n	-	*	*	1%jkln	*	1%	*
Other problems	**7**	6	*	1	*	6	1	5	2	*	*	3	3	1	6	*	7
	*	1%bd	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	**207**	32	72	63	40	104	103	137	68	26	20	49	61	43	129	26	172
	4%	*3%*	*5%*	5%d	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*
NET Any problem experienced	**58**	38	3	12	5	41	17	48	10	8	2	15	8	25	25	8	50
	1%	4%bcd	*	1%b	*	2%f	*1%*	2%h	*1%*	*1%*	*	*1%*	*1%*	3%jln	*1%*	*1%*	*1%*
Not aware of TNT Post UK	**4025**	787	1246	903	1089	2033	1992	2428	1521	541	519	1001	950	728	2471	546	3243
	78%	*79%*	*78%*	*76%*	*79%*	*78%*	*77%*	79%h	*76%*	*79%*	*80%*	*77%*	*76%*	*79%*	*77%*	*79%*	*77%*
Aware but not used TNT Post UK	**871**	135	278	206	252	412	458	459	408	109	110	234	237	124	581	110	723
	17%	*14%*	*17%*	*17%*	18%a	*16%*	*18%*	*15%*	20%g	*16%*	*17%*	18%m	19%m	*13%*	18%m	*16%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	**10**	8	2	2	9	-	1	1	2	-	2	2	-	-	3	-	-	-	-
	*	*	*	*1%*	*	-	*	**1%e**	**1%lo**	-	*	*1%*	-	-	*1%*	-	-	-	-
Damaged mail	**8**	8	-	-	8	-	-	-	1	-	-	-	5	-	2	-	-	-	-
	*	*	-	-	*	-	-	-	*	-	-	-	*1%*	-	*	-	-	-	-
Delayed mail	**23**	21	3	2	23	-	*	-	3	4	-	2	-	1	7	5	2	-	-
	*	*	*	*1%*	*1%*	-	*	-	**1%jr**	*1%*	-	*1%*	-	*	*1%*	*1%*	*	-	-
Mis-delivered mail	**25**	23	2	2	25	*	-	*	2	-	2	2	3	-	9	4	3	-	*
	*	*1%*	*	*1%*	*1%*	*	-	*	**1%l**	-	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	*
Mail that has been tampered with	**17**	16	*	-	15	1	-	*	1	3	2	-	-	1	5	3	1	-	1
	*	*	*	-	*	*	-	*	*1%*	*1%*	*	-	-	*	*1%*	*	*	-	*
Other problems	**7**	7	*	-	5	2	-	*	-	2	-	-	-	3	-	-	-	-	2
	*	*	*	-	*	*d	-	*	-	*	-	-	-	*1%*	-	-	-	-	*1%*
No - there have been no problems	**207**	172	35	18	175	19	9	4	9	20	14	20	6	28	30	28	19	1	18
	4%	*4%*	*5%*	**8%a**	*4%*	*4%*	*4%*	*3%*	**5%l**	*3%*	*3%*	**5%l**	*1%*	**6%l**	**4%l**	*4%*	**4%l**	*2%*	**5%l**
NET Any problem experienced	**58**	55	3	2	53	3	1	1	3	7	2	2	6	5	17	7	4	-	3
	1%	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	-	*1%*
Not aware of TNT Post UK	**4025**	3447	577	182	3373	345	191	116	166	425	364	288	357	340	555	533	345	54	291
	78%	*78%*	*80%*	*77%*	*78%*	*80%*	*77%*	*81%*	**79%m**	*75%*	**86%iklmopr**	*77%*	**79%m**	*71%*	**82%m**	*75%*	*78%*	**86%lmo**	**78%m**
Aware but not used TNT Post UK	**871**	762	108	34	737	66	46	22	31	114	46	64	86	106	76	140	75	7	59
	17%	*17%*	*15%*	*14%*	*17%*	*15%*	*19%*	*15%*	*15%*	**20%jn**	*11%*	**17%j**	**19%jn**	**22%hjnqr**	*11%*	**20%jn**	**17%j**	*11%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	10	9	1	-	-	-	10	-	8	2	-	-	-	10	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Damaged mail	8	5	3	-	-	-	8	-	2	5	-	-	-	8	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Delayed mail	23	14	2	4	-	3	16	3	11	6	5	2	-	16	2
	*	1%b	*	*	-	2%bdf	*	1%	1%	*	1%	1%	-	*	1%
Mis-delivered mail	25	14	5	3	2	-	19	2	14	6	2	-	2	21	2
	*	1%	*	*	1%	-	1%	*	1%	*	*	-	2%jk	1%	1%
Mail that has been tampered with	17	8	2	3	1	3	10	4	4	7	4	2	-	11	2
	*	*	*	*	*	2%bf	*	1%b	*	*	*	1%	-	*	1%
Other problems	7	-	6	*	*	1	6	1	2	2	3	-	-	4	-
	*	-	*	*	*	1%a	*	*	*	*	*	-	-	*	-
No - there have been no problems	207	83	70	37	10	8	152	18	92	66	34	12	3	158	15
	4%	4%	4%	5%	3%	5%	4%	3%	5%	3%	4%	5%	3%	4%	4%
NET Any problem experienced	58	28	14	8	3	4	42	7	24	20	8	4	2	43	6
	1%	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%	2%	2%	1%	2%
Not aware of TNT Post UK	4025	1374	1538	642	292	122	2912	415	1387	1532	734	221	77	2919	299
	78%	75%	79%a	82%af	82%a	75%	77%	80%	75%	78%	81%h	83%h	75%	77%	81%
Aware but not used TNT Post UK	871	359	334	95	51	28	693	79	342	341	134	29	20	683	49
	17%	19%c	17%c	12%	14%	17%	18%c	15%	19%k	17%k	15%	11%	19%	18%k	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	**10**	2	8	-	5	6	-	9	1	-	-	10	-
	*	*1%*	*	-	*	*	-	*	*1%*	-	-	*	-
Damaged mail	**8**	1	7	-	5	2	-	8	-	-	-	8	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	**23**	11	12	-	15	8	-	22	1	-	-	23	-
	*	**3%b**	*	-	**1%e**	*	-	*	*1%*	-	-	*	-
Mis-delivered mail	**25**	6	19	-	12	13	-	24	1	-	-	25	-
	*	**2%b**	*	-	*1%*	*	-	*	*1%*	-	-	*	-
Mail that has been tampered with	**17**	9	6	1	13	2	2	14	2	-	-	17	-
	*	**2%b**	*	**1%b**	**1%e**	*	**1%e**	*	**2%gk**	-	-	*	-
Other problems	**7**	-	7	*	*	7	-	7	*	-	-	7	-
	*	-	*	*	*	*	-	*	*	-	-	*	-
No - there have been no problems	**207**	14	191	1	66	135	6	205	-	2	-	207	-
	4%	*4%*	*4%*	*2%*	*4%*	*4%*	*2%*	*4%*	-	*9%*	-	*4%*	-
NET Any problem experienced	**58**	15	42	1	29	28	2	55	3	-	-	58	-
	1%	**4%b**	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*4%*	-	-	*1%*	-
Not aware of TNT Post UK	**4025**	318	3639	68	1217	2519	288	3893	85	15	9	3993	23
	78%	*79%*	*78%*	*80%*	*78%*	*77%*	**88%de**	*78%*	**96%gk**	*69%*	*90%*	*78%*	*100%*
Aware but not used TNT Post UK	**871**	55	801	14	243	596	31	865	-	5	1	870	-
	17%	*14%*	*17%*	*17%*	**16%f**	**18%f**	*10%*	**17%h**	-	*22%*	*10%*	**17%h**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**10**	1	4	4	2	1	-	-	2	-	2	3	-	1	-	-	2
	*	*	*	*	*	*	-	-	*1%*	-	*	*1%*	-	*	-	-	*
Damaged mail	**8**	2	1	3	2	-	-	2	-	-	1	3	-	-	-	-	2
	*	*	*	*	*	-	-	*	-	-	*	*1%*	-	-	-	-	*1%*
Delayed mail	**23**	*	12	4	7	-	*	-	4	4	3	4	-	-	5	-	2
	*	*	**1%a**	*	*1%*	-	*	-	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*
Mis-delivered mail	**25**	2	7	6	10	-	-	2	4	-	2	6	*	-	3	3	4
	*	*	*1%*	*	*1%*	-	-	*	*1%*	-	*1%*	*1%*	*	-	*1%*	*1%*	*1%*
Mail that has been tampered with	**17**	-	8	2	6	-	-	-	3	3	3	1	*	1	3	-	4
	*	-	**1%a**	*	*	-	-	-	*1%*	*1%*	*1%*	*	*	*	*1%*	-	*1%*
Other problems	**7**	1	3	3	-	1	-	-	3	*	-	-	-	3	-	-	-
	*	*	*	*	-	*	-	-	*1%*	*	-	-	-	*1%*	-	-	-
No - there have been no problems	**207**	64	44	62	37	23	26	14	19	15	11	20	22	20	17	7	13
	4%	**5%d**	*3%*	*5%*	*3%*	**5%o**	**6%o**	*3%*	*4%*	*3%*	*3%*	*5%*	**5%o**	*5%*	*4%*	*2%*	*3%*
NET Any problem experienced	**58**	4	19	18	17	2	*	2	10	5	5	13	*	5	6	3	8
	1%	*	**1%a**	**1%a**	**1%a**	*	*	*	**2%fl**	*1%*	*1%*	**3%efgl**	*	*1%*	*1%*	*1%*	**2%fl**
Not aware of TNT Post UK	**4025**	972	1013	997	1043	328	303	342	335	357	320	325	337	335	364	342	337
	78%	*75%*	*79%*	*77%*	**81%a**	*76%*	*73%*	*77%*	*78%*	*77%*	*80%*	*75%*	*78%*	*78%*	*79%*	**83%fk**	**81%f**
Aware but not used TNT Post UK	**871**	250	214	213	194	80	85	85	67	84	63	74	72	67	76	61	57
	17%	**19%d**	*17%*	*16%*	*15%*	*19%*	*20%*	*19%*	*15%*	*18%*	*16%*	*17%*	*17%*	*16%*	*16%*	*15%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	22	-	22	14	9	10	1	7	3	1	1	-	11	9	2	1	18	4	20
	*	-	*	1%	*	1%i	*	1%	*	*	*	-	1%n	1%	*	*	*	1%	*
Damaged mail	39	-	39	25	15	8	1	23	5	1	1	*	9	28	3	1	23	17	34
	1%	-	1%	1%	1%	1%	*	2%fijk	1%	*	*	*	1%	2%no	*	*	*	4%p	1%
Delayed mail	53	-	53	28	26	12	6	27	7	2	1	-	17	34	2	1	42	11	65
	1%	-	1%	1%	1%	2%ijk	1%	3%ijk	1%	*	*	-	1%no	2%no	*	*	1%	2%p	1%
Mis-delivered mail	30	-	30	15	15	4	1	17	6	2	1	*	4	23	3	2	23	7	25
	1%	-	1%	1%	1%	1%	*	2%fik	1%	*	*	*	*	1%no	*	*	*	2%	*
Mail that has been tampered with	19	-	19	17	2	1	2	15	2	-	-	-	2	17	-	-	14	6	10
	*	-	*	1%d	*	*	*	1%eljk	*	-	-	-	*	1%lno	-	-	*	1%p	*
Other problems	15	-	15	9	6	2	3	*	2	3	5	-	5	2	8	5	14	1	20
	*	-	*	*	*	*	*	*	*	*	1%g	-	*	*	*	*	*	*	*
No - there have been no problems	1157	-	1157	560	593	107	134	218	189	253	160	96	241	407	509	256	1067	81	1304
	22%	-	22%	22%	23%	16%	22%e	21%	25%ek	28%efgk	25%ek	18%	19%	23%	25%l	22%	23%	18%	25%
NET Any problem experienced	126	-	126	69	57	27	11	53	21	8	6	*	38	74	14	6	100	26	131
	2%	-	2%	3%	2%	4%ijk	2%k	5%fijk	3%ik	1%	1%	*	3%no	4%no	1%	1%	2%	6%p	3%
Not aware of UPS	1846	-	1846	979	864	401	311	471	197	195	141	131	712	667	466	271	1581	242	1732
	36%	-	36%	39%d	33%	58%ghijk	51%ghijk	44%hijk	26%	22%	22%	25%	55%mno	37%no	23%	23%	34%	52%p	34%
Aware but not used UPS	2032	-	2032	908	1112	153	153	318	339	442	327	299	306	658	1068	626	1905	114	1994
	39%	-	39%	36%	42%c	22%	25%	30%e	45%efg	49%efg	52%efg	57%efghi	24%	36%l	52%lm	54%lm	41%q	25%	39%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**22**	7	6	6	3	13	9	18	5	5	2	4	2	9	8	5	17
	*****	*1%*	*****	*1%*	*****	*1%*	*****	*1%*	*****	*1%*	*****	*****	*****	**1%n**	*****	*1%*	*****
Damaged mail	**39**	16	11	9	3	27	13	33	6	6	9	3	10	11	22	6	33
	1%	**2%d**	*1%*	*1%*	*****	*1%*	*****	**1%h**	*****	*1%*	**1%k**	*****	*1%*	**1%k**	*1%*	*1%*	*1%*
Delayed mail	**53**	17	17	13	6	34	20	39	14	6	3	16	13	12	33	6	45
	1%	**2%d**	*1%*	*1%*	*****	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**30**	19	6	5	*	25	5	25	5	*	3	8	7	12	18	*	30
	1%	**2%bcd**	*****	*****	*****	**1%f**	*****	*1%*	*****	*****	*****	*1%*	*1%*	**1%l**	*1%*	*****	*1%*
Mail that has been tampered with	**19**	13	4	3	*	16	3	19	*	1	3	3	2	11	8	1	19
	*****	**1%bcd**	*****	*****	*****	**1%f**	*****	**1%h**	*****	*****	*1%*	*****	*****	**1%kln**	*****	*****	*****
Other problems	**15**	3	5	4	4	8	7	4	11	4	1	1	4	3	6	4	9
	*****	*****	*****	*****	*****	*****	*****	*****	**1%g**	*1%*	*****	*****	*****	*****	*****	*1%*	*****
No - there have been no problems	**1157**	224	365	298	270	589	568	672	479	137	126	281	351	197	758	137	973
	22%	*23%*	*23%*	**25%d**	*19%*	*23%*	*22%*	*22%*	*24%*	*20%*	*19%*	*22%*	**28%ijkmn**	*21%*	*24%*	*20%*	*23%*
NET Any problem experienced	**126**	48	40	25	14	88	39	93	33	19	13	21	30	39	64	19	103
	2%	**5%bcd**	**3%d**	*2%*	*1%*	**3%f**	*2%*	**3%h**	*2%*	*3%*	*2%*	*2%*	*2%*	**4%kn**	*2%*	*3%*	*2%*
Not aware of UPS	**1846**	466	504	409	467	970	876	1281	516	233	234	453	377	436	1064	233	1506
	36%	**47%bcd**	*31%*	*35%*	*34%*	*37%*	*34%*	**42%h**	*26%*	*34%*	**36%l**	*35%*	*30%*	**47%ijkln**	*33%*	*34%*	*36%*
Aware but not used UPS	**2032**	254	690	452	636	944	1088	1025	979	296	278	544	498	247	1321	301	1605
	39%	*26%*	**43%a**	**38%a**	**46%ac**	*36%*	**42%e**	*33%*	**49%g**	**43%m**	**43%m**	**42%m**	**40%m**	*27%*	**41%m**	*44%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 306

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	22	22	-	-	19	*	2	1	2	4	-	2	2	1	7	-	-	-	*
	*	1%	-	-	*	*	1%e	1%	1%op	1%	-	1%	*	*	1%	-	-	-	*
Damaged mail	39	39	1	*	34	3	2	1	1	4	2	7	3	1	13	1	1	*	2
	1%	1%	*	*	1%	1%	1%	*	1%	1%	*	2%o	1%	*	2%	*	*	*	1%
Delayed mail	53	47	6	5	45	2	4	2	2	11	1	8	-	2	9	5	7	*	2
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%l	*	2%l	-	*	1%	1%	2%l	*	1%
Mis-delivered mail	30	28	2	*	28	1	1	1	-	4	-	4	2	1	16	-	1	-	1
	1%	1%	*	*	1%	*	*	*	-	1%	-	1%	*	*	2%jor	-	*	-	*
Mail that has been tampered with	19	18	2	-	18	*	1	*	-	4	-	-	2	-	13	-	-	-	*
	*	*	*	-	*	*	*	*	-	1%	-	-	*	-	2%mopr	-	-	-	*
Other problems	15	13	2	*	10	4	1	*	*	-	2	1	-	2	2	1	1	1	3
	*	*	*	*	*	1%d	*	*	*	-	*	*	-	*	*	*	*	1%il	1%
No - there have been no problems	1157	989	168	56	909	146	67	35	48	113	106	62	92	114	107	133	133	14	132
	22%	22%	23%	24%	21%	34%dfg	27%d	25%	23%n	20%	25%kn	17%	20%	24%n	16%	19%	30%klno	23%	36%hijklmnoq
NET Any problem experienced	126	114	12	6	106	8	9	3	5	17	5	19	7	4	33	5	11	1	7
	2%	3%	2%	2%	2%	2%	4%	2%	2%	3%	1%	5%jlmor	2%	1%	5%jlmor	1%	3%	2%	2%
Not aware of UPS	1846	1623	223	93	1572	137	81	55	79	198	138	128	159	135	351	252	132	22	116
	36%	37%b	31%	39%b	36%	32%	33%	39%e	38%m	35%	32%	34%	35%	28%	52%hijklmopqr	36%	30%	34%	31%
Aware but not used UPS	2032	1711	321	82	1750	142	90	49	77	237	177	165	196	226	187	317	166	26	116
	39%	39%	44%ac	35%	40%eg	33%	36%	34%	37%n	42%nr	42%nr	44%nr	43%nr	47%hnpr	28%	45%nr	38%n	41%n	31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	22 *	4 *	11 *1%*	3 *	2 *1%*	3 **2%a**	15 *	5 *1%*	8 *	11 *1%*	4 *	- -	* *	18 *	* *
Damaged mail	39 *1%*	19 *1%*	12 *1%*	5 *1%*	1 *	1 *	31 *1%*	2 *	16 *1%*	17 *1%*	2 *	3 *1%*	1 *1%*	33 *1%*	4 *1%*
Delayed mail	53 *1%*	20 *1%*	22 *1%*	7 *1%*	2 *1%*	1 *	42 *1%*	3 *1%*	23 **1%j**	22 *1%*	2 *	2 *1%*	4 **4%j**	46 **1%j**	6 **2%j**
Mis-delivered mail	30 *1%*	14 *1%*	9 *	5 *1%*	2 *	1 *1%*	23 *1%*	3 *1%*	8 *	18 *1%*	3 *	- -	* *	26 *1%*	* *
Mail that has been tampered with	19 *	19 **1%bc**	* *	- -	- -	1 *	19 *b	1 *	8 *	12 *1%*	* *	- -	- -	19 *1%*	- -
Other problems	15 *	6 *	3 *	2 *	1 *	2 **1%bf**	9 *	4 *1%*	7 *	6 *	1 *	1 *	- -	13 *	1 *
No - there have been no problems	1157 22%	409 **22%c**	480 **25%c**	133 *17%*	74 *21%*	52 **32%acd**	889 **23%c**	126 **24%c**	454 **25%jk**	452 *23%*	170 *19%*	44 *16%*	29 **28%k**	906 **24%jk**	73 *20%*
NET Any problem experienced	126 *2%*	53 *3%*	42 *2%*	18 *2%*	6 *2%*	6 *3%*	95 *2%*	12 *2%*	54 **3%j**	53 **3%j**	9 *1%*	6 *2%*	4 **4%j**	107 **3%j**	10 *3%*
Not aware of UPS	1846 36%	594 *32%*	666 *34%*	380 **49%abdefg**	129 *36%*	46 *28%*	1260 *33%*	175 *34%*	579 *31%*	694 **35%h**	423 **46%hiklmn**	86 *32%*	30 *29%*	1273 *33%*	116 *31%*
Aware but not used UPS	2032 39%	788 **43%c**	767 **39%c**	252 *32%*	147 **41%c**	59 *36%*	1555 **41%c**	206 **40%c**	758 **41%j**	759 *39%*	308 *34%*	131 **49%ijm**	39 *38%*	1518 **40%j**	170 **46%ij**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	22	3	19	-	12	7	3	21	2	-	-	22	-
	*	1%	*	-	1%e	*	1%	*	2%	-	-	*	-
Damaged mail	39	5	34	1	20	17	3	39	1	-	*	39	-
	1%	1%	1%	1%	1%e	1%	1%	1%	1%	-	1%	1%	-
Delayed mail	53	9	43	2	25	25	4	53	-	-	*	53	-
	1%	2%	1%	2%	2%	1%	1%	1%	-	-	1%	1%	-
Mis-delivered mail	30	7	23	-	15	11	4	30	*	-	-	30	-
	1%	2%b	*	-	1%	*	1%	1%	*	-	-	1%	-
Mail that has been tampered with	19	6	14	-	15	5	-	19	-	-	-	19	-
	*	1%b	*	-	1%e	*	-	*	-	-	-	*	-
Other problems	15	-	15	-	8	7	-	15	-	-	-	15	-
	*	-	*	-	1%	*	-	*	-	-	-	*	-
No - there have been no problems	1157	60	1086	11	306	790	61	1147	2	6	1	1155	1
	22%	15%	23%a	13%	20%	24%d	19%	23%h	3%	26%	12%	23%h	3%
NET Any problem experienced	126	19	105	2	55	64	8	124	3	-	*	126	-
	2%	5%b	2%	3%	4%e	2%	2%	2%	3%	-	1%	2%	-
Not aware of UPS	1846	215	1596	36	571	1093	181	1730	83	10	9	1822	15
	36%	53%b	34%	42%	37%	33%	56%de	34%	93%gk	46%	87%	36%	66%
Aware but not used UPS	2032	109	1887	36	623	1332	77	2017	1	6	-	2025	7
	39%	27%	40%a	42%a	40%f	41%f	23%	40%h	1%	28%	-	39%h	31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	22	5	14	3	1	2	3	1	2	4	8	1	*	2	-	-	1
	*	*	1%cd	*	*	*	1%	*	1%	1%	2%glno	*	*	*	-	-	*
Damaged mail	39	10	15	10	5	3	6	1	3	3	9	8	*	1	2	-	3
	1%	1%	1%	1%	*	1%	2%	*	1%	1%	2%glo	2%lo	*	*	*	-	1%
Delayed mail	53	13	13	19	9	4	8	1	4	6	4	7	5	8	3	5	1
	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	1%	2%	1%	2%	1%	1%	*
Mis-delivered mail	30	4	11	7	9	1	2	-	3	2	7	3	2	2	7	*	1
	1%	*	1%	1%	1%	*	1%	-	1%	*	2%g	1%	*	*	2%	*	*
Mail that has been tampered with	19	7	2	5	6	-	5	2	*	-	2	4	*	1	6	-	-
	*	1%	*	*	*	-	1%	*	*	-	*	1%	*	*	1%	-	-
Other problems	15	4	6	4	1	3	*	1	3	-	2	-	1	3	-	1	*
	*	*	*	*	*	1%	*	*	1%	-	1%	-	*	1%	-	*	*
No - there have been no problems	1157	284	278	295	299	127	76	81	88	107	83	98	99	98	119	93	88
	22%	22%	22%	23%	23%	29%fghjp	18%	18%	21%	23%	21%	23%	23%	23%	26%	23%	21%
NET Any problem experienced	126	24	46	38	18	7	12	5	12	9	25	17	7	14	8	6	4
	2%	2%	4%d	3%d	1%	2%	3%	1%	3%	2%	6%egilnop	4%p	2%	3%	2%	2%	1%
Not aware of UPS	1846	415	492	448	490	122	134	159	191	171	131	153	137	158	172	154	164
	36%	32%	38%a	35%	38%a	28%	32%	36%	44%efjl	37%e	33%	35%	32%	37%e	37%e	37%e	39%e
Aware but not used UPS	2032	566	473	509	484	176	192	198	139	174	161	164	188	156	165	158	161
	39%	44%bd	37%	39%	37%	41%	46%hmn	45%hn	32%	38%	40%	38%	44%h	37%	36%	38%	39%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	**24**	-	24	15	9	5	2	9	1	*	-	7	7	10	7	7	24	-	13
	*	-	*	1%	*	1%	*	1%i	*	*	-	1%hij	1%	1%	*	1%	1%	-	*
Damaged mail	**21**	-	21	7	14	5	5	2	2	*	2	4	11	4	7	6	20	1	13
	*	-	*	*	1%	1%	1%i	*	*	*	*	1%	1%	*	*	1%	*	*	*
Delayed mail	**31**	-	31	15	15	3	12	5	4	3	*	3	15	9	7	3	28	3	25
	1%	-	1%	1%	1%	*	2%gij	*	1%	*	*	1%	1%n	1%	*	*	1%	1%	*
Mis-delivered mail	**30**	-	30	16	14	7	2	8	4	-	6	3	9	12	9	9	22	8	19
	1%	-	1%	1%	1%	1%l	*	1%	1%	-	1%l	1%	1%	1%	*	1%	*	2%p	*
Mail that has been tampered with	**15**	-	15	12	3	8	2	4	1	-	-	-	10	5	-	-	12	4	11
	*	-	*	*	*	1%hjl	*	*	*	-	-	-	1%no	*	-	-	*	1%	*
Other problems	**8**	-	8	8	*	1	-	6	1	-	*	-	1	6	*	*	8	*	7
	*	-	*	*	*	*	-	1%	*	-	*	-	*	*n	*	*	*	*	*
No - there have been no problems	**440**	-	440	258	181	21	36	89	82	114	52	44	57	172	211	97	415	25	441
	9%	-	9%	10%d	7%	3%	6%	8%e	11%ef	13%efgj	8%e	8%e	4%	10%l	10%l	8%l	9%	5%	9%
NET Any problem experienced	**80**	-	80	44	36	22	12	21	9	3	6	7	34	29	17	14	66	14	54
	2%	-	2%	2%	1%	3%jl	2%l	2%l	1%	*	1%	1%	3%n	2%	1%	1%	1%	3%	1%
Not aware of UK Mail (not to be confused with Royal Mail)	**3881**	-	3881	1805	2060	608	502	806	538	604	460	364	1110	1343	1428	825	3475	371	3961
	75%	-	75%	72%	78%c	88%fghijk	83%ghijk	76%ik	72%	67%	73%	69%	86%mno	74%n	69%	71%	75%	80%	77%
Aware but not used UK Mail (not to be confused with Royal Mail)	**759**	-	759	408	348	39	58	144	117	176	115	110	97	261	401	225	698	53	705
	15%	-	15%	16%d	13%	6%	10%	14%e	16%ef	20%efg	18%ef	21%efg	7%	14%l	20%lm	19%lm	15%	11%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**24**	14	4	7	-	17	7	17	7	*	3	1	10	9	13	*	22
	*	1%bd	*	1%d	-	1%	*	1%	*	*	*	*	1%k	1%k	*	*	1%
Damaged mail	**21**	11	2	8	-	13	8	16	5	2	-	1	11	7	12	2	19
	*	1%bd	*	1%d	-	1%	*	1%	*	*	-	*	1%k	1%k	*	*	*
Delayed mail	**31**	12	6	10	2	18	12	23	7	2	6	3	4	14	14	2	27
	1%	1%d	*	1%d	*	1%	*	1%	*	*	1%	*	*	1%kln	*	*	1%
Mis-delivered mail	**30**	17	7	4	3	24	6	21	9	3	7	5	4	9	16	3	25
	1%	2%bcd	*	*	*	1%f	*	1%	*	*	1%	*	*	1%	*	*	1%
Mail that has been tampered with	**15**	7	4	3	1	11	4	12	3	1	-	4	4	5	8	1	13
	*	1%	*	*	*	*	*	*	*	*	-	*	*	1%	*	*	*
Other problems	**8**	6	-	1	1	6	2	8	-	*	-	2	*	6	2	*	8
	*	1%b	-	*	*	*	*	*	-	*	-	*	*	1%n	*	*	*
No - there have been no problems	**440**	88	156	113	83	244	195	274	164	50	47	109	128	86	285	50	373
	9%	9%d	10%d	10%d	6%	9%	8%	9%	8%	7%	7%	8%	10%	9%	9%	7%	9%
NET Any problem experienced	**80**	42	16	17	6	58	23	60	20	7	10	12	20	30	42	7	72
	2%	4%bcd	1%	1%d	*	2%f	1%	2%h	1%	1%	2%	1%	2%	3%ikn	1%	1%	2%
Not aware of UK Mail (not to be confused with Royal Mail)	**3881**	757	1164	874	1087	1920	1961	2317	1491	515	498	982	910	686	2391	520	3131
	75%	76%	73%	74%	78%b	74%	76%	75%	74%	75%	77%	76%	72%	75%	75%	75%	75%
Aware but not used UK Mail (not to be confused with Royal Mail)	**759**	104	264	180	212	368	391	420	333	113	95	196	197	117	488	114	612
	15%	11%	17%a	15%a	15%a	14%	15%	14%	17%g	17%	15%	15%	16%	13%	15%	17%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	24	22	2	2	22	1	1	-	-	-	4	-	-	-	6	4	7	-	1
	*	*	*	1%	1%	*	*	-	-	-	1%	-	-	-	1%	1%	2%lm	-	*
Damaged mail	21	21	*	-	20	*	1	*	-	2	4	2	-	1	3	4	4	-	*
	*	*	*	-	*	*	*	*	-	*	1%	1%	-	*	*	1%	1%	-	*
Delayed mail	31	27	4	2	27	2	1	*	1	4	7	1	-	3	6	4	2	*	2
	1%	1%	1%	1%	1%	1%	*	*	*	1%	2%l	*	-	1%	1%	1%	*	*	1%
Mis-delivered mail	30	28	2	2	28	-	1	*	-	7	4	2	1	-	8	4	2	-	-
	1%	1%	*	1%	1%	-	1%	*	-	1%	1%	1%	*	-	1%	1%	*	-	-
Mail that has been tampered with	15	12	3	2	15	-	1	*	1	2	2	1	3	1	4	-	1	-	-
	*	*	*	1%	*	-	*	*	1%	*	*	*	1%	*	1%	-	*	-	-
Other problems	8	7	1	*	7	*	1	-	1	-	-	-	-	-	2	4	-	*	*
	*	*	*	*	*	*	*	-	1%	-	-	-	-	-	*	1%	-	*	*
No - there have been no problems	440	372	68	24	369	36	27	8	15	52	40	29	21	55	50	65	42	1	35
	9%	8%	9%	10%	9%g	8%	11%g	5%	7%	9%lq	9%lq	8%	5%	11%lq	7%	9%lq	9%lq	2%	9%lq
NET Any problem experienced	80	75	5	2	75	3	2	*	2	8	10	6	4	4	16	16	9	*	3
	2%	2%	1%	1%	2%g	1%	1%	*	1%	1%	2%	2%	1%	1%	2%	2%	2%	*	1%
Not aware of UK Mail (not to be confused with Royal Mail)	3881	3332	549	179	3230	341	188	122	164	410	323	273	343	316	541	527	334	53	289
	75%	75%	76%	76%	74%	79%d	76%	86%def	79%m	73%	76%m	73%	75%m	66%	80%m	74%m	75%m	84%lm	78%m
Aware but not used UK Mail (not to be confused with Royal Mail)	759	658	101	32	663	53	30	12	28	95	53	66	87	106	71	100	58	9	44
	15%	15%	14%	13%	15%g	12%	12%	9%	13%	17%n	12%	18%nr	19%jnr	22%hjnopr	10%	14%	13%	14%	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	24	16	6	-	-	2	22	2	14	4	3	3	-	18	3
	*	1%	*	-	-	1%c	1%	*	1%	*	*	1%	-	*	1%
Damaged mail	21	15	4	*	-	2	19	2	10	6	4	-	*	16	*
	*	1%	*	*	-	1%c	1%	*	1%	*	*	-	*	*	*
Delayed mail	31	16	9	5	*	1	25	1	14	7	5	5	*	21	5
	1%	1%	*	1%	*	*	1%	*	1%	*	1%	2%i	*	1%	1%
Mis-delivered mail	30	11	13	4	2	-	23	2	12	8	5	5	-	20	5
	1%	1%	1%	1%	1%	-	1%	*	1%	*	1%	2%im	-	1%	1%
Mail that has been tampered with	15	6	5	3	-	2	11	2	5	1	7	2	-	6	2
	*	*	*	*	-	1%	*	*	*	*	1%lm	1%l	-	*	1%
Other problems	8	6	*	1	-	-	7	-	7	*	1	*	-	7	*
	*	*	*	*	-	-	*	-	*	*	*	*	-	*	*
No - there have been no problems	440	160	179	64	22	14	338	36	192	150	58	28	9	342	36
	9%	9%	9%	8%	6%	9%	9%	7%	10%lj	8%	6%	10%	9%	9%	10%
NET Any problem experienced	80	37	26	13	2	2	63	5	37	20	14	9	*	57	9
	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	3%l	*	2%	3%
Not aware of UK Mail (not to be confused with Royal Mail)	3881	1323	1474	622	287	121	2798	408	1315	1498	732	191	77	2814	268
	75%	72%	75%	79%af	81%af	74%	74%	79%a	71%	76%h	80%hkmn	72%	75%	74%	73%
Aware but not used UK Mail (not to be confused with Royal Mail)	759	324	277	84	44	26	601	70	300	290	106	39	16	590	55
	15%	18%bc	14%	11%	12%	16%	16%c	13%	16%j	15%	12%	15%	16%	16%j	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	24 *	4 *1%*	19 *	- -	14 **1%e**	6 *	3 **1%e**	24 *	- -	- -	- -	24 *	- -
Damaged mail	21 *	3 *1%*	17 *	1 *1%*	10 *1%*	10 *	1 *	18 *	3 **3%gk**	- -	- -	21 *	- -
Delayed mail	31 *1%*	11 **3%b**	20 *	- -	9 *1%*	19 *1%*	2 *1%*	28 *1%*	3 **3%gk**	- -	- -	31 *1%*	- -
Mis-delivered mail	30 *1%*	9 **2%b**	20 *	1 *1%*	8 *	22 *1%*	- -	30 *1%*	- -	- -	- -	30 *1%*	- -
Mail that has been tampered with	15 *	7 **2%b**	7 *	1 *1%*	6 *	8 *	1 *	13 *	2 **2%gk**	- -	- -	15 *	- -
Other problems	8 *	6 **1%b**	2 *	- -	6 *e	2 *	- -	8 *	- -	- -	- -	8 *	- -
No - there have been no problems	440 *9%*	30 *7%*	406 *9%*	4 *4%*	129 **8%f**	297 **9%f**	13 *4%*	434 *9%*	3 *4%*	3 *12%*	- -	440 *9%*	- -
NET Any problem experienced	80 *2%*	21 **5%b**	58 *1%*	2 *2%*	30 *2%*	44 *1%*	6 *2%*	75 *2%*	5 **6%gk**	- -	- -	80 *2%*	- -
Not aware of UK Mail (not to be confused with Royal Mail)	3881 *75%*	319 *79%*	3492 *75%*	71 *83%*	1203 **77%e**	2403 *73%*	275 **84%de**	3754 *75%*	81 **91%gk**	14 *66%*	10 *99%*	3849 *75%*	22 *97%*
Aware but not used UK Mail (not to be confused with Royal Mail)	759 *15%*	33 *8%*	717 **15%a**	9 *10%*	193 *12%*	534 **16%df**	32 *10%*	754 **15%h**	- -	5 *22%*	* *1%*	759 **15%h**	1 *3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	24	6	5	11	2	3	3	-	2	-	3	8	-	3	-	*	2
	*	*	*	1%	*	1%	1%	-	1%	-	1%	2%giln	-	1%	-	*	*
Damaged mail	21	6	4	7	4	3	3	-	1	2	1	5	1	1	2	*	2
	*	*	*	1%	*	1%	1%	-	*	*	*	1%	*	*	*	*	*
Delayed mail	31	7	11	10	3	-	3	4	2	4	5	4	2	3	2	*	1
	1%	1%	1%	1%	*	-	1%	1%	*	1%	1%	1%	*	1%	*	*	*
Mis-delivered mail	30	6	8	10	6	*	4	2	2	3	3	7	-	3	4	-	2
	1%	*	1%	1%	*	*	1%	1%	*	1%	1%	2%	-	1%	1%	-	*
Mail that has been tampered with	15	5	4	3	4	-	3	2	-	1	3	1	1	1	-	-	4
	*	*	*	*	*	-	1%	1%	-	*	1%	*	*	*	-	-	1%
Other problems	8	-	3	5	-	-	-	-	2	1	-	1	*	4	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	*	*	1%	-	-	-
No - there have been no problems	440	129	119	111	80	56	38	35	43	55	20	41	38	33	36	21	23
	9%	10%d	9%d	9%	6%	13%jop	9%	8%	10%jo	12%jop	5%	9%	9%	8%	8%	5%	6%
NET Any problem experienced	80	20	18	30	12	3	12	4	3	8	7	18	3	9	5	*	7
	2%	2%	1%	2%d	1%	1%	3%o	1%	1%	2%	2%o	4%eghlno	1%	2%o	1%	*	2%
Not aware of UK Mail (not to be confused with Royal Mail)	3881	933	957	949	1042	304	300	330	325	326	306	297	332	320	366	330	346
	75%	72%	74%	74%	81%abc	70%	72%	74%	76%	71%	77%	69%	77%k	75%	79%eik	80%eik	83%efghikm
Aware but not used UK Mail (not to be confused with Royal Mail)	759	207	196	200	156	70	64	73	58	71	66	77	58	65	56	61	39
	15%	16%d	15%	15%	12%	16%p	15%	17%p	14%	15%p	17%p	18%p	13%	15%	12%	15%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	12	-	12	7	5	2	1	8	1	-	*	-	3	9	*	*	12	-	12
	*	-	*	*	*	*	*	1%	*	-	*	-	*	*n	*	*	*	-	*
Damaged mail	11	-	11	7	4	-	1	5	5	-	-	-	1	10	-	-	11	*	9
	*	-	*	*	*	-	*	*	1%	-	-	-	*	1%n	-	-	*	*	*
Delayed mail	9	-	9	7	3	-	-	8	-	1	*	*	-	8	1	*	9	1	14
	*	-	*	*	*	-	-	1%	-	*	*	*	-	*	*	*	*	*	*
Mis-delivered mail	14	-	14	14	*	2	-	11	2	-	-	-	2	12	-	-	14	-	9
	*	-	*	1%d	*	*	-	1%i	*	-	-	-	*	1%no	-	-	*	-	*
Mail that has been tampered with	18	-	18	13	5	2	6	7	3	-	*	-	8	10	*	*	12	6	10
	*	-	*	1%	*	*	1%l	1%	*	-	*	-	1%n	1%n	*	*	*	1%p	*
Other problems	10	-	10	9	1	-	-	3	4	-	*	3	-	8	3	3	10	-	6
	*	-	*	*	*	-	-	*	1%	-	*	*	-	*	*	*	*	-	*
No - there have been no problems	174	-	174	99	74	8	23	44	55	32	10	1	32	99	43	11	158	16	208
	3%	-	3%	4%	3%	1%	4%ek	4%ejk	7%efgjjk	4%ek	2%	*	2%o	5%lno	2%	1%	3%	3%	4%
NET Any problem experienced	49	-	49	34	15	6	8	24	8	1	*	3	13	32	4	3	43	6	39
	1%	-	1%	1%d	1%	1%	1%lj	2%ij	1%l	*	*	*	1%n	2%no	*	*	1%	1%	1%
Not aware of DX	4455	-	4455	2107	2330	650	543	880	587	735	571	488	1194	1467	1794	1059	4014	404	4448
	86%	-	86%	84%	89%c	94%fghij	89%ghi	83%	79%	82%	90%ghi	93%ghi	92%mn	81%	87%m	91%mn	86%	87%	86%
Aware but not used DX	484	-	484	275	206	25	34	111	96	130	53	34	59	208	217	87	440	37	466
	9%	-	9%	11%d	8%	4%	6%	11%ef	13%efjk	15%efgjk	8%e	7%	5%	12%lo	11%lo	7%l	9%	8%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**12**	4	1	4	3	5	7	10	1	-	1	5	2	4	8	-	11
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Damaged mail	**11**	7	1	2	1	8	3	11	-	-	-	-	3	7	3	-	11
	*	**1%bd**	*	*	*	*	*	*h	-	-	-	-	*	**1%kn**	*	-	*
Delayed mail	**9**	5	*	2	2	5	4	8	1	*	-	1	2	6	3	*	9
	*	**1%b**	*	*	*	*	*	*	*	*	-	*	*	**1%n**	*	*	*
Mis-delivered mail	**14**	8	-	6	*	8	6	12	2	-	2	-	-	12	2	-	14
	*	**1%bd**	-	*b	*	*	*	*	*	-	*	-	-	**1%ikln**	*	-	*
Mail that has been tampered with	**18**	8	7	3	*	15	3	18	*	-	2	11	-	5	13	-	18
	*	**1%d**	*	*	*	**1%f**	*	**1%h**	*	-	*	**1%l**	-	*1%*	*	-	*
Other problems	**10**	4	3	2	1	7	3	9	1	-	2	1	-	7	3	-	10
	*	*	*	*	*	*	*	*	*	-	*	*	-	**1%ln**	*	-	*
No - there have been no problems	**174**	28	58	51	36	86	87	139	34	12	8	43	65	34	116	12	151
	3%	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	**5%h**	*2%*	*2%*	*1%*	*3%*	**5%lj**	**4%j**	**4%j**	*2%*	*4%*
NET Any problem experienced	**49**	20	10	13	6	30	18	45	4	*	4	14	6	23	24	*	48
	1%	**2%bd**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*	*1%*	*1%*	*1%*	**3%ijln**	*1%*	*	**1%o**
Not aware of DX	**4455**	862	1376	1000	1217	2238	2217	2575	1803	610	596	1118	1050	772	2764	616	3594
	86%	*87%*	*86%*	*84%*	*88%*	*86%*	*86%*	*84%*	**90%g**	**89%lm**	**92%klmn**	*86%*	*84%*	*84%*	*86%*	*89%*	*86%*
Aware but not used DX	**484**	80	155	120	129	235	248	312	166	62	42	124	134	89	301	62	395
	9%	*8%*	*10%*	*10%*	*9%*	*9%*	*10%*	*10%*	*8%*	*9%*	*7%*	*10%*	**11%j**	*10%*	*9%*	*9%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 308

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	**12**	8	3	3	10	1	*	*	1	2	3	-	1	-	-	3	-	-	1
	*	*	*	1%a	*	*	*	*	*	*	1%	-	*	-	-	*	-	-	*
Damaged mail	**11**	11	*	-	9	1	1	*	-	2	-	1	-	-	4	-	2	-	1
	*	*	*	-	*	*	*	*	-	*	-	*	-	-	1%	-	*	-	*
Delayed mail	**9**	8	1	*	7	1	1	*	1	5	-	-	-	-	-	-	2	-	1
	*	*	*	*	*	*	*	*	*	1%	-	-	-	-	-	-	*	-	*
Mis-delivered mail	**14**	14	-	-	13	1	*	-	-	3	2	2	4	-	3	-	-	-	1
	*	*	-	-	*	*	*	-	-	1%	*	*	1%	-	*	-	-	-	*
Mail that has been tampered with	**18**	15	3	3	18	*	-	-	-	3	-	1	2	-	3	9	-	-	*
	*	*	*	1%	*	*	-	-	-	1%	-	*	*	-	*	1%	-	-	*
Other problems	**10**	10	*	-	10	*	-	-	-	2	1	-	2	-	5	-	-	-	*
	*	*	*	-	*	*	-	-	-	*	*	-	*	-	1%	-	-	-	*
No - there have been no problems	**174**	142	32	17	137	24	10	2	11	20	9	12	14	29	25	5	13	1	23
	3%	*3%*	*4%*	**7%a**	*3%*	**6%dg**	*4%*	*2%*	**5%jo**	**3%o**	*2%*	**3%o**	**3%o**	**6%jo**	**4%o**	*1%*	**3%o**	*2%*	**6%jlop**
NET Any problem experienced	**49**	45	4	3	44	3	1	*	1	8	3	3	7	-	10	9	4	-	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*
Not aware of DX	**4455**	3831	624	202	3747	363	214	131	171	473	366	329	384	395	617	622	390	59	304
	86%	*86%*	*86%*	*85%*	*86%*	*84%*	*86%*	**92%def**	*82%*	*84%*	*86%*	*88%*	*85%*	*82%*	**91%hilmr**	**88%hr**	**88%hr**	**93%himr**	*82%*
Aware but not used DX	**484**	419	65	15	410	44	22	8	26	65	47	32	50	56	27	72	36	3	40
	9%	*9%*	*9%*	*6%*	**9%g**	**10%g**	*9%*	*6%*	**13%n**	**11%n**	**11%n**	**8%n**	**11%n**	**12%n**	*4%*	**10%n**	**8%n**	*5%*	**11%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	**12**	5	*	4	1	1	5	2	2	6	*	-	3	9	3
	*****	*	*	**1%b**	*	**1%b**	*	*b	*	*	*	-	**3%hijkm**	*	*1%*
Damaged mail	**11**	4	7	-	-	-	11	-	7	4	*	-	-	11	-
	*****	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Delayed mail	**9**	6	3	-	-	-	9	-	2	6	*	-	-	9	-
	*****	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Mis-delivered mail	**14**	10	2	-	2	-	12	2	4	6	3	-	-	11	-
	*****	*1%*	*	-	*1%*	-	*	*	*	*	*	-	-	*	-
Mail that has been tampered with	**18**	2	11	3	2	-	13	2	8	5	*	-	5	13	5
	*****	*	*1%*	*	*1%*	-	*	*	*	*	*	-	**5%hijkm**	*	**1%ijm**
Other problems	**10**	5	4	1	-	-	9	-	3	5	3	-	-	8	-
	*****	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**174**	53	62	42	10	5	115	15	75	54	33	9	2	129	11
	3%	*3%*	*3%*	**5%abi**	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*
NET Any problem experienced	**49**	20	19	4	5	1	39	6	18	20	6	-	5	38	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	**5%hijkm**	*1%*	*1%*
Not aware of DX	**4455**	1585	1694	669	308	144	3279	453	1576	1712	787	228	83	3287	311
	86%	*86%*	*87%*	*86%*	*87%*	*89%*	*86%*	*87%*	*85%*	*87%*	*87%*	*85%*	*81%*	*86%*	*84%*
Aware but not used DX	**484**	186	181	67	33	13	367	45	176	173	83	30	13	349	42
	9%	*10%*	*9%*	*9%*	*9%*	*8%*	*10%*	*9%*	*10%*	*9%*	*9%*	*11%*	*12%*	*9%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	12	3	8	*	5	7	-	12	-	-	-	12	-
	*	1%	*	*	*	*	-	*	-	-	-	*	-
Damaged mail	11	2	9	-	6	5	-	8	3	-	-	11	-
	*	*	*	-	*	*	-	*	3%gk	-	-	*	-
Delayed mail	9	4	6	-	7	2	-	9	-	-	-	9	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
Mis-delivered mail	14	7	7	-	11	2	2	14	-	-	-	14	-
	*	2%b	*	-	1%e	*	1%e	*	-	-	-	*	-
Mail that has been tampered with	18	2	16	-	8	10	-	14	4	-	-	18	-
	*	*	*	-	1%	*	-	*	5%gk	-	-	*	-
Other problems	10	3	7	-	8	3	-	7	3	-	-	10	-
	*	1%b	*	-	*e	*	-	*	3%gk	-	-	*	-
No - there have been no problems	174	6	167	1	41	128	5	174	-	-	-	174	-
	3%	1%	4%	1%	3%	4%	1%	3%	-	-	-	3%	-
NET Any problem experienced	49	10	39	*	26	22	2	45	4	-	-	49	-
	1%	3%b	1%	*	2%e	1%	1%	1%	5%gk	-	-	1%	-
Not aware of DX	4455	365	4012	78	1366	2799	291	4317	85	21	10	4422	23
	86%	91%b	86%	92%	88%	85%	89%	86%	95%	97%	100%	86%	99%
Aware but not used DX	484	21	456	6	124	330	30	483	-	1	-	483	*
	9%	5%	10%a	7%	8%	10%	9%	10%h	-	3%	-	9%h	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**12**	5	3	1	2	*	3	2	1	-	2	1	1	-	*	2	-
	*	*	*	*	*	*	1%	1%	*	-	*	*	*	-	*	*	-
Damaged mail	**11**	2	4	2	3	-	-	2	2	2	1	-	2	-	*	3	-
	*	*	*	*	*	-	-	*	*	*	*	-	*	-	*	1%	-
Delayed mail	**9**	2	6	-	1	*	2	-	2	-	4	-	-	-	*	*	*
	*	*	*	-	*	*	*	-	1%	-	1%	-	-	-	*	*	*
Mis-delivered mail	**14**	2	5	-	7	-	-	2	2	2	2	-	-	-	2	3	2
	*	*	*	-	1%	-	-	*	*	*	1%	-	-	-	*	1%	*
Mail that has been tampered with	**18**	3	3	7	4	-	3	-	2	-	2	2	5	-	-	3	2
	*	*	*	1%	*	-	1%	-	*	-	*	1%	1%	-	-	1%	*
Other problems	**10**	-	2	3	6	-	-	-	-	-	2	-	-	3	-	4	2
	*	-	*	*	*	-	-	-	-	-	*	-	-	1%	-	1%	*
No - there have been no problems	**174**	43	55	43	33	16	14	13	18	20	17	13	21	10	12	12	8
	3%	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*5%*	*2%*	*3%*	*3%*	*2%*
NET Any problem experienced	**49**	9	14	12	13	*	5	4	5	3	6	3	6	3	2	8	4
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	**2%o**	*1%*
Not aware of DX	**4455**	1101	1103	1105	1146	369	356	375	369	396	338	379	356	370	408	372	366
	86%	*85%*	*86%*	*86%*	*89%*	*85%*	*86%*	*85%*	*86%*	*86%*	*85%*	*88%*	*83%*	*87%*	*88%*	**90%l**	*88%*
Aware but not used DX	**484**	138	117	130	99	48	39	51	38	42	38	38	48	44	41	20	38
	9%	*11%*	*9%*	*10%*	*8%*	**11%o**	*9%*	**12%o**	*9%*	*9%*	**9%o**	*9%*	**11%o**	**10%o**	*9%*	*5%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	52	-	52	25	27	2	6	15	14	13	1	1	8	29	15	2	50	2	48
	1%	-	1%	1%	1%	*	1%	1%	2%jk	1%	*	*	1%	2%o	1%	*	1%	*	1%
Damaged mail	94	-	94	48	47	10	12	22	23	13	9	6	22	45	27	15	86	8	98
	2%	-	2%	2%	2%	1%	2%	2%	3%	1%	1%	1%	2%	3%	1%	1%	2%	2%	2%
Delayed mail	150	-	150	79	70	12	21	34	34	23	17	9	33	67	50	26	133	13	177
	3%	-	3%	3%	3%	2%	3%	3%	4%e	3%	3%	2%	3%	4%	2%	2%	3%	3%	3%
Mis-delivered mail	82	-	82	25	57	4	8	23	11	13	16	7	12	34	36	23	76	3	67
	2%	-	2%	1%	2%c	1%	1%	2%	1%	1%	3%e	1%	1%	2%	2%	2%	2%	1%	1%
Mail that has been tampered with	27	-	27	11	14	1	6	13	1	2	4	1	7	14	7	5	25	2	25
	1%	-	1%	*	1%	*	1%	1%	*	*	1%	*	1%	1%	*	*	1%	*	*
Other problems	81	-	81	38	43	6	9	17	7	12	7	23	15	24	42	30	80	-	74
	2%	-	2%	2%	2%	1%	2%	2%	1%	1%	1%	4%efghij	1%	1%	2%	3%	2%	-	1%
No - there have been no problems	1757	-	1757	729	1023	98	176	319	316	389	257	203	274	635	849	460	1663	84	2071
	34%	-	34%	29%	39%c	14%	29%e	30%e	42%efg	43%efg	40%efg	39%efg	21%	35%l	41%lm	40%l	36%q	18%	40%
NET Any problem experienced	339	-	339	160	177	30	41	86	61	52	39	29	71	147	121	68	312	23	356
	7%	-	7%	6%	7%	4%	7%	8%e	8%e	6%	6%	6%	6%	8%ln	6%	6%	7%	5%	7%
Not aware of Yodel	1754	-	1754	1030	715	464	297	458	191	163	102	79	761	649	344	181	1461	271	1518
	34%	-	34%	41%d	27%	67%fghijk	49%hijk	43%hijk	26%ijk	18%	16%	15%	59%mno	36%no	17%	16%	31%	59%p	29%
Aware but not used Yodel	1311	-	1311	597	711	97	94	197	178	294	236	214	191	375	744	451	1218	85	1216
	25%	-	25%	24%	27%c	14%	15%	19%	24%efg	33%efgh	37%efgh	41%efghi	15%	21%l	36%lm	39%lm	26%q	18%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	52	5	19	11	17	24	28	38	13	10	2	12	18	6	31	10	38
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
Damaged mail	94	9	37	18	30	47	48	61	32	22	9	24	18	14	51	22	65
	2%	1%	2%	2%	2%	2%	2%	2%	2%	3%ln	1%	2%	1%	2%	2%	3%p	2%
Delayed mail	150	28	68	26	29	95	55	105	42	9	19	32	59	23	110	9	134
	3%	3%	4%cd	2%	2%	4%f	2%	3%h	2%	1%	3%	2%	5%ik	2%	3%i	1%	3%o
Mis-delivered mail	82	12	32	19	18	44	38	50	27	9	13	30	19	7	63	9	71
	2%	1%	2%	2%	1%	2%	1%	2%	1%	1%	2%	2%m	2%	1%	2%	1%	2%
Mail that has been tampered with	27	6	*	12	8	7	20	12	10	4	*	10	5	8	15	4	23
	1%	1%b	*	1%b	1%b	*	1%	*	1%	1%	*	1%	*	1%	*	1%	1%
Other problems	81	29	19	14	20	47	34	37	42	8	15	19	16	18	50	8	68
	2%	3%bc	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%
No - there have been no problems	1757	265	585	412	495	849	908	932	805	219	228	446	483	259	1156	220	1438
	34%	27%	37%a	35%a	36%a	33%	35%	30%	40%g	32%	35%m	34%m	38%lm	28%	36%m	32%	34%
NET Any problem experienced	339	61	126	71	82	186	152	209	122	45	40	81	98	54	219	45	275
	7%	6%	8%	6%	6%	7%	6%	7%	6%	7%	6%	6%	8%	6%	7%	7%	7%
Not aware of Yodel	1754	511	452	371	420	963	791	1252	465	210	181	422	370	449	972	210	1438
	34%	52%bcd	28%	31%	30%	37%f	31%	41%h	23%	31%	28%	32%	29%	49%ijkln	30%	30%	34%
Aware but not used Yodel	1311	154	437	330	390	591	720	678	616	210	202	351	305	158	858	215	1038
	25%	16%	27%a	28%a	28%a	23%	28%e	22%	31%g	31%lm	31%lm	27%m	24%m	17%	27%m	31%p	25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 309

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	52	45	7	2	46	4	2	*	2	7	12	3	8	1	4	5	4	*	3
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	3%mn	1%	2%	*	1%	1%	1%	1%	1%
Damaged mail	94	76	19	4	83	6	4	2	4	12	9	13	10	13	14	7	2	1	4
	2%	2%	3%	2%	2%	1%	2%	1%	2%	2%	2%	3%p	2%	3%	2%	1%	1%	2%	1%
Delayed mail	150	121	29	4	116	18	10	6	7	6	20	16	7	6	20	22	11	2	17
	3%	3%	4%	2%	3%	4%	4%	4%	3%l	1%	5%ilm	4%lm	2%	1%	3%	3%	2%	3%	5%lm
Mis-delivered mail	82	61	21	6	73	5	3	1	2	3	14	4	9	8	12	16	4	1	4
	2%	1%	3%a	2%	2%	1%	1%	1%	1%	1%	3%i	1%	2%	2%	2%	2%	1%	1%	1%
Mail that has been tampered with	27	19	8	7	24	3	*	*	1	3	2	1	4	5	2	5	1	*	2
	1%	*	1%a	3%a	1%	1%	*	*	*	1%	*	*	1%	1%	*	1%	*	*	1%
Other problems	81	58	23	6	70	5	5	*	5	8	10	6	5	4	6	23	4	*	5
	2%	1%	3%a	2%	2%g	1%	2%g	*	2%	1%	2%	2%	1%	1%	1%	3%	1%	*	1%
No - there have been no problems	1757	1463	294	97	1396	193	112	56	88	176	134	119	137	206	122	219	195	21	172
	34%	33%	41%a	41%a	32%	45%d	45%d	39%d	42%ijklno	31%n	32%n	32%n	30%n	43%ijklno	18%	31%n	44%ijklno	33%n	47%ijklnoq
NET Any problem experienced	339	272	66	21	282	31	18	8	13	32	48	29	27	25	41	46	22	4	27
	7%	6%	9%a	9%	7%	7%	7%	6%	6%	6%	11%ilmnop	8%	6%	5%	6%	6%	5%	6%	7%
Not aware of Yodel	1754	1599	155	65	1528	120	64	42	65	190	108	123	154	110	405	261	112	20	99
	34%	36%bc	21%	28%	35%efg	28%	26%	29%	31%m	34%jmp	25%	33%m	34%jmp	23%	60%hijklmopqr	37%jmpr	25%	33%	27%
Aware but not used Yodel	1311	1103	208	53	1132	89	53	37	44	167	135	104	137	139	110	182	113	18	72
	25%	25%	29%	23%	26%ef	21%	21%	26%	21%	30%hnr	32%hnr	28%nr	30%hnr	29%hnr	16%	26%n	26%n	28%n	19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	52	17	15	6	13	1	33	14	22	16	10	*	4	37	5
	1%	1%	1%	1%	4%abcf	*	1%	3%abcf	1%	1%	1%	*	4%hijkm	1%	1%
Damaged mail	94	34	36	15	6	3	71	9	44	29	11	7	4	73	11
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	3%	4%	2%	3%
Delayed mail	150	52	60	17	16	3	111	19	72	50	14	6	4	123	11
	3%	3%	3%	2%	5%	2%	3%	4%	4%j	3%	2%	2%	4%	3%j	3%
Mis-delivered mail	82	36	23	14	8	1	59	9	32	32	11	4	2	64	7
	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%
Mail that has been tampered with	27	11	6	7	2	*	17	2	11	10	4	*	3	20	3
	1%	1%	*	1%	1%	*	*	*	1%	*	*	*	3%hijm	1%	1%
Other problems	81	36	23	14	7	1	59	8	33	29	15	3	*	62	3
	2%	2%	1%	2%	2%	*	2%	2%	2%	1%	2%	1%	*	2%	1%
No - there have been no problems	1757	687	681	225	93	59	1369	151	696	691	242	85	28	1387	113
	34%	37%cdg	35%cd	29%	26%	36%	36%cdg	29%	38%jn	35%j	27%	32%	27%	36%j	31%
NET Any problem experienced	339	121	121	57	30	7	242	37	143	119	50	13	12	262	25
	7%	7%	6%	7%	8%	4%	6%	7%	8%	6%	5%	5%	12%j	7%	7%
Not aware of Yodel	1754	558	620	343	143	56	1178	198	543	655	393	95	33	1198	127
	34%	30%	32%	44%abf	40%abf	34%	31%	38%abf	29%	33%h	43%himn	35%	32%	32%	34%
Aware but not used Yodel	1311	477	534	158	91	42	1011	132	463	493	225	74	30	956	104
	25%	26%c	27%c	20%	26%	25%	27%c	25%	25%	25%	25%	28%	30%	25%	28%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	52	4	46	3	18	30	4	52	-	-	-	52	-
	1%	1%	1%	3%	1%	1%	1%	1%	-	-	-	1%	-
Damaged mail	94	10	78	6	39	49	7	94	-	-	-	94	-
	2%	3%	2%	7%b	2%	1%	2%	2%	-	-	-	2%	-
Delayed mail	150	9	137	4	44	93	12	147	2	-	-	149	1
	3%	2%	3%	5%	3%	3%	4%	3%	3%	-	-	3%	3%
Mis-delivered mail	82	9	70	2	31	48	2	81	1	-	-	82	-
	2%	2%	2%	3%	2%	1%	1%	2%	1%	-	-	2%	-
Mail that has been tampered with	27	7	19	1	19	6	2	26	1	-	-	27	-
	1%	2%b	*	1%	1%e	*	1%	1%	1%	-	-	1%	-
Other problems	81	10	70	1	23	54	4	81	-	-	-	81	*
	2%	3%	2%	1%	1%	2%	1%	2%	-	-	-	2%	1%
No - there have been no problems	1757	108	1629	20	484	1198	75	1743	4	7	4	1754	-
	34%	27%	35%a	23%	31%f	37%df	23%	35%h	4%	32%	35%	34%h	-
NET Any problem experienced	339	33	297	9	120	201	18	334	4	-	-	338	1
	7%	8%	6%	11%	8%	6%	6%	7%	4%	-	-	7%	3%
Not aware of Yodel	1754	222	1488	44	581	1001	172	1641	80	10	6	1731	17
	34%	55%b	32%	52%b	37%e	31%	53%de	33%	90%gk	49%	64%	34%	73%
Aware but not used Yodel	1311	39	1260	12	371	878	62	1299	2	4	*	1305	5
	25%	10%	27%a	14%	24%	27%f	19%	26%h	2%	19%	1%	25%h	24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**52**	7	9	18	17	2	*	5	*	4	5	6	5	7	4	7	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*
Damaged mail	**94**	20	24	20	31	6	5	9	5	10	9	5	5	10	12	13	6
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*3%*	*1%*
Delayed mail	**150**	29	38	37	46	9	7	13	15	11	13	9	12	16	12	23	11
	3%	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	**5%f**	*3%*
Mis-delivered mail	**82**	14	16	32	20	4	3	7	6	4	6	5	14	13	6	11	3
	2%	*1%*	*1%*	**3%a**	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*3%*	*1%*	*3%*	*1%*
Mail that has been tampered with	**27**	9	9	8	2	1	3	5	*	3	6	-	2	5	*	1	1
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*	*	*
Other problems	**81**	27	21	14	19	7	1	19	7	8	6	3	6	6	9	4	6
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*	**4%fko**	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
No - there have been no problems	**1757**	448	426	453	431	175	137	135	133	168	125	159	159	135	163	112	156
	34%	*35%*	*33%*	*35%*	*33%*	**40%ghjo**	*33%*	*31%*	*31%*	**36%o**	*31%*	**37%o**	**37%o**	*32%*	*35%*	*27%*	**37%o**
NET Any problem experienced	**339**	75	88	83	92	20	17	38	23	31	35	20	29	35	33	36	23
	7%	*6%*	*7%*	*6%*	*7%*	*5%*	*4%*	**9%f**	*5%*	*7%*	**9%f**	*5%*	*7%*	*8%*	*7%*	**9%f**	*6%*
Not aware of Yodel	**1754**	414	447	425	467	145	125	145	165	139	143	143	134	149	164	159	145
	34%	*32%*	*35%*	*33%*	*36%*	*33%*	*30%*	*33%*	*38%*	*30%*	*36%*	*33%*	*31%*	*35%*	*35%*	*39%*	*35%*
Aware but not used Yodel	**1311**	353	328	329	301	93	136	124	108	123	97	110	110	109	104	105	92
	25%	*27%*	*25%*	*25%*	*23%*	*21%*	**33%ejnp**	*28%*	*25%*	*27%*	*24%*	*26%*	*25%*	*25%*	*22%*	*26%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	38	-	38	16	22	1	3	14	6	9	3	2	4	20	14	5	34	2	42
	1%	-	1%	1%	1%	*	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%
Damaged mail	75	-	75	37	38	4	6	13	14	20	12	5	10	28	37	17	70	5	67
	1%	-	1%	1%	1%	1%	1%	1%	2%	2%e	2%	1%	1%	2%	2%	1%	2%	1%	1%
Delayed mail	87	-	87	46	41	15	11	33	5	7	14	3	26	37	24	17	85	1	89
	2%	-	2%	2%	2%	2%	2%	3%hijk	1%	1%	2%	*	2%	2%	1%	1%	2%	*	2%
Mis-delivered mail	35	-	35	14	21	3	4	16	4	3	4	*	7	20	8	5	32	1	38
	1%	-	1%	1%	1%	*	1%	2%	1%	*	1%	*	1%	1%	*	*	1%	*	1%
Mail that has been tampered with	22	-	22	17	5	2	3	11	-	5	1	-	5	11	6	1	19	1	18
	*	-	*	1%	*	*	1%	1%h	-	1%	*	-	*	1%	*	*	*	*	*
Other problems	52	-	52	18	33	3	4	13	9	8	10	4	7	22	22	14	50	1	43
	1%	-	1%	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	*	1%
No - there have been no problems	1675	-	1675	756	911	119	126	276	296	374	279	205	245	572	858	484	1585	82	1670
	32%	-	32%	30%	35%c	17%	21%	26%e	40%efg	42%efg	44%efg	39%efg	19%	32%l	42%lm	42%lm	34%q	18%	32%
NET Any problem experienced	235	-	235	113	122	22	22	69	34	43	35	9	44	103	87	45	220	11	235
	5%	-	5%	4%	5%	3%	4%	7%ek	5%	5%k	6%k	2%	3%	6%l	4%	4%	5%	2%	5%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2809	-	2809	1407	1391	523	412	613	355	400	256	251	934	968	907	507	2457	323	2838
	54%	-	54%	56%	53%	76%fghijk	68%ghijk	58%hijk	48%j	45%	40%	48%	72%mno	54%no	44%	44%	53%	70%p	55%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	442	-	442	240	202	25	48	101	61	81	64	61	74	163	206	125	391	46	418
	9%	-	9%	10%	8%	4%	8%e	10%e	8%e	9%e	10%e	12%e	6%	9%l	10%l	11%l	8%	10%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	38	7	6	17	8	12	26	21	16	4	5	6	4	16	14	4	30
	1%	1%	*	1%b	1%	*	1%	1%	1%	1%	1%	*	*	2%kln	*	1%	1%
Damaged mail	75	13	22	17	24	35	40	43	32	12	10	16	18	12	44	12	57
	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%
Delayed mail	87	28	19	24	16	47	40	57	30	6	14	16	21	27	50	6	79
	2%	3%bd	1%	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	3%ikn	2%	1%	2%
Mis-delivered mail	35	7	9	14	5	16	19	22	11	4	3	4	12	10	20	4	30
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
Mail that has been tampered with	22	10	4	7	1	14	8	16	6	1	*	1	5	13	6	1	20
	*	1%bd	*	1%	*	1%	*	1%	*	*	*	*	*	1%ijkn	*	*	*
Other problems	52	15	11	8	18	26	26	31	20	11	3	16	7	14	26	11	40
	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	2%	1%	2%	1%
No - there have been no problems	1675	247	584	380	464	831	844	876	776	198	237	451	464	242	1152	198	1415
	32%	25%	36%a	32%a	33%a	32%	33%	29%	39%g	29%	36%im	35%m	37%im	26%	36%im	29%	34%
NET Any problem experienced	235	52	57	67	58	109	125	142	90	29	29	53	51	59	133	29	194
	5%	5%	4%	6%	4%	4%	5%	5%	5%	4%	4%	4%	4%	6%n	4%	4%	5%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2809	629	825	639	716	1454	1355	1805	952	375	352	680	625	573	1658	376	2259
	54%	63%bcd	52%	54%	52%	56%	53%	59%h	47%	55%	54%	52%	50%	62%ijkln	52%	55%	54%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	442	63	133	98	149	196	246	249	189	83	33	115	116	46	264	86	320
	9%	6%	8%	8%	11%a	8%	10%	8%	9%	12%jmn	5%	9%jm	9%jm	5%	8%jm	12%p	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	**38**	32	6	2	33	2	2	2	*	6	1	4	8	2	8	2	1	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*2%*	*	*1%*	*	*	*	*1%*
Damaged mail	**75**	63	12	8	67	5	3	1	1	5	11	10	4	13	-	8	13	1	4
	1%	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	**3%n**	**3%n**	*1%*	**3%n**	-	*1%*	**3%n**	**1%n**	**1%n**
Delayed mail	**87**	67	20	9	73	7	5	2	5	8	3	8	8	10	13	12	5	1	7
	2%	*2%*	*3%*	**4%a**	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*
Mis-delivered mail	**35**	31	4	2	27	5	1	1	1	-	1	6	5	4	3	5	2	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	-	*	**2%l**	*1%*	*1%*	*	*1%*	*	-	**1%l**
Mail that has been tampered with	**22**	21	1	*	20	2	*	-	1	3	-	1	1	2	9	3	-	*	2
	*	*	*	*	*	*	*	-	*	*1%*	-	*	*	*	*1%*	*	-	*	*
Other problems	**52**	44	8	6	48	2	1	1	2	5	8	7	4	5	-	3	12	-	2
	1%	*1%*	*1%*	*2%*	*1%*	*	*	*	**1%n**	*1%*	**2%n**	**2%n**	*1%*	*1%*	-	*	**3%nor**	-	*1%*
No - there have been no problems	**1675**	1407	268	70	1395	144	86	49	64	160	142	111	148	200	168	216	185	16	128
	32%	*32%*	**37%a**	*29%*	*32%*	*33%*	*35%*	*35%*	*31%*	*28%*	**33%n**	*30%*	**33%n**	**42%hiklnoq**	*25%*	*31%*	**42%hiklnoq**	*25%*	**35%n**
NET Any problem experienced	**235**	196	39	18	200	18	11	6	9	25	19	26	23	23	20	28	25	1	16
	5%	*4%*	*5%*	*7%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	**7%n**	*5%*	*5%*	*3%*	*4%*	*6%*	*2%*	*4%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2809**	2451	358	128	2364	237	129	79	119	329	212	198	245	206	453	395	206	40	197
	54%	**55%b**	*49%*	*54%*	*54%*	*55%*	*52%*	*55%*	**57%mp**	**58%mp**	*50%*	**53%m**	**54%m**	*43%*	**67%hijklmopr**	**56%mp**	*46%*	**64%mp**	**53%m**
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**442**	383	59	21	379	34	20	9	17	51	52	40	37	50	37	68	26	6	29
	9%	*9%*	*8%*	*9%*	*9%*	*8%*	*8%*	*6%*	*8%*	*9%*	**12%np**	**11%n**	*8%*	**10%n**	*5%*	*10%*	*6%*	*9%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	38	17	15	2	3	*	32	3	15	18	3	2	*	33	2
	1%	1%	1%	*	1%	*	1%	1%	1%	1%	*	1%	*	1%	*
Damaged mail	75	36	21	15	3	*	57	3	37	28	8	3	*	64	3
	1%	2%	1%	2%	1%	*	1%	1%	2%	1%	1%	1%	*	2%	1%
Delayed mail	87	35	35	9	6	3	70	8	31	31	17	4	5	61	9
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%
Mis-delivered mail	35	12	13	7	1	2	25	3	20	6	8	-	2	26	2
	1%	1%	1%	1%	*	1%	1%	1%	1%l	*	1%	-	2%	1%	*
Mail that has been tampered with	22	10	10	-	1	-	21	1	8	10	3	1	-	18	1
	*	1%	1%	-	*	-	1%	*	*	1%	*	*	-	*	*
Other problems	52	30	7	9	4	1	38	5	33	13	3	-	1	47	1
	1%	2%b	*	1%	1%	1%	1%	1%	2%j	1%	*	-	1%	1%	*
No - there have been no problems	1675	637	639	233	105	53	1276	157	644	647	256	99	22	1291	120
	32%	35%	33%	30%	29%	32%	34%	30%	35%jl	33%l	28%	37%jl	21%	34%jl	33%
NET Any problem experienced	235	88	87	39	15	5	175	20	105	83	32	9	6	188	15
	5%	5%	4%	5%	4%	3%	5%	4%	6%	4%	4%	3%	6%	5%	4%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2809	965	1050	455	200	94	2014	294	924	1060	561	142	63	1984	205
	54%	52%	54%	58%a	56%	58%	53%	57%	50%	54%	62%him	53%	62%	52%	56%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	442	154	180	56	36	11	334	47	171	168	61	17	11	340	28
	9%	8%	9%	7%	10%	7%	9%	9%	9%	9%	7%	6%	11%	9%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	**38**	7	30	-	19	19	-	36	2	-	-	38	-
	1%	**2%b**	*1%*	-	*1%*	*1%*	-	*1%*	*2%*	-	-	*1%*	-
Damaged mail	**75**	4	70	1	23	51	2	75	-	-	-	75	-
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	-	-	-	*1%*	-
Delayed mail	**87**	14	72	1	36	50	1	86	2	-	-	87	-
	2%	**4%b**	*2%*	*1%*	*2%*	*2%*	*	*2%*	*2%*	-	-	*2%*	-
Mis-delivered mail	**35**	5	28	2	14	20	2	34	1	*	-	35	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*2%*
Mail that has been tampered with	**22**	8	13	1	11	9	3	22	-	-	-	22	-
	*	**2%b**	*	*1%*	*1%*	*	*1%*	*	-	-	-	*	-
Other problems	**52**	4	47	1	17	34	1	52	-	*	-	52	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	*1%*
No - there have been no problems	**1675**	101	1561	14	533	1076	66	1662	3	3	2	1668	4
	32%	*25%*	**33%ac**	*16%*	**34%f**	**33%f**	*20%*	**33%h**	*4%*	*14%*	*22%*	**33%h**	*19%*
NET Any problem experienced	**235**	25	204	6	82	144	8	231	2	*	-	234	1
	5%	*6%*	*4%*	*7%*	*5%*	*4%*	*3%*	*5%*	*3%*	*1%*	-	*5%*	*3%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2809**	255	2501	53	833	1755	222	2686	83	15	8	2785	17
	54%	**63%b**	*54%*	*63%*	*54%*	*54%*	**68%de**	*54%*	**94%gk**	*73%*	*78%*	*54%*	*74%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**442**	22	408	12	107	304	30	438	-	3	-	441	1
	9%	*5%*	*9%*	**15%a**	*7%*	**9%d**	*9%*	**9%h**	-	*13%*	-	**9%h**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**38**	9	10	2	17	3	2	4	6	*	3	*	1	1	6	7	4
	1%	*1%*	*1%*	*	**1%c**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*1%*	**2%i**	*1%*
Damaged mail	**75**	20	16	16	24	3	3	14	6	7	3	7	7	2	9	11	4
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**3%m**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*
Delayed mail	**87**	18	22	24	23	10	4	4	10	7	5	14	9	1	9	7	7
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	**2%m**	*2%*	*1%*	**3%m**	*2%*	*	*2%*	*2%*	*2%*
Mis-delivered mail	**35**	6	9	8	11	1	3	2	5	3	1	1	6	1	*	9	3
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*	**2%n**	*1%*
Mail that has been tampered with	**22**	3	8	2	10	2	-	1	2	*	5	-	1	1	9	1	*
	*	*	*1%*	*	*1%*	*	-	*	*1%*	*	*1%*	-	*	*	**2%fikp**	*	*
Other problems	**52**	11	17	15	9	4	*	7	6	5	5	5	5	5	3	4	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*
No - there have been no problems	**1675**	448	416	436	375	153	142	154	124	167	124	143	144	149	132	102	141
	32%	**35%d**	*32%*	*34%*	*29%*	**35%o**	**34%o**	**35%o**	*29%*	**36%o**	*31%*	**33%o**	**33%o**	**35%o**	*29%*	*25%*	**34%o**
NET Any problem experienced	**235**	50	65	55	65	15	13	22	26	23	16	23	22	11	23	27	16
	5%	*4%*	*5%*	*4%*	*5%*	*3%*	*3%*	*5%*	*6%*	*5%*	*4%*	*5%*	*5%*	*3%*	*5%*	**6%m**	*4%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2809**	681	697	682	749	225	230	227	243	227	226	226	223	233	264	249	236
	54%	*53%*	*54%*	*53%*	*58%*	*52%*	*55%*	*51%*	*57%*	*49%*	*57%*	*52%*	*52%*	*55%*	*57%*	**60%gl**	*57%*
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**442**	111	113	116	102	41	30	40	36	44	33	39	43	34	45	35	23
	9%	*9%*	*9%*	*9%*	*8%*	*9%*	*7%*	*9%*	*8%*	*10%*	*8%*	*9%*	*10%*	*8%*	*10%*	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Lost mail	**1**	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1
	*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*
Damaged mail	**1**	-	1	1	-	-	-	*	-	-	*	*	-	*	*	*	1	-	3
	*	-	*	*	-	-	-	*	-	-	*	*	-	*	*	*	*	-	*
Delayed mail	**2**	-	2	1	1	1	-	-	-	-	1	-	1	-	1	1	2	-	4
	*	-	*	*	*	*	-	-	-	-	*	-	*	-	*	*	*	-	*
Mis-delivered mail	**2**	-	2	-	2	1	-	-	-	-	-	*	1	-	*	*	2	-	2
	*	-	*	-	*	*	-	-	-	-	-	*	*	-	*	*	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*
No - there have been no problems	**11**	-	11	2	9	-	-	*	-	*	4	7	-	*	11	11	11	-	13
	*	-	*	*	*	-	-	*	-	*	*1%*	**1%efghi**	-	*	**1%m**	**1%lm**	*	-	*
NET Any problem experienced	**3**	-	3	1	2	1	-	*	*	-	1	*	1	*	1	1	3	-	9
	*	-	*	*	*	*	-	*	*	-	*	*	*	*	*	*	*	-	*
Not aware of Other	**5147**	-	5147	2512	2615	688	608	1059	746	897	629	519	1296	1805	2045	1148	4640	463	5138
	100%	-	*100%*	*100%*	*100%*	*100%*	**100%k**	**100%k**	**100%k**	**100%k**	*99%*	*99%*	**100%o**	**100%no**	*99%*	*99%*	*100%*	*100%*	*100%*
Aware but not used Other	*	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	1
	*	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Lost mail	**1**	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1
	*	-	-	-	*	-	*	-	*	-	-	*	-	-	*	-	*
Damaged mail	**1**	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	1
	*	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	*
Delayed mail	**2**	*	-	-	2	*	2	*	2	-	*	2	-	*	2	-	2
	*	*	-	-	*	*	*	*	*	-	*	*	-	*	*	-	*
Mis-delivered mail	**2**	-	*	-	1	*	1	-	2	-	-	2	-	-	2	-	2
	*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
No - there have been no problems	**11**	3	7	*	1	9	2	1	10	*	4	2	3	3	8	*	11
	*	*	*	*	*	*	*	*	*g	*	*1%*	*	*	*	*	*	*
NET Any problem experienced	**3**	*	1	*	2	1	2	1	2	-	*	2	*	*	3	-	3
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Not aware of Other	**5147**	988	1592	1183	1384	2580	2567	3070	1996	684	647	1295	1253	916	3195	690	4174
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	**100%h**	*99%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Aware but not used Other	*	-	-	*	-	-	*	*	-	-	-	-	-	-	-	-	*
	*	-	-	*	-	-	*	*	-	-	-	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Lost mail	1	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
Damaged mail	1	*	*	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*	*
	*	*	*	*	-	*	-	*d	-	-	-	-	-	-	-	-	-	*	*
Delayed mail	2	2	*	-	1	*	*	*	-	1	-	-	-	-	-	-	-	-	*
	*	*	*	-	*	*	*	*	-	*	-	-	-	-	-	-	-	-	*
Mis-delivered mail	2	1	*	-	1	*	-	-	-	1	-	-	-	-	-	-	-	-	*
	*	*	*	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	*
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	11	6	5	1	9	2	*	*	-	-	3	-	-	-	-	2	4	-	2
	*	*	1%a	1%	*	*	*	*	-	-	1%	-	-	-	-	*	1%	-	*
NET Any problem experienced	3	2	1	*	1	1	*	1	-	1	-	-	-	-	-	-	-	*	1
	*	*	*	*	*	*	*	*d	-	*	-	-	-	-	-	-	-	*	*
Not aware of Other	5147	4429	718	235	4328	431	246	142	209	564	422	375	455	480	678	706	439	63	368
	100%	100%b	*99%*	*99%*	*100%*	*99%*	*100%*	*99%*	*100%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*	*100%*	*99%*
Aware but not used Other	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Lost mail	**1**	-	1	-	-	-	1	-	-	-	1	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	*	-	-	-	-
Damaged mail	**1**	*	*	-	-	-	1	-	*	*	-	*	-	*	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
Delayed mail	**2**	*	2	-	-	-	2	-	1	-	2	-	-	1	-
	*	*	*	-	-	-	*	-	*	-	*	-	-	*	-
Mis-delivered mail	**2**	-	2	-	-	-	2	-	-	*	1	-	-	*	-
	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
No - there have been no problems	**11**	7	1	*	2	*	9	2	5	4	-	2	-	9	2
	*	*	*	*	*1%*	*	*	*	*	*	-	**1%j**	-	*	*1%*
NET Any problem experienced	**3**	1	2	-	-	-	3	-	1	1	2	*	-	1	*
	*	*	*	-	-	-	*	-	*	*	*	*	-	*	*
Not aware of Other	**5147**	1836	1952	782	354	163	3788	517	1838	1954	908	264	102	3793	367
	100%	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*
Aware but not used Other	*	-	-	-	*	-	-	*	-	-	-	*	-	-	*
	*	-	-	-	*	-	-	*	-	-	-	*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Lost mail	**1**	-	1	-	1	-	-	1	-	-	-	1	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Damaged mail	**1**	*	*	-	*	*	-	1	-	-	-	1	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	**2**	-	2	-	2	-	-	2	-	-	-	2	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Mis-delivered mail	**2**	-	2	-	1	*	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	**11**	3	8	-	8	3	-	11	-	-	-	11	-
	*	**1%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
NET Any problem experienced	**3**	*	3	-	2	1	-	3	-	-	-	3	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Not aware of Other	**5147**	399	4663	85	1545	3275	327	5004	89	21	10	5114	23
	100%	*99%*	*100%*	*100%*	*99%*	**100%d**	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Aware but not used Other	*	-	*	-	-	-	*	*	-	-	-	*	-
	*	-	*	-	-	-	*	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Lost mail	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-
Damaged mail	**1**	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
Delayed mail	**2**	*	-	*	2	-	-	*	-	-	-	-	*	-	1	*	-
	*	*	-	*	*	-	-	*	-	-	-	-	*	-	*	*	-
Mis-delivered mail	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	1	*	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*****	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
No - there have been no problems	**11**	3	3	*	5	*	-	3	2	*	1	*	*	-	3	-	2
	*	*	*	*	*	*	-	*1%*	*	*	*	*	*	-	*1%*	-	*
NET Any problem experienced	**3**	*	*	*	2	*	*	*	-	-	*	-	*	-	1	1	-
	*	*	*	*	*	*	*	*	-	-	*	-	*	-	*	*	-
Not aware of Other	**5147**	1287	1286	1289	1284	433	414	440	428	461	397	432	431	427	459	411	414
	100%	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*
Aware but not used Other	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Citipost	34	-	34	29	5	4	5	20	4	1	-	-	9	25	1	-	32	2	24
	1%	-	1%	1%d	*	1%	1%	2%ijk	1%	*	-	-	1%no	1%no	*	-	1%	1%	*
Collect + (Collect Plus)	29	-	29	24	5	6	10	12	-	1	-	-	16	12	1	-	19	10	20
	1%	-	1%	1%d	*	1%	2%hijk	1%hij	-	*	-	-	1%no	1%no	*	-	*	2%p	*
DHL	59	-	59	46	13	14	7	25	6	5	1	1	21	31	8	2	41	18	47
	1%	-	1%	2%d	1%	2%j	1%	2%ijk	1%	1%	*	*	2%no	2%no	*	*	1%	4%p	1%
FedEx	48	-	48	30	17	10	9	24	2	1	*	-	20	26	1	*	36	12	35
	1%	-	1%	1%	1%	2%ijk	2%ijk	2%hijk	*	*	*	-	2%no	1%no	*	*	1%	3%p	1%
Hermes / Evri	218	-	218	90	128	29	23	48	49	46	14	8	53	97	68	22	194	21	212
	4%	-	4%	4%	5%	4%	4%	5%k	7%jk	5%jk	2%	2%	4%o	5%no	3%	2%	4%	4%	4%
Interlink	27	-	27	13	14	7	3	10	6	1	-	-	10	16	1	-	23	4	13
	1%	-	1%	1%	1%	1%l	1%	1%	1%	*	-	-	1%no	1%no	*	-	*	1%	*
DPD	37	-	37	21	14	6	3	20	4	3	*	1	9	24	4	1	35	2	42
	1%	-	1%	1%	1%	1%	*	2%ijk	1%	*	*	*	1%	1%no	*	*	1%	1%	1%
Parcelforce	32	-	32	17	14	4	3	9	10	1	5	1	7	19	7	6	29	3	37
	1%	-	1%	1%	1%	1%	*	1%	1%l	*	1%	*	1%	1%	*	*	1%	1%	1%
TNT Express	12	-	12	12	1	1	3	8	-	-	-	-	5	8	-	-	12	-	12
	*	-	*	*d	*	*	1%	1%	-	-	-	-	*n	*n	-	-	*	-	*
TNT Post UK	10	-	10	3	8	1	-	4	5	1	-	-	1	9	1	-	9	2	9
	*	-	*	*	*	*	-	*	1%	*	-	-	*	*n	*	-	*	*	*
UPS	22	-	22	14	9	10	1	7	3	1	1	-	11	9	2	1	18	4	20
	*	-	*	1%	*	1%l	*	1%	*	*	*	-	1%n	1%	*	*	*	1%	*
UK Mail (not to be confused with Royal Mail)	24	-	24	15	9	5	2	9	1	*	-	7	7	10	7	7	24	-	13
	*	-	*	1%	*	1%	*	1%l	*	*	-	1%hij	1%	1%	*	1%	1%	-	*
DX	12	-	12	7	5	2	1	8	1	-	*	-	3	9	*	*	12	-	12
	*	-	*	*	*	*	*	1%	*	-	*	-	*	*n	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Yodel	**52**	-	52	25	27	2	6	15	14	13	1	1	8	29	15	2	50	2	48
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	**2%jk**	*1%*	*	*	*1%*	**2%o**	*1%*	*	*1%*	*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	-	38	16	22	1	3	14	6	9	3	2	4	20	14	5	34	2	42
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
{£QI1.QI1_oth}	**1**	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1
	*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*
None of these	**4635**	-	4635	2237	2381	598	540	898	658	828	609	505	1138	1556	1942	1114	4198	397	4686
	90%	-	*90%*	*89%*	*91%*	*87%*	*89%*	*85%*	*88%*	**92%egh**	**96%efghl**	**96%efghl**	*88%*	*86%*	**94%lm**	**96%lm**	**90%q**	*86%*	*91%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Citipost	**34**	18	5	9	1	23	11	33	1	1	2	7	6	17	15	1	33
	1%	**2%bd**	*	**1%d**	*	*1%*	*	**1%h**	*	*	*	*1%*	*	**2%ijkln**	*	*	*1%*
Collect + (Collect Plus)	**29**	15	2	11	1	17	12	28	1	2	-	10	4	13	14	2	27
	1%	**2%bd**	*	**1%bd**	*	*1%*	*	**1%h**	*	*	-	*1%*	*	**1%jln**	*	*	*1%*
DHL	**59**	21	21	16	2	42	17	50	9	5	9	16	7	18	32	5	51
	1%	**2%d**	**1%d**	**1%d**	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*1%*
FedEx	**48**	27	2	11	8	29	19	43	5	4	8	10	5	21	23	4	43
	1%	**3%bcd**	*	**1%b**	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*1%*	*	**2%klm**	*1%*	*1%*	*1%*
Hermes / Evri	**218**	22	82	52	61	104	114	145	68	27	21	66	60	29	147	27	181
	4%	*2%*	**5%a**	**4%a**	**4%a**	*4%*	*4%*	*5%*	*3%*	*4%*	*3%*	*5%*	*5%*	*3%*	*5%*	*4%*	*4%*
Interlink	**27**	19	-	7	1	19	8	25	2	3	3	6	3	12	12	3	24
	1%	**2%bcd**	-	**1%b**	*	*1%*	*	**1%h**	*	*	*	*	*	**1%ln**	*	*	*1%*
DPD	**37**	11	4	6	17	15	22	28	9	7	4	8	9	8	21	7	29
	1%	**1%b**	*	*	**1%b**	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**32**	6	9	13	4	15	17	18	14	6	3	1	12	9	16	6	25
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**1%k**	*	*	**1%k**	**1%k**	*	*1%*	*1%*
TNT Express	**12**	5	4	2	2	8	4	12	1	1	-	-	2	10	2	1	12
	*	*	*	*	*	*	*	*	*	*	-	-	*	**1%klm**	*	*	*
TNT Post UK	**10**	4	2	4	1	6	5	10	-	2	-	3	2	3	6	2	8
	*	*	*	*	*	*	*	*h	-	*	-	*	*	*	*	*	*
UPS	**22**	7	6	6	3	13	9	18	5	5	2	4	2	9	8	5	17
	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*	**1%n**	*	*1%*	*
UK Mail (not to be confused with Royal Mail)	**24**	14	4	7	-	17	7	17	7	*	3	1	10	9	13	*	22
	*	**1%bd**	*	**1%d**	-	*1%*	*	*1%*	*	*	*	*	**1%k**	**1%k**	*	*	*1%*
DX	**12**	4	1	4	3	5	7	10	1	-	1	5	2	4	8	-	11
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Yodel	**52**	5	19	11	17	24	28	38	13	10	2	12	18	6	31	10	38
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	7	6	17	8	12	26	21	16	4	5	6	4	16	14	4	30
	1%	*1%*	*	**1%b**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	**2%klm**	*	*1%*	*1%*
{EQI1.QI1_oth}	**1**	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1
	*	-	-	-	*	-	*	-	*	-	-	*	-	-	*	-	*
None of these	**4635**	846	1450	1058	1282	2295	2340	2686	1872	626	601	1178	1130	777	2909	632	3743
	90%	*85%*	**91%a**	**89%a**	**92%ac**	*89%*	**91%e**	*87%*	**93%g**	**91%lm**	**92%lm**	**91%lm**	**90%lm**	*85%*	**91%lm**	*92%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Citipost	34 1%	31 1%	3 *	3 1%	29 1%	3 1%	2 1%	- -	3 2%p	8 1%	3 1%	2 1%	2 *	3 1%	3 *	3 *	1 *	2 4%jklmnopr	1 *
Collect + (Collect Plus)	29 1%	29 1%	* *	- -	26 1%	1 *	1 1%	1 1%	1 *	4 1%	- -	- -	7 1%r	- -	12 2%mr	2 *	1 *	1 1%jkmr	* *
DHL	59 1%	53 1%	6 1%	4 2%	52 1%	2 *	5 2%e	1 *	3 1%r	5 1%	6 1%	5 1%	10 2%r	4 1%	10 1%	6 1%	3 1%	1 2%r	* *
FedEx	48 1%	45 1%	3 *	2 1%	41 1%	3 1%	4 1%g	* *	1 1%	8 1%	2 *	2 1%	3 1%	2 *	20 3%jmopr	3 *	1 *	1 1%	2 1%
Hermes / Evri	218 4%	193 4%	25 3%	5 2%	181 4%	24 6%	9 4%	4 3%	9 4%	32 6%	24 6%	16 4%	20 5%	15 3%	28 4%	26 4%	11 3%	5 9%mop	19 5%
Interlink	27 1%	22 *	5 1%	5 2%a	26 1%	- -	1 *	* *	- -	- -	- -	2 1%	- -	1 *	18 3%hijlmpr	4 1%	1 *	- -	- -
DPD	37 1%	34 1%	3 *	* *	29 1%	3 1%	3 1%	1 1%	1 *	2 *	- -	2 1%	5 1%	5 1%	5 1%	7 1%	1 *	- -	3 1%
Parcelforce	32 1%	32 1%	1 *	* *	26 1%	4 1%	1 1%	1 1%	1 1%	- -	4 1%	3 1%	4 1%	3 1%	5 1%	2 *	4 1%	* *	4 1%l
TNT Express	12 *	12 *	* *	- -	10 *	1 *	1 *	* *	1 1%	2 *	- -	- -	- -	1 *	5 1%	- -	1 *	1 1%klo	1 *
TNT Post UK	10 *	8 *	2 *	2 1%	9 *	- -	1 *	1 1%e	2 1%lo	- -	2 *	2 1%	- -	- -	3 1%	- -	- -	- -	- -
UPS	22 *	22 1%	- -	- -	19 *	* *	2 1%e	1 1%	2 1%op	4 1%	- -	2 1%	2 *	1 *	7 1%	- -	- -	- -	* *
UK Mail (not to be confused with Royal Mail)	24 *	22 *	2 *	2 1%	22 1%	1 *	1 *	- -	- -	- -	4 1%	- -	- -	- -	6 1%	4 1%	7 2%ilm	- -	1 *
DX	12 *	8 *	3 *	3 1%a	10 *	1 *	* *	* *	1 *	2 *	3 1%	- -	1 *	- -	- -	3 *	- -	- -	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 312

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Yodel	**52**	45	7	2	46	4	2	*	2	7	12	3	8	1	4	5	4	*	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**3%mn**	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	32	6	2	33	2	2	2	*	6	1	4	8	2	8	2	1	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*2%*	*	*1%*	*	*	*	*1%*
{£QI1.QI1_oth}	**1**	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
None of these	**4635**	3959	677	223	3891	391	220	133	190	504	377	341	395	448	570	657	410	55	337
	90%	*89%*	**93%a**	**94%a**	*90%*	*90%*	*89%*	**93%d**	**91%n**	*89%*	*89%*	**91%n**	*87%*	**93%lnq**	*84%*	**93%ln**	**93%ln**	*87%*	**91%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Citipost	34	19	7	5	-	2	26	2	20	9	2	-	3	29	3
	1%	*1%*	*	*1%*	-	*1%*	*1%*	*	*1%*	*	*	-	**3%ijkm**	*1%*	*1%*
Collect + (Collect Plus)	29	17	9	3	-	-	27	-	12	15	2	-	-	27	-
	1%	*1%*	*	*	-	-	*1%*	-	*1%*	*1%*	*	-	-	*1%*	-
DHL	59	31	15	7	4	2	46	6	19	23	9	4	3	42	6
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
FedEx	48	30	14	3	1	-	44	1	24	17	5	2	-	41	2
	1%	**2%g**	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*
Hermes / Evri	218	51	94	42	22	8	145	30	80	85	32	17	3	165	21
	4%	*3%*	**5%a**	**5%a**	**6%a**	*5%*	*4%*	**6%a**	*4%*	*4%*	*3%*	*7%*	*3%*	*4%*	*6%*
Interlink	27	13	11	4	-	-	23	-	10	10	5	-	3	19	3
	1%	*1%*	*1%*	*	-	-	*1%*	-	*1%*	*	*1%*	-	**3%hijkm**	*1%*	*1%*
DPD	37	12	21	3	1	1	33	2	17	14	4	3	*	30	3
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Parcelforce	32	10	13	4	2	4	23	6	11	15	6	-	1	26	1
	1%	*1%*	*1%*	*	*	**2%af**	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*
TNT Express	12	8	2	1	2	1	9	3	7	6	-	-	-	12	-
	*	*	*	*	*	*1%*	*	*1%*	*	*	-	-	-	*	-
TNT Post UK	10	9	1	-	-	-	10	-	8	2	-	-	-	10	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
UPS	22	4	11	3	2	3	15	5	8	11	4	-	*	18	*
	*	*	*1%*	*	*1%*	**2%a**	*	*1%*	*	*1%*	*	-	*	*	*
UK Mail (not to be confused with Royal Mail)	24	16	6	-	-	2	22	2	14	4	3	3	-	18	3
	*	*1%*	*	-	-	**1%c**	*1%*	*	*1%*	*	*	*1%*	-	*	*1%*
DX	12	5	*	4	1	1	5	2	2	6	*	-	3	9	3
	*	*	*	**1%b**	*	**1%b**	*	*b	*	*	*	-	**3%hijkm**	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Yodel	**52**	17	15	6	13	1	33	14	22	16	10	*	4	37	5
	1%	*1%*	*1%*	*1%*	**4%abcd**	*	*1%*	**3%abcd**	*1%*	*1%*	*1%*	*	**4%hijkm**	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	17	15	2	3	*	32	3	15	18	3	2	*	33	2
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*
{EQI1.QI1_oth}	**1**	-	1	-	-	-	1	-	-	-	1	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	*	-	-	-	-
None of these	**4635**	1651	1756	712	313	143	3407	456	1646	1752	831	238	90	3399	328
	90%	*90%*	*90%*	*91%*	*88%*	*88%*	*90%*	*88%*	*89%*	*89%*	*91%*	*89%*	*88%*	*89%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Citipost	34	10	24	1	26	8	-	33	1	-	-	34	-
	1%	2%b	1%	1%	2%e	*	-	1%	1%	-	-	1%	-
Collect + (Collect Plus)	29	8	21	-	21	7	2	29	-	-	-	29	-
	1%	2%b	*	-	1%e	*	*	1%	-	-	-	1%	-
DHL	59	13	46	-	30	20	9	47	12	-	-	59	-
	1%	3%b	1%	-	2%e	1%	3%e	1%	13%gk	-	-	1%	-
FedEx	48	12	34	2	36	6	5	43	2	3	-	48	-
	1%	3%b	1%	2%	2%e	*	1%e	1%	2%	14%	-	1%	-
Hermes / Evri	218	17	200	1	58	140	19	206	10	2	*	218	-
	4%	4%	4%	1%	4%	4%	6%	4%	11%gk	9%	1%	4%	-
Interlink	27	6	21	-	12	15	-	24	3	-	-	27	-
	1%	1%	*	-	1%	*	-	*	3%gk	-	-	1%	-
DPD	37	4	33	-	21	15	2	32	3	2	-	37	-
	1%	1%	1%	-	1%e	*	*	1%	4%gk	8%	-	1%	-
Parcelforce	32	2	29	1	12	18	2	29	1	2	-	32	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	9%	-	1%	-
TNT Express	12	5	8	-	9	3	1	12	-	-	-	12	-
	*	1%b	*	-	1%e	*	*	*	-	-	-	*	-
TNT Post UK	10	2	8	-	5	6	-	9	1	-	-	10	-
	*	1%	*	-	*	*	-	*	1%	-	-	*	-
UPS	22	3	19	-	12	7	3	21	2	-	-	22	-
	*	1%	*	-	1%e	*	1%	*	2%	-	-	*	-
UK Mail (not to be confused with Royal Mail)	24	4	19	-	14	6	3	24	-	-	-	24	-
	*	1%	*	-	1%e	*	1%e	*	-	-	-	*	-
DX	12	3	8	*	5	7	-	12	-	-	-	12	-
	*	1%	*	*	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Yodel	**52**	4	46	3	18	30	4	52	-	-	-	52	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	7	30	-	19	19	-	36	2	-	-	38	-
	1%	**2%b**	*1%*	-	*1%*	*1%*	-	*1%*	*2%*	-	-	*1%*	-
{EQI1.QI1_oth}	**1**	-	1	-	1	-	-	1	-	-	-	1	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
None of these	**4635**	330	4227	79	1343	3010	282	4533	55	15	10	4602	23
	90%	*82%*	**90%a**	*93%*	*86%*	**92%df**	*86%*	**90%h**	*62%*	*69%*	*99%*	**90%h**	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Citipost	34	12	11	5	6	3	6	3	4	2	6	1	4	-	2	-	5
	1%	1%	1%	*	1%	1%	2%	1%	1%	*	1%	*	1%	-	*	-	1%
Collect + (Collect Plus)	29	14	6	5	5	4	5	5	4	-	2	4	*	1	3	-	2
	1%	1%	*	*	*	1%	1%	1%	1%	-	*	1%	*	*	1%	-	*
DHL	59	17	22	9	12	2	11	4	9	1	12	1	-	8	7	3	2
	1%	1%	2%	1%	1%	*	3%iklp	1%	2%l	*	3%eiklp	*	-	2%l	1%	1%	*
FedEx	48	7	21	4	15	1	2	4	11	6	4	1	3	-	8	4	4
	1%	1%	2%c	*	1%	*	1%	1%	3%ekm	1%	1%	*	1%	-	2%	1%	1%
Hermes / Evri	218	26	58	81	53	10	8	8	13	28	17	27	26	28	7	24	22
	4%	2%	4%a	6%a	4%a	2%	2%	2%	3%	6%efgn	4%	6%efgn	6%efgn	7%efgn	1%	6%fgn	5%gn
Interlink	27	10	5	4	8	1	6	3	4	1	-	4	-	-	3	3	2
	1%	1%	*	*	1%	*	1%	1%	1%	*	-	1%	-	-	1%	1%	1%
DPD	37	6	11	7	14	1	3	2	5	3	3	4	2	1	4	5	4
	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%
Parcelforce	32	6	5	15	7	4	2	*	*	3	2	5	5	5	4	1	1
	1%	*	*	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	*	*
TNT Express	12	-	10	2	-	-	-	-	6	-	4	2	-	*	-	-	-
	*	-	1%ad	*	-	-	-	-	1%	-	1%	*	-	*	-	-	-
TNT Post UK	10	1	4	4	2	1	-	-	2	-	2	3	-	1	-	-	2
	*	*	*	*	*	*	-	-	1%	-	*	1%	-	*	-	-	*
UPS	22	5	14	3	1	2	3	1	2	4	8	1	*	2	-	-	1
	*	*	1%cd	*	*	*	1%	*	1%	1%	2%ginq	*	*	*	-	-	*
UK Mail (not to be confused with Royal Mail)	24	6	5	11	2	3	3	-	2	-	3	8	-	3	-	*	2
	*	*	*	1%	*	1%	1%	-	1%	-	1%	2%gilr	-	1%	-	*	*
DX	12	5	3	1	2	*	3	2	1	-	2	1	1	-	*	2	-
	*	*	*	*	*	*	1%	1%	*	-	*	*	*	-	*	*	-
Yodel	52	7	9	18	17	2	*	5	*	4	5	6	5	7	4	7	7
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	2%	1%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**38**	9	10	2	17	3	2	4	6	*	3	*	1	1	6	7	4
	1%	*1%*	*1%*	*	**1%c**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*1%*	**2%l**	*1%*
{£QI1.QI1_oth}	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-
None of these	**4635**	1202	1140	1141	1152	406	384	411	380	420	340	383	386	372	422	362	369
	90%	**93%bcd**	*88%*	*88%*	*89%*	**94%hjmop**	**93%j**	**93%jm**	*88%*	**91%j**	*85%*	*89%*	*90%*	*87%*	**91%j**	*88%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Citipost	**28**	-	28	26	2	10	5	12	1	-	-	-	15	14	-	-	26	2	16
	1%	-	*1%*	1%d	*	1%hijk	1%l	1%lj	*	-	-	-	1%no	1%no	-	-	*1%*	*1%*	*
Collect + (Collect Plus)	**24**	-	24	20	4	2	7	14	1	*	-	-	8	15	*	-	19	5	18
	*	-	*	1%d	*	*	1%lj	1%lj	*	*	-	-	1%no	1%no	*	-	*	*1%*	*
DHL	**97**	-	97	65	32	20	21	34	14	6	1	2	41	48	9	3	86	11	76
	2%	-	*2%*	3%d	*1%*	3%ijk	3%ijk	3%ijk	2%j	*1%*	*	*	3%no	3%no	*	*	*2%*	*2%*	*1%*
FedEx	**65**	-	65	45	20	14	19	25	3	5	-	-	32	28	5	-	54	11	48
	1%	-	*1%*	2%d	*1%*	2%ijk	3%hijk	2%hijk	*	*1%*	-	-	2%no	2%no	*	-	*1%*	*2%*	*1%*
Hermes / Evri	**252**	-	252	104	147	36	37	56	47	43	13	20	73	103	75	32	225	22	264
	5%	-	*5%*	*4%*	*6%*	5%j	6%j	5%j	6%j	5%j	*2%*	*4%*	6%o	6%no	*4%*	*3%*	*5%*	*5%*	*5%*
Interlink	**23**	-	23	13	10	7	7	9	-	-	-	-	15	9	-	-	19	4	15
	*	-	*	*1%*	*	1%hi	1%hij	1%i	-	-	-	-	1%no	*n	-	-	*	*1%*	*
DPD	**75**	-	75	42	34	18	13	21	9	7	6	2	31	30	14	7	63	12	74
	1%	-	*1%*	*2%*	*1%*	3%ik	2%k	*2%*	*1%*	*1%*	*1%*	*	2%no	2%n	*1%*	*1%*	*1%*	*3%*	*1%*
Parcelforce	**49**	-	49	30	17	10	9	7	10	6	3	4	19	17	13	7	40	9	55
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
TNT Express	**17**	-	17	13	4	4	6	6	-	1	-	-	10	6	1	-	15	2	13
	*	-	*	*1%*	*	*1%*	1%hi	*1%*	-	*	-	-	1%no	*	*	-	*	*1%*	*
TNT Post UK	**8**	-	8	5	2	2	3	2	-	-	-	-	5	2	-	-	5	2	4
	*	-	*	*	*	*	*	*	-	-	-	-	*n	*	-	-	*	*1%*	*
UPS	**39**	-	39	25	15	8	1	23	5	1	1	*	9	28	3	1	23	17	34
	1%	-	*1%*	*1%*	*1%*	*1%*	*	2%ijk	*1%*	*	*	*	*1%*	2%no	*	*	*	4%p	*1%*
UK Mail (not to be confused with Royal Mail)	**21**	-	21	7	14	5	5	2	2	*	2	4	11	4	7	6	20	1	13
	*	-	*	*	*1%*	*1%*	1%l	*	*	*	*	*1%*	*1%*	*	*	*1%*	*	*	*
DX	**11**	-	11	7	4	-	1	5	5	-	-	-	1	10	-	-	11	*	9
	*	-	*	*	*	-	*	*	*1%*	-	-	-	*	1%n	-	-	*	*	*
Yodel	**94**	-	94	48	47	10	12	22	23	13	9	6	22	45	27	15	86	8	98
	2%	-	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**75**	-	75	37	38	4	6	13	14	20	12	5	10	28	37	17	70	5	67
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**2%e**	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
{£QI1.QI1_oth}	**1**	-	1	1	-	-	-	*	-	-	*	*	-	*	*	*	1	-	3
	*	-	*	*	-	-	-	*	-	-	*	*	-	*	*	*	*	-	*
None of these	**4507**	-	4507	2167	2322	572	504	885	649	820	594	483	1076	1533	1897	1077	4078	390	4559
	87%	-	*87%*	*86%*	*88%*	*83%*	*83%*	*83%*	*87%*	**91%efgh**	**94%efgh**	**92%efgh**	*83%*	*85%*	**92%lm**	**93%lm**	*88%*	*84%*	*88%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Citipost	28	17	5	7	-	22	7	28	*	-	*	5	1	22	7	-	28
	1%	2%bd	*	1%d	-	1%f	*	1%h	*	-	*	*	*	2%ijkln	*	-	1%
Collect + (Collect Plus)	24	8	7	7	2	15	9	23	1	1	*	11	2	8	14	1	22
	*	1%	*	1%	*	1%	*	1%h	*	*	*	1%	*	1%	*	*	1%
DHL	97	40	28	20	10	67	30	83	13	6	7	19	12	50	38	6	89
	2%	4%bcd	2%	2%	1%	3%f	1%	3%h	1%	1%	1%	1%	1%	5%ijkln	1%	1%	2%
FedEx	65	27	15	17	5	43	22	64	1	3	5	19	14	23	38	3	62
	1%	3%bd	1%	1%d	*	2%	1%	2%h	*	*	1%	1%	1%	3%ln	1%	*	1%
Hermes / Evri	252	47	83	60	62	130	122	153	95	34	27	68	51	48	147	34	200
	5%	5%	5%	5%	4%	5%	5%	5%	5%	5%	4%	5%	4%	5%	5%	5%	5%
Interlink	23	11	4	8	1	14	9	22	2	2	*	4	5	12	9	2	21
	*	1%bd	*	1%	*	1%	*	1%h	*	*	*	*	*	1%jn	*	*	1%
DPD	75	10	23	20	22	33	42	57	19	12	6	25	17	12	48	12	60
	1%	1%	1%	2%	2%	1%	2%	2%h	1%	2%	1%	2%	1%	1%	1%	2%	1%
Parcelforce	49	18	8	15	9	26	24	37	11	5	8	14	8	13	30	5	43
	1%	2%b	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Express	17	6	4	7	-	10	7	14	3	2	-	4	1	9	6	2	15
	*	1%d	*	1%d	-	*	*	*	*	*	-	*	*	1%ln	*	*	*
TNT Post UK	8	4	1	3	-	5	3	8	-	-	-	3	2	2	5	-	8
	*	*	*	*	-	*	*	*	-	-	-	*	*	*	*	-	*
UPS	39	16	11	9	3	27	13	33	6	6	9	3	10	11	22	6	33
	1%	2%d	1%	1%	*	1%	*	1%h	*	1%	1%k	*	1%	1%k	1%	1%	1%
UK Mail (not to be confused with Royal Mail)	21	11	2	8	-	13	8	16	5	2	-	1	11	7	12	2	19
	*	1%bd	*	1%d	-	1%	*	1%	*	*	-	*	1%k	1%k	*	*	*
DX	11	7	1	2	1	8	3	11	-	-	-	-	3	7	3	-	11
	*	1%bd	*	*	*	*	*	*h	-	-	-	-	*	1%kn	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Yodel	**94**	9	37	18	30	47	48	61	32	22	9	24	18	14	51	22	65
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**3%ln**	*1%*	*2%*	*1%*	*2%*	*2%*	**3%p**	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**75**	13	22	17	24	35	40	43	32	12	10	16	18	12	44	12	57
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
{EQI1.QI1_oth}	**1**	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	1
	*	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	*
None of these	**4507**	800	1412	1044	1251	2212	2295	2596	1834	616	583	1154	1109	729	2847	621	3633
	87%	*81%*	**88%a**	**88%a**	**90%a**	*85%*	**89%e**	*85%*	**91%g**	**90%m**	**90%m**	**89%m**	**88%m**	*79%*	**89%m**	*90%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Citipost	28 1%	27 1%	1 *	* *	27 1%	1 *	* *	1 1%	1 1%	5 1%	- -	4 1%	3 1%	- -	8 1%	2 *	3 1%	1 1%jmr	- -
Collect + (Collect Plus)	24 *	24 1%	* *	* *	20 *	3 1%	1 *	1 *	1 *	2 *	2 *	1 *	6 1%	- -	2 *	3 *	3 1%	1 1%m	2 1%
DHL	97 2%	94 2%b	3 *	3 1%	87 2%	5 1%	5 2%	1 1%	3 1%	11 2%	5 1%	3 1%	10 2%	8 2%	26 4%kr	13 2%	8 2%	2 4%kr	2 1%
FedEx	65 1%	63 1%b	1 *	* *	53 1%	7 2%	4 1%	1 1%	3 1%	4 1%	5 1%	1 *	3 1%	2 *	23 3%iklmp	12 2%	1 *	2 4%iklmp	5 1%
Hermes / Evri	252 5%	215 5%	36 5%	12 5%	216 5%	20 5%	11 4%	5 3%	10 5%	21 4%	26 6%	28 8%p	25 5%	23 5%	33 5%	37 5%	12 3%	2 2%	18 5%
Interlink	23 *	20 *	4 *	* *	21 *	1 *	1 *	1 1%	2 1%	- -	2 *	3 1%	5 1%	- -	5 1%	4 1%	- -	- -	1 *
DPD	75 1%	69 2%	6 1%	1 1%	61 1%	9 2%	3 1%	3 2%	- -	4 1%	3 1%	6 2%	7 2%	6 1%	8 1%	18 3%h	9 2%	2 3%h	7 2%h
Parcelforce	49 1%	43 1%	6 1%	2 1%	37 1%	8 2%d	2 1%	2 1%	1 1%	1 *	6 1%	2 *	9 2%l	3 1%	7 1%	3 *	5 1%	1 1%	8 2%lo
TNT Express	17 *	17 *	- -	- -	14 *	2 *	1 *	- -	1 1%	2 *	- -	1 *	5 1%	2 *	3 *	- -	- -	1 1%lop	1 *
TNT Post UK	8 *	8 *	- -	- -	8 *	- -	- -	- -	1 *	- -	- -	- -	5 1%	- -	2 *	- -	- -	- -	- -
UPS	39 1%	39 1%	1 *	* *	34 1%	3 1%	2 1%	1 *	1 1%	4 1%	2 *	7 2%o	3 1%	1 *	13 2%	1 *	1 *	* *	2 1%
UK Mail (not to be confused with Royal Mail)	21 *	21 *	* *	- -	20 *	* *	1 *	* *	- -	2 *	4 1%	2 1%	- -	1 *	3 *	4 1%	4 1%	- -	* *
DX	11 *	11 *	* *	- -	9 *	1 *	1 *	* *	- -	2 *	- -	1 *	- -	- -	4 1%	- -	2 *	- -	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Yodel	94	76	19	4	83	6	4	2	4	12	9	13	10	13	14	7	2	1	4
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	**3%p**	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	75	63	12	8	67	5	3	1	1	5	11	10	4	13	-	8	13	1	4
	1%	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	**3%n**	**3%n**	*1%*	**3%n**	-	*1%*	**3%n**	**1%n**	**1%n**
{£QI1.QI1_oth}	1	*	*	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*	*
	*	*	*	*	-	*	-	*d	-	-	-	-	-	-	-	-	-	*	*
None of these	4507	3858	648	209	3776	383	218	130	188	513	376	319	410	423	550	613	384	56	327
	87%	*87%*	*90%*	*88%*	*87%*	*88%*	*88%*	**91%d**	**90%n**	**91%kn**	**89%n**	*85%*	**90%n**	**88%n**	*81%*	*87%*	*87%*	*89%*	**88%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Citipost	28	26	3	-	-	-	28	-	21	6	2	-	-	27	-
	1%	**1%bcdj**	*	-	-	-	**1%b**	-	**1%i**	*	*	-	-	*1%*	-
Collect + (Collect Plus)	24	16	7	1	-	-	23	-	15	8	1	-	-	23	-
	*	*1%*	*	*	-	-	*1%*	-	*1%*	*	*	-	-	*1%*	-
DHL	97	55	31	5	4	2	86	6	39	45	11	2	*	84	2
	2%	**3%bc**	*2%*	*1%*	*1%*	*1%*	**2%c**	*1%*	*2%*	*2%*	*1%*	*1%*	*	*2%*	*1%*
FedEx	65	34	22	5	1	3	56	4	25	25	9	5	-	51	5
	1%	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
Hermes / Evri	252	75	107	40	21	7	182	28	104	92	34	16	6	195	22
	5%	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*6%*	*6%*	*5%*	*6%*
Interlink	23	8	11	4	-	1	19	1	5	11	5	3	-	16	3
	*	*	*1%*	*1%*	-	*	*	*	*	*1%*	*1%*	*1%*	-	*	*1%*
DPD	75	31	24	14	5	1	56	6	41	29	5	1	-	69	1
	1%	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	**2%j**	*1%*	*1%*	*	-	**2%j**	*
Parcelforce	49	18	20	2	1	8	38	9	18	20	10	-	1	38	1
	1%	*1%*	*1%*	*	*	**5%abcdi**	*1%*	**2%c**	*1%*	*1%*	*1%*	-	*1%*	*1%*	*
TNT Express	17	11	5	1	-	-	16	-	6	9	1	1	-	16	1
	*	*1%*	*	*	-	-	*	-	*	*	*	*	-	*	*
TNT Post UK	8	5	3	-	-	-	8	-	2	5	-	-	-	8	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
UPS	39	19	12	5	1	1	31	2	16	17	2	3	1	33	4
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
UK Mail (not to be confused with Royal Mail)	21	15	4	*	-	2	19	2	10	6	4	-	*	16	*
	*	*1%*	*	*	-	**1%c**	*1%*	*	*1%*	*	*	-	*	*	*
DX	11	4	7	-	-	-	11	-	7	4	*	-	-	11	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Yodel	**94**	34	36	15	6	3	71	9	44	29	11	7	4	73	11
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*4%*	*2%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**75**	36	21	15	3	*	57	3	37	28	8	3	*	64	3
	1%	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*2%*	*1%*
{£QI1.QI1_oth}	**1**	*	*	-	-	-	1	-	*	*	-	*	-	*	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
None of these	**4507**	1576	1708	694	326	144	3284	470	1563	1711	828	232	92	3274	325
	87%	*85%*	*87%*	*89%*	**92%af**	*89%*	*86%*	**91%af**	*85%*	*87%*	**91%him**	*87%*	*90%*	*86%*	*88%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Citipost	**28**	14	14	-	24	4	-	27	1	-	-	28	-
	1%	**3%b**	*	-	**2%e**	*	-	*1%*	*1%*	-	-	*1%*	-
Collect + (Collect Plus)	**24**	7	17	*	20	2	2	18	5	1	-	24	-
	*	**2%b**	*	*	**1%e**	*	*1%*	*	**5%gk**	*3%*	-	*	-
DHL	**97**	13	80	4	60	28	10	83	13	2	-	97	-
	2%	*3%*	*2%*	*5%*	**4%e**	*1%*	**3%e**	*2%*	**14%gk**	*10%*	-	*2%*	-
FedEx	**65**	9	55	1	38	22	5	60	2	2	-	65	-
	1%	*2%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*3%*	*8%*	-	*1%*	-
Hermes / Evri	**252**	22	223	6	98	141	12	243	7	2	-	252	-
	5%	*6%*	*5%*	*7%*	**6%e**	*4%*	*4%*	*5%*	*8%*	*7%*	-	*5%*	-
Interlink	**23**	3	21	-	9	11	3	23	-	-	-	23	-
	*	*1%*	*	-	*1%*	*	*1%*	*	-	-	-	*	-
DPD	**75**	13	61	1	32	42	1	72	3	-	-	75	-
	1%	**3%b**	*1%*	*2%*	*2%*	*1%*	*	*1%*	*3%*	-	-	*1%*	-
Parcelforce	**49**	6	42	1	22	24	3	49	-	*	-	49	-
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	-
TNT Express	**17**	3	13	1	9	6	2	16	1	-	-	17	-
	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	-	-	*	-
TNT Post UK	**8**	1	7	-	5	2	-	8	-	-	-	8	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
UPS	**39**	5	34	1	20	17	3	39	1	-	*	39	-
	1%	*1%*	*1%*	*1%*	**1%e**	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-
UK Mail (not to be confused with Royal Mail)	**21**	3	17	1	10	10	1	18	3	-	-	21	-
	*	*1%*	*	*1%*	*1%*	*	*	*	**3%gk**	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**11**	2	9	-	6	5	-	8	3	-	-	11	-
	*****	*	*	-	*	*	-	*	**3%gk**	-	-	*	-
Yodel	**94**	10	78	6	39	49	7	94	-	-	-	94	-
	2%	*3%*	*2%*	**7%b**	*2%*	*1%*	*2%*	*2%*	-	-	-	*2%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**75**	4	70	1	23	51	2	75	-	-	-	75	-
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	-	-	-	*1%*	-
{EQI1.QI1_oth}	**1**	*	*	-	*	*	-	1	-	-	-	1	-
	*****	*	*	-	*	*	-	*	-	-	-	*	-
None of these	**4507**	320	4119	68	1265	2952	290	4402	57	15	10	4474	23
	87%	*80%*	**88%a**	*80%*	*81%*	**90%d**	**89%d**	**88%h**	*64%*	*71%*	*99%*	**87%h**	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Citipost	**28**	7	9	10	2	-	2	5	3	-	6	3	5	2	2	-	*
	1%	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	-	**1%l**	*1%*	*1%*	*1%*	*	-	*
Collect + (Collect Plus)	**24**	6	7	7	3	-	4	2	5	-	2	3	3	2	1	-	2
	*	*	*1%*	*1%*	*	-	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*	*	-	*
DHL	**97**	20	31	24	22	5	9	6	10	8	12	10	10	5	8	11	3
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**3%p**	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*
FedEx	**65**	8	25	17	15	1	4	3	8	8	10	6	9	2	5	7	3
	1%	*1%*	**2%a**	*1%*	*1%*	*	*1%*	*1%*	*2%*	*2%*	**2%o**	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*
Hermes / Evri	**252**	65	61	74	52	25	16	23	16	24	22	23	26	24	24	11	17
	5%	*5%*	*5%*	*6%*	*4%*	*6%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*3%*	*4%*
Interlink	**23**	7	5	7	5	2	*	5	5	-	-	5	-	2	-	-	5
	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	-	-	*1%*	-	*	-	-	*1%*
DPD	**75**	18	21	15	21	3	5	11	10	4	6	6	5	5	5	7	8
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
Parcelforce	**49**	6	12	15	17	1	1	4	1	9	2	8	1	5	5	6	6
	1%	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*
TNT Express	**17**	3	5	5	3	-	3	-	1	3	2	3	2	1	*	-	3
	*	*	*	*	*	-	*1%*	-	*	*1%*	*	*1%*	*	*	*	-	*1%*
TNT Post UK	**8**	2	1	3	2	-	-	2	-	-	1	3	-	-	-	-	2
	*	*	*	*	*	-	-	*	-	-	*	*1%*	-	-	-	-	*1%*
UPS	**39**	10	15	10	5	3	6	1	3	3	9	8	*	1	2	-	3
	1%	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*1%*	**2%glo**	**2%lo**	*	*	*	-	*1%*
UK Mail (not to be confused with Royal Mail)	**21**	6	4	7	4	3	3	-	1	2	1	5	1	1	2	*	2
	*	*	*	*1%*	*	*1%*	*1%*	-	*	*	*	*1%*	*	*	*	*	*
DX	**11**	2	4	2	3	-	-	2	2	2	1	-	2	-	*	3	-
	*	*	*	*	*	-	-	*	*	*	*	-	*	-	*	*1%*	-
Yodel	**94**	20	24	20	31	6	5	9	5	10	9	5	5	10	12	13	6
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**75**	20	16	16	24	3	3	14	6	7	3	7	7	2	9	11	4
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	***3%m***	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*
{£QI1.QI1_oth}	**1**	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
None of these	**4507**	1143	1110	1129	1125	393	373	377	374	401	335	375	378	376	399	356	370
	87%	*89%*	*86%*	*88%*	*87%*	***91%j***	*90%*	*85%*	*87%*	*87%*	*84%*	*87%*	*88%*	*88%*	*86%*	*87%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Citipost	**31**	-	31	28	3	15	4	12	-	-	-	-	19	12	-	-	20	11	16
	1%	-	*1%*	**1%d**	*	**2%hijk**	*1%*	**1%hij**	-	-	-	-	**1%no**	**1%no**	-	-	*	**2%p**	*
Collect + (Collect Plus)	**45**	-	45	33	12	4	15	27	-	*	-	-	19	27	*	-	32	12	36
	1%	-	*1%*	**1%d**	*	*1%*	**2%ehijk**	**3%ehijk**	-	*	-	-	**1%no**	**1%no**	*	-	*1%*	**3%p**	*1%*
DHL	**110**	-	110	72	38	18	13	47	13	13	2	5	31	59	20	7	92	18	99
	2%	-	*2%*	**3%d**	*1%*	**3%j**	**2%j**	**4%hijk**	*2%*	*1%*	*	*1%*	**2%no**	**3%no**	*1%*	*1%*	*2%*	*4%*	*2%*
FedEx	**83**	-	83	59	21	25	15	28	13	1	*	-	40	41	2	*	67	15	61
	2%	-	*2%*	**2%d**	*1%*	**4%ijk**	**2%ijk**	**3%ijk**	**2%ijk**	*	*	-	**3%no**	**2%no**	*	*	*1%*	**3%p**	*1%*
Hermes / Evri	**397**	-	397	166	228	78	50	80	80	45	34	29	128	161	108	63	341	49	478
	8%	-	*8%*	*7%*	**9%c**	**11%ijk**	*8%*	*8%*	**11%ijk**	*5%*	*5%*	*5%*	**10%no**	**9%no**	*5%*	*5%*	*7%*	*10%*	*9%*
Interlink	**23**	-	23	20	3	4	4	9	6	-	-	-	8	15	-	-	23	-	12
	*	-	*	**1%d**	*	*1%*	*1%*	**1%l**	**1%l**	-	-	-	**1%no**	**1%no**	-	-	*	-	*
DPD	**126**	-	126	74	52	29	10	46	21	13	6	1	39	67	20	7	104	20	147
	2%	-	*2%*	*3%*	*2%*	**4%fijk**	*2%*	**4%fijk**	**3%k**	*1%*	*1%*	*	**3%no**	**4%no**	*1%*	*1%*	*2%*	*4%*	*3%*
Parcelforce	**87**	-	87	47	38	10	11	30	9	16	9	1	21	39	26	10	81	4	97
	2%	-	*2%*	*2%*	*1%*	*1%*	*2%*	**3%k**	*1%*	*2%*	*1%*	*	*2%*	**2%o**	*1%*	*1%*	*2%*	*1%*	*2%*
TNT Express	**18**	-	18	13	4	1	4	11	1	*	1	*	4	12	2	1	13	5	23
	*	-	*	*1%*	*	*	*1%*	**1%l**	*	*	*	*	*	**1%n**	*	*	*	*1%*	*
TNT Post UK	**23**	-	23	17	6	7	2	11	1	2	-	-	9	13	2	-	18	6	14
	*	-	*	*1%*	*	*1%*	*	*1%*	*	*	-	-	**1%no**	**1%no**	*	-	*	*1%*	*
UPS	**53**	-	53	28	26	12	6	27	7	2	1	-	17	34	2	1	42	11	65
	1%	-	*1%*	*1%*	*1%*	**2%ijk**	*1%*	**3%ijk**	*1%*	*	*	-	**1%no**	**2%no**	*	*	*1%*	**2%p**	*1%*
UK Mail (not to be confused with Royal Mail)	**31**	-	31	15	15	3	12	5	4	3	*	3	15	9	7	3	28	3	25
	1%	-	*1%*	*1%*	*1%*	*	**2%gjj**	*	*1%*	*	*	*1%*	**1%n**	*1%*	*	*	*1%*	*1%*	*
DX	**9**	-	9	7	3	-	-	8	-	1	*	*	-	8	1	*	9	1	14
	*	-	*	*	*	-	-	*1%*	-	*	*	*	-	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Yodel	**150**	-	150	79	70	12	21	34	34	23	17	9	33	67	50	26	133	13	177
	3%	-	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	**4%e**	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**87**	-	87	46	41	15	11	33	5	7	14	3	26	37	24	17	85	1	89
	2%	-	*2%*	*2%*	*2%*	*2%*	*2%*	**3%hik**	*1%*	*1%*	*2%*	*	*2%*	*2%*	*1%*	*1%*	*2%*	*	*2%*
{£QI1.QI1_oth}	**2**	-	2	1	1	1	-	-	-	-	1	-	1	-	1	1	2	-	4
	*	-	*	*	*	*	-	-	-	-	*	-	*	-	*	*	*	-	*
None of these	**4288**	-	4288	2055	2219	512	486	829	612	800	569	480	998	1441	1849	1049	3896	356	4267
	83%	-	*83%*	*82%*	**85%c**	*74%*	*80%*	*78%*	**82%e**	**89%efgh**	**90%efgh**	**91%efgh**	*77%*	*80%*	**90%lm**	**90%lm**	**84%q**	*77%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Citipost	**31**	17	5	10	-	22	10	29	-	5	4	2	*	19	7	5	26
	1%	**2%bd**	*	**1%d**	-	*1%*	*	**1%h**	-	**1%l**	**1%l**	*	*	**2%kln**	*	*1%*	*1%*
Collect + (Collect Plus)	**45**	21	13	10	2	34	11	44	1	-	2	18	8	18	28	-	45
	1%	**2%bd**	**1%d**	**1%d**	*	**1%f**	*	**1%h**	*	-	*	**1%l**	*1%*	**2%jl**	*1%*	-	**1%o**
DHL	**110**	30	41	30	9	71	39	92	19	12	5	28	20	39	54	12	94
	2%	**3%d**	**3%d**	**3%d**	*1%*	**3%f**	*2%*	**3%h**	*1%*	*2%*	*1%*	*2%*	*2%*	**4%jkln**	*2%*	*2%*	*2%*
FedEx	**83**	42	18	19	4	59	23	70	12	5	6	19	18	30	42	5	75
	2%	**4%bcd**	*1%*	**2%d**	*	**2%f**	*1%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%jkln**	*1%*	*1%*	*2%*
Hermes / Evri	**397**	92	139	82	84	231	166	247	141	35	45	100	109	70	255	35	332
	8%	**9%d**	**9%d**	*7%*	*6%*	**9%f**	*6%*	*8%*	*7%*	*5%*	*7%*	*8%*	**9%i**	*8%*	*8%*	*5%*	*8%*
Interlink	**23**	12	2	9	-	14	9	23	-	2	3	2	*	16	5	2	21
	*	**1%bd**	*	**1%d**	-	*1%*	*	**1%h**	-	*	*	*	*	**2%kln**	*	*	*1%*
DPD	**126**	34	33	29	30	67	59	93	30	10	14	25	27	38	67	10	106
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*2%*	*2%*	**4%kn**	*2%*	*2%*	*3%*
Parcelforce	**87**	23	22	24	18	45	42	64	21	6	8	19	28	23	55	6	79
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*
TNT Express	**18**	10	6	1	*	16	1	16	2	2	*	2	1	12	3	2	15
	*	**1%cd**	*	*	*	**1%f**	*	*1%*	*	*	*	*	*	**1%jkln**	*	*	*
TNT Post UK	**23**	14	1	5	4	14	9	21	2	4	2	-	2	16	4	4	19
	*	**1%bd**	*	*	*	*1%*	*	**1%h**	*	*1%*	*	-	*	**2%kln**	*	*1%*	*
UPS	**53**	17	17	13	6	34	20	39	14	6	3	16	13	12	33	6	45
	1%	**2%d**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
UK Mail (not to be confused with Royal Mail)	**31**	12	6	10	2	18	12	23	7	2	6	3	4	14	14	2	27
	1%	**1%d**	*	**1%d**	*	*1%*	*	*1%*	*	*	*1%*	*	*	**1%kln**	*	*	*1%*
DX	**9**	5	*	2	2	5	4	8	1	*	-	1	2	6	3	*	9
	*	**1%b**	*	*	*	*	*	*	*	*	-	*	*	**1%n**	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Yodel	**150**	28	68	26	29	95	55	105	42	9	19	32	59	23	110	9	134
	3%	*3%*	**4%cd**	*2%*	*2%*	**4%f**	*2%*	**3%h**	*2%*	*1%*	*3%*	*2%*	**5%ik**	*2%*	**3%l**	*1%*	**3%o**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**87**	28	19	24	16	47	40	57	30	6	14	16	21	27	50	6	79
	2%	**3%bd**	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	**3%ikn**	*2%*	*1%*	*2%*
{EQI1.QI1_oth}	**2**	*	-	-	2	*	2	*	2	-	*	2	-	*	2	-	2
	*	*	-	-	*	*	*	*	*	-	*	*	-	*	*	-	*
None of these	**4288**	735	1328	994	1231	2063	2224	2458	1760	605	545	1112	1052	677	2709	611	3437
	83%	*74%*	**83%a**	**84%a**	**89%abc**	*80%*	**87%e**	*80%*	**88%g**	**88%lm**	**84%m**	**86%m**	**84%m**	*74%*	**84%m**	**89%p**	*82%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Citipost	31	29	3	-	31	-	*	-	2	7	-	5	-	-	12	5	1	-	-
	1%	1%	*	-	1%	-	*	-	1%r	1%	-	1%r	-	-	2%r	1%	*	-	-
Collect + (Collect Plus)	45	45	*	*	38	5	2	1	1	5	6	3	9	-	13	-	-	-	5
	1%	1%b	*	*	1%	1%	1%	1%	1%	1%	2%mop	1%	2%mop	-	2%mop	-	-	-	1%mop
DHL	110	102	9	4	93	8	6	3	5	14	4	7	6	7	22	20	7	2	6
	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	1%	2%	1%	1%	3%	3%	2%	3%	2%
FedEx	83	78	4	2	72	6	3	1	2	6	5	12	8	4	27	7	2	1	5
	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	3%mp	2%	1%	4%lmop	1%	*	2%	1%
Hermes / Evri	397	342	55	22	306	55	22	13	20	27	39	34	21	29	59	45	31	7	48
	8%	8%	8%	9%	7%	13%d	9%	9%	10%il	5%	9%l	9%l	5%	6%	9%	6%	7%	12%il	13%ilmop
Interlink	23	21	2	2	22	1	1	-	2	-	-	2	2	3	13	-	-	-	1
	*	*	*	1%	*	*	*	-	1%o	-	-	1%	*	1%	2%ijopr	-	-	-	*
DPD	126	105	22	6	99	15	6	6	3	11	13	8	10	8	25	12	9	3	11
	2%	2%	3%	2%	2%	3%	2%	5%d	1%	2%	3%	2%	2%	2%	4%	2%	2%	5%hmo	3%
Parcelforce	87	75	12	7	67	11	5	4	7	2	7	5	7	8	12	6	14	*	10
	2%	2%	2%	3%	2%	2%	2%	3%d	3%lo	*	2%	1%	2%	2%	2%	1%	3%l	1%	3%l
TNT Express	18	16	1	*	15	2	*	1	1	2	2	1	-	1	6	1	-	1	1
	*	*	*	*	*	*	*	1%	1%	*	*	*	-	*	1%	*	-	1%lp	*
TNT Post UK	23	21	3	2	23	-	*	-	3	4	-	2	-	1	7	5	2	-	-
	*	*	*	1%	1%	-	*	-	1%lr	1%	-	1%	-	*	1%	1%	*	-	-
UPS	53	47	6	5	45	2	4	2	2	11	1	8	-	2	9	5	7	*	2
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%l	*	2%l	-	*	1%	1%	2%l	*	1%
UK Mail (not to be confused with Royal Mail)	31	27	4	2	27	2	1	*	1	4	7	1	-	3	6	4	2	*	2
	1%	1%	1%	1%	1%	1%	*	*	*	1%	2%l	*	-	1%	1%	1%	*	*	1%
DX	9	8	1	*	7	1	1	*	1	5	-	-	-	-	-	-	2	-	1
	*	*	*	*	*	*	*	*	*	1%	-	-	-	-	-	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Yodel	**150**	121	29	4	116	18	10	6	7	6	20	16	7	6	20	22	11	2	17
	3%	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	*4%*	**3%i**	*1%*	**5%ilm**	**4%ilm**	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	**5%ilm**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**87**	67	20	9	73	7	5	2	5	8	3	8	8	10	13	12	5	1	7
	2%	*2%*	*3%*	**4%a**	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*
{EQI1.QI1_oth}	**2**	2	*	-	1	*	*	*	-	1	-	-	-	-	-	-	-	-	*
	*	*	*	-	*	*	*	*	-	*	-	-	-	-	-	-	-	-	*
None of these	**4288**	3672	616	201	3623	347	200	118	175	489	359	309	406	412	511	594	367	52	295
	83%	*83%*	*85%*	*85%*	*84%*	*80%*	*81%*	*83%*	**84%n**	**86%nr**	**84%n**	*82%*	**89%knpr**	**86%nr**	*75%*	**84%n**	**83%n**	*82%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Citipost	31 *1%*	14 *1%*	15 *1%*	- -	3 *1%*	- -	29 *1%*	3 *1%*	14 *1%*	10 *1%*	5 *1%*	- -	3 **3%ik**	24 *1%*	3 *1%*
Collect + (Collect Plus)	45 *1%*	28 **2%bg**	12 *1%*	5 *1%*	* *	- -	40 *1%*	* *	19 *1%*	21 *1%*	4 *	* *	* *	41 *1%*	1 *
DHL	110 *2%*	49 *3%*	35 *2%*	11 *1%*	12 *3%*	3 *2%*	83 *2%*	16 *3%*	44 *2%*	43 *2%*	17 *2%*	2 *1%*	6 **6%jk**	86 *2%*	8 *2%*
FedEx	83 *2%*	36 *2%*	32 *2%*	7 *1%*	4 *1%*	3 *2%*	68 *2%*	7 *1%*	51 **3%ij**	26 **1%j**	2 *	4 *1%*	* *	77 **2%j**	4 *1%*
Hermes / Evri	397 *8%*	123 *7%*	158 *8%*	49 *6%*	38 **11%a**	19 *12%*	281 *7%*	57 **11%acf**	148 *8%*	161 *8%*	52 *6%*	22 *8%*	8 *8%*	309 *8%*	30 *8%*
Interlink	23 *	19 **1%bc**	3 *	- -	- -	1 *	22 *1%*	1 *	13 *1%*	10 *	- -	- -	- -	23 *1%*	- -
DPD	126 *2%*	41 *2%*	53 *3%*	15 *2%*	11 *3%*	4 *3%*	94 *2%*	15 *3%*	49 *3%*	41 *2%*	22 *2%*	8 *3%*	3 *3%*	91 *2%*	11 *3%*
Parcelforce	87 *2%*	32 *2%*	31 *2%*	15 *2%*	3 *1%*	5 *3%*	63 *2%*	8 *2%*	28 *2%*	37 *2%*	15 *2%*	2 *1%*	5 **5%h**	64 *2%*	7 *2%*
TNT Express	18 *	14 **1%b**	3 *	* *	1 *	- -	17 *	1 *	14 **1%i**	3 *	* *	* *	* *	17 *	1 *
TNT Post UK	23 *	14 **1%b**	2 *	4 *	- -	3 **2%bdf**	16 *	3 *1%*	11 *1%*	6 *	5 *1%*	2 *1%*	- -	16 *	2 *1%*
UPS	53 *1%*	20 *1%*	22 *1%*	7 *1%*	2 *1%*	1 *	42 *1%*	3 *1%*	23 **1%j**	22 *1%*	2 *	2 *1%*	4 **4%j**	46 **1%j**	6 **2%j**
UK Mail (not to be confused with Royal Mail)	31 *1%*	16 *1%*	9 *	5 *1%*	* *	1 *	25 *1%*	1 *	14 *1%*	7 *	5 *1%*	5 **2%i**	* *	21 *1%*	5 *1%*
DX	9 *	6 *	3 *	- -	- -	- -	9 *	- -	2 *	6 *	* *	- -	- -	9 *	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Yodel	**150**	52	60	17	16	3	111	19	72	50	14	6	4	123	11
	3%	*3%*	*3%*	*2%*	*5%*	*2%*	*3%*	*4%*	**4%j**	*3%*	*2%*	*2%*	*4%*	**3%j**	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**87**	35	35	9	6	3	70	8	31	31	17	4	5	61	9
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*
{EQI1.QI1_oth}	**2**	*	2	-	-	-	2	-	1	-	2	-	-	1	-
	*	*	*	-	-	-	*	-	*	-	*	-	-	*	-
None of these	**4288**	1507	1628	681	293	128	3135	421	1502	1620	791	219	83	3122	301
	83%	*82%*	*83%*	**87%aefg**	*82%*	*79%*	*83%*	*81%*	*81%*	*83%*	**87%him**	*82%*	*81%*	*82%*	*82%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Citipost	31	10	22	-	22	10	-	31	-	-	-	31	-
	1%	2%b	*	-	1%e	*	-	1%	-	-	-	1%	-
Collect + (Collect Plus)	45	12	31	2	28	11	7	41	4	-	-	45	-
	1%	3%b	1%	3%	2%e	*	2%e	1%	5%gk	-	-	1%	-
DHL	110	12	96	2	50	47	13	107	2	2	-	110	-
	2%	3%	2%	3%	3%e	1%	4%e	2%	2%	8%	-	2%	-
FedEx	83	15	62	5	38	39	6	80	1	2	-	83	-
	2%	4%b	1%	5%b	2%e	1%	2%	2%	1%	8%	-	2%	-
Hermes / Evri	397	23	372	2	138	241	18	387	2	3	4	392	1
	8%	6%	8%	2%	9%	7%	6%	8%	2%	16%	35%	8%	3%
Interlink	23	7	16	-	14	6	3	20	3	-	-	23	-
	*	2%b	*	-	1%e	*	1%e	*	3%gk	-	-	*	-
DPD	126	24	100	2	62	55	10	115	10	1	*	126	-
	2%	6%b	2%	2%	4%e	2%	3%	2%	11%gk	5%	1%	2%	-
Parcelforce	87	13	70	4	35	45	7	83	2	2	-	87	-
	2%	3%b	1%	4%	2%	1%	2%	2%	2%	9%	-	2%	-
TNT Express	18	6	11	-	8	10	-	17	*	-	-	18	-
	*	2%b	*	-	*	*	-	*	1%	-	-	*	-
TNT Post UK	23	11	12	-	15	8	-	22	1	-	-	23	-
	*	3%b	*	-	1%e	*	-	*	1%	-	-	*	-
UPS	53	9	43	2	25	25	4	53	-	-	*	53	-
	1%	2%	1%	2%	2%	1%	1%	1%	-	-	1%	1%	-
UK Mail (not to be confused with Royal Mail)	31	11	20	-	9	19	2	28	3	-	-	31	-
	1%	3%b	*	-	1%	1%	1%	1%	3%gk	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**9**	4	6	-	7	2	-	9	-	-	-	9	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
Yodel	**150**	9	137	4	44	93	12	147	2	-	-	149	1
	3%	*2%*	*3%*	*5%*	*3%*	*3%*	*4%*	*3%*	*3%*	-	-	*3%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**87**	14	72	1	36	50	1	86	2	-	-	87	-
	2%	4%b	*2%*	*1%*	*2%*	*2%*	*	*2%*	*2%*	-	-	*2%*	-
{EQI1.QI1_oth}	**2**	-	2	-	2	-	-	2	-	-	-	2	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
None of these	**4288**	291	3924	72	1203	2812	273	4187	59	13	6	4259	22
	83%	*72%*	84%a	*85%*	*77%*	86%d	*83%*	83%h	*66%*	*63%*	*64%*	83%h	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Citipost	**31**	10	9	7	6	1	2	7	2	3	4	-	2	5	-	3	3
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*
Collect + (Collect Plus)	**45**	11	15	7	12	2	5	4	11	1	4	3	1	3	7	4	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**2%ilp**	*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*
DHL	**110**	27	33	25	25	10	8	10	7	12	15	7	12	7	11	8	6
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*
FedEx	**83**	18	20	25	20	5	3	9	8	6	6	13	3	8	5	11	4
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*
Hermes / Evri	**397**	79	96	115	106	26	24	29	33	35	29	20	44	51	39	36	31
	8%	*6%*	*7%*	*9%*	*8%*	*6%*	*6%*	*7%*	*8%*	*8%*	*7%*	*5%*	**10%k**	**12%efk**	*8%*	*9%*	*7%*
Interlink	**23**	8	7	2	6	-	3	5	4	-	3	-	1	2	3	3	*
	*	*1%*	*1%*	*	*	-	*1%*	*1%*	*1%*	-	*1%*	-	*	*	*1%*	*1%*	*
DPD	**126**	24	36	36	30	9	9	6	10	20	6	14	13	9	11	10	8
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*
Parcelforce	**87**	28	14	26	19	8	7	12	3	8	3	11	7	8	6	4	9
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*
TNT Express	**18**	3	6	3	6	*	*	3	4	-	1	-	1	2	3	*	3
	*	*	*	*	*	*	*	*1%*	*1%*	-	*	-	*	*	*1%*	*	*1%*
TNT Post UK	**23**	*	12	4	7	-	*	-	4	4	3	4	-	-	5	-	2
	*	*	**1%a**	*	*1%*	-	*	-	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*
UPS	**53**	13	13	19	9	4	8	1	4	6	4	7	5	8	3	5	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*
UK Mail (not to be confused with Royal Mail)	**31**	7	11	10	3	-	3	4	2	4	5	4	2	3	2	*	1
	1%	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*
DX	**9**	2	6	-	1	*	2	-	2	-	4	-	-	-	*	*	*
	*	*	*	-	*	*	*	-	*1%*	-	*1%*	-	-	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Yodel	**150**	29	38	37	46	9	7	13	15	11	13	9	12	16	12	23	11
	3%	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	**5%f**	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**87**	18	22	24	23	10	4	4	10	7	5	14	9	1	9	7	7
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	**2%m**	*2%*	*1%*	**3%m**	*2%*	*	*2%*	*2%*	*2%*
{£QI1.QI1_oth}	**2**	*	-	*	2	-	-	*	-	-	-	-	*	-	1	*	-
	*	*	-	*	*	-	-	*	-	-	-	-	*	-	*	*	-
None of these	**4288**	1132	1050	1048	1058	388	370	373	346	381	323	360	354	334	380	327	351
	83%	**88%bcd**	*81%*	*81%*	*82%*	**90%hijlmno**	**89%hijlmno**	*84%*	*80%*	*83%*	*81%*	*83%*	*82%*	*78%*	*82%*	*79%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Citipost	**29**	-	29	28	1	7	5	16	1	1	-	-	11	17	1	-	21	8	21
	1%	-	*1%*	1%d	*	*1%*	*1%*	2%hijk	*	*	-	-	1%no	1%no	*	-	*	2%p	*
Collect + (Collect Plus)	**22**	-	22	17	5	5	8	9	-	-	-	-	13	9	-	-	16	5	17
	*	-	*	1%d	*	*1%*	1%hij	1%i	-	-	-	-	1%no	*n	-	-	*	*1%*	*
DHL	**79**	-	79	56	23	11	8	44	8	5	2	1	19	52	8	3	67	13	72
	2%	-	*2%*	2%d	*1%*	*2%*	*1%*	4%efhijk	*1%*	*1%*	*	*	1%no	3%no	*	*	*1%*	*3%*	*1%*
FedEx	**68**	-	68	55	13	22	13	26	3	3	-	-	35	30	3	-	61	7	43
	1%	-	*1%*	2%d	*	3%hijk	2%hijk	2%hijk	*	*	-	-	3%no	2%no	*	-	*1%*	*2%*	*1%*
Hermes / Evri	**169**	-	169	74	95	22	23	40	26	23	19	16	45	66	58	36	150	19	168
	3%	-	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*
Interlink	**23**	-	23	21	3	2	*	15	6	-	-	-	2	21	-	-	23	-	15
	*	-	*	1%d	*	*	*	1%fijk	*1%*	-	-	-	*	1%no	-	-	*	-	*
DPD	**63**	-	63	35	26	6	7	26	11	1	7	5	13	37	13	12	57	6	63
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	2%i	1%i	*	*1%*	*1%*	*1%*	2%n	*1%*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**36**	-	36	18	18	3	8	7	3	12	3	1	11	9	16	4	32	5	37
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
TNT Express	**14**	-	14	8	6	1	5	4	4	*	-	-	6	8	*	-	13	1	12
	*	-	*	*	*	*	1%i	*	*	*	-	-	*n	*n	*	-	*	*	*
TNT Post UK	**25**	-	25	15	10	8	*	14	1	2	-	-	8	15	2	-	15	9	15
	*	-	*	*1%*	*	*1%*	*	1%fij	*	*	-	-	1%n	1%no	*	-	*	2%p	*
UPS	**30**	-	30	15	15	4	1	17	6	2	1	*	4	23	3	2	23	7	25
	1%	-	*1%*	*1%*	*1%*	*1%*	*	2%fik	*1%*	*	*	*	*	1%no	*	*	*	*2%*	*
UK Mail (not to be confused with Royal Mail)	**30**	-	30	16	14	7	2	8	4	-	6	3	9	12	9	9	22	8	19
	1%	-	*1%*	*1%*	*1%*	1%l	*	*1%*	*1%*	-	1%l	*1%*	*1%*	*1%*	*	*1%*	*	2%p	*
DX	**14**	-	14	14	*	2	-	11	2	-	-	-	2	12	-	-	14	-	9
	*	-	*	1%d	*	*	-	1%l	*	-	-	-	*	1%no	-	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Yodel	**82**	-	82	25	57	4	8	23	11	13	16	7	12	34	36	23	76	3	67
	2%	-	*2%*	*1%*	***2%c***	*1%*	*1%*	*2%*	*1%*	*1%*	***3%e***	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**35**	-	35	14	21	3	4	16	4	3	4	*	7	20	8	5	32	1	38
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*
{£QI1.QI1_oth}	**2**	-	2	-	2	1	-	-	-	-	-	*	1	-	*	*	2	-	2
	*	-	*	-	*	*	-	-	-	-	-	*	*	-	*	*	*	-	*
None of these	**4651**	-	4651	2227	2407	599	538	891	692	842	588	502	1138	1582	1932	1090	4206	406	4704
	90%	-	*90%*	*89%*	***92%c***	*87%*	*88%*	*84%*	***93%efg***	***94%efg***	***93%eg***	***96%efg***	*88%*	*88%*	***94%lm***	***94%lm***	*90%*	*88%*	*91%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Citipost	29	24	-	4	2	24	5	27	2	2	2	3	5	17	10	2	27
	1%	2%bcd	-	*	*	1%f	*	1%h	*	*	*	*	*	2%ijkln	*	*	1%
Collect + (Collect Plus)	22	9	5	7	*	15	7	22	-	-	1	7	6	7	15	-	22
	*	1%d	*	1%d	*	1%	*	1%h	-	-	*	1%	*	1%	*	-	1%
DHL	79	41	17	14	7	58	21	70	9	5	4	14	13	40	31	5	71
	2%	4%bcd	1%	1%	*	2%f	1%	2%h	*	1%	1%	1%	1%	4%ijkln	1%	1%	2%
FedEx	68	37	9	20	2	46	22	66	2	1	5	8	17	34	30	1	64
	1%	4%bcd	1%	2%bd	*	2%f	1%	2%h	*	*	1%	1%	1%i	4%ijkln	1%	*	2%o
Hermes / Evri	169	28	60	46	35	88	81	106	62	14	22	48	44	34	114	14	148
	3%	3%	4%	4%	3%	3%	3%	3%	3%	2%	3%	4%	3%	4%	4%	2%	4%
Interlink	23	14	*	8	*	15	9	23	-	1	1	3	*	18	4	1	23
	*	1%bd	*	1%bd	*	1%	*	1%h	-	*	*	*	*	2%ijkln	*	*	1%
DPD	63	22	12	14	14	34	29	40	22	6	12	17	5	22	34	6	55
	1%	2%b	1%	1%	1%	1%	1%	1%	1%	1%	2%l	1%	*	2%ln	1%	1%	1%
Parcelforce	36	3	13	13	7	16	20	20	14	8	4	11	8	5	23	8	28
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Express	14	9	4	1	-	13	1	13	1	1	*	3	1	8	5	1	13
	*	1%cd	*	*	-	*f	*	*	*	*	*	*	*	1%n	*	*	*
TNT Post UK	25	15	2	6	2	17	8	22	3	3	2	4	4	12	9	3	22
	*	2%bd	*	1%	*	1%	*	1%h	*	*	*	*	*	1%kln	*	*	1%
UPS	30	19	6	5	*	25	5	25	5	*	3	8	7	12	18	*	30
	1%	2%bcd	*	*	*	1%f	*	1%	*	*	*	1%	1%	1%l	1%	*	1%
UK Mail (not to be confused with Royal Mail)	30	17	7	4	3	24	6	21	9	3	7	5	4	9	16	3	25
	1%	2%bcd	*	*	*	1%f	*	1%	*	*	1%	*	*	1%	*	*	1%
DX	14	8	-	6	*	8	6	12	2	-	2	-	-	12	2	-	14
	*	1%bd	-	*b	*	*	*	*	*	-	*	-	-	1%ikln	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Yodel	**82**	12	32	19	18	44	38	50	27	9	13	30	19	7	63	9	71
	2%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	**2%m**	*2%*	*1%*	*2%*	*1%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**35**	7	9	14	5	16	19	22	11	4	3	4	12	10	20	4	30
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
{EQI1.QI1_oth}	**2**	-	*	-	1	*	1	-	2	-	-	2	-	-	2	-	2
	*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
None of these	**4651**	814	1469	1057	1312	2283	2369	2699	1881	644	590	1194	1141	751	2926	650	3739
	90%	*82%*	**92%a**	**89%a**	**95%abc**	*88%*	**92%e**	*88%*	**94%g**	**94%m**	**91%m**	**92%m**	**91%m**	*82%*	**91%m**	**94%p**	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Citipost	29 1%	26 1%	3 *	- -	25 1%	2 *	2 1%	1 1%	2 1%o	10 2%jo	- -	- -	2 *	2 *	7 1%	- -	2 *	1 1%jkq	1 *
Collect + (Collect Plus)	22 *	22 *	* *	- -	19 *	1 *	1 *	1 1%	2 1%mop	2 *	3 1%	5 1%o	3 1%	- -	4 1%	- -	- -	- -	1 *
DHL	79 2%	73 2%	6 1%	1 *	70 2%	5 1%	2 1%	2 1%	5 2%p	8 1%	9 2%	5 1%	6 1%	3 1%	23 3%mpr	9 1%	2 *	2 3%p	3 1%
FedEx	68 1%	62 1%	6 1%	5 2%	59 1%g	5 1%	4 2%g	* *	1 *	10 2%m	3 1%	5 1%	3 1%	- -	27 4%hjlmop	6 1%	3 1%	- -	5 1%m
Hermes / Evri	169 3%	145 3%	24 3%	4 2%	144 3%	15 3%	7 3%	3 2%	9 4%	20 3%	18 4%	12 3%	15 3%	15 3%	27 4%	21 3%	7 2%	4 6%p	11 3%
Interlink	23 *	17 *	6 1%	5 2%a	20 *	* *	1 1%	1 1%e	- -	2 *	- -	2 1%	- -	3 1%	11 2%	3 *	- -	- -	* *
DPD	63 1%	57 1%	6 1%	1 1%	52 1%	7 2%	3 1%	1 1%	1 *	8 1%	5 1%	9 2%	2 1%	4 1%	13 2%	6 1%	4 1%	* *	7 2%
Parcelforce	36 1%	34 1%	3 *	* *	32 1%	1 *	2 1%	1 1%	1 1%	- -	5 1%	4 1%	- -	3 1%	3 *	9 1%	6 1%	- -	1 *
TNT Express	14 *	12 *	1 *	* *	13 *	1 *	* *	* *	1 *	- -	2 *	1 *	1 *	- -	8 1%	- -	- -	- -	1 *
TNT Post UK	25 *	23 1%	2 *	2 1%	25 1%	* *	- -	* *	2 1%i	- -	2 *	2 1%	3 1%	- -	9 1%	4 1%	3 1%	- -	* *
UPS	30 1%	28 1%	2 *	* *	28 1%	1 *	1 *	1 *	- -	4 1%	- -	4 1%	2 *	1 *	16 2%jor	- -	1 *	- -	1 *
UK Mail (not to be confused with Royal Mail)	30 1%	28 1%	2 *	2 1%	28 1%	- -	1 1%	* *	- -	7 1%	4 1%	2 1%	1 *	- -	8 1%	4 1%	2 *	- -	- -
DX	14 *	14 *	- -	- -	13 *	1 *	* *	- -	- -	3 1%	2 *	2 *	4 1%	- -	3 *	- -	- -	- -	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Yodel	**82**	61	21	6	73	5	3	1	2	3	14	4	9	8	12	16	4	1	4
	2%	*1%*	***3%a***	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	***3%l***	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**35**	31	4	2	27	5	1	1	1	-	1	6	5	4	3	5	2	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	-	*	***2%l***	*1%*	*1%*	*	*1%*	*	-	***1%l***
{EQI1.QI1_oth}	**2**	1	*	-	1	*	-	-	-	1	-	-	-	-	-	-	-	-	*
	*	*	*	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	*
None of these	**4651**	3991	661	218	3904	391	224	133	193	511	384	338	410	441	569	645	413	57	334
	90%	*90%*	*91%*	*92%*	*90%*	*90%*	*91%*	*93%*	***92%n***	***90%n***	***90%n***	***90%n***	***90%n***	***92%n***	*84%*	***91%n***	***93%n***	*90%*	***90%n***

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Citipost	29	21	4	1	1	2	25	3	15	8	5	2	-	23	2
	1%	1%bc	*	*	*	1%	1%	1%	1%	*	1%	1%	-	1%	*
Collect + (Collect Plus)	22	13	6	2	-	1	19	1	8	10	2	2	-	18	2
	*	1%	*	*	-	*	1%	*	*	1%	*	1%	-	*	1%
DHL	79	46	21	8	4	1	67	5	38	32	5	4	-	70	4
	2%	2%b	1%	1%	1%	*	2%	1%	2%j	2%	1%	2%	-	2%j	1%
FedEx	68	43	14	5	2	5	56	7	39	21	5	-	3	60	3
	1%	2%bc	1%	1%	*	3%bc	1%	1%	2%j	1%	1%	-	3%jk	2%	1%
Hermes / Evri	169	55	75	20	15	3	130	18	65	64	32	7	1	130	7
	3%	3%	4%	3%	4%	2%	3%	3%	4%	3%	4%	2%	1%	3%	2%
Interlink	23	11	8	3	*	1	19	1	13	3	4	-	3	16	3
	*	1%	*	*	*	*	1%	*	1%i	*	*	-	3%ijkm	*	1%
DPD	63	27	21	7	5	3	48	7	33	11	15	4	*	44	4
	1%	1%	1%	1%	1%	2%	1%	1%	2%i	1%	2%i	1%	*	1%	1%
Parcelforce	36	9	17	8	*	1	27	2	15	15	5	*	1	30	1
	1%	*	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	1%	*
TNT Express	14	11	3	*	-	-	14	-	6	8	-	-	-	14	-
	*	1%	*	*	-	-	*	-	*	*	-	-	-	*	-
TNT Post UK	25	14	5	3	2	-	19	2	14	6	2	-	2	21	2
	*	1%	*	*	1%	-	1%	*	1%	*	*	-	2%ijk	1%	1%
UPS	30	14	9	5	2	1	23	3	8	18	3	-	*	26	*
	1%	1%	*	1%	*	1%	1%	1%	*	1%	*	-	*	1%	*
UK Mail (not to be confused with Royal Mail)	30	11	13	4	2	-	23	2	12	8	5	5	-	20	5
	1%	1%	1%	1%	1%	-	1%	*	1%	*	1%	2%im	-	1%	1%
DX	14	10	2	-	2	-	12	2	4	6	3	-	-	11	-
	*	1%	*	-	1%	-	*	*	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Yodel	**82**	36	23	14	8	1	59	9	32	32	11	4	2	64	7
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**35**	12	13	7	1	2	25	3	20	6	8	-	2	26	2
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	***1%i***	*	*1%*	-	*2%*	*1%*	*
{EQI1.QI1_oth}	**2**	-	2	-	-	-	2	-	-	*	1	-	-	*	-
	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
None of these	**4651**	1640	1757	725	320	150	3397	470	1635	1780	821	245	91	3415	336
	90%	*89%*	*90%*	***93%af***	*90%*	*92%*	*89%*	*91%*	*89%*	*91%*	*90%*	*92%*	*89%*	*90%*	*91%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Citipost	29	7	20	1	17	11	1	27	2	-	-	29	-
	1%	2%b	*	1%	1%e	*	*	1%	3%	-	-	1%	-
Collect + (Collect Plus)	22	5	17	1	14	7	1	22	-	-	-	22	-
	*	1%	*	1%	1%e	*	*	*	-	-	-	*	-
DHL	79	20	57	2	47	28	4	71	7	1	-	79	-
	2%	5%b	1%	3%	3%e	1%	1%	1%	8%gk	6%	-	2%	-
FedEx	68	21	46	-	36	27	5	64	4	-	-	68	-
	1%	5%b	1%	-	2%e	1%	2%	1%	4%	-	-	1%	-
Hermes / Evri	169	11	158	1	65	93	10	157	8	4	-	169	-
	3%	3%	3%	1%	4%	3%	3%	3%	10%gk	17%	-	3%	-
Interlink	23	5	17	1	19	4	-	20	3	-	-	23	-
	*	1%b	*	1%	1%e	*	-	*	3%gk	-	-	*	-
DPD	63	17	45	1	29	26	8	56	6	1	-	63	-
	1%	4%b	1%	1%	2%e	1%	2%e	1%	7%gk	5%	-	1%	-
Parcelforce	36	4	31	1	15	22	*	32	2	2	-	36	-
	1%	1%	1%	1%	1%	1%	*	1%	2%	9%	-	1%	-
TNT Express	14	4	10	-	4	8	2	13	1	*	-	14	-
	*	1%	*	-	*	*	*	*	1%	*	-	*	-
TNT Post UK	25	6	19	-	12	13	-	24	1	-	-	25	-
	*	2%b	*	-	1%	*	-	*	1%	-	-	*	-
UPS	30	7	23	-	15	11	4	30	*	-	-	30	-
	1%	2%b	*	-	1%	*	1%	1%	*	-	-	1%	-
UK Mail (not to be confused with Royal Mail)	30	9	20	1	8	22	-	30	-	-	-	30	-
	1%	2%b	*	1%	*	1%	-	1%	-	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**14**	7	7	-	11	2	2	14	-	-	-	14	-
	*	**2%b**	*	-	**1%e**	*	**1%e**	*	-	-	-	*	-
Yodel	**82**	9	70	2	31	48	2	81	1	-	-	82	-
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	-	-	*2%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**35**	5	28	2	14	20	2	34	1	*	-	35	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*2%*
{EQI1.QI1_oth}	**2**	-	2	-	1	*	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
None of these	**4651**	317	4259	76	1336	3024	292	4544	60	15	10	4619	22
	90%	*79%*	**91%a**	*90%*	*86%*	**92%d**	*89%*	**91%h**	*67%*	*72%*	*100%*	**90%h**	*98%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Citipost	**29**	5	15	2	8	1	2	2	2	3	9	-	1	1	2	3	3
	1%	*	**1%c**	*	*1%*	*	*1%*	*	*1%*	*1%*	**2%eklm**	-	*	*	*	*1%*	*1%*
Collect + (Collect Plus)	**22**	5	5	8	4	1	2	2	3	-	2	5	3	-	-	2	2
	*	*	*	*1%*	*	*	*1%*	*	*1%*	-	*	*1%*	*1%*	-	-	*	*1%*
DHL	**79**	16	20	18	25	8	3	5	7	3	9	11	3	5	15	4	6
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	**3%fil**	*1%*	*2%*
FedEx	**68**	29	23	12	3	6	13	10	6	10	8	3	7	2	-	*	2
	1%	**2%d**	**2%d**	*1%*	*	*1%*	**3%mnop**	**2%no**	*1%*	**2%no**	**2%no**	*1%*	**2%n**	*1%*	-	*	*1%*
Hermes / Evri	**169**	24	49	50	46	10	5	9	20	17	13	11	19	21	17	11	17
	3%	*2%*	**4%a**	**4%a**	*4%*	*2%*	*1%*	*2%*	**5%f**	*4%*	*3%*	*2%*	*4%*	**5%f**	*4%*	*3%*	*4%*
Interlink	**23**	3	10	4	6	-	3	*	5	2	3	-	-	4	-	6	-
	*	*	*1%*	*	*	-	*1%*	*	*1%*	*	*1%*	-	-	*1%*	-	*1%*	-
DPD	**63**	13	14	23	13	6	3	5	3	2	8	12	5	5	3	4	6
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	**3%l**	*1%*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**36**	9	6	13	9	3	1	5	1	1	4	2	8	2	3	2	4
	1%	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*
TNT Express	**14**	5	3	6	-	*	3	2	2	-	1	3	1	1	-	-	-
	*	*	*	*	-	*	*1%*	*	*1%*	-	*	*1%*	*	*	-	-	-
TNT Post UK	**25**	2	7	6	10	-	-	2	4	-	2	6	*	-	3	3	4
	*	*	*1%*	*	*1%*	-	-	*	*1%*	-	*1%*	*1%*	*	-	*1%*	*1%*	*1%*
UPS	**30**	4	11	7	9	1	2	-	3	2	7	3	2	2	7	*	1
	1%	*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*	**2%g**	*1%*	*	*	*2%*	*	*
UK Mail (not to be confused with Royal Mail)	**30**	6	8	10	6	*	4	2	2	3	3	7	-	3	4	-	2
	1%	*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*2%*	-	*1%*	*1%*	-	*
DX	**14**	2	5	-	7	-	-	2	2	2	2	-	-	-	2	3	2
	*	*	*	-	*1%*	-	-	*	*	*	*1%*	-	-	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Yodel	**82**	14	16	32	20	4	3	7	6	4	6	5	14	13	6	11	3
	2%	*1%*	*1%*	**3%a**	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*3%*	*1%*	*3%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**35**	6	9	8	11	1	3	2	5	3	1	1	6	1	*	9	3
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*	**2%n**	*1%*
{£QI1.QI1_oth}	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	1	*	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	*	-
None of these	**4651**	1199	1145	1147	1161	405	387	407	379	420	347	391	378	378	417	374	369
	90%	**93%bcd**	*89%*	*89%*	*90%*	**94%hjl**	**93%hjl**	*92%*	*88%*	*91%*	*87%*	*90%*	*88%*	*88%*	*90%*	*91%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Citipost	**33**	-	33	20	13	7	*	21	3	1	-	-	8	24	1	-	30	3	21
	1%	-	*1%*	*1%*	*	**1%l**	*	**2%fhijk**	*	*	-	-	**1%n**	**1%no**	*	-	*1%*	*1%*	*
Collect + (Collect Plus)	**41**	-	41	28	13	12	10	15	4	-	-	-	22	19	-	-	24	17	23
	1%	-	*1%*	*1%*	*	**2%ijk**	**2%ijk**	**1%ijk**	*1%*	-	-	-	**2%no**	**1%no**	-	-	*1%*	**4%p**	*
DHL	**67**	-	67	49	19	16	4	38	6	3	*	-	20	44	3	*	47	20	40
	1%	-	*1%*	**2%d**	*1%*	**2%ijk**	*1%*	**4%fhijk**	*1%*	*	*	-	**2%no**	**2%no**	*	*	*1%*	**4%p**	*1%*
FedEx	**40**	-	40	26	14	10	5	20	1	2	2	-	15	21	4	2	27	13	32
	1%	-	*1%*	*1%*	*1%*	**1%h**	*1%*	**2%hijk**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	**3%p**	*1%*
Hermes / Evri	**103**	-	103	57	44	16	20	34	18	9	2	4	36	52	15	6	87	14	94
	2%	-	*2%*	*2%*	*2%*	**2%j**	**3%ijk**	**3%ijk**	**2%j**	*1%*	*	*1%*	**3%no**	**3%no**	*1%*	*1%*	*2%*	*3%*	*2%*
Interlink	**11**	-	11	11	-	1	-	11	-	-	-	-	1	11	-	-	11	-	7
	*	-	*	*d	-	*	-	**1%hi**	-	-	-	-	*	**1%n**	-	-	*	-	*
DPD	**34**	-	34	19	15	4	6	17	3	3	1	-	10	20	4	1	30	4	32
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	**2%ijk**	*	*	*	-	*1%*	**1%no**	*	*	*1%*	*1%*	*1%*
Parcelforce	**26**	-	26	17	9	4	2	8	2	7	2	-	7	10	9	2	22	3	27
	*	-	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	-	*1%*	*1%*	*	*	*	*1%*	*1%*
TNT Express	**14**	-	14	13	1	4	-	8	3	*	-	-	4	10	*	-	10	4	10
	*	-	*	**1%d**	*	*1%*	-	*1%*	*	*	-	-	*	**1%n**	*	-	*	*1%*	*
TNT Post UK	**17**	-	17	13	4	7	2	8	-	-	-	-	9	8	-	-	14	2	14
	*	-	*	*1%*	*	**1%hi**	*	*1%*	-	-	-	-	**1%no**	*n	-	-	*	*1%*	*
UPS	**19**	-	19	17	2	1	2	15	2	-	-	-	2	17	-	-	14	6	10
	*	-	*	**1%d**	*	*	*	**1%eijk**	*	-	-	-	*	**1%lno**	-	-	*	**1%p**	*
UK Mail (not to be confused with Royal Mail)	**15**	-	15	12	3	8	2	4	1	-	-	-	10	5	-	-	12	4	11
	*	-	*	*	*	**1%hij**	*	*	*	-	-	-	**1%no**	*	-	-	*	*1%*	*
DX	**18**	-	18	13	5	2	6	7	3	-	*	-	8	10	*	*	12	6	10
	*	-	*	*1%*	*	*	**1%l**	*1%*	*	-	*	-	**1%n**	**1%n**	*	*	*	**1%p**	*
Yodel	**27**	-	27	11	14	1	6	13	1	2	4	1	7	14	7	5	25	2	25
	1%	-	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	-	22	17	5	2	3	11	-	5	1	-	5	11	6	1	19	1	18
	*	-	*	*1%*	*	*	*1%*	**1%h**	-	*1%*	*	-	*	*1%*	*	*	*	*	*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4813**	-	4813	2295	2500	619	551	927	700	870	624	522	1170	1627	2016	1146	4365	406	4889
	93%	-	*93%*	*91%*	**95%c**	*90%*	*91%*	*87%*	**94%eg**	**97%efgh**	**98%efgh**	**99%efghi**	*90%*	*90%*	**98%lm**	**99%lm**	**94%q**	*88%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Citipost	**33**	22	1	8	2	23	10	32	1	4	1	13	3	12	17	4	28
	1%	**2%bcd**	*	**1%b**	*	*1%*	*	**1%h**	*	*1%*	*	*1%*	*	**1%l**	*1%*	*1%*	*1%*
Collect + (Collect Plus)	**41**	19	12	9	2	31	10	36	2	5	*	9	12	15	21	5	36
	1%	**2%d**	*1%*	*1%*	*	**1%f**	*	**1%h**	*	*1%*	*	*1%*	*1%*	**2%j**	*1%*	*1%*	*1%*
DHL	**67**	43	13	6	5	56	12	61	4	9	7	8	5	35	21	9	56
	1%	**4%bcd**	*1%*	*1%*	*	**2%f**	*	**2%h**	*	*1%*	*1%*	*1%*	*	**4%ijkln**	*1%*	*1%*	*1%*
FedEx	**40**	17	9	9	5	25	15	31	7	4	1	12	8	15	21	4	36
	1%	**2%bd**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Hermes / Evri	**103**	35	30	20	18	65	38	77	24	7	12	27	21	31	60	7	91
	2%	**4%bcd**	*2%*	*2%*	*1%*	*3%*	*1%*	**2%h**	*1%*	*1%*	*2%*	*2%*	*2%*	**3%ln**	*2%*	*1%*	*2%*
Interlink	**11**	8	-	3	-	8	3	11	-	1	1	3	1	7	4	1	11
	*	**1%bd**	-	*	-	*	*	*h	-	*	*	*	*	**1%ln**	*	*	*
DPD	**34**	12	5	10	7	16	17	26	8	4	3	12	4	11	19	4	30
	1%	**1%b**	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**26**	14	2	8	2	16	10	20	4	1	5	3	5	11	13	1	24
	*	**1%bd**	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*	*	**1%kn**	*	*	*1%*
TNT Express	**14**	6	2	6	-	8	6	10	4	1	-	2	1	10	3	1	13
	*	**1%d**	*	*	-	*	*	*	*	*	-	*	*	**1%kln**	*	*	*
TNT Post UK	**17**	12	3	1	1	15	2	12	5	4	-	2	*	10	2	4	12
	*	**1%bcd**	*	*	*	**1%f**	*	*	*	**1%n**	-	*	*	**1%jkln**	*	*1%*	*
UPS	**19**	13	4	3	*	16	3	19	*	1	3	3	2	11	8	1	19
	*	**1%bcd**	*	*	*	**1%f**	*	**1%h**	*	*	*1%*	*	*	**1%kln**	*	*	*
UK Mail (not to be confused with Royal Mail)	**15**	7	4	3	1	11	4	12	3	1	-	4	4	5	8	1	13
	*	*1%*	*	*	*	*	*	*	*	*	-	*	*	*1%*	*	*	*
DX	**18**	8	7	3	*	15	3	18	*	-	2	11	-	5	13	-	18
	*	**1%d**	*	*	*	**1%f**	*	**1%h**	*	-	*	**1%l**	-	*1%*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Yodel	**27**	6	*	12	8	7	20	12	10	4	*	10	5	8	15	4	23
	1%	**1%b**	*	**1%b**	**1%b**	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	10	4	7	1	14	8	16	6	1	*	1	5	13	6	1	20
	*	**1%bd**	*	*1%*	*	*1%*	*	*1%*	*	*	*	*	*	**1%ijkn**	*	*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4813**	836	1522	1112	1343	2358	2455	2787	1953	652	621	1224	1191	784	3036	658	3882
	93%	*84%*	**95%a**	**94%a**	**97%ac**	*91%*	**95%e**	*91%*	**97%g**	**95%m**	**95%m**	**94%m**	**95%m**	*85%*	**95%m**	*95%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Citipost	33 *1%*	30 *1%*	3 *	3 *1%*	27 *1%*	4 *1%*	2 *1%*	- -	1 *	4 *1%*	3 *1%*	3 *1%*	- -	1 *	11 *2%*	5 *1%*	- -	2 **4%hijklmopr**	1 *
Collect + (Collect Plus)	41 *1%*	36 *1%*	5 *1%*	3 *1%*	37 *1%*	3 *1%*	1 *	* *	1 *	2 *	2 *	4 *1%*	8 **2%mp**	-	17 **2%mp**	3 *	- -	- -	3 *1%*
DHL	67 *1%*	62 *1%*	5 *1%*	* *	64 **1%e**	1 *	1 *1%*	1 *	1 *1%*	7 *1%*	5 *1%*	- -	3 *1%*	-	26 **4%hklmpr**	19 **3%kmr**	2 *1%*	1 **1%km**	1 *
FedEx	40 *1%*	39 *1%*	* *	- -	34 *1%*	4 *1%*	2 *1%*	* *	* *	5 *1%*	2 *	1 *	1 *	-	17 **3%lmp**	6 *1%*	1 *	- -	4 *1%*
Hermes / Evri	103 *2%*	92 *2%*	11 *2%*	5 *2%*	90 *2%*	6 *1%*	4 *2%*	2 *2%*	5 *2%*	10 *2%*	12 *3%*	9 *3%*	12 *3%*	10 *2%*	19 *3%*	10 *1%*	2 *1%*	1 *1%*	5 *1%*
Interlink	11 *	8 *	3 *	3 **1%a**	10 *	- -	2 **1%e**	- -	- -	- -	- -	- -	2 *	-	4 *1%*	3 *	1 *	- -	- -
DPD	34 *1%*	26 *1%*	7 *1%*	7 **3%a**	28 *1%*	4 *1%*	1 *	1 *	- -	5 *1%*	3 *1%*	2 *1%*	2 *	4 *1%*	6 *1%*	3 *	4 *1%*	1 **2%h**	3 *1%*
Parcelforce	26 *	25 *1%*	1 *	* *	20 *	3 *1%*	1 *1%*	1 *	1 *1%*	- -	5 *1%*	- -	5 *1%*	-	8 *1%*	- -	1 *	* *	3 **1%o**
TNT Express	14 *	13 *	1 *	- -	12 *	1 *	1 *	* *	- -	2 *	- -	- -	3 *1%*	3 *1%*	4 *1%*	- -	- -	1 **1%jkop**	* *
TNT Post UK	17 *	16 *	* *	- -	15 *	1 *	- -	* *	1 *1%*	3 *1%*	2 *	- -	- -	1 *	5 *1%*	3 *	1 *	- -	1 *
UPS	19 *	18 *	2 *	- -	18 *	* *	1 *	* *	- -	4 *1%*	- -	- -	2 *	-	13 **2%mopr**	- -	- -	- -	* *
UK Mail (not to be confused with Royal Mail)	15 *	12 *	3 *	2 *1%*	15 *	- -	1 *	* *	1 *1%*	2 *	2 *	1 *	3 *1%*	1 *	4 *1%*	- -	1 *	- -	- -
DX	18 *	15 *	3 *	3 *1%*	18 *	* *	- -	- -	- -	3 *1%*	- -	1 *	2 *	-	3 *	9 *1%*	- -	- -	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Yodel	**27**	19	8	7	24	3	*	*	1	3	2	1	4	5	2	5	1	*	2
	1%	*	**1%a**	**3%a**	*1%*	*1%*	*	*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	21	1	*	20	2	*	-	1	3	-	1	1	2	9	3	-	*	2
	*	*	*	*	*	*	*	-	*	*1%*	-	*	*	*	*1%*	*	-	*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4813**	4121	692	221	4030	409	235	138	197	533	396	354	418	456	585	660	430	59	350
	93%	*93%*	**96%a**	*93%*	*93%*	*94%*	*95%*	**97%d**	**94%n**	**94%n**	**93%n**	**94%n**	**92%n**	**95%n**	*86%*	**93%n**	**97%jlno**	*94%*	**94%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Citipost	33 1%	14 1%	8 *	3 *	6 2%b	2 1%	22 1%	7 1%	15 1%i	4 *	6 1%	- -	8 8%hijkmn	19 1%	8 2%im
Collect + (Collect Plus)	41 1%	22 1%	14 1%	2 *	- -	3 2%	36 1%	3 1%	21 1%	16 1%	4 *	* *	- -	37 1%	* *
DHL	67 1%	45 2%bcdg	17 1%	4 1%	1 *	1 *	62 2%	1 *	24 1%	34 2%	6 1%	2 1%	1 1%	58 2%	4 1%
FedEx	40 1%	20 1%	13 1%	5 1%	- -	2 1%	33 1%	2 *	22 1%	11 1%	2 *	4 2%	- -	33 1%	4 1%
Hermes / Evri	103 2%	30 2%	43 2%	17 2%	10 3%	4 2%	73 2%	14 3%	37 2%	41 2%	15 2%	6 2%	4 4%	78 2%	10 3%
Interlink	11 *	6 *	2 *	3 *	- -	1 *	7 *	1 *	7 *	1 *	- -	1 *	3 3%hijm	8 *	3 1%lj
DPD	34 1%	18 1%	10 1%	6 1%	- -	- -	28 1%	- -	15 1%	10 1%	5 1%	* *	3 3%hijkm	25 1%	4 1%
Parcelforce	26 *	7 *	14 1%	1 *	1 *	2 1%c	21 1%	4 1%	9 *	10 1%	6 1%	1 *	* *	19 *	1 *
TNT Express	14 *	10 1%	3 *	1 *	* *	- -	13 *	* *	11 1%	2 *	* *	1 *	- -	13 *	1 *
TNT Post UK	17 *	8 *	2 *	3 *	1 *	3 2%bi	10 *	4 1%b	4 *	7 *	4 *	2 1%	- -	11 *	2 1%
UPS	19 *	19 1%bc	* *	- -	- -	1 *	19 *b	1 *	8 *	12 1%	* *	- -	- -	19 1%	- -
UK Mail (not to be confused with Royal Mail)	15 *	6 *	5 *	3 *	- -	2 1%	11 *	2 *	5 *	1 *	7 1%im	2 1%i	- -	6 *	2 1%
DX	18 *	2 *	11 1%	3 *	2 1%	- -	13 *	2 *	8 *	5 *	* *	- -	5 5%hijkm	13 *	5 1%ijm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Yodel	**27**	11	6	7	2	*	17	2	11	10	4	*	3	20	3
	1%	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*	*	*	**3%hijm**	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	10	10	-	1	-	21	1	8	10	3	1	-	18	1
	*	*1%*	*1%*	-	*	-	*1%*	*	*	*1%*	*	*	-	*	*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4813**	1695	1826	744	338	149	3521	488	1700	1834	857	251	91	3534	342
	93%	*92%*	*93%*	**95%a**	*95%*	*92%*	*93%*	*94%*	*92%*	*94%*	*94%*	*94%*	*89%*	*93%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Citipost	33	7	25	1	19	11	2	31	2	-	-	33	-
	1%	2%b	1%	1%	1%e	*	1%	1%	2%	-	-	1%	-
Collect + (Collect Plus)	41	10	31	-	29	12	*	36	5	-	-	41	-
	1%	3%b	1%	-	2%e	*	*	1%	6%gk	-	-	1%	-
DHL	67	21	45	2	45	18	4	58	8	1	-	67	-
	1%	5%b	1%	2%	3%e	1%	1%	1%	9%gk	6%	-	1%	-
FedEx	40	12	28	-	22	15	3	32	8	-	-	40	*
	1%	3%b	1%	-	1%e	*	1%	1%	9%gk	-	-	1%	1%
Hermes / Evri	103	18	84	1	49	43	11	90	10	3	-	103	-
	2%	4%b	2%	1%	3%e	1%	3%e	2%	11%gk	15%	-	2%	-
Interlink	11	-	11	1	7	4	-	11	-	-	-	11	-
	*	-	*	1%	*	*	-	*	-	-	-	*	-
DPD	34	6	27	*	16	14	4	32	-	1	-	33	*
	1%	2%	1%	*	1%	*	1%	1%	-	5%	-	1%	1%
Parcelforce	26	5	21	-	14	7	4	25	1	-	-	26	-
	*	1%	*	-	1%e	*	1%e	1%	1%	-	-	1%	-
TNT Express	14	4	10	-	11	2	1	13	1	-	-	14	-
	*	1%b	*	-	1%e	*	*	*	1%	-	-	*	-
TNT Post UK	17	9	6	1	13	2	2	14	2	-	-	17	-
	*	2%b	*	1%b	1%e	*	1%e	*	2%gk	-	-	*	-
UPS	19	6	14	-	15	5	-	19	-	-	-	19	-
	*	1%b	*	-	1%e	*	-	*	-	-	-	*	-
UK Mail (not to be confused with Royal Mail)	15	7	7	1	6	8	1	13	2	-	-	15	-
	*	2%b	*	1%	*	*	*	*	2%gk	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**18**	2	16	-	8	10	-	14	4	-	-	18	-
	*	*	*	-	*1%*	*	-	*	**5%gk**	-	-	*	-
Yodel	**27**	7	19	1	19	6	2	26	1	-	-	27	-
	1%	**2%b**	*	*1%*	**1%e**	*	*1%*	*1%*	*1%*	-	-	*1%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	8	13	1	11	9	3	22	-	-	-	22	-
	*	**2%b**	*	*1%*	*1%*	*	*1%*	*	-	-	-	*	-
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4813**	327	4405	81	1367	3148	298	4710	54	16	10	4780	23
	93%	*81%*	**94%a**	**96%a**	*88%*	**96%df**	*91%*	**94%h**	*61%*	*74%*	*100%*	**93%h**	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Citipost	33	11	7	7	7	1	5	6	5	2	1	6	2	-	*	3	3
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	*	1%	*	-	*	1%	1%
Collect + (Collect Plus)	41	12	12	7	9	3	7	2	5	2	5	3	2	2	3	-	7
	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	*	1%	-	2%
DHL	67	12	17	14	24	-	6	7	7	4	7	4	1	9	15	1	8
	1%	1%	1%	1%	2%	-	1%	2%	2%	1%	2%e	1%	*	2%e	3%eilo	*	2%e
FedEx	40	5	11	10	14	*	3	2	8	1	2	4	3	2	5	3	5
	1%	*	1%	1%	1%	*	1%	*	2%e	*	*	1%	1%	1%	1%	1%	1%
Hermes / Evri	103	20	32	29	22	3	9	9	7	14	11	6	11	11	11	5	6
	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	3%	1%	3%	3%	2%	1%	1%
Interlink	11	5	2	5	-	-	3	2	-	-	2	4	1	1	-	-	-
	*	*	*	*	-	-	1%	*	-	-	*	1%	*	*	-	-	-
DPD	34	16	6	7	4	5	8	3	2	2	2	3	2	3	-	2	2
	1%	1%d	*	1%	*	1%	2%n	1%	1%	1%	*	1%	1%	1%	-	*	*
Parcelforce	26	7	5	9	5	*	3	4	2	2	1	3	1	5	2	-	4
	*	1%	*	1%	*	*	1%	1%	1%	*	*	1%	*	1%	*	-	1%
TNT Express	14	*	5	4	5	-	-	*	2	-	3	-	1	3	3	-	2
	*	*	*	*	*	-	-	*	1%	-	1%	-	*	1%	1%	-	1%
TNT Post UK	17	-	8	2	6	-	-	-	3	3	3	1	*	1	3	-	4
	*	-	1%a	*	*	-	-	-	1%	1%	1%	*	*	*	1%	-	1%
UPS	19	7	2	5	6	-	5	2	*	-	2	4	*	1	6	-	-
	*	1%	*	*	*	-	1%	*	*	-	*	1%	*	*	1%	-	-
UK Mail (not to be confused with Royal Mail)	15	5	4	3	4	-	3	2	-	1	3	1	1	1	-	-	4
	*	*	*	*	*	-	1%	1%	-	*	1%	*	*	*	-	-	1%
DX	18	3	3	7	4	-	3	-	2	-	2	2	5	-	-	3	2
	*	*	*	1%	*	-	1%	-	*	-	*	1%	1%	-	-	1%	*
Yodel	27	9	9	8	2	1	3	5	*	3	6	-	2	5	*	1	1
	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	-	1%	1%	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	3	8	2	10	2	-	1	2	*	5	-	1	1	9	1	*
	*	*	*1%*	*	*1%*	*	-	*	*1%*	*	*1%*	-	*	*	**2%fikp**	*	*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4813**	1228	1186	1194	1205	422	390	415	397	430	359	401	404	389	433	393	379
	93%	**95%b**	*92%*	*93%*	*93%*	**98%ghijklmnp**	*94%*	*94%*	*92%*	*93%*	*90%*	*93%*	*94%*	*91%*	*93%*	**95%j**	*91%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Citipost	**8**	-	8	8	-	-	2	6	-	-	-	-	2	6	-	-	8	-	6
	*	-	*	*d	-	-	*	*1%*	-	-	-	-	*	*	-	-	*	-	*
Collect + (Collect Plus)	**19**	-	19	12	7	2	4	5	2	1	4	-	7	7	5	4	17	2	13
	*	-	*	*	*	*	*1%*	*	*	*	*1%*	-	*1%*	*	*	*	*	*1%*	*
DHL	**42**	-	42	31	11	15	1	12	3	10	*	-	16	15	10	*	40	1	27
	1%	-	*1%*	1%d	*	2%fhjk	*	*1%*	*	*1%*	*	-	1%o	1%o	*	*	*1%*	*	*1%*
FedEx	**31**	-	31	18	14	5	8	9	1	7	1	-	13	10	8	1	22	10	32
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	-	1%o	*1%*	*	*	*	2%p	*1%*
Hermes / Evri	**142**	-	142	56	85	9	14	39	12	31	25	12	22	51	68	37	135	6	147
	3%	-	*3%*	*2%*	*3%*	*1%*	*2%*	4%e	*2%*	3%e	4%e	*2%*	*2%*	*3%*	3%l	*3%*	*3%*	*1%*	*3%*
Interlink	**5**	-	5	5	-	1	-	2	3	-	-	-	1	4	-	-	5	-	3
	*	-	*	*	-	*	-	*	*	-	-	-	*	*	-	-	*	-	*
DPD	**49**	-	49	26	23	5	6	12	11	10	3	2	11	22	15	5	45	3	49
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Parcelforce	**25**	-	25	17	8	3	2	2	9	3	5	*	5	11	8	5	21	4	23
	*	-	*	*1%*	*	*	*	*	1%g	*	*1%*	*	*	*1%*	*	*	*	*1%*	*
TNT Express	**8**	-	8	6	2	3	-	4	-	2	-	-	3	4	2	-	6	2	5
	*	-	*	*	*	*	-	*	-	*	-	-	*	*	*	-	*	*	*
TNT Post UK	**7**	-	7	3	4	3	3	1	-	-	-	-	6	1	-	-	7	-	7
	*	-	*	*	*	*	*	*	-	-	-	-	*n	*	-	-	*	-	*
UPS	**15**	-	15	9	6	2	3	*	2	3	5	-	5	2	8	5	14	1	20
	*	-	*	*	*	*	*	*	*	*	1%g	-	*	*	*	*	*	*	*
UK Mail (not to be confused with Royal Mail)	**8**	-	8	8	*	1	-	6	1	-	*	-	1	6	*	*	8	*	7
	*	-	*	*	*	*	-	*1%*	*	-	*	-	*	*n	*	*	*	*	*
DX	**10**	-	10	9	1	-	-	3	4	-	*	3	-	8	3	3	10	-	6
	*	-	*	*	*	-	-	*	*1%*	-	*	*	-	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Yodel	**81**	-	81	38	43	6	9	17	7	12	7	23	15	24	42	30	80	-	74
	2%	-	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	***4%efghij***	*1%*	*1%*	*2%*	*3%*	*2%*	-	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**52**	-	52	18	33	3	4	13	9	8	10	4	7	22	22	14	50	1	43
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
{£QI1.QI1_oth}	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*
None of these	**4786**	-	4786	2318	2449	638	566	960	696	842	588	498	1203	1655	1927	1086	4311	433	4818
	93%	-	*93%*	*92%*	*93%*	*93%*	*93%*	*91%*	*93%*	***94%g***	*93%*	***95%g***	*93%*	*92%*	*94%*	*94%*	*93%*	*94%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Citipost	8	7	1	-	-	8	-	8	-	-	-	-	1	7	1	-	8
	*	1%bcd	*	-	-	*f	-	*	-	-	-	-	*	1%kln	*	-	*
Collect + (Collect Plus)	19	1	6	11	1	7	12	14	1	*	1	12	2	4	14	*	19
	*	*	*	1%d	*	*	*	*	*	*	*	1%	*	*	*	*	*
DHL	42	15	7	8	12	22	20	35	7	6	1	11	6	12	18	6	31
	1%	2%b	*	1%	1%	1%	1%	1%h	*	1%	*	1%	*	1%	1%	1%	1%
FedEx	31	11	7	7	7	18	14	24	8	4	2	5	10	7	17	4	24
	1%	1%	*	1%	*	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%	1%
Hermes / Evri	142	33	43	27	39	76	66	84	57	14	25	34	33	26	92	14	119
	3%	3%	3%	2%	3%	3%	3%	3%	3%	2%	4%	3%	3%	3%	3%	2%	3%
Interlink	5	2	1	3	-	3	3	4	1	1	-	-	-	4	-	1	4
	*	*	*	*	-	*	*	*	*	*	-	-	-	*n	-	*	*
DPD	49	15	12	7	16	26	23	25	23	8	5	12	8	12	25	8	37
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Parcelforce	25	7	3	6	8	10	14	16	5	2	3	7	3	6	13	2	19
	*	1%	*	1%	1%	*	1%	1%	*	*	*	1%	*	1%	*	*	*
TNT Express	8	2	2	3	2	3	5	6	2	3	-	3	-	2	3	3	5
	*	*	*	*	*	*	*	*	*	*	-	*	-	*	*	*	*
TNT Post UK	7	6	*	1	*	6	1	5	2	*	*	3	3	1	6	*	7
	*	1%bd	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
UPS	15	3	5	4	4	8	7	4	11	4	1	1	4	3	6	4	9
	*	*	*	*	*	*	*	*	1%g	1%	*	*	*	*	*	1%	*
UK Mail (not to be confused with Royal Mail)	8	6	-	1	1	6	2	8	-	*	-	2	*	6	2	*	8
	*	1%b	-	*	*	*	*	*	-	*	-	*	*	1%n	*	*	*
DX	10	4	3	2	1	7	3	9	1	-	2	1	-	7	3	-	10
	*	*	*	*	*	*	*	*	*	-	*	*	-	1%ln	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Yodel	**81**	29	19	14	20	47	34	37	42	8	15	19	16	18	50	8	68
	2%	***3%bc***	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**52**	15	11	8	18	26	26	31	20	11	3	16	7	14	26	11	40
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
{EQI1.QI1_oth}	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
None of these	**4786**	887	1499	1101	1299	2386	2400	2834	1877	648	607	1204	1180	825	2991	654	3877
	93%	*89%*	***94%a***	***93%a***	***94%a***	*92%*	*93%*	*92%*	*93%*	***95%m***	*93%*	*93%*	***94%m***	*90%*	***93%m***	*95%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Citipost	8	8	-	-	8	-	-	-	1	2	-	-	2	2	-	-	2	-	-
	*	*	-	-	*	-	-	-	*	*	-	-	*	*	-	-	1%	-	-
Collect + (Collect Plus)	19	13	6	4	18	*	1	*	-	5	-	2	3	5	-	2	-	-	*
	*	*	1%	2%a	*	*	*	*	-	1%	-	1%	1%	1%	-	*	-	-	*
DHL	42	36	6	*	39	2	*	1	2	2	6	3	5	1	5	13	4	2	1
	1%	1%	1%	*	1%	1%	*	*	1%	*	1%	1%	1%	*	1%	2%	1%	3%lmr	*
FedEx	31	26	6	*	26	2	1	2	1	2	2	1	7	-	6	4	4	*	2
	1%	1%	1%	*	1%	1%	1%	1%	*	*	*	*	1%m	-	1%	1%	1%	*	1%
Hermes / Evri	142	114	28	4	121	9	8	4	5	13	19	9	8	7	14	41	6	1	8
	3%	3%	4%	2%	3%	2%	3%	3%	3%	2%	4%mp	2%	2%	1%	2%	6%ilmnpr	1%	1%	2%
Interlink	5	5	-	-	4	1	-	-	-	-	-	-	-	3	2	-	-	-	1
	*	*	-	-	*	*	-	-	-	-	-	-	-	1%	*	-	-	-	*
DPD	49	37	12	1	42	4	3	1	1	6	7	1	3	2	6	13	4	-	4
	1%	1%	2%	*	1%	1%	1%	1%	*	1%	2%	*	1%	*	1%	2%	1%	-	1%
Parcelforce	25	12	12	6	22	1	1	*	*	-	6	2	1	6	4	3	-	*	1
	*	*	2%a	3%a	*	*	1%	*	*	-	1%l	*	*	1%	1%	*	-	*	*
TNT Express	8	8	*	-	8	*	-	-	-	-	5	-	3	-	-	-	-	-	*
	*	*	*	-	*	*	-	-	-	-	1%no	-	1%	-	-	-	-	-	*
TNT Post UK	7	7	*	-	5	2	-	*	-	2	-	-	-	3	-	-	-	-	2
	*	*	*	-	*	*d	-	*	-	*	-	-	-	1%	-	-	-	-	1%
UPS	15	13	2	*	10	4	1	*	*	-	2	1	-	2	2	1	1	1	3
	*	*	*	*	*	1%d	*	*	*	-	*	*	-	*	*	*	*	1%ll	1%
UK Mail (not to be confused with Royal Mail)	8	7	1	*	7	*	1	-	1	-	-	-	-	-	2	4	-	*	*
	*	*	*	*	*	*	*	-	1%	-	-	-	-	-	*	1%	-	*	*
DX	10	10	*	-	10	*	-	-	-	2	1	-	2	-	5	-	-	-	*
	*	*	*	-	*	*	-	-	-	*	*	-	*	-	1%	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Yodel	81	58	23	6	70	5	5	*	5	8	10	6	5	4	6	23	4	*	5
	2%	1%	3%a	2%	2%g	1%	2%g	*	2%	1%	2%	2%	1%	1%	1%	3%	1%	*	1%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	52	44	8	6	48	2	1	1	2	5	8	7	4	5	-	3	12	-	2
	1%	1%	1%	2%	1%	*	*	*	1%n	1%	2%n	2%n	1%	1%	-	*	3%nor	-	1%
{EQI1.QI1_oth}	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4786	4122	665	218	4013	406	232	136	199	528	388	348	426	450	630	637	408	60	346
	93%	93%	92%	92%	93%	94%	94%	95%	95%	93%	91%	93%	94%	94%	93%	90%	92%	95%	93%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Citipost	**8**	6	2	-	-	-	8	-	8	-	-	-	-	8	-
	*	*	*	-	-	-	*	-	*i	-	-	-	-	*	-
Collect + (Collect Plus)	**19**	14	2	3	-	-	15	-	9	8	2	-	-	17	-
	*	**1%b**	*	*	-	-	*	-	*	*	*	-	-	*	-
DHL	**42**	16	18	5	*	2	34	3	19	18	1	4	-	36	4
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%j**	-	*1%*	*1%*
FedEx	**31**	10	17	3	1	1	27	2	21	10	*	*	-	31	*
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*	**1%j**	*1%*	*	*	-	**1%j**	*
Hermes / Evri	**142**	48	57	19	12	5	105	18	42	69	20	8	2	112	10
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*
Interlink	**5**	4	-	-	1	-	4	1	3	2	1	-	-	4	-
	*	*	-	-	*	-	*	*	*	*	*	-	-	*	-
DPD	**49**	15	20	9	3	2	35	5	22	13	9	5	*	35	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*
Parcelforce	**25**	9	11	1	1	3	20	4	15	3	5	1	-	19	1
	*	*	*1%*	*	*	**2%c**	*1%*	*1%*	**1%i**	*	*1%*	*	-	*	*
TNT Express	**8**	3	3	2	-	-	6	-	3	5	*	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
TNT Post UK	**7**	-	6	*	*	1	6	1	2	2	3	-	-	4	-
	*	-	*	*	*	**1%a**	*	*	*	*	*	-	-	*	-
UPS	**15**	6	3	2	1	2	9	4	7	6	1	1	-	13	1
	*	*	*	*	*	**1%bf**	*	*1%*	*	*	*	*	-	*	*
UK Mail (not to be confused with Royal Mail)	**8**	6	*	1	-	-	7	-	7	*	1	*	-	7	*
	*	*	*	*	-	-	*	-	*	*	*	*	-	*	*
DX	**10**	5	4	1	-	-	9	-	3	5	3	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Yodel	**81**	36	23	14	7	1	59	8	33	29	15	3	*	62	3
	2%	*2%*	*1%*	*2%*	*2%*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	*2%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**52**	30	7	9	4	1	38	5	33	13	3	-	1	47	1
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%jl**	*1%*	*	-	*1%*	*1%*	*
{EQI1.QI1_oth}	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
None of these	**4786**	1690	1818	736	338	144	3508	482	1683	1815	857	255	98	3497	353
	93%	*92%*	*93%*	**94%e**	**95%e**	*89%*	*92%*	*93%*	*91%*	*93%*	**94%h**	*96%*	*96%*	*92%*	**96%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Citipost	**8**	3	5	-	7	1	-	8	-	-	-	8	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-
Collect + (Collect Plus)	**19**	3	16	1	14	4	2	19	-	-	-	19	-
	*	*1%*	*	*1%*	1%e	*	*	*	-	-	-	*	-
DHL	**42**	8	34	*	24	16	2	31	10	1	-	42	-
	1%	2%b	*1%*	*	2%e	*	*1%*	*1%*	11%gk	*5%*	-	*1%*	-
FedEx	**31**	2	27	2	11	16	5	28	3	-	-	31	-
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	4%gk	-	-	*1%*	-
Hermes / Evri	**142**	13	129	*	51	79	12	138	4	*	-	142	-
	3%	*3%*	*3%*	*	*3%*	*2%*	*4%*	*3%*	*4%*	*1%*	-	*3%*	-
Interlink	**5**	-	5	-	3	-	3	5	-	-	-	5	-
	*	-	*	-	*	-	1%e	*	-	-	-	*	-
DPD	**49**	6	41	2	21	26	2	49	-	*	-	49	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-
Parcelforce	**25**	3	21	1	16	7	1	24	-	*	-	25	-
	*	*1%*	*	*1%*	1%e	*	*	*	-	*	-	*	-
TNT Express	**8**	2	6	-	6	2	-	8	-	-	-	8	-
	*	*	*	-	*e	*	-	*	-	-	-	*	-
TNT Post UK	**7**	-	7	*	*	7	-	7	*	-	-	7	-
	*	-	*	*	*	*	-	*	*	-	-	*	-
UPS	**15**	-	15	-	8	7	-	15	-	-	-	15	-
	*	-	*	-	*1%*	*	-	*	-	-	-	*	-
UK Mail (not to be confused with Royal Mail)	**8**	6	2	-	6	2	-	8	-	-	-	8	-
	*	1%b	*	-	*e	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**10**	3	7	-	8	3	-	7	3	-	-	10	-
	*	1%b	*	-	*e	*	-	*	3%gk	-	-	*	-
Yodel	**81**	10	70	1	23	54	4	81	-	-	-	81	*
	2%	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	-	-	*2%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**52**	4	47	1	17	34	1	52	-	*	-	52	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	*1%*
{EQI1.QI1_oth}	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
None of these	**4786**	353	4354	79	1398	3091	297	4664	70	20	10	4753	23
	93%	*88%*	93%a	*94%*	*90%*	94%df	*91%*	93%h	*78%*	*93%*	*100%*	93%h	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Citipost	**8**	2	4	-	2	-	-	2	2	-	3	-	-	-	2	-	-
	*	*	*	-	*	-	-	*	*	-	1%	-	-	-	*	-	-
Collect + (Collect Plus)	**19**	4	6	9	*	1	2	-	2	2	2	3	2	4	-	*	-
	*	*	*	**1%d**	*	*	1%	-	*	*	1%	1%	1%	1%	-	*	-
DHL	**42**	14	12	8	8	6	-	9	5	3	4	2	3	3	3	1	3
	1%	1%	1%	1%	1%	1%	-	**2%f**	1%	1%	1%	1%	1%	1%	1%	*	1%
FedEx	**31**	4	9	13	6	1	1	2	4	1	4	5	5	3	1	*	4
	1%	*	1%	1%	*	*	*	*	1%	*	1%	1%	1%	1%	*	*	1%
Hermes / Evri	**142**	29	43	32	39	9	5	14	13	21	8	7	6	19	11	7	20
	3%	2%	3%	2%	3%	2%	1%	3%	3%	**5%fl**	2%	2%	1%	**4%f**	2%	2%	**5%fl**
Interlink	**5**	-	5	-	-	-	-	-	3	-	3	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-
DPD	**49**	9	22	5	13	5	2	2	9	5	8	*	2	2	7	2	4
	1%	1%	**2%c**	*	1%	1%	*	*	**2%k**	1%	**2%k**	*	1%	1%	2%	1%	1%
Parcelforce	**25**	5	10	6	3	-	1	5	*	10	*	1	1	4	3	*	*
	*	*	1%	*	*	-	*	1%	*	**2%efhjkop**	*	*	*	1%	1%	*	*
TNT Express	**8**	5	2	-	2	3	-	2	2	*	-	-	-	-	-	-	2
	*	*	*	-	*	1%	-	*	*	*	-	-	-	-	-	-	*
TNT Post UK	**7**	1	3	3	-	1	-	-	3	*	-	-	-	3	-	-	-
	*	*	*	*	-	*	-	-	1%	*	-	-	-	1%	-	-	-
UPS	**15**	4	6	4	1	3	*	1	3	-	2	-	1	3	-	1	*
	*	*	*	*	*	1%	*	*	1%	-	1%	-	*	1%	-	*	*
UK Mail (not to be confused with Royal Mail)	**8**	-	3	5	-	-	-	-	2	1	-	1	*	4	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	*	*	1%	-	-	-
DX	**10**	-	2	3	6	-	-	-	-	-	2	-	-	3	-	4	2
	*	-	*	*	*	-	-	-	-	-	*	-	-	1%	-	1%	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Yodel	**81**	27	21	14	19	7	1	19	7	8	6	3	6	6	9	4	6
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*	**4%fko**	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**52**	11	17	15	9	4	*	7	6	5	5	5	5	5	3	4	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*
{£QI1.QI1_oth}	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
None of these	**4786**	1213	1176	1195	1203	403	404	406	393	422	361	407	406	381	430	388	384
	93%	**94%b**	*91%*	*93%*	*93%*	*93%*	**97%eghijmnp**	*92%*	*91%*	*92%*	*90%*	*94%*	*94%*	*89%*	*93%*	*94%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Citipost	**101**	-	101	82	19	33	14	46	8	1	-	-	47	54	1	-	86	15	62
	2%	-	*2%*	**3%d**	*1%*	**5%hijk**	**2%ijk**	**4%hijk**	**1%i**	*	-	-	**4%no**	**3%no**	*	-	*2%*	*3%*	*1%*
Collect + (Collect Plus)	**103**	-	103	67	36	22	26	43	5	2	4	-	49	49	6	4	79	22	80
	2%	-	*2%*	**3%d**	*1%*	**3%hijk**	**4%hijk**	**4%hijk**	*1%*	*	*1%*	-	**4%no**	**3%no**	*	*	*2%*	**5%p**	*2%*
DHL	**299**	-	299	205	94	65	41	112	38	26	7	10	107	150	42	16	249	49	253
	6%	-	*6%*	**8%d**	*4%*	**10%hijk**	**7%ijk**	**11%hijk**	**5%jk**	*3%*	*1%*	*2%*	**8%no**	**8%no**	*2%*	*1%*	*5%*	**11%p**	*5%*
FedEx	**211**	-	211	140	69	56	42	77	21	11	2	-	98	99	14	2	172	38	166
	4%	-	*4%*	**6%d**	*3%*	**8%hijk**	**7%hijk**	**7%hijk**	**3%jk**	*1%*	*	-	**8%no**	**5%no**	*1%*	*	*4%*	**8%p**	*3%*
Hermes / Evri	**827**	-	827	345	477	126	100	179	145	138	85	54	225	324	277	139	738	78	905
	16%	-	*16%*	*14%*	**18%c**	**18%k**	**16%k**	**17%k**	**19%jk**	*15%*	*13%*	*10%*	**17%no**	**18%no**	*13%*	*12%*	*16%*	*17%*	*18%*
Interlink	**71**	-	71	53	18	12	12	38	10	1	-	-	23	48	1	-	67	4	43
	1%	-	*1%*	**2%d**	*1%*	**2%ijk**	**2%ijk**	**4%hijk**	**1%ij**	*	-	-	**2%no**	**3%no**	*	-	*1%*	*1%*	*1%*
DPD	**287**	-	287	152	133	51	37	94	45	30	21	9	88	139	60	30	254	30	313
	6%	-	*6%*	*6%*	*5%*	**7%ijk**	**6%k**	**9%ijk**	**6%k**	*3%*	*3%*	*2%*	**7%no**	**8%no**	*3%*	*3%*	*5%*	*7%*	*6%*
Parcelforce	**181**	-	181	103	76	24	31	45	27	30	17	7	55	72	54	25	158	22	203
	4%	-	*4%*	*4%*	*3%*	*3%*	**5%k**	**4%k**	*4%*	*3%*	*3%*	*1%*	**4%o**	**4%o**	*3%*	*2%*	*3%*	*5%*	*4%*
TNT Express	**57**	-	57	45	12	12	11	22	7	3	1	*	23	29	4	1	49	8	53
	1%	-	*1%*	**2%d**	*	**2%ijk**	**2%ijk**	**2%ijk**	*1%*	*	*	*	**2%no**	**2%no**	*	*	*1%*	*2%*	*1%*
TNT Post UK	**58**	-	58	36	22	21	7	23	5	2	-	-	28	27	2	-	48	10	41
	1%	-	*1%*	*1%*	*1%*	**3%hijk**	**1%j**	**2%ijk**	*1%*	*	-	-	**2%no**	**2%no**	*	-	*1%*	*2%*	*1%*
UPS	**126**	-	126	69	57	27	11	53	21	8	6	*	38	74	14	6	100	26	131
	2%	-	*2%*	*3%*	*2%*	**4%ijk**	**2%k**	**5%fijk**	**3%ik**	*1%*	*1%*	*	**3%no**	**4%no**	*1%*	*1%*	*2%*	**6%p**	*3%*
UK Mail (not to be confused with Royal Mail)	**80**	-	80	44	36	22	12	21	9	3	6	7	34	29	17	14	66	14	54
	2%	-	*2%*	*2%*	*1%*	**3%ij**	**2%i**	**2%i**	*1%*	*	*1%*	*1%*	**3%n**	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*
DX	**49**	-	49	34	15	6	8	24	8	1	*	3	13	32	4	3	43	6	39
	1%	-	*1%*	**1%d**	*1%*	*1%*	**1%ij**	**2%ij**	**1%i**	*	*	*	**1%n**	**2%no**	*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Yodel	**339**	-	339	160	177	30	41	86	61	52	39	29	71	147	121	68	312	23	356
	7%	-	*7%*	*6%*	*7%*	*4%*	*7%*	**8%e**	**8%e**	*6%*	*6%*	*6%*	*6%*	**8%ln**	*6%*	*6%*	*7%*	*5%*	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**235**	-	235	113	122	22	22	69	34	43	35	9	44	103	87	45	220	11	235
	5%	-	*5%*	*4%*	*5%*	*3%*	*4%*	**7%ek**	*5%*	**5%k**	**6%k**	*2%*	*3%*	**6%l**	*4%*	*4%*	*5%*	*2%*	*5%*
{£QI1.QI1_oth}	**3**	-	3	1	2	1	-	*	*	-	1	*	1	*	1	1	3	-	9
	*	-	*	*	*	*	-	*	*	-	*	*	*	*	*	*	*	-	*
None of these	**3572**	-	3572	1733	1828	409	399	641	528	680	483	431	809	1169	1594	914	3252	286	3583
	69%	-	*69%*	*69%*	*70%*	*59%*	*66%*	*61%*	**71%eg**	**76%efg**	**76%efg**	**82%efghi**	*62%*	*65%*	**77%lm**	**79%lm**	**70%q**	*62%*	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Citipost	**101**	67	11	20	4	78	24	95	4	9	5	17	11	60	33	9	93
	2%	**7%bcd**	*1%*	**2%d**	*	**3%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*1%*	**6%ijkln**	*1%*	*1%*	*2%*
Collect + (Collect Plus)	**103**	42	34	20	8	76	27	90	7	8	3	26	27	39	56	8	95
	2%	**4%bcd**	**2%d**	**2%d**	*1%*	**3%f**	*1%*	**3%h**	*	*1%*	*	**2%j**	**2%j**	**4%ijkln**	*2%*	*1%*	*2%*
DHL	**299**	117	89	65	28	207	92	251	43	34	21	64	54	119	139	34	259
	6%	**12%bcd**	**6%d**	**5%d**	*2%*	**8%f**	*4%*	**8%h**	*2%*	*5%*	*3%*	*5%*	*4%*	**13%ijkln**	*4%*	*5%*	*6%*
FedEx	**211**	99	52	41	19	151	60	182	28	18	13	46	49	73	108	18	184
	4%	**10%bcd**	**3%d**	**3%d**	*1%*	**6%f**	*2%*	**6%h**	*1%*	*3%*	*2%*	*4%*	*4%*	**8%ijkln**	*3%*	*3%*	*4%*
Hermes / Evri	**827**	160	291	165	211	450	376	511	304	100	96	227	200	139	523	100	675
	16%	*16%*	**18%c**	*14%*	*15%*	**17%f**	*15%*	*17%*	*15%*	*15%*	*15%*	*17%*	*16%*	*15%*	*16%*	*14%*	*16%*
Interlink	**71**	44	6	19	2	50	22	68	3	6	4	12	6	44	21	6	65
	1%	**4%bcd**	*	**2%bd**	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*	**5%ijkln**	*1%*	*1%*	*2%*
DPD	**287**	68	74	62	82	142	145	194	89	42	37	68	58	65	162	42	228
	6%	*7%*	*5%*	*5%*	*6%*	*5%*	*6%*	**6%h**	*4%*	*6%*	*6%*	*5%*	*5%*	*7%*	*5%*	*6%*	*5%*
Parcelforce	**181**	47	42	55	38	88	93	121	53	17	16	50	45	46	110	17	156
	4%	**5%b**	*3%*	**5%b**	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*
TNT Express	**57**	25	11	16	4	36	21	46	11	8	*	14	5	29	19	8	48
	1%	**3%bd**	*1%*	**1%d**	*	*1%*	*1%*	**1%h**	*1%*	*1%*	*	*1%*	*	**3%jkln**	*1%*	*1%*	*1%*
TNT Post UK	**58**	38	3	12	5	41	17	48	10	8	2	15	8	25	25	8	50
	1%	**4%bcd**	*	**1%b**	*	**2%f**	*1%*	**2%h**	*1%*	*1%*	*	*1%*	*1%*	**3%jln**	*1%*	*1%*	*1%*
UPS	**126**	48	40	25	14	88	39	93	33	19	13	21	30	39	64	19	103
	2%	**5%bcd**	**3%d**	*2%*	*1%*	**3%f**	*2%*	**3%h**	*2%*	*3%*	*2%*	*2%*	*2%*	**4%kn**	*2%*	*3%*	*2%*
UK Mail (not to be confused with Royal Mail)	**80**	42	16	17	6	58	23	60	20	7	10	12	20	30	42	7	72
	2%	**4%bcd**	*1%*	**1%d**	*	**2%f**	*1%*	**2%h**	*1%*	*1%*	*2%*	*1%*	*2%*	**3%ikn**	*1%*	*1%*	*2%*
DX	**49**	20	10	13	6	30	18	45	4	*	4	14	6	23	24	*	48
	1%	**2%bd**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*	*1%*	*1%*	*1%*	**3%ijln**	*1%*	*	**1%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Yodel	**339**	61	126	71	82	186	152	209	122	45	40	81	98	54	219	45	275
	7%	*6%*	*8%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*8%*	*6%*	*7%*	*7%*	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**235**	52	57	67	58	109	125	142	90	29	29	53	51	59	133	29	194
	5%	*5%*	*4%*	*6%*	*4%*	*4%*	*5%*	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	**6%n**	*4%*	*4%*	*5%*
{EQI1.QI1_oth}	**3**	*	1	*	2	1	2	1	2	-	*	2	*	*	3	-	3
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
None of these	**3572**	567	1116	836	1053	1683	1889	2006	1502	512	460	944	881	519	2285	518	2851
	69%	*57%*	**70%a**	**71%a**	**76%abc**	*65%*	**73%e**	*65%*	**75%g**	**75%m**	**71%m**	**73%m**	**70%m**	*56%*	**71%m**	**75%p**	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Citipost	101	93	8	3	91	7	3	1	5	14	5	7	5	3	33	12	8	3	3
	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	1%	1%	5%jlmor	2%	2%	5%jlmr	1%
Collect + (Collect Plus)	103	91	12	7	87	8	6	3	5	7	10	11	12	5	30	5	3	1	7
	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	3%o	3%	1%	4%imop	1%	1%	1%	2%
DHL	299	269	30	8	261	17	14	7	13	22	22	20	31	16	66	54	17	4	12
	6%	6%	4%	3%	6%	4%	6%	5%	6%	4%	5%	5%	7%r	3%	10%impr	8%mr	4%	7%	3%
FedEx	211	197	14	6	178	19	10	4	5	19	16	16	14	4	67	26	11	3	15
	4%	4%b	2%	2%	4%	4%	4%	3%	3%	3%	4%m	4%m	3%	1%	10%hijklmopr	4%m	2%	5%m	4%m
Hermes / Evri	827	708	118	38	681	84	42	20	38	74	82	72	61	66	110	123	57	12	71
	16%	16%	16%	16%	16%	19%dq	17%	14%	18%	13%	19%	19%	13%	14%	16%	17%	13%	20%	19%ilp
Interlink	71	63	9	5	64	3	3	1	2	2	2	5	5	4	36	7	2	-	3
	1%	1%	1%	2%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	5%hijklmopr	1%	*	-	1%
DPD	287	241	46	12	228	34	14	11	4	20	24	20	27	19	45	48	20	4	30
	6%	5%	6%	5%	5%	8%d	6%	8%	2%	4%	6%	5%	6%h	4%	7%h	7%h	5%	7%h	8%him
Parcelforce	181	150	32	16	145	20	9	7	9	3	21	14	17	18	27	17	20	1	18
	4%	3%	4%	7%a	3%	5%	4%	5%	4%l	*	5%l	4%l	4%l	4%l	4%l	2%	5%l	2%	5%l
TNT Express	57	54	3	*	49	4	2	1	4	8	5	1	8	6	14	1	1	1	3
	1%	1%	*	*	1%	1%	1%	1%	2%kop	1%	1%	*	2%o	1%	2%o	*	*	1%	1%
TNT Post UK	58	55	3	2	53	3	1	1	3	7	2	2	6	5	17	7	4	-	3
	1%	1%	*	1%	1%	1%	*	1%	2%	1%	*	1%	1%	1%	3%	1%	1%	-	1%
UPS	126	114	12	6	106	8	9	3	5	17	5	19	7	4	33	5	11	1	7
	2%	3%	2%	2%	2%	2%	4%	2%	2%	3%	1%	5%jlmor	2%	1%	5%jlmor	1%	3%	2%	2%
UK Mail (not to be confused with Royal Mail)	80	75	5	2	75	3	2	*	2	8	10	6	4	4	16	16	9	*	3
	2%	2%	1%	1%	2%q	1%	1%	*	1%	1%	2%	2%	1%	1%	2%	2%	2%	*	1%
DX	49	45	4	3	44	3	1	*	1	8	3	3	7	-	10	9	4	-	3
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Yodel	**339**	272	66	21	282	31	18	8	13	32	48	29	27	25	41	46	22	4	27
	7%	*6%*	***9%a***	*9%*	*7%*	*7%*	*7%*	*6%*	*6%*	*6%*	***11%ilmnop***	*8%*	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**235**	196	39	18	200	18	11	6	9	25	19	26	23	23	20	28	25	1	16
	5%	*4%*	*5%*	*7%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	***7%n***	*5%*	*5%*	*3%*	*4%*	*6%*	*2%*	*4%*
{£QI1.QI1_oth}	**3**	2	1	*	1	1	*	1	-	1	-	-	-	-	-	-	-	*	1
	*	*	*	*	*	*	*	*d	-	*	-	-	-	-	-	-	-	*	*
None of these	**3572**	3048	524	166	3013	287	166	105	156	424	299	247	331	360	408	474	314	42	246
	69%	*69%*	*72%*	*70%*	*69%*	*66%*	*67%*	***74%ef***	***75%knr***	***75%knor***	***70%n***	*66%*	***73%n***	***75%knor***	*60%*	*67%*	***71%n***	*66%*	*66%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Citipost	101	59	26	6	7	4	84	11	52	28	12	2	8	79	10
	2%	3%bc	1%	1%	2%	2%	2%	2%	3%i	1%	1%	1%	8%hijkmn	2%	3%
Collect + (Collect Plus)	103	58	30	11	*	4	88	4	50	42	8	3	*	92	3
	2%	3%bdg	2%	1%	*	2%d	2%d	1%	3%j	2%	1%	1%	*	2%j	1%
DHL	299	139	101	29	21	8	240	29	126	117	37	10	7	243	17
	6%	8%bc	5%	4%	6%	5%	6%c	6%	7%j	6%	4%	4%	7%	6%	5%
FedEx	211	91	78	24	7	9	170	17	104	75	18	11	3	179	14
	4%	5%	4%	3%	2%	6%	4%	3%	6%j	4%	2%	4%	3%	5%j	4%
Hermes / Evri	827	258	334	126	70	29	591	99	304	332	114	57	16	635	72
	16%	14%	17%	16%	20%a	18%	16%	19%a	16%j	17%j	13%	21%j	15%	17%j	20%j
Interlink	71	40	21	8	1	1	61	3	31	24	10	3	3	56	6
	1%	2%	1%	1%	*	1%	2%	*	2%	1%	1%	1%	3%	1%	2%
DPD	287	106	107	45	19	7	213	26	127	97	40	17	4	224	21
	6%	6%	5%	6%	5%	5%	6%	5%	7%	5%	4%	6%	4%	6%	6%
Parcelforce	181	57	76	27	7	15	133	22	68	64	37	4	8	132	11
	4%	3%	4%	3%	2%	9%abcdi	3%	4%	4%	3%	4%	1%	8%k	3%	3%
TNT Express	57	34	15	4	3	1	49	4	33	21	1	1	*	54	1
	1%	2%b	1%	1%	1%	1%	1%	1%	2%j	1%	*	*	*	1%j	*
TNT Post UK	58	28	14	8	3	4	42	7	24	20	8	4	2	43	6
	1%	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%	2%	2%	1%	2%
UPS	126	53	42	18	6	6	95	12	54	53	9	6	4	107	10
	2%	3%	2%	2%	2%	3%	2%	2%	3%j	3%j	1%	2%	4%j	3%j	3%
UK Mail (not to be confused with Royal Mail)	80	37	26	13	2	2	63	5	37	20	14	9	*	57	9
	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	3%i	*	2%	3%
DX	49	20	19	4	5	1	39	6	18	20	6	-	5	38	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	5%hijkm	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Yodel	**339**	121	121	57	30	7	242	37	143	119	50	13	12	262	25
	7%	*7%*	*6%*	*7%*	*8%*	*4%*	*6%*	*7%*	*8%*	*6%*	*5%*	*5%*	***12%j***	*7%*	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**235**	88	87	39	15	5	175	20	105	83	32	9	6	188	15
	5%	*5%*	*4%*	*5%*	*4%*	*3%*	*5%*	*4%*	*6%*	*4%*	*4%*	*3%*	*6%*	*5%*	*4%*
{£QI1.QI1_oth}	**3**	1	2	-	-	-	3	-	1	1	2	*	-	1	*
	*	*	*	-	-	-	*	-	*	*	*	*	-	*	*
None of these	**3572**	1264	1347	556	248	107	2611	355	1240	1338	670	181	70	2578	251
	69%	*69%*	*69%*	*71%*	*70%*	*66%*	*69%*	*68%*	*67%*	*68%*	***74%him***	*68%*	*69%*	*68%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Citipost	101	29	71	1	63	35	3	97	4	-	-	101	-
	2%	7%b	2%	1%	4%ef	1%	1%	2%	5%	-	-	2%	-
Collect + (Collect Plus)	103	28	71	3	64	30	9	93	9	1	-	103	-
	2%	7%b	2%	4%	4%e	1%	3%e	2%	10%gk	3%	-	2%	-
DHL	299	47	246	6	152	124	23	272	24	3	-	299	-
	6%	12%b	5%	7%	10%e	4%	7%e	5%	27%gk	13%	-	6%	-
FedEx	211	41	164	7	100	95	16	196	12	3	-	211	*
	4%	10%b	3%	8%	6%e	3%	5%	4%	14%gk	14%	-	4%	1%
Hermes / Evri	827	57	761	8	294	486	46	796	20	6	4	822	1
	16%	14%	16%	9%	19%e	15%	14%	16%	23%	26%	36%	16%	3%
Interlink	71	14	57	1	38	25	9	69	3	-	-	71	-
	1%	3%b	1%	1%	2%e	1%	3%e	1%	3%	-	-	1%	-
DPD	287	46	236	5	121	149	17	273	12	2	*	287	*
	6%	11%b	5%	5%	8%e	5%	5%	5%	14%gk	8%	1%	6%	1%
Parcelforce	181	19	156	7	74	93	14	176	3	2	-	181	-
	4%	5%	3%	8%	5%e	3%	4%	4%	3%	10%	-	4%	-
TNT Express	57	11	45	1	30	22	4	55	2	*	-	57	-
	1%	3%b	1%	1%	2%e	1%	1%	1%	2%	*	-	1%	-
TNT Post UK	58	15	42	1	29	28	2	55	3	-	-	58	-
	1%	4%b	1%	1%	2%e	1%	1%	1%	4%	-	-	1%	-
UPS	126	19	105	2	55	64	8	124	3	-	*	126	-
	2%	5%b	2%	3%	4%e	2%	2%	2%	3%	-	1%	2%	-
UK Mail (not to be confused with Royal Mail)	80	21	58	2	30	44	6	75	5	-	-	80	-
	2%	5%b	1%	2%	2%	1%	2%	2%	6%gk	-	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
DX	**49**	10	39	*	26	22	2	45	4	-	-	49	-
	1%	**3%b**	*1%*	*	**2%e**	*1%*	*1%*	*1%*	**5%gk**	-	-	*1%*	-
Yodel	**339**	33	297	9	120	201	18	334	4	-	-	338	1
	7%	*8%*	*6%*	*11%*	*8%*	*6%*	*6%*	*7%*	*4%*	-	-	*7%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**235**	25	204	6	82	144	8	231	2	*	-	234	1
	5%	*6%*	*4%*	*7%*	*5%*	*4%*	*3%*	*5%*	*3%*	*1%*	-	*5%*	*3%*
{EQI1.QI1_oth}	**3**	*	3	-	2	1	-	3	-	-	-	3	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
None of these	**3572**	223	3294	55	936	2406	230	3498	34	12	6	3543	22
	69%	*55%*	**70%a**	*65%*	*60%*	**73%d**	**70%d**	**70%h**	*39%*	*54%*	*64%*	**69%h**	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Citipost	101	23	29	25	24	4	6	13	7	6	15	9	8	8	4	9	12
	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	4%en	2%	2%	2%	1%	2%	3%
Collect + (Collect Plus)	103	26	33	20	23	8	9	10	16	2	14	6	7	8	8	4	11
	2%	2%	3%	2%	2%	2%	2%	2%	4%lo	1%	4%l	1%	2%	2%	2%	1%	3%
DHL	299	67	91	64	76	22	20	26	30	24	37	25	20	19	30	22	24
	6%	5%	7%	5%	6%	5%	5%	6%	7%	5%	9%lm	6%	5%	5%	6%	5%	6%
FedEx	211	47	61	55	48	12	17	18	15	20	26	25	20	10	14	15	19
	4%	4%	5%	4%	4%	3%	4%	4%	4%	4%	6%m	6%	5%	2%	3%	4%	5%
Hermes / Evri	827	164	221	229	212	60	42	62	70	85	66	60	80	89	70	64	78
	16%	13%	17%a	18%a	16%	14%	10%	14%	16%	19%f	16%f	14%	19%f	21%efk	15%	15%	19%f
Interlink	71	17	20	20	14	3	6	8	12	3	4	13	1	6	3	7	5
	1%	1%	2%	2%	1%	1%	1%	2%	3%l	1%	1%	3%l	*	1%	1%	2%	1%
DPD	287	58	88	71	70	22	15	21	29	33	26	30	21	21	19	22	28
	6%	4%	7%	6%	5%	5%	4%	5%	7%	7%	7%	7%	5%	5%	4%	5%	7%
Parcelforce	181	47	37	55	42	15	12	19	7	21	8	18	15	22	17	13	13
	4%	4%	3%	4%	3%	4%	3%	4%	2%	5%	2%	4%	3%	5%h	4%	3%	3%
TNT Express	57	11	20	16	9	3	4	5	8	3	9	8	2	6	3	*	6
	1%	1%	2%	1%	1%	1%	1%	1%	2%o	1%	2%o	2%o	*	1%	1%	*	1%
TNT Post UK	58	4	19	18	17	2	*	2	10	5	5	13	*	5	6	3	8
	1%	*	1%a	1%a	1%a	*	*	*	2%fl	1%	1%	3%efgl	*	1%	1%	1%	2%fl
UPS	126	24	46	38	18	7	12	5	12	9	25	17	7	14	8	6	4
	2%	2%	4%d	3%d	1%	2%	3%	1%	3%	2%	6%egilnop	4%p	2%	3%	2%	2%	1%
UK Mail (not to be confused with Royal Mail)	80	20	18	30	12	3	12	4	3	8	7	18	3	9	5	*	7
	2%	2%	1%	2%d	1%	1%	3%o	1%	1%	2%	2%o	4%eghlno	1%	2%o	1%	*	2%
DX	49	9	14	12	13	*	5	4	5	3	6	3	6	3	2	8	4
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	1%	*	2%e	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Yodel	**339**	75	88	83	92	20	17	38	23	31	35	20	29	35	33	36	23
	7%	*6%*	*7%*	*6%*	*7%*	*5%*	*4%*	**9%f**	*5%*	*7%*	**9%f**	*5%*	*7%*	*8%*	*7%*	**9%f**	*6%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**235**	50	65	55	65	15	13	22	26	23	16	23	22	11	23	27	16
	5%	*4%*	*5%*	*4%*	*5%*	*3%*	*3%*	*5%*	*6%*	*5%*	*4%*	*5%*	*5%*	*3%*	*5%*	**6%m**	*4%*
{£QI1.QI1_oth}	**3**	*	*	*	2	*	*	*	-	-	*	-	*	-	1	1	-
	*	*	*	*	*	*	*	*	-	-	*	-	*	-	*	*	-
None of these	**3572**	967	870	866	868	340	323	305	287	323	260	297	301	268	313	271	285
	69%	**75%bcd**	*67%*	*67%*	*67%*	**79%ghijklmnop**	**8%ghjkmnop**	*69%*	*67%*	*70%*	*65%*	*69%*	*70%*	*63%*	*67%*	*66%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**62**	-	62	50	12	14	10	33	4	1	-	-	24	37	1	-	55	7	62
Weighted Base	**101***	-**	101*	82*	19**	33**	14**	46**	8**	1**	-**	-**	47**	54**	1**	-**	86*	15**	62*
Effective Base	**45**	-	45	37	9	11	8	25	3	1	-	-	18	27	1	-	40	5	62
Yes	**85**	-	85	69	16	29	8	40	7	1	-	-	37	47	1	-	73	12	48
	84%	-	*84%*	*84%*	*84%*	*86%*	*62%*	*88%*	*92%*	*100%*	-	-	*79%*	*88%*	*100%*	-	*85%*	*79%*	*77%*
No	**14**	-	14	11	3	5	3	6	1	-	-	-	7	6	-	-	10	3	11
	13%	-	*13%*	*13%*	*16%*	*14%*	*21%*	*12%*	*8%*	-	-	-	*16%*	*12%*	-	-	*12%*	*21%*	*18%*
I can't remember	**3**	-	3	3	-	-	2	*	-	-	-	-	2	*	-	-	3	-	3
	3%	-	*3%*	*3%*	-	-	*18%*	*	-	-	-	-	*5%*	*	-	-	*3%*	-	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**62**	43	6	9	4	49	13	57	4	6	4	9	9	34	22	6	56
Weighted Base	**101***	67*	11**	20**	4**	78*	24**	95*	4**	9**	5**	17**	11**	60**	33**	9**	93*
Effective Base	**45**	31	5	7	4	36	9	42	3	4	2	7	6	26	15	4	41
Yes	**85**	58	8	16	2	67	18	80	3	8	5	13	6	54	24	8	78
	84%	*88%*	*75%*	*82%*	*61%*	*86%*	*79%*	*84%*	*71%*	*90%*	*98%*	*73%*	*56%*	*90%*	*71%*	*90%*	*84%*
No	**14**	8	1	3	2	9	5	13	1	1	-	5	4	4	9	1	13
	13%	*12%*	*8%*	*17%*	*39%*	*11%*	*21%*	*13%*	*25%*	*10%*	-	*27%*	*40%*	*6%*	*27%*	*10%*	*14%*
I can't remember	**3**	1	2	*	-	2	*	2	*	-	*	-	1	2	1	-	3
	3%	*1%*	*17%*	*1%*	-	*3%*	*	*3%*	*3%*	-	*2%*	-	*5%*	*3%*	*2%*	-	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**62**	55	7	2	46	8	7	1	6	8	3	3	2	2	13	4	5	4	4
Weighted Base	**101***	93*	8**	3**	91*	7**	3**	1**	5**	14**	5**	7**	5**	3**	33**	12**	8**	3**	3**
Effective Base	**45**	41	4	1	38	6	6	1	5	8	3	3	2	2	12	4	4	3	4
Yes	**85**	81	5	-	79	5	1	-	4	14	2	7	5	3	29	9	8	2	2
	84%	*87%*	*55%*	-	*87%*	*68%*	*49%*	-	*80%*	*100%*	*31%*	*100%*	*100%*	*100%*	*87%*	*76%*	*100%*	*74%*	*62%*
No	**14**	10	4	3	10	2	1	1	1	-	2	-	-	-	4	3	-	1	1
	13%	*11%*	*43%*	*96%*	*11%*	*31%*	*32%*	*100%*	*20%*	-	*30%*	-	-	-	*13%*	*24%*	-	*22%*	*38%*
I can't remember	**3**	2	*	*	2	*	1	-	-	-	2	-	-	-	-	-	-	*	-
	3%	*3%*	*1%*	*4%*	*2%*	*2%*	*18%*	-	-	-	*39%*	-	-	-	-	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**62**	32	19	4	4	3	51	7	32	17	8	1	4	49	5
Weighted Base	**101***	59**	26**	6**	7**	4**	84*	11**	52**	28**	12**	2**	8**	79*	10**
Effective Base	**45**	25	11	3	3	3	37	6	23	12	6	1	3	35	4
Yes	**85**	55	21	1	6	3	75	9	46	27	6	2	5	73	7
	84%	*93%*	*80%*	*11%*	*87%*	*85%*	*89%*	*86%*	*89%*	*98%*	*47%*	*100%*	*59%*	*92%*	*66%*
No	**14**	4	5	4	1	1	9	1	3	*	6	-	3	4	3
	13%	*7%*	*18%*	*57%*	*13%*	*15%*	*10%*	*14%*	*6%*	*2%*	*53%*	-	*41%*	*5%*	*34%*
I can't remember	**3**	*	1	2	-	-	1	-	3	-	-	-	-	3	-
	3%	*	*2%*	*31%*	-	-	*1%*	-	*5%*	-	-	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**62**	17	43	2	40	19	3	58	4	-	-	62	-
Weighted Base	**101***	29**	71*	1**	63**	35**	3**	97*	4**	-**	-**	101*	-**
Effective Base	**45**	12	32	2	29	14	3	42	4	-	-	45	-
Yes	**85**	29	56	1	62	22	1	83	2	-	-	85	-
	84%	*100%*	*79%*	*42%*	*98%*	*64%*	*31%*	*85%*	*54%*	-	-	*84%*	-
No	**14**	-	13	1	1	10	2	12	2	-	-	14	-
	13%	-	*18%*	*58%*	*2%*	*29%*	*69%*	*12%*	*46%*	-	-	*13%*	-
I can't remember	**3**	*	2	-	*	2	-	3	-	-	-	3	-
	3%	*	*3%*	-	*	*7%*	-	*3%*	-	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**62**	12	24	11	15	3	4	5	7	4	13	4	4	3	3	4	8
Weighted Base	**101***	23**	29**	25**	24**	4**	6**	13**	7**	6**	15**	9**	8**	8**	4**	9**	12**
Effective Base	**45**	8	21	9	11	2	3	4	6	4	11	3	3	2	2	3	5
Yes	**85**	17	25	24	19	2	3	12	4	6	15	9	7	8	3	8	7
	84%	*75%*	*87%*	*97%*	*77%*	*45%*	*54%*	*93%*	*55%*	*100%*	*97%*	*100%*	*91%*	*100%*	*89%*	*97%*	*58%*
No	**14**	4	3	1	6	-	3	1	3	-	-	-	1	-	*	*	5
	13%	*16%*	*12%*	*3%*	*23%*	-	*44%*	*7%*	*45%*	-	-	-	*9%*	-	*11%*	*3%*	*42%*
I can't remember	**3**	2	1	-	-	2	*	-	-	-	1	-	-	-	-	-	-
	3%	*9%*	*2%*	-	-	*55%*	*2%*	-	-	-	*3%*	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**80**	-	80	48	32	17	21	33	4	4	1	-	38	37	5	1	69	10	80
Weighted Base	**103***	-**	103*	67*	36**	22**	26**	43**	5**	2**	4**	-**	49**	49**	6**	4**	79*	22**	80*
Effective Base	**52**	-	52	32	20	9	16	23	3	2	1	-	24	26	2	1	42	9	80
Yes	**72**	-	72	53	19	14	18	31	4	1	4	-	32	35	5	4	56	17	50
	70%	-	*70%*	*80%*	*53%*	*64%*	*69%*	*73%*	*75%*	*30%*	*100%*	-	*67%*	*73%*	*76%*	*100%*	*70%*	*75%*	*63%*
No	**26**	-	26	11	15	5	8	10	1	1	-	-	13	11	1	-	20	4	25
	25%	-	*25%*	*16%*	*41%*	*24%*	*31%*	*22%*	*25%*	*65%*	-	-	*28%*	*23%*	*23%*	-	*26%*	*17%*	*31%*
I can't remember	**5**	-	5	3	2	3	-	2	-	*	-	-	3	2	*	-	3	2	5
	5%	-	*5%*	*4%*	*6%*	*12%*	-	*5%*	-	*5%*	-	-	*6%*	*4%*	*2%*	-	*4%*	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**80**	32	25	12	11	57	23	67	10	10	5	17	25	23	47	10	70
Weighted Base	**103***	42**	34**	20**	8**	76*	27**	90*	7**	8**	3**	26**	27**	39**	56*	8**	95*
Effective Base	**52**	19	19	9	7	38	14	46	7	5	4	12	16	17	31	5	47
Yes	**72**	37	14	15	6	52	21	63	3	5	1	15	17	35	33	5	68
	70%	*89%*	*43%*	*74%*	*79%*	*68%*	*75%*	*71%*	*39%*	*57%*	*20%*	*58%*	*65%*	*89%*	*59%*	*57%*	*71%*
No	**26**	4	17	3	2	21	5	24	2	2	2	11	7	4	19	2	24
	25%	*11%*	*49%*	*15%*	*21%*	*28%*	*16%*	*27%*	*25%*	*22%*	*66%*	*42%*	*25%*	*11%*	*35%*	*22%*	*25%*
I can't remember	**5**	-	3	2	-	3	2	3	2	2	*	*	3	-	3	2	3
	5%	-	*8%*	*11%*	-	*4%*	*8%*	*3%*	*36%*	*21%*	*14%*	*	*10%*	-	*6%*	*21%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**80**	68	12	5	48	11	11	10	6	4	6	7	6	2	12	3	2	1	10
Weighted Base	**103***	91*	12**	7**	87*	8**	6**	3**	5**	7**	10**	11**	12**	5**	30**	5**	3**	1**	7**
Effective Base	**52**	48	4	2	40	8	9	8	6	4	6	6	6	2	11	3	1	1	7
Yes	**72**	61	11	7	64	4	3	1	4	7	3	4	8	4	26	5	3	1	4
	70%	*67%*	*97%*	*97%*	*73%*	*57%*	*52%*	*58%*	*81%*	*100%*	*32%*	*34%*	*67%*	*76%*	*86%*	*100%*	*100%*	*100%*	*53%*
No	**26**	25	*	*	20	3	2	1	1	-	6	5	4	1	2	-	-	-	3
	25%	*28%*	*2%*	*2%*	*23%*	*38%*	*36%*	*42%*	*19%*	-	*68%*	*46%*	*33%*	*24%*	*8%*	-	-	-	*41%*
I can't remember	**5**	5	*	*	4	*	1	-	-	-	-	2	-	-	2	-	-	-	*
	5%	*5%*	*1%*	*1%*	*4%*	*6%*	*11%*	-	-	-	-	*20%*	-	-	*6%*	-	-	-	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**80**	36	28	12	1	3	64	4	30	36	11	2	1	66	3
Weighted Base	**103***	58**	30**	11**	***	4**	88*	4**	50**	42**	8**	3**	***	92*	3**
Effective Base	**52**	25	18	8	1	3	42	3	21	25	6	1	1	45	2
Yes	**72**	46	20	5	*	1	66	1	39	29	4	-	*	69	*
	70%	*79%*	*66%*	*48%*	*100%*	*31%*	*75%*	*33%*	*79%*	*69%*	*43%*	-	*100%*	*75%*	*4%*
No	**26**	12	10	3	-	1	22	1	11	13	2	-	-	23	-
	25%	*21%*	*32%*	*28%*	-	*20%*	*25%*	*20%*	*21%*	*31%*	*28%*	-	-	*25%*	-
I can't remember	**5**	-	1	3	-	2	1	2	-	-	2	3	-	-	3
	5%	-	*2%*	*24%*	-	*49%*	*1%*	*48%*	-	-	*29%*	*100%*	-	-	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**80**	18	58	4	46	26	8	73	6	1	-	80	-
Weighted Base	**103***	28**	71*	3**	64**	30**	9**	93*	9**	1**	-**	103*	-**
Effective Base	**52**	12	39	2	30	17	5	46	5	1	-	52	-
Yes	**72**	20	52	-	51	18	3	67	5	1	-	72	-
	70%	*71%*	*73%*	-	*79%*	*61%*	*34%*	*72%*	*52%*	*100%*	-	*70%*	-
No	**26**	7	16	3	11	9	6	24	2	-	-	26	-
	25%	*23%*	*23%*	*97%*	*17%*	*31%*	*62%*	*25%*	*23%*	-	-	*25%*	-
I can't remember	**5**	2	3	*	2	2	*	3	2	-	-	5	-
	5%	*6%*	*4%*	*3%*	*4%*	*8%*	*5%*	*3%*	*25%*	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**80**	18	32	15	15	5	5	8	16	3	13	3	6	6	6	3	6
Weighted Base	**103***	26**	33**	20**	23**	8**	9**	10**	16**	2**	14**	6**	7**	8**	8**	4**	11**
Effective Base	**52**	11	24	9	11	4	4	3	12	2	10	2	3	3	4	2	5
Yes	**72**	19	23	14	16	5	7	7	12	2	10	4	3	7	6	-	10
	70%	*72%*	*71%*	*68%*	*70%*	*60%*	*80%*	*73%*	*72%*	*78%*	*68%*	*63%*	*52%*	*85%*	*75%*	-	*92%*
No	**26**	7	7	4	7	3	2	3	4	-	3	-	3	1	2	4	1
	25%	*28%*	*21%*	*21%*	*30%*	*40%*	*20%*	*27%*	*26%*	-	*19%*	-	*47%*	*15%*	*25%*	*100%*	*8%*
I can't remember	**5**	-	3	2	-	-	-	-	*	1	2	2	*	-	-	-	-
	5%	-	*8%*	*11%*	-	-	-	-	*3%*	*22%*	*12%*	*37%*	*1%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**253**	-	253	158	94	44	45	80	31	21	23	9	89	111	53	32	223	27	253
Weighted Base	**299**	-**	299	205*	94*	65*	41**	112*	38**	26**	7**	10**	107*	150*	42**	16**	249	49**	253
Effective Base	**149**	-	149	97	53	30	25	52	19	12	11	6	54	71	24	14	127	22	253
Yes	**196**	-	196	150	46	41	22	91	25	8	4	6	62	116	18	10	168	28	143
	66%	-	*66%*	**73%d**	*49%*	*62%*	*53%*	*81%*	*67%*	*31%*	*58%*	*62%*	*58%*	**77%l**	*42%*	*60%*	*67%*	*57%*	*57%*
No	**90**	-	90	47	42	24	17	20	10	13	2	4	40	31	19	5	69	20	100
	30%	-	*30%*	*23%*	**45%c**	*36%*	*41%*	*18%*	*28%*	*51%*	*27%*	*38%*	**38%m**	*21%*	*44%*	*34%*	*28%*	*40%*	*40%*
I can't remember	**13**	-	13	7	6	1	3	1	2	5	1	-	4	3	6	1	12	1	10
	4%	-	*4%*	*4%*	*6%*	*2%*	*6%*	*1%*	*5%*	*19%*	*14%*	-	*4%*	*2%*	*14%*	*6%*	*5%*	*3%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**253**	92	82	51	28	174	79	190	59	28	21	52	58	83	131	28	219
Weighted Base	**299**	117*	89*	65*	28**	207	92*	251	43*	34**	21**	64*	54**	119*	139*	34**	259
Effective Base	**149**	53	48	33	16	100	49	118	33	18	12	30	30	55	71	18	127
Yes	**196**	91	50	43	12	142	54	174	20	14	14	35	36	93	85	14	179
	66%	**78%b**	*56%*	*66%*	*41%*	*69%*	*59%*	**69%h**	*46%*	*41%*	*64%*	*55%*	*68%*	**78%kn**	*61%*	*41%*	*69%*
No	**90**	25	32	20	13	57	33	70	18	17	6	27	14	22	47	17	70
	30%	*21%*	*36%*	*31%*	*48%*	*28%*	*36%*	*28%*	*42%*	*51%*	*30%*	**42%m**	*26%*	*18%*	*34%*	*51%*	*27%*
I can't remember	**13**	1	7	2	3	8	5	8	5	3	1	2	3	4	6	3	10
	4%	*1%*	*8%*	*3%*	*11%*	*4%*	*5%*	*3%*	**12%g**	*8%*	*6%*	*3%*	*6%*	*3%*	*5%*	*8%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**253**	186	67	28	142	37	41	33	16	14	12	15	16	9	27	21	12	10	27
Weighted Base	**299**	269	30**	8**	261	17**	14**	7**	13**	22**	22**	20**	31**	16**	66**	54**	17**	4**	12**
Effective Base	**149**	130	20	6	118	23	23	22	14	13	11	13	15	8	24	19	11	4	19
Yes	**196**	179	17	6	179	7	8	2	6	13	6	14	26	14	55	35	10	3	3
	66%	*66%*	*57%*	*70%*	*69%*	*41%*	*52%*	*35%*	*48%*	*58%*	*27%*	*71%*	*85%*	*84%*	*84%*	*65%*	*57%*	*76%*	*29%*
No	**90**	78	12	2	70	9	7	5	6	9	10	5	4	3	10	19	4	*	9
	30%	*29%*	*39%*	*30%*	*27%*	*55%*	*46%*	*65%*	*44%*	*42%*	*47%*	*24%*	*12%*	*16%*	*16%*	*35%*	*24%*	*7%*	*71%*
I can't remember	**13**	12	1	-	12	1	*	-	1	-	6	1	1	-	-	-	3	1	-
	4%	*4%*	*3%*	-	*5%*	*4%*	*2%*	-	*8%*	-	*26%*	*5%*	*3%*	-	-	-	*19%*	*17%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**253**	97	97	24	24	9	194	33	101	101	28	14	8	202	22
Weighted Base	**299**	139*	101*	29**	21**	8**	240	29**	126*	117*	37**	10**	7**	243	17**
Effective Base	**149**	62	54	15	14	6	115	20	58	62	19	7	3	119	10
Yes	**196**	110	55	15	9	7	166	15	85	79	19	4	7	165	11
	66%	***79%b***	*55%*	*51%*	*41%*	*84%*	*69%*	*53%*	*68%*	*68%*	*52%*	*40%*	*88%*	*68%*	*60%*
No	**90**	22	43	10	12	1	65	14	34	33	17	5	1	67	6
	30%	*16%*	***43%af***	*34%*	*59%*	*16%*	*27%*	*47%*	*27%*	*28%*	*46%*	*47%*	*12%*	*28%*	*32%*
I can't remember	**13**	7	2	4	-	-	9	-	7	4	1	1	-	11	1
	4%	*5%*	*2%*	*15%*	-	-	*4%*	-	*5%*	*4%*	*2%*	*14%*	-	*5%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**253**	30	215	8	118	111	24	235	15	3	-	253	-
Weighted Base	**299**	47**	246	6**	152*	124*	23**	272	24**	3**	-**	299	-**
Effective Base	**149**	19	127	5	69	66	16	135	12	3	-	149	-
Yes	**196**	43	150	2	110	68	18	177	19	-	-	196	-
	66%	*93%*	*61%*	*39%*	**72%e**	*55%*	*78%*	*65%*	*80%*	-	-	*66%*	-
No	**90**	3	83	3	34	51	4	85	4	2	-	90	-
	30%	*7%*	*34%*	*61%*	*23%*	**41%d**	*18%*	*31%*	*15%*	*64%*	-	*30%*	-
I can't remember	**13**	-	13	-	8	4	1	11	1	1	-	13	-
	4%	-	*5%*	-	*5%*	*4%*	*4%*	*4%*	*6%*	*36%*	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**253**	58	78	53	64	20	17	21	27	19	32	19	18	16	23	17	24
Weighted Base	**299**	67*	91*	64**	76*	22**	20**	26**	30**	24**	37**	25**	20**	19**	30**	22**	24**
Effective Base	**149**	33	53	27	38	12	10	11	20	13	21	10	10	8	13	12	13
Yes	**196**	41	69	42	44	12	11	18	20	19	31	22	9	11	22	12	11
	66%	*61%*	*76%*	*65%*	*58%*	*55%*	*55%*	*70%*	*66%*	*77%*	*83%*	*88%*	*45%*	*57%*	*73%*	*52%*	*44%*
No	**90**	21	20	20	29	7	9	6	8	5	6	3	9	8	6	9	14
	30%	*32%*	*21%*	*32%*	*37%*	*32%*	*45%*	*22%*	*28%*	*19%*	*17%*	*12%*	*47%*	*43%*	*19%*	*42%*	*56%*
I can't remember	**13**	5	3	2	4	3	-	2	2	1	-	-	2	-	2	1	-
	4%	*7%*	*3%*	*3%*	*5%*	*13%*	-	*8%*	*6%*	*4%*	-	-	*9%*	-	*8%*	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**166**	-	166	91	72	40	32	60	13	15	6	-	72	73	21	6	144	20	166
Weighted Base	**211***	-**	211*	140*	69*	56**	42**	77*	21**	11**	2**	-**	98*	99*	14**	2**	172*	38**	166
Effective Base	**100**	-	100	61	40	24	18	39	10	8	4	-	43	49	11	4	83	17	166
Yes	**137**	-	137	92	44	36	25	59	15	2	1	-	61	74	3	1	112	25	95
	65%	-	*65%*	*66%*	*64%*	*64%*	*59%*	*76%*	*69%*	*16%*	*32%*	-	*62%*	*75%*	*19%*	*32%*	*65%*	*66%*	*57%*
No	**66**	-	66	43	21	20	17	16	5	8	2	-	36	20	10	2	54	11	63
	31%	-	*31%*	*30%*	*31%*	*35%*	*40%*	*20%*	*21%*	*70%*	*68%*	-	*37%*	*21%*	*69%*	*68%*	*31%*	*30%*	*38%*
I can't remember	**8**	-	8	5	3	1	1	3	2	2	-	-	2	5	2	-	6	2	8
	4%	-	*4%*	*4%*	*5%*	*2%*	*1%*	*4%*	*10%*	*15%*	-	-	*2%*	*5%*	*12%*	-	*4%*	*4%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**166**	69	46	31	20	115	51	126	37	17	11	35	39	50	85	17	139
Weighted Base	**211***	99*	52**	41**	19**	151*	60*	182*	28**	18**	13**	46**	49**	73*	108*	18**	184*
Effective Base	**100**	44	27	19	13	70	30	81	22	11	7	20	24	32	51	11	85
Yes	**137**	75	30	23	9	105	32	126	11	6	11	29	29	56	69	6	125
	65%	*75%*	*57%*	*56%*	*50%*	*69%*	*54%*	*69%*	*38%*	*35%*	*83%*	*62%*	*59%*	*77%*	*63%*	*35%*	*68%*
No	**66**	24	18	17	8	42	24	50	15	8	2	17	15	17	35	8	54
	31%	*24%*	*34%*	*41%*	*40%*	*28%*	*41%*	*27%*	*54%*	*46%*	*15%*	*38%*	*32%*	*23%*	*32%*	*46%*	*29%*
I can't remember	**8**	1	4	1	2	5	3	6	2	3	*	-	4	-	5	3	5
	4%	*1%*	*9%*	*3%*	*10%*	*3%*	*5%*	*3%*	*8%*	*19%*	*3%*	-	*9%*	-	*4%*	*19%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**166**	133	33	9	92	32	27	15	8	11	9	10	9	3	27	8	7	5	27
Weighted Base	**211***	197*	14**	6**	178*	19**	10**	4**	5**	19**	16**	16**	14**	4**	67**	26**	11**	3**	15**
Effective Base	**100**	92	9	3	76	19	17	12	7	10	8	9	8	3	24	8	6	3	17
Yes	**137**	132	5	2	118	10	7	2	4	11	12	8	11	1	50	16	6	3	7
	65%	*67%*	*38%*	*40%*	*66%*	*55%*	*65%*	*48%*	*79%*	*59%*	*73%*	*51%*	*74%*	*30%*	*74%*	*61%*	*52%*	*95%*	*46%*
No	**66**	58	8	3	54	8	2	2	1	8	1	6	2	3	17	10	5	*	8
	31%	*29%*	*62%*	*60%*	*30%*	*45%*	*20%*	*52%*	*21%*	*41%*	*7%*	*36%*	*17%*	*70%*	*26%*	*39%*	*48%*	*5%*	*54%*
I can't remember	**8**	8	*	-	7	-	2	-	-	-	3	2	1	-	-	-	-	-	-
	4%	*4%*	*1%*	-	*4%*	-	*15%*	-	-	-	*20%*	*13%*	*9%*	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**166**	63	64	21	9	7	127	16	77	60	17	8	3	137	11
Weighted Base	**211***	91*	78*	24**	7**	9**	170*	17**	104*	75*	18**	11**	3**	179*	14**
Effective Base	**100**	40	39	12	5	5	78	10	48	36	9	5	1	84	6
Yes	**137**	78	42	9	1	8	120	8	70	47	13	6	*	118	6
	65%	**86%b**	*53%*	*36%*	*10%*	*81%*	*71%*	*50%*	*68%*	*63%*	*68%*	*59%*	*4%*	*66%*	*47%*
No	**66**	11	33	13	6	2	44	8	28	25	5	4	3	53	7
	31%	*12%*	**42%a**	*54%*	*90%*	*19%*	*26%*	*50%*	*27%*	*34%*	*29%*	*41%*	*96%*	*30%*	*53%*
I can't remember	**8**	2	4	3	-	-	6	-	5	2	1	-	-	8	-
	4%	*2%*	*5%*	*11%*	-	-	*3%*	-	*5%*	*3%*	*3%*	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**166**	25	135	6	79	72	15	153	10	2	-	165	1
Weighted Base	**211***	41**	164*	7**	100*	95*	16**	196*	12**	3**	-**	211*	***
Effective Base	**100**	17	79	4	50	42	10	91	8	2	-	100	1
Yes	**137**	38	97	2	83	46	9	130	7	-	-	137	-
	65%	*92%*	*60%*	*31%*	**83%e**	*48%*	*53%*	*66%*	*56%*	-	-	*65%*	-
No	**66**	3	58	5	13	45	7	58	5	3	-	66	*
	31%	*8%*	*36%*	*69%*	*13%*	**48%d**	*47%*	*30%*	*40%*	*100%*	-	*31%*	*100%*
I can't remember	**8**	-	8	-	4	4	-	8	1	-	-	8	-
	4%	-	*5%*	-	*4%*	*4%*	-	*4%*	*4%*	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**166**	39	54	41	32	13	14	12	16	17	21	16	18	7	7	9	16
Weighted Base	**211***	47**	61*	55**	48**	12**	17**	18**	15**	20**	26**	25**	20**	10**	14**	15**	19**
Effective Base	**100**	20	35	23	23	7	8	6	11	11	14	11	9	4	6	6	11
Yes	**137**	38	45	24	30	12	10	16	12	14	19	14	6	4	10	8	12
	65%	*80%*	*73%*	*44%*	*64%*	*94%*	*59%*	*90%*	*76%*	*70%*	*74%*	*57%*	*29%*	*40%*	*75%*	*56%*	*61%*
No	**66**	9	12	30	16	1	7	2	2	3	6	9	14	6	3	6	6
	31%	*19%*	*19%*	*54%*	*33%*	*6%*	*39%*	*10%*	*13%*	*17%*	*24%*	*38%*	*71%*	*60%*	*25%*	*44%*	*31%*
I can't remember	**8**	*	5	1	2	-	*	-	2	3	1	1	-	-	-	*	2
	4%	*1%*	*8%*	*2%*	*3%*	-	*2%*	-	*11%*	*13%*	*2%*	*5%*	-	-	-	*1%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes / Evri

Base : Experienced a problem with Hermes / Evri

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**905**	-	905	363	536	132	124	180	138	182	97	52	256	318	331	149	848	47	905
Weighted Base	**827**	-**	827	345	477	126*	100*	179*	145*	138*	85*	54**	225	324	277	139*	738	78*	905
Effective Base	**477**	-	477	197	277	79	69	96	78	89	48	25	148	173	159	72	436	37	905
Yes	**415**	-	415	192	223	44	51	83	74	76	49	39	95	156	163	88	368	43	426
	50%	-	*50%*	*56%*	*47%*	*35%*	*51%*	*46%*	*51%*	**55%e**	**58%e**	*71%*	*42%*	*48%*	**59%lm**	**63%lm**	*50%*	*54%*	*47%*
No	**369**	-	369	147	220	78	43	90	64	49	34	11	121	154	95	45	333	30	438
	45%	-	*45%*	*42%*	*46%*	**62%fhijl**	*43%*	*50%*	*44%*	*36%*	*40%*	*20%*	**54%no**	**47%no**	*34%*	*33%*	*45%*	*38%*	*48%*
I can't remember	**43**	-	43	7	34	3	6	6	8	13	1	5	9	14	19	6	37	6	41
	5%	-	*5%*	*2%*	**7%c**	*2%*	*6%*	*4%*	*5%*	*9%*	*2%*	*9%*	*4%*	*4%*	*7%*	*4%*	*5%*	*8%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes / Evri

Base : Experienced a problem with Hermes / Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**905**	245	286	162	212	531	374	489	402	97	106	252	227	148	585	97	753
Weighted Base	**827**	160*	291	165*	211	450	376	511	304	100*	96*	227	200	139*	523	100*	675
Effective Base	**477**	96	164	95	123	259	218	273	201	54	56	138	116	75	310	54	394
Yes	**415**	89	141	87	98	231	184	257	151	39	56	110	108	79	274	39	358
	50%	*56%*	*49%*	*52%*	*46%*	*51%*	*49%*	*50%*	*50%*	*39%*	**59%i**	*48%*	*54%*	**57%l**	*52%*	*39%*	*53%*
No	**369**	62	141	73	93	203	166	243	122	43	38	109	82	57	229	43	295
	45%	*39%*	*48%*	*44%*	*44%*	*45%*	*44%*	*48%*	*40%*	*43%*	*39%*	*48%*	*41%*	*41%*	*44%*	*43%*	*44%*
I can't remember	**43**	8	9	6	21	16	26	12	31	18	2	8	10	3	20	18	22
	5%	*5%*	*3%*	*3%*	**10%b**	*4%*	*7%*	*2%*	**10%g**	**18%jklmn**	*2%*	*3%*	*5%*	*2%*	*4%*	**18%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes / Evri

Base : Experienced a problem with Hermes / Evri

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**905**	576	329	153	411	234	173	87	45	38	54	51	41	39	48	55	40	40	194
Weighted Base	**827**	708	118*	38**	681	84	42*	20*	38*	74*	82*	72*	61*	66*	110*	123*	57*	12**	71*
Effective Base	**477**	404	73	26	347	101	97	58	40	34	49	46	37	35	44	49	37	15	86
Yes	**415**	353	61	16	345	40	21	9	16	44	41	33	41	26	67	52	26	5	35
	50%	*50%*	*52%*	*42%*	*51%*	*48%*	*50%*	*43%*	*42%*	*59%*	*51%*	*46%*	**68%hkmo**	*40%*	*60%*	*42%*	*45%*	*42%*	*49%*
No	**369**	323	46	17	298	42	18	11	19	25	34	36	16	36	39	61	31	7	35
	45%	*46%*	*39%*	*44%*	*44%*	*50%*	*44%*	*56%*	**52%l**	*34%*	*41%*	**51%l**	*26%*	**55%l**	*36%*	**49%l**	**55%l**	*57%*	**49%l**
I can't remember	**43**	32	11	5	38	2	2	*	3	5	7	3	4	3	4	11	-	*	1
	5%	*4%*	*9%*	*14%*	*6%*	*2%*	*6%*	*1%*	*7%*	*6%*	*8%*	*4%*	*6%*	*5%*	*4%*	*9%*	-	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 323

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes / Evri

Base : Experienced a problem with Hermes / Evri

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**905**	292	373	123	74	34	665	108	351	368	116	47	20	719	67
Weighted Base	**827**	258	334	126*	70*	29**	591	99*	304	332	114*	57**	16**	635	72*
Effective Base	**477**	142	196	70	47	18	337	66	177	192	70	27	10	369	37
Yes	**415**	137	172	44	41	20	309	61	148	174	57	28	8	322	36
	50%	**53%c**	**52%c**	*35%*	**59%c**	*67%*	**52%c**	**62%c**	*49%*	*52%*	*50%*	*49%*	*52%*	*51%*	*49%*
No	**369**	103	154	73	25	8	257	33	135	149	50	28	6	284	33
	45%	*40%*	*46%*	**58%adfg**	*35%*	*27%*	*43%*	*33%*	*44%*	*45%*	*44%*	*48%*	*36%*	*45%*	*46%*
I can't remember	**43**	18	7	9	4	2	25	5	21	8	7	2	2	29	3
	5%	**7%b**	*2%*	**7%b**	*5%*	*6%*	*4%*	*6%*	*7%*	*3%*	*6%*	*3%*	*12%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes / Evri

Base : Experienced a problem with Hermes / Evri

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**905**	69	823	13	317	533	55	879	13	8	3	900	2
Weighted Base	**827**	57*	761	8**	294	486	46**	796	20**	6**	4**	822	1**
Effective Base	**477**	40	437	3	170	278	29	461	10	3	2	475	2
Yes	**415**	37	377	1	148	241	26	397	17	-	-	414	*
	50%	*64%*	*50%*	*7%*	*50%*	*50%*	*56%*	*50%*	*85%*	-	-	*50%*	*30%*
No	**369**	17	350	3	123	227	20	362	2	4	1	368	1
	45%	*30%*	**46%a**	*35%*	*42%*	*47%*	*43%*	*45%*	*9%*	*72%*	*29%*	*45%*	*70%*
I can't remember	**43**	4	34	5	24	19	*	37	1	2	3	40	-
	5%	*6%*	*5%*	*58%*	*8%*	*4%*	*1%*	*5%*	*6%*	*28%*	*71%*	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes / Evri

Base : Experienced a problem with Hermes / Evri

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**905**	193	236	250	226	74	53	66	74	87	75	68	91	91	77	68	81
Weighted Base	**827**	164	221	229	212	60*	42**	62*	70*	85*	66*	60*	80*	89*	70*	64*	78*
Effective Base	**477**	101	130	124	123	39	25	38	40	49	41	37	44	44	37	40	46
Yes	**415**	68	107	120	119	25	23	20	36	40	31	44	33	43	39	33	47
	50%	*41%*	*48%*	*52%*	**56%a**	*42%*	*54%*	*32%*	*52%*	*47%*	*46%*	**73%egijlm**	*41%*	*48%*	**56%g**	*52%*	**60%g**
No	**369**	90	97	98	85	33	19	37	30	39	28	14	38	46	29	30	26
	45%	**55%d**	*44%*	*43%*	*40%*	**56%kp**	*46%*	**60%kp**	*42%*	**46%k**	*42%*	*23%*	**48%k**	**51%k**	*41%*	**48%k**	*33%*
I can't remember	**43**	6	17	11	7	1	*	5	4	6	8	2	9	1	2	-	5
	5%	*4%*	*8%*	*5%*	*3%*	*2%*	*	*8%*	*6%*	*7%*	**12%mo**	*4%*	**11%mo**	*1%*	*3%*	-	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**43**	-	43	31	12	10	6	22	4	1	-	-	16	26	1	-	41	2	43
Weighted Base	**71***	-**	71**	53**	18**	12**	12**	38**	10**	1**	-**	-**	23**	48**	1**	-**	67**	4**	43*
Effective Base	**30**	-	30	22	8	6	5	16	3	1	-	-	11	19	1	-	28	2	43
Yes	**55**	-	55	40	15	7	9	29	9	1	-	-	16	38	1	-	52	2	29
	77%	-	*77%*	*76%*	*81%*	*63%*	*77%*	*76%*	*94%*	*100%*	-	-	*70%*	*80%*	*100%*	-	*78%*	*60%*	*67%*
No	**13**	-	13	10	3	3	1	9	1	-	-	-	4	10	-	-	12	2	11
	19%	-	*19%*	*19%*	*17%*	*26%*	*6%*	*24%*	*6%*	-	-	-	*16%*	*20%*	-	-	*17%*	*40%*	*26%*
I can't remember	**3**	-	3	3	*	1	2	-	-	-	-	-	3	-	-	-	3	-	3
	5%	-	*5%*	*5%*	*2%*	*11%*	*17%*	-	-	-	-	-	*14%*	-	-	-	*5%*	-	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**43**	22	6	11	4	28	15	40	3	6	3	6	6	22	15	6	37
Weighted Base	**71***	44**	6**	19**	2**	50**	22**	68**	3**	6**	4**	12**	6**	44**	21**	6**	65**
Effective Base	**30**	17	4	8	3	20	10	28	3	5	2	4	3	17	9	5	26
Yes	**55**	40	2	12	2	41	13	55	-	2	3	8	3	38	15	2	53
	77%	*91%*	*33%*	*60%*	*71%*	*84%*	*61%*	*80%*	-	*38%*	*89%*	*70%*	*61%*	*85%*	*71%*	*38%*	*80%*
No	**13**	4	1	8	1	5	8	11	2	3	-	4	2	5	6	3	10
	19%	*9%*	*12%*	*40%*	*29%*	*10%*	*39%*	*16%*	*73%*	*48%*	-	*30%*	*39%*	*10%*	*27%*	*48%*	*16%*
I can't remember	**3**	-	3	-	-	3	-	2	1	1	*	-	-	2	*	1	2
	5%	-	*55%*	-	-	*7%*	-	*3%*	*27%*	*15%*	*11%*	-	-	*4%*	*2%*	*15%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**43**	36	7	3	28	5	7	3	1	1	1	3	2	2	13	3	2	-	5
Weighted Base	**71***	63**	9**	5**	64**	3**	3**	1**	2**	2**	2**	5**	5**	4**	36**	7**	2**	-**	3**
Effective Base	**30**	26	4	2	25	4	6	2	1	1	1	3	2	2	12	3	2	-	4
Yes	**55**	50	5	2	52	1	2	1	2	-	-	3	5	4	34	3	1	-	1
	77%	*80%*	*56%*	*44%*	*81%*	*29%*	*63%*	*37%*	*100%*	-	-	*59%*	*100%*	*100%*	*95%*	*36%*	*62%*	-	*29%*
No	**13**	10	4	3	10	1	1	1	-	2	-	2	-	-	2	4	1	-	1
	19%	*15%*	*44%*	*56%*	*16%*	*25%*	*37%*	*63%*	-	*100%*	-	*41%*	-	-	*5%*	*64%*	*38%*	-	*25%*
I can't remember	**3**	3	-	-	2	1	-	-	-	-	2	-	-	-	-	-	-	-	1
	5%	*5%*	-	-	*3%*	*46%*	-	-	-	-	*100%*	-	-	-	-	-	-	-	*46%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**43**	19	15	5	2	2	34	4	18	16	5	3	1	34	4
Weighted Base	**71***	40**	21**	8**	1**	1**	61**	3**	31**	24**	10**	3**	3**	56**	6**
Effective Base	**30**	16	9	4	2	2	24	4	13	11	3	2	1	24	3
Yes	**55**	37	17	1	*	-	54	*	28	19	7	1	-	47	1
	77%	*92%*	*83%*	*7%*	*31%*	-	*89%*	*16%*	*89%*	*79%*	*74%*	*19%*	-	*85%*	*10%*
No	**13**	3	3	6	-	1	6	1	2	5	2	2	3	7	5
	19%	*8%*	*15%*	*69%*	-	*100%*	*11%*	*49%*	*5%*	*21%*	*17%*	*68%*	*100%*	*12%*	*83%*
I can't remember	**3**	-	*	2	1	-	*	1	2	-	1	*	-	2	*
	5%	-	*2%*	*24%*	*69%*	-	*1%*	*35%*	*6%*	-	*9%*	*13%*	-	*3%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**43**	7	35	1	23	15	5	42	1	-	-	43	-
Weighted Base	**71***	14**	57**	1**	38**	25**	9**	69**	3**	-**	-**	71**	-**
Effective Base	**30**	6	24	1	15	11	4	29	1	-	-	30	-
Yes	**55**	11	43	1	35	14	6	52	3	-	-	55	-
	77%	*84%*	*75%*	*100%*	*92%*	*57%*	*66%*	*76%*	*100%*	-	-	*77%*	-
No	**13**	2	11	-	3	9	2	13	-	-	-	13	-
	19%	*16%*	*19%*	-	*8%*	*36%*	*19%*	*19%*	-	-	-	*19%*	-
I can't remember	**3**	-	3	-	-	2	1	3	-	-	-	3	-
	5%	-	*6%*	-	-	*8%*	*15%*	*5%*	-	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**43**	9	16	10	8	2	3	4	11	2	3	5	2	3	1	4	3
Weighted Base	**71***	17**	20**	20**	14**	3**	6**	8**	12**	3**	4**	13**	1**	6**	3**	7**	5**
Effective Base	**30**	7	12	7	6	2	2	3	9	2	2	4	2	2	1	3	2
Yes	**55**	12	13	16	14	1	3	8	5	3	4	10	1	5	3	6	5
	77%	*72%*	*65%*	*80%*	*95%*	*25%*	*54%*	*100%*	*44%*	*100%*	*100%*	*78%*	*46%*	*91%*	*100%*	*91%*	*98%*
No	**13**	3	6	4	1	-	3	-	6	-	-	3	1	1	-	1	*
	19%	*17%*	*29%*	*20%*	*5%*	-	*46%*	-	*46%*	-	-	*22%*	*54%*	*9%*	-	*9%*	*2%*
I can't remember	**3**	2	1	-	-	2	-	-	1	-	-	-	-	-	-	-	-
	5%	*11%*	*7%*	-	-	*75%*	-	-	*11%*	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**313**	-	313	147	164	48	42	86	45	44	39	9	90	131	92	48	292	17	313
Weighted Base	**287**	-**	287	152*	133*	51**	37**	94*	45**	30**	21**	9**	88*	139*	60*	30**	254	30**	313
Effective Base	**155**	-	155	74	81	24	20	50	22	21	18	5	43	72	44	23	143	12	313
Yes	**141**	-	141	83	56	20	19	57	25	4	13	3	40	81	20	16	125	15	141
	49%	-	*49%*	*55%*	*42%*	*40%*	*53%*	*60%*	*55%*	*13%*	*64%*	*33%*	*45%*	**58%n**	*34%*	*55%*	*49%*	*50%*	*45%*
No	**120**	-	120	59	61	31	12	28	16	23	8	3	43	44	33	10	103	15	155
	42%	-	*42%*	*39%*	*46%*	*59%*	*34%*	*30%*	*36%*	*77%*	*36%*	*33%*	*49%*	*32%*	**56%m**	*35%*	*41%*	*50%*	*50%*
I can't remember	**25**	-	25	9	16	1	5	10	4	3	-	3	6	14	6	3	25	-	17
	9%	-	*9%*	*6%*	*12%*	*1%*	*14%*	*10%*	*9%*	*10%*	-	*34%*	*6%*	*10%*	*10%*	*10%*	*10%*	-	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**313**	87	94	66	66	181	132	194	114	40	38	63	81	69	182	40	254
Weighted Base	**287**	68*	74*	62*	82*	142*	145*	194*	89*	42**	37**	68*	58*	65*	162*	42**	228
Effective Base	**155**	39	43	34	40	82	73	93	65	21	21	34	32	36	87	21	124
Yes	**141**	39	37	31	35	76	66	100	38	15	17	30	31	42	79	15	121
	49%	*57%*	*50%*	*49%*	*43%*	*53%*	*45%*	*52%*	*42%*	*37%*	*47%*	*45%*	*54%*	*64%*	*49%*	*37%*	*53%*
No	**120**	26	30	24	40	56	64	77	42	20	13	30	24	19	68	20	88
	42%	*38%*	*41%*	*38%*	*49%*	*40%*	*44%*	*40%*	*47%*	*49%*	*35%*	*45%*	*42%*	*30%*	*42%*	*49%*	*38%*
I can't remember	**25**	3	7	8	7	10	15	16	9	6	6	7	2	4	15	6	19
	9%	*5%*	*9%*	*13%*	*9%*	*7%*	*10%*	*8%*	*10%*	*14%*	*18%*	*10%*	*4%*	*6%*	*10%*	*14%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**313**	200	113	51	129	81	56	47	7	11	15	16	17	13	20	18	12	12	69
Weighted Base	**287**	241	46**	12**	228	34*	14*	11*	4**	20**	24**	20**	27**	19**	45**	48**	20**	4**	30*
Effective Base	**155**	128	28	8	106	40	30	34	6	10	14	14	15	12	17	16	11	5	34
Yes	**141**	119	22	6	119	13	7	2	2	18	9	15	16	13	24	15	7	2	11
	49%	*49%*	*48%*	*48%*	*52%g*	*39%*	*50%g*	*22%*	*37%*	*90%*	*38%*	*75%*	*60%*	*70%*	*53%*	*31%*	*32%*	*46%*	*38%*
No	**120**	97	23	6	89	16	6	8	3	2	9	3	8	6	21	25	12	2	14
	42%	*40%*	*50%*	*50%*	*39%*	*49%*	*42%*	*78%de*	*63%*	*10%*	*39%*	*15%*	*29%*	*30%*	*47%*	*54%*	*58%*	*51%*	*48%*
I can't remember	**25**	25	1	*	20	4	1	-	-	-	6	2	3	-	-	7	2	*	4
	9%	*10%*	*2%*	*2%*	*9%*	*13%*	*8%*	-	-	-	*24%*	*10%*	*11%*	-	-	*16%*	*10%*	*3%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**313**	113	126	37	24	10	239	34	137	114	39	14	6	251	20
Weighted Base	**287**	106*	107*	45**	19**	7**	213	26**	127*	97*	40**	17**	4**	224	21**
Effective Base	**155**	56	59	21	14	6	115	20	65	55	23	9	2	119	11
Yes	**141**	62	59	9	7	4	121	11	64	47	23	7	*	112	7
	49%	*59%*	*55%*	*19%*	*39%*	*57%*	*57%*	*44%*	*51%*	*49%*	*57%*	*40%*	*5%*	*50%*	*34%*
No	**120**	38	44	22	10	3	82	13	48	48	11	8	4	96	11
	42%	*36%*	*41%*	*50%*	*52%*	*43%*	*39%*	*50%*	*38%*	*50%*	*27%*	*45%*	*95%*	*43%*	*54%*
I can't remember	**25**	6	4	14	2	-	10	2	15	1	6	3	-	16	3
	9%	*5%*	*4%*	*31%*	*9%*	-	*5%*	*7%*	***12%i***	*2%*	*16%*	*15%*	-	*7%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**313**	34	270	9	129	163	21	301	7	3	1	311	1
Weighted Base	**287**	46**	236	5**	121*	149*	17**	273	12**	2**	***	287	***
Effective Base	**155**	21	131	6	63	81	12	149	5	2	1	155	1
Yes	**141**	27	113	1	60	72	9	130	10	1	-	141	-
	49%	*59%*	*48%*	*13%*	*50%*	*48%*	*52%*	*48%*	*85%*	*36%*	-	*49%*	-
No	**120**	10	106	4	43	71	6	120	*	*	*	120	*
	42%	*23%*	*45%*	*87%*	*36%*	*48%*	*36%*	*44%*	*1%*	*9%*	*100%*	*42%*	*100%*
I can't remember	**25**	8	17	-	17	6	2	23	2	1	-	25	-
	9%	*18%*	*7%*	-	***14%e***	*4%*	*11%*	*8%*	*14%*	*55%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**313**	71	90	76	76	26	21	24	28	34	28	31	24	21	22	27	27
Weighted Base	**287**	58**	88*	71*	70*	22**	15**	21**	29**	33**	26**	30**	21**	21**	19**	22**	28**
Effective Base	**155**	29	53	34	41	13	8	8	18	18	18	15	10	9	11	15	15
Yes	**141**	23	51	31	36	12	6	5	16	18	17	18	8	5	8	9	19
	49%	*40%*	*58%*	*44%*	*52%*	*56%*	*40%*	*22%*	*54%*	*55%*	*64%*	*61%*	*37%*	*25%*	*42%*	*40%*	*68%*
No	**120**	28	32	36	25	8	9	11	12	13	8	9	12	15	9	9	7
	42%	*48%*	*36%*	*50%*	*35%*	*35%*	*59%*	*54%*	*40%*	*38%*	*30%*	*31%*	*59%*	*70%*	*47%*	*40%*	*23%*
I can't remember	**25**	7	6	4	9	2	*	5	2	2	2	2	1	1	2	4	2
	9%	*12%*	*6%*	*6%*	*12%*	*9%*	*1%*	*23%*	*6%*	*7%*	*6%*	*8%*	*5%*	*5%*	*10%*	*20%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**203**	-	203	107	94	28	28	45	28	39	25	10	56	73	74	35	184	17	203
Weighted Base	**181**	-**	181	103*	76*	24**	31**	45**	27**	30**	17**	7**	55*	72*	54*	25**	158*	22**	203
Effective Base	**107**	-	107	57	49	17	17	25	17	20	9	5	33	41	34	14	98	10	203
Yes	**81**	-	81	56	25	12	13	31	9	8	4	4	25	40	16	8	69	11	78
	45%	-	*45%*	**54%d**	*33%*	*48%*	*42%*	*69%*	*35%*	*28%*	*24%*	*50%*	*45%*	**56%n**	*30%*	*32%*	*44%*	*49%*	*38%*
No	**88**	-	88	41	45	12	16	14	15	19	8	4	28	29	31	12	76	11	116
	48%	-	*48%*	*39%*	**60%c**	*52%*	*52%*	*31%*	*55%*	*62%*	*48%*	*50%*	*52%*	*40%*	*56%*	*49%*	*48%*	*51%*	*57%*
I can't remember	**12**	-	12	7	6	-	2	-	2	3	5	-	2	2	8	5	12	-	9
	7%	-	*7%*	*6%*	*7%*	-	*6%*	-	*9%*	*10%*	*28%*	-	*4%*	*3%*	*14%*	*20%*	*8%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**203**	61	57	44	41	118	85	124	74	24	15	52	56	47	123	24	171
Weighted Base	**181**	47**	42**	55**	38**	88*	93*	121*	53*	17**	16**	50**	45*	46**	110*	17**	156*
Effective Base	**107**	28	26	29	25	54	54	66	42	13	10	26	33	26	67	13	92
Yes	**81**	30	15	22	13	46	36	65	15	9	5	16	18	29	39	9	68
	45%	*65%*	*36%*	*40%*	*35%*	*52%*	*38%*	***54%h***	*29%*	*53%*	*32%*	*32%*	*41%*	*63%*	*36%*	*53%*	*44%*
No	**88**	15	23	28	23	38	50	52	33	7	10	27	23	15	61	7	77
	48%	*32%*	*55%*	*50%*	*60%*	*43%*	*54%*	*43%*	*62%*	*42%*	*68%*	*55%*	*52%*	*33%*	*56%*	*42%*	*49%*
I can't remember	**12**	2	3	5	2	5	7	4	5	1	-	6	3	2	9	1	11
	7%	*3%*	*8%*	*10%*	*5%*	*6%*	*8%*	*3%*	*9%*	*5%*	-	*13%*	*7%*	*4%*	*9%*	*5%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**203**	138	65	35	90	45	35	33	10	2	14	11	11	10	11	7	14	7	38
Weighted Base	**181**	150*	32**	16**	145*	20**	9**	7**	9**	3**	21**	14**	17**	18**	27**	17**	20**	1**	18**
Effective Base	**107**	91	16	8	74	27	22	24	9	2	13	10	10	8	10	6	12	5	24
Yes	**81**	73	8	5	70	4	4	3	5	-	10	9	12	6	15	2	11	*	4
	45%	*49%*	*25%*	*30%*	*48%*	*22%*	*40%*	*41%*	*52%*	-	*50%*	*64%*	*72%*	*33%*	*56%*	*9%*	*56%*	*14%*	*22%*
No	**88**	68	20	7	63	15	6	4	4	3	9	5	4	5	12	15	6	1	14
	48%	*46%*	*62%*	*44%*	*43%*	*78%*	*60%*	*58%*	*48%*	*100%*	*41%*	*36%*	*23%*	*29%*	*44%*	*91%*	*32%*	*86%*	*77%*
I can't remember	**12**	8	4	4	12	*	-	*	-	-	2	-	1	7	-	-	2	-	*
	7%	*5%*	*13%*	*26%*	*8%*	*1%*	-	*	-	-	*9%*	-	*5%*	*38%*	-	-	*12%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**203**	62	86	28	14	12	148	26	81	70	38	8	6	151	14
Weighted Base	**181**	57*	76*	27**	7**	15**	133*	22**	68*	64*	37**	4**	8**	132*	11**
Effective Base	**107**	32	44	17	9	8	76	15	38	40	22	4	4	78	7
Yes	**81**	32	32	13	1	2	64	4	34	28	19	-	*	62	*
	45%	*57%*	*42%*	*49%*	*20%*	*16%*	*49%*	*18%*	*49%*	*44%*	*51%*	-	*2%*	*47%*	*1%*
No	**88**	20	39	10	5	12	59	18	28	32	17	4	8	60	11
	48%	*36%*	*52%*	*39%*	*80%*	*84%*	*45%*	*82%*	*41%*	*50%*	*46%*	*100%*	*98%*	*45%*	*99%*
I can't remember	**12**	4	5	3	-	-	9	-	7	4	1	-	-	11	-
	7%	*7%*	*6%*	*13%*	-	-	*7%*	-	*10%*	*6%*	*4%*	-	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**203**	20	172	11	81	103	19	195	5	3	-	203	-
Weighted Base	**181**	19**	156*	7**	74*	93*	14**	176	3**	2**	-**	181	-**
Effective Base	**107**	12	90	7	40	57	10	104	3	1	-	107	-
Yes	**81**	9	71	2	35	35	11	79	2	-	-	81	-
	45%	*48%*	*45%*	*23%*	*48%*	*38%*	*73%*	*45%*	*85%*	-	-	*45%*	-
No	**88**	9	74	5	31	53	4	85	*	2	-	88	-
	48%	*47%*	*47%*	*77%*	*43%*	*57%*	*27%*	*48%*	*15%*	*100%*	-	*48%*	-
I can't remember	**12**	1	11	-	7	5	-	12	-	-	-	12	-
	7%	*5%*	*7%*	-	*10%*	*5%*	-	*7%*	-	-	-	*7%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**203**	59	48	55	41	15	18	26	14	21	13	19	16	20	13	13	15
Weighted Base	**181**	47*	37**	55**	42**	15**	12**	19**	7**	21**	8**	18**	15**	22**	17**	13**	13**
Effective Base	**107**	31	23	28	27	10	8	13	7	11	7	12	7	10	10	9	8
Yes	**81**	21	18	22	21	2	5	14	4	8	5	9	4	9	12	7	2
	45%	*44%*	*48%*	*40%*	*49%*	*11%*	*41%*	*72%*	*61%*	*40%*	*58%*	*47%*	*30%*	*41%*	*70%*	*57%*	*15%*
No	**88**	22	19	27	20	9	7	6	3	13	3	9	10	8	4	5	11
	48%	*47%*	*52%*	*49%*	*47%*	*61%*	*58%*	*28%*	*39%*	*60%*	*40%*	*48%*	*70%*	*34%*	*22%*	*43%*	*85%*
I can't remember	**12**	4	*	6	1	4	*	-	-	-	*	1	-	5	1	-	-
	7%	*9%*	*	*12%*	*3%*	*28%*	*	-	-	-	*2%*	*5%*	-	*25%*	*9%*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**53**	-	53	37	16	12	8	19	6	5	2	1	20	25	8	3	46	7	53
Weighted Base	**57***	-**	57*	45**	12**	12**	11**	22**	7**	3**	1**	***	23**	29**	4**	1**	49**	8**	53*
Effective Base	**30**	-	30	23	7	8	5	14	2	2	1	1	12	15	4	1	26	5	53
Yes	**40**	-	40	32	8	9	9	15	6	*	*	-	18	21	*	*	33	7	29
	71%	-	*71%*	*71%*	*71%*	*75%*	*83%*	*68%*	*91%*	*9%*	*5%*	-	*78%*	*74%*	*7%*	*5%*	*69%*	*84%*	*55%*
No	**13**	-	13	10	3	3	2	7	*	1	-	*	5	7	1	*	12	1	21
	24%	-	*24%*	*23%*	*27%*	*25%*	*17%*	*32%*	*6%*	*32%*	-	*100%*	*22%*	*26%*	*24%*	*6%*	*25%*	*14%*	*40%*
I can't remember	**3**	-	3	3	*	-	-	-	*	2	1	-	-	*	3	1	3	*	3
	5%	-	*5%*	*6%*	*2%*	-	-	-	*3%*	*59%*	*95%*	-	-	*1%*	*69%*	*89%*	*6%*	*2%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**53**	25	11	11	6	36	17	38	15	8	2	9	13	20	24	8	44
Weighted Base	**57***	25**	11**	16**	4**	36**	21**	46**	11**	8**	***	14**	5**	29**	19**	8**	48**
Effective Base	**30**	12	9	8	3	20	11	23	9	6	2	6	8	14	10	6	24
Yes	**40**	15	9	14	2	24	16	35	5	4	-	11	3	22	14	4	36
	71%	*60%*	*81%*	*87%*	*42%*	*67%*	*78%*	*76%*	*47%*	*51%*	-	*79%*	*68%*	*76%*	*76%*	*51%*	*76%*
No	**13**	9	2	2	1	11	3	11	3	2	*	3	1	7	4	2	11
	24%	*34%*	*19%*	*13%*	*20%*	*29%*	*14%*	*23%*	*27%*	*27%*	*100%*	*21%*	*27%*	*24%*	*23%*	*27%*	*24%*
I can't remember	**3**	1	-	-	2	1	2	*	3	2	-	-	*	-	*	2	*
	5%	*6%*	-	-	*39%*	*4%*	*8%*	*	*27%*	*22%*	-	-	*4%*	-	*1%*	*22%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**53**	39	14	4	29	12	5	7	5	4	3	1	4	4	6	1	1	3	9
Weighted Base	**57***	54**	3**	***	49**	4**	2**	1**	4**	8**	5**	1**	8**	6**	14**	1**	1**	1**	3**
Effective Base	**30**	28	6	4	24	8	3	7	4	4	3	1	4	3	5	1	1	2	6
Yes	**40**	38	2	-	37	1	2	*	1	5	2	1	8	6	14	-	-	1	1
	71%	*71%*	*59%*	-	*74%*	*35%*	*70%*	*34%*	*14%*	*69%*	*30%*	*100%*	*100%*	*86%*	*100%*	-	-	*73%*	*25%*
No	**13**	12	1	*	10	3	1	1	4	2	2	-	-	1	-	-	1	*	2
	24%	*23%*	*41%*	*100%*	*20%*	*65%*	*30%*	*48%*	*86%*	*31%*	*38%*	-	-	*14%*	-	-	*100%*	*27%*	*75%*
I can't remember	**3**	3	-	-	3	-	-	*	-	-	2	-	-	-	-	1	-	-	-
	5%	*6%*	-	-	*6%*	-	-	*18%*	-	-	*33%*	-	-	-	-	*100%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**53**	22	17	9	4	1	39	5	26	20	4	2	1	46	3
Weighted Base	**57***	34**	15**	4**	3**	1**	49**	4**	33**	21**	1**	1**	***	54**	1**
Effective Base	**30**	16	10	4	2	1	25	3	18	11	3	2	1	28	2
Yes	**40**	27	9	1	2	1	37	3	24	16	1	-	*	39	*
	71%	*80%*	*64%*	*15%*	*64%*	*100%*	*75%*	*75%*	*71%*	*75%*	*52%*	-	*100%*	*72%*	*10%*
No	**13**	6	5	2	1	-	11	1	7	5	1	1	-	12	1
	24%	*16%*	*36%*	*40%*	*36%*	-	*22%*	*25%*	*21%*	*24%*	*48%*	*100%*	-	*22%*	*90%*
I can't remember	**3**	1	-	2	-	-	1	-	3	*	-	-	-	3	-
	5%	*4%*	-	*45%*	-	-	*3%*	-	*9%*	*1%*	-	-	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**53**	7	45	1	25	24	4	49	3	1	-	53	-
Weighted Base	**57***	11**	45**	1**	30**	22**	4**	55**	2**	***	-**	57*	-**
Effective Base	**30**	6	24	1	16	11	4	29	3	1	-	30	-
Yes	**40**	6	34	-	24	13	3	39	1	-	-	40	-
	71%	*54%*	*76%*	-	*80%*	*58%*	*77%*	*71%*	*77%*	-	-	*71%*	-
No	**13**	5	8	1	4	8	1	13	*	*	-	13	-
	24%	*46%*	*17%*	*100%*	*14%*	*37%*	*23%*	*24%*	*23%*	*100%*	-	*24%*	-
I can't remember	**3**	-	3	-	2	1	-	3	-	-	-	3	-
	5%	-	*7%*	-	*6%*	*6%*	-	*6%*	-	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**53**	11	18	14	10	3	3	5	8	4	6	4	2	8	2	1	7
Weighted Base	**57***	11**	20**	16**	9**	3**	4**	5**	8**	3**	9**	8**	2**	6**	3**	***	6**
Effective Base	**30**	5	13	8	6	1	1	2	6	3	5	3	2	4	1	1	5
Yes	**40**	6	17	10	6	3	3	*	6	2	9	6	1	3	3	-	3
	71%	*55%*	*85%*	*66%*	*65%*	*97%*	*87%*	*6%*	*77%*	*64%*	*100%*	*75%*	*62%*	*55%*	*86%*	-	*55%*
No	**13**	5	1	4	3	*	*	4	*	1	-	2	1	1	*	*	3
	24%	*45%*	*6%*	*25%*	*35%*	*3%*	*13%*	*94%*	*2%*	*36%*	-	*25%*	*38%*	*21%*	*14%*	*100%*	*45%*
I can't remember	**3**	-	2	1	-	-	-	-	2	-	-	-	-	1	-	-	-
	5%	-	*8%*	*9%*	-	-	-	-	*21%*	-	-	-	-	*24%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**41**	-	41	23	18	15	4	18	2	2	-	-	19	20	2	-	36	5	41
Weighted Base	**58***	-**	58**	36**	22**	21**	7**	23**	5**	2**	-**	-**	28**	27**	2**	-**	48**	10**	41*
Effective Base	**27**	-	27	17	11	11	3	11	2	2	-	-	14	12	2	-	23	4	41
Yes	**40**	-	40	29	11	11	4	19	5	1	-	-	16	23	1	-	33	6	25
	68%	-	*68%*	*80%*	*49%*	*53%*	*61%*	*83%*	*100%*	*25%*	-	-	*55%*	*86%*	*25%*	-	*70%*	*61%*	*61%*
No	**12**	-	12	7	5	7	*	2	-	2	-	-	8	2	2	-	9	3	12
	20%	-	*20%*	*20%*	*22%*	*36%*	*2%*	*11%*	-	*75%*	-	-	*27%*	*9%*	*75%*	-	*20%*	*25%*	*29%*
I can't remember	**7**	-	7	-	7	2	3	2	-	-	-	-	5	2	-	-	5	2	4
	11%	-	*11%*	-	*29%*	*11%*	*37%*	*7%*	-	-	-	-	*18%*	*6%*	-	-	*11%*	*15%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**41**	22	5	8	6	27	14	32	9	8	2	7	8	16	17	8	33
Weighted Base	**58***	38**	3**	12**	5**	41**	17**	48**	10**	8**	2**	15**	8**	25**	25**	8**	50**
Effective Base	**27**	16	3	7	3	18	10	21	7	6	1	6	4	11	11	6	22
Yes	**40**	29	1	7	3	30	10	37	3	4	-	8	5	23	13	4	36
	68%	*76%*	*45%*	*58%*	*53%*	*73%*	*56%*	*77%*	*29%*	*43%*	-	*55%*	*61%*	*93%*	*52%*	*43%*	*72%*
No	**12**	4	*	5	3	4	8	5	7	3	2	5	*	2	7	3	9
	20%	*11%*	*5%*	*42%*	*47%*	*11%*	*44%*	*10%*	*70%*	*39%*	*92%*	*30%*	*5%*	*7%*	*27%*	*39%*	*17%*
I can't remember	**7**	5	2	-	-	7	-	6	*	2	*	2	3	-	5	2	5
	11%	*13%*	*51%*	-	-	*16%*	-	*13%*	*2%*	*18%*	*8%*	*15%*	*35%*	-	*20%*	*18%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**41**	35	6	1	29	5	2	5	5	4	1	1	3	3	6	3	3	-	5
Weighted Base	**58***	55**	3**	2**	53**	3**	1**	1**	3**	7**	2**	2**	6**	5**	17**	7**	4**	-**	3**
Effective Base	**27**	26	2	1	23	3	1	3	4	4	1	1	3	2	6	3	3	-	3
Yes	**40**	37	2	2	37	1	1	1	2	5	-	2	5	1	17	3	1	-	1
	68%	*67%*	*88%*	*100%*	*70%*	*35%*	*100%*	*60%*	*72%*	*71%*	-	*100%*	*77%*	*27%*	*100%*	*44%*	*31%*	-	*35%*
No	**12**	12	*	-	10	2	-	*	1	2	-	-	1	1	-	2	3	-	2
	20%	*21%*	*12%*	-	*18%*	*65%*	-	*27%*	*28%*	*29%*	-	-	*23%*	*19%*	-	*24%*	*69%*	-	*65%*
I can't remember	**7**	7	-	-	6	-	-	*	-	-	2	-	-	3	-	2	-	-	-
	11%	*12%*	-	-	*12%*	-	-	*13%*	-	-	*100%*	-	-	*54%*	-	*32%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**41**	16	12	8	3	2	28	5	14	17	5	2	2	31	4
Weighted Base	**58***	28**	14**	8**	3**	4**	42**	7**	24**	20**	8**	4**	2**	43**	6**
Effective Base	**27**	12	8	5	2	2	19	3	10	11	3	2	1	21	3
Yes	**40**	26	6	4	1	3	32	4	20	12	4	4	-	32	4
	68%	*91%*	*41%*	*49%*	*27%*	*74%*	*75%*	*53%*	*85%*	*59%*	*48%*	*100%*	-	*73%*	*63%*
No	**12**	1	6	4	*	1	7	1	2	8	2	-	*	10	*
	20%	*3%*	*40%*	*49%*	*5%*	*26%*	*16%*	*17%*	*9%*	*41%*	*20%*	-	*7%*	*23%*	*3%*
I can't remember	**7**	2	3	*	2	-	4	2	2	-	3	-	2	2	2
	11%	*5%*	*19%*	*2%*	*68%*	-	*10%*	*30%*	*6%*	-	*32%*	-	*93%*	*4%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**41**	9	30	2	20	19	2	38	3	-	-	41	-
Weighted Base	**58***	15**	42**	1**	29**	28**	2**	55**	3**	-**	-**	58**	-**
Effective Base	**27**	6	20	1	12	14	2	25	2	-	-	27	-
Yes	**40**	15	25	-	27	12	1	36	3	-	-	40	-
	68%	*95%*	*60%*	-	*95%*	*42%*	*49%*	*67%*	*95%*	-	-	*68%*	-
No	**12**	1	10	1	1	10	1	12	-	-	-	12	-
	20%	*5%*	*24%*	*100%*	*4%*	*35%*	*51%*	*22%*	-	-	-	*20%*	-
I can't remember	**7**	-	7	-	*	6	-	6	*	-	-	7	-
	11%	-	*16%*	-	*1%*	*23%*	-	*12%*	*5%*	-	-	*11%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**41**	4	16	12	9	2	1	1	7	4	5	6	1	5	3	1	5
Weighted Base	**58***	4**	19**	18**	17**	2**	***	2**	10**	5**	5**	13**	***	5**	6**	3**	8**
Effective Base	**27**	3	11	7	8	2	1	1	5	2	4	4	1	3	3	1	4
Yes	**40**	2	14	11	12	1	-	2	5	4	5	10	*	1	3	3	7
	68%	*65%*	*74%*	*60%*	*72%*	*40%*	-	*100%*	*55%*	*96%*	*88%*	*77%*	*100%*	*13%*	*46%*	*100%*	*81%*
No	**12**	1	2	5	3	1	*	-	2	-	1	1	-	4	3	-	-
	20%	*35%*	*12%*	*28%*	*19%*	*60%*	*100%*	-	*17%*	-	*12%*	*6%*	-	*87%*	*54%*	-	-
I can't remember	**7**	-	3	2	2	-	-	-	3	*	-	2	-	-	-	-	2
	11%	-	*15%*	*12%*	*9%*	-	-	-	*28%*	*4%*	-	*17%*	-	-	-	-	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**131**	-	131	64	66	29	15	40	19	14	12	2	44	59	28	14	111	19	131
Weighted Base	**126***	-**	126*	69*	57*	27**	11**	53**	21**	8**	6**	***	38**	74*	14**	6**	100*	26**	131
Effective Base	**74**	-	74	37	37	18	8	26	12	8	6	1	26	37	14	7	60	14	131
Yes	**70**	-	70	38	32	13	5	31	15	3	4	-	18	46	6	4	56	14	59
	55%	-	*55%*	*55%*	*55%*	*46%*	*46%*	*59%*	*70%*	*37%*	*58%*	-	*46%*	*62%*	*45%*	*55%*	*56%*	*54%*	*45%*
No	**46**	-	46	22	23	12	4	20	4	3	3	*	16	24	6	3	33	12	62
	36%	-	*36%*	*32%*	*41%*	*45%*	*33%*	*38%*	*18%*	*41%*	*42%*	*21%*	*41%*	*32%*	*41%*	*41%*	*33%*	*46%*	*47%*
I can't remember	**11**	-	11	9	2	3	2	2	2	2	-	*	5	4	2	*	11	-	10
	9%	-	*9%*	*13%*	*4%*	*9%*	*21%*	*3%*	*11%*	*22%*	-	*79%*	*13%*	*6%*	*14%*	*4%*	*11%*	-	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**131**	52	39	24	16	91	40	86	45	22	13	21	31	40	65	22	105
Weighted Base	**126***	48**	40**	25**	14**	88*	39**	93*	33**	19**	13**	21**	30**	39**	64*	19**	103*
Effective Base	**74**	25	26	14	10	50	24	50	26	14	8	10	20	21	37	14	58
Yes	**70**	31	21	15	3	52	18	58	12	3	8	8	16	32	31	3	63
	55%	*64%*	*52%*	*59%*	*24%*	*59%*	*47%*	*62%*	*37%*	*16%*	*62%*	*35%*	*52%*	*81%*	*49%*	*16%*	*61%*
No	**46**	15	17	10	4	32	14	30	16	9	4	14	11	7	29	9	36
	36%	*31%*	*43%*	*38%*	*30%*	*36%*	*35%*	*32%*	*48%*	*47%*	*34%*	*63%*	*37%*	*18%*	*45%*	*47%*	*35%*
I can't remember	**11**	2	2	1	6	4	7	6	5	7	1	*	3	*	4	7	4
	9%	*5%*	*5%*	*2%*	*46%*	*5%*	*18%*	*6%*	*15%*	*36%*	*4%*	*1%*	*11%*	*	*6%*	*36%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**131**	97	34	15	66	20	26	19	7	10	3	13	4	4	14	3	8	3	17
Weighted Base	**126***	114*	12**	6**	106*	8**	9**	3**	5**	17**	5**	19**	7**	4**	33**	5**	11**	1**	7**
Effective Base	**74**	65	9	3	55	11	17	14	5	10	3	11	4	4	12	3	7	2	9
Yes	**70**	66	4	1	60	2	6	2	2	10	1	11	4	3	26	1	3	*	2
	55%	*57%*	*35%*	*26%*	*57%*	*32%*	*63%*	*45%*	*35%*	*60%*	*29%*	*57%*	*49%*	*57%*	*78%*	*25%*	*29%*	*7%*	*36%*
No	**46**	40	6	4	36	5	3	2	3	5	2	8	-	2	7	4	5	1	4
	36%	*35%*	*50%*	*70%*	*34%*	*65%*	*31%*	*51%*	*54%*	*31%*	*34%*	*43%*	-	*43%*	*22%*	*75%*	*49%*	*93%*	*60%*
I can't remember	**11**	9	2	*	10	*	1	*	1	2	2	-	4	-	-	-	2	-	*
	9%	*8%*	*15%*	*5%*	*9%*	*3%*	*6%*	*5%*	*11%*	*10%*	*37%*	-	*51%*	-	-	-	*22%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**131**	45	52	15	8	8	97	16	57	49	14	5	5	106	10
Weighted Base	**126***	53**	42**	18**	6**	6**	95*	12**	54*	53**	9**	6**	4**	107*	10**
Effective Base	**74**	27	29	9	6	4	55	9	33	29	7	4	2	61	6
Yes	**70**	30	28	5	4	3	58	6	28	33	4	4	*	61	5
	55%	*58%*	*66%*	*30%*	*58%*	*46%*	*62%*	*52%*	*53%*	*62%*	*45%*	*65%*	*9%*	*57%*	*43%*
No	**46**	21	11	7	2	2	32	5	21	14	5	2	3	35	5
	36%	*39%*	*27%*	*41%*	*34%*	*44%*	*34%*	*39%*	*40%*	*26%*	*55%*	*35%*	*78%*	*33%*	*52%*
I can't remember	**11**	2	3	5	1	1	4	1	4	6	-	-	1	10	1
	9%	*3%*	*6%*	*30%*	*8%*	*9%*	*5%*	*9%*	*8%*	*11%*	-	-	*12%*	*10%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**131**	15	112	4	54	69	8	127	3	-	1	130	-
Weighted Base	**126***	19**	105*	2**	55*	64*	8**	124*	3**	-**	***	126*	-**
Effective Base	**74**	10	61	4	31	37	6	72	2	-	1	74	-
Yes	**70**	11	59	1	36	28	5	70	*	-	-	70	-
	55%	*57%*	*56%*	*26%*	*66%*	*45%*	*66%*	*56%*	*11%*	-	-	*55%*	-
No	**46**	5	38	2	13	30	3	44	2	-	*	46	-
	36%	*29%*	*36%*	*74%*	*24%*	*47%*	*34%*	*35%*	*68%*	-	*100%*	*36%*	-
I can't remember	**11**	3	8	-	5	6	-	10	1	-	-	11	-
	9%	*14%*	*8%*	-	*10%*	*9%*	-	*8%*	*21%*	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**131**	29	40	36	26	9	11	9	14	9	17	12	10	14	5	13	8
Weighted Base	**126***	24**	46**	38**	18**	7**	12**	5**	12**	9**	25**	17**	7**	14**	8**	6**	4**
Effective Base	**74**	14	27	21	12	5	5	4	9	5	14	7	6	10	4	7	4
Yes	**70**	14	26	22	9	5	6	3	7	5	14	13	4	5	8	*	1
	55%	*56%*	*56%*	*58%*	*48%*	*73%*	*45%*	*57%*	*60%*	*51%*	*56%*	*78%*	*58%*	*34%*	*97%*	*4%*	*15%*
No	**46**	10	13	13	9	2	7	1	3	2	8	3	3	7	*	6	3
	36%	*41%*	*29%*	*34%*	*52%*	*24%*	*55%*	*32%*	*26%*	*26%*	*31%*	*17%*	*39%*	*51%*	*3%*	*96%*	*85%*
I can't remember	**11**	1	7	3	-	*	-	1	2	2	3	1	*	2	-	-	-
	9%	*3%*	*15%*	*8%*	-	*4%*	-	*11%*	*14%*	*23%*	*13%*	*5%*	*2%*	*14%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**54**	-	54	30	24	14	9	16	4	3	6	2	23	20	11	8	46	8	54
Weighted Base	**80***	-**	80*	44**	36**	22**	12**	21**	9**	3**	6**	7**	34**	29**	17**	14**	66**	14**	54*
Effective Base	**34**	-	34	20	14	11	6	9	3	2	2	2	18	12	6	4	28	6	54
Yes	**40**	-	40	26	14	13	10	13	3	-	*	-	23	16	*	*	34	6	25
	49%	-	*49%*	*58%*	*39%*	*60%*	*84%*	*62%*	*39%*	-	*1%*	-	*68%*	*55%*	*	*1%*	*51%*	*41%*	*46%*
No	**39**	-	39	17	21	8	1	8	5	3	6	7	9	13	17	13	31	8	27
	48%	-	*48%*	*39%*	*59%*	*35%*	*10%*	*38%*	*61%*	*100%*	*99%*	*100%*	*26%*	*45%*	*100%*	*99%*	*46%*	*59%*	*50%*
I can't remember	**2**	-	2	1	1	1	1	-	-	-	-	-	2	-	-	-	2	-	2
	2%	-	*2%*	*3%*	*2%*	*5%*	*6%*	-	-	-	-	-	*6%*	-	-	-	*3%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**54**	27	12	11	4	39	15	41	13	7	5	9	14	18	28	7	46
Weighted Base	**80***	42**	16**	17**	6**	58**	23**	60**	20**	7**	10**	12**	20**	30**	42**	7**	72**
Effective Base	**34**	17	7	7	4	24	10	26	8	5	4	6	7	13	16	5	29
Yes	**40**	30	3	5	2	32	7	36	4	4	1	5	8	21	14	4	34
	49%	*71%*	*18%*	*31%*	*35%*	*56%*	*32%*	*60%*	*17%*	*56%*	*5%*	*47%*	*38%*	*69%*	*32%*	*56%*	*48%*
No	**39**	12	12	12	3	24	14	22	17	3	10	4	12	9	26	3	36
	48%	*29%*	*77%*	*69%*	*44%*	*42%*	*63%*	*37%*	*83%*	*44%*	*95%*	*36%*	*62%*	*31%*	*63%*	*44%*	*50%*
I can't remember	**2**	-	1	-	1	1	1	2	-	-	-	2	-	-	2	-	2
	2%	-	*4%*	-	*21%*	*1%*	*5%*	*3%*	-	-	-	*17%*	-	-	*5%*	-	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**54**	42	12	4	36	10	5	3	2	4	5	4	2	3	7	4	5	2	8
Weighted Base	**80***	75*	5**	2**	75**	3**	2**	***	2**	8**	10**	6**	4**	4**	16**	16**	9**	***	3**
Effective Base	**34**	31	4	1	30	6	4	3	2	4	5	4	2	3	6	4	4	2	5
Yes	**40**	38	2	2	37	1	1	*	-	4	5	-	3	1	13	4	7	-	1
	49%	*50%*	*41%*	*88%*	*50%*	*31%*	*69%*	*27%*	-	*44%*	*54%*	-	*67%*	*40%*	*81%*	*26%*	*73%*	-	*33%*
No	**39**	37	2	*	37	1	1	*	1	4	4	6	1	2	3	12	3	*	1
	48%	*49%*	*37%*	*12%*	*49%*	*46%*	*31%*	*73%*	*42%*	*56%*	*46%*	*100%*	*33%*	*60%*	*19%*	*74%*	*27%*	*100%*	*43%*
I can't remember	**2**	1	1	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	1
	2%	*1%*	*22%*	-	*2%*	*23%*	-	-	*58%*	-	-	-	-	-	-	-	-	-	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**54**	21	19	10	2	2	40	4	22	18	7	5	2	40	7
Weighted Base	**80***	37**	26**	13**	2**	2**	63**	5**	37**	20**	14**	9**	***	57**	9**
Effective Base	**34**	14	10	8	1	2	25	3	15	10	5	4	2	24	4
Yes	**40**	27	7	6	*	-	34	*	19	7	7	6	*	26	6
	49%	*72%*	*27%*	*47%*	*5%*	-	*53%*	*2%*	*51%*	*35%*	*54%*	*67%*	*42%*	*46%*	*66%*
No	**39**	10	19	6	2	2	29	4	17	13	5	3	*	31	3
	48%	*28%*	*73%*	*44%*	*95%*	*69%*	*47%*	*83%*	*47%*	*65%*	*38%*	*33%*	*58%*	*53%*	*34%*
I can't remember	**2**	-	-	1	-	1	-	1	1	-	1	-	-	1	-
	2%	-	-	*9%*	-	*31%*	-	*15%*	*2%*	-	*9%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**54**	12	39	3	21	28	5	52	2	-	-	54	-
Weighted Base	**80***	21**	58**	2**	30**	44**	6**	75*	5**	-**	-**	80*	-**
Effective Base	**34**	9	24	2	12	18	4	32	2	-	-	34	-
Yes	**40**	18	22	1	19	16	5	35	5	-	-	40	-
	49%	*85%*	*37%*	*39%*	*64%*	*36%*	*75%*	*46%*	*100%*	-	-	*49%*	-
No	**39**	3	35	1	11	26	2	39	-	-	-	39	-
	48%	*15%*	*60%*	*61%*	*36%*	*60%*	*25%*	*51%*	-	-	-	*48%*	-
I can't remember	**2**	-	2	-	-	2	-	2	-	-	-	2	-
	2%	-	*3%*	-	-	*4%*	-	*3%*	-	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**54**	9	16	20	9	2	4	3	3	7	6	9	4	7	3	1	5
Weighted Base	**80***	20**	18**	30**	12**	3**	12**	4**	3**	8**	7**	18**	3**	9**	5**	***	7**
Effective Base	**34**	7	13	10	7	1	4	2	3	5	5	6	3	3	3	1	4
Yes	**40**	11	14	11	4	3	6	2	2	7	6	6	*	5	-	-	4
	49%	*55%*	*76%*	*36%*	*35%*	*100%*	*46%*	*47%*	*47%*	*84%*	*82%*	*34%*	*3%*	*51%*	-	-	*63%*
No	**39**	9	3	19	8	-	7	2	2	*	1	12	2	4	5	*	2
	48%	*45%*	*18%*	*62%*	*65%*	-	*54%*	*53%*	*53%*	*1%*	*18%*	*66%*	*75%*	*49%*	*100%*	*100%*	*37%*
I can't remember	**2**	-	1	1	-	-	-	-	-	1	-	-	1	-	-	-	-
	2%	-	*7%*	*2%*	-	-	-	-	-	*15%*	-	-	*22%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**39**	-	39	24	15	4	5	19	4	2	3	2	9	23	7	5	35	4	39
Weighted Base	**49***	-**	49**	34**	15**	6**	8**	24**	8**	1**	***	3**	13**	32**	4**	3**	43**	6**	39*
Effective Base	**25**	-	25	15	10	3	3	14	4	2	3	1	6	17	2	1	24	2	39
Yes	**37**	-	37	25	12	2	3	22	8	-	*	3	5	29	3	3	35	2	27
	76%	-	*76%*	*75%*	*78%*	*32%*	*40%*	*89%*	*100%*	-	*100%*	*97%*	*36%*	*92%*	*78%*	*98%*	*83%*	*26%*	*69%*
No	**7**	-	7	6	1	-	4	3	-	1	-	*	4	3	1	*	3	5	9
	15%	-	*15%*	*19%*	*8%*	-	*54%*	*11%*	-	*100%*	-	*3%*	*31%*	*8%*	*22%*	*2%*	*7%*	*74%*	*23%*
I can't remember	**4**	-	4	2	2	4	1	-	-	-	-	-	4	-	-	-	4	-	3
	9%	-	*9%*	*6%*	*15%*	*68%*	*7%*	-	-	-	-	-	*33%*	-	-	-	*10%*	-	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**39**	14	8	11	6	22	17	33	6	1	3	9	8	16	20	1	37
Weighted Base	**49***	20**	10**	13**	6**	30**	18**	45**	4**	***	4**	14**	6**	23**	24**	***	48**
Effective Base	**25**	10	4	7	4	14	11	22	3	1	3	6	4	12	12	1	24
Yes	**37**	15	6	10	5	22	15	36	1	-	2	7	6	22	15	-	37
	76%	*77%*	*61%*	*80%*	*90%*	*71%*	*83%*	*79%*	*36%*	-	*57%*	*49%*	*88%*	*92%*	*61%*	-	*76%*
No	**7**	2	4	1	1	6	2	7	1	*	-	5	*	2	5	*	7
	15%	*10%*	*39%*	*7%*	*10%*	*20%*	*8%*	*15%*	*23%*	*100%*	-	*35%*	*4%*	*8%*	*21%*	*100%*	*15%*
I can't remember	**4**	3	-	2	-	3	2	3	2	-	2	2	1	-	4	-	4
	9%	*14%*	-	*13%*	-	*9%*	*9%*	*6%*	*41%*	-	*43%*	*16%*	*8%*	-	*18%*	-	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**39**	31	8	2	24	7	6	2	2	5	2	2	4	-	4	3	2	-	7
Weighted Base	**49***	45**	4**	3**	44**	3**	1**	***	1**	8**	3**	3**	7**	-**	10**	9**	4**	-**	3**
Effective Base	**25**	23	2	1	21	5	4	2	2	5	2	2	4	-	4	3	2	-	5
Yes	**37**	34	3	3	34	3	*	*	1	6	3	3	5	-	10	3	4	-	3
	76%	*75%*	*89%*	*98%*	*77%*	*83%*	*6%*	*100%*	*53%*	*80%*	*100%*	*100%*	*75%*	-	*100%*	*31%*	*100%*	-	*83%*
No	**7**	7	*	*	6	1	1	-	1	2	-	-	-	-	-	4	-	-	1
	15%	*16%*	*11%*	*2%*	*14%*	*17%*	*58%*	-	*47%*	*20%*	-	-	-	-	-	*45%*	-	-	*17%*
I can't remember	**4**	4	-	-	4	-	1	-	-	-	-	-	2	-	-	2	-	-	-
	9%	*10%*	-	-	*9%*	-	*37%*	-	-	-	-	-	*25%*	-	-	*24%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**39**	16	15	2	4	2	31	6	13	19	5	-	2	32	2
Weighted Base	**49***	20**	19**	4**	5**	1**	39**	6**	18**	20**	6**	-**	5**	38**	5**
Effective Base	**25**	11	9	2	3	2	19	4	7	14	3	-	2	20	2
Yes	**37**	18	11	4	2	1	30	3	13	17	4	-	3	30	3
	76%	*91%*	*60%*	*100%*	*47%*	*100%*	*76%*	*57%*	*71%*	*87%*	*69%*	-	*56%*	*80%*	*56%*
No	**7**	2	5	-	*	-	7	*	5	3	*	-	-	7	-
	15%	*9%*	*28%*	-	*6%*	-	*19%*	*5%*	*26%*	*13%*	*5%*	-	-	*19%*	-
I can't remember	**4**	-	2	-	2	-	2	2	1	-	2	-	2	1	2
	9%	-	*12%*	-	*47%*	-	*6%*	*38%*	*3%*	-	*26%*	-	*44%*	*1%*	*44%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**39**	7	31	1	23	15	1	37	2	-	-	39	-
Weighted Base	**49***	10**	39**	***	26**	22**	2**	45**	4**	-**	-**	49**	-**
Effective Base	**25**	6	19	1	15	9	1	23	2	-	-	25	-
Yes	**37**	10	27	*	24	13	-	33	4	-	-	37	-
	76%	*95%*	*71%*	*100%*	*94%*	*60%*	-	*73%*	*100%*	-	-	*76%*	-
No	**7**	1	7	-	2	6	-	7	-	-	-	7	-
	15%	*5%*	*18%*	-	*6%*	*27%*	-	*17%*	-	-	-	*15%*	-
I can't remember	**4**	-	4	-	-	3	2	4	-	-	-	4	-
	9%	-	*11%*	-	-	*13%*	*100%*	*10%*	-	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**39**	8	12	7	12	3	2	3	5	2	5	2	4	1	3	6	3
Weighted Base	**49***	9**	14**	12**	13**	***	5**	4**	5**	3**	6**	3**	6**	3**	2**	8**	4**
Effective Base	**25**	4	10	5	7	3	2	2	4	2	4	2	2	1	2	3	2
Yes	**37**	9	10	6	12	*	5	4	5	2	4	1	2	3	2	7	3
	76%	*99%*	*68%*	*47%*	*93%*	*72%*	*100%*	*100%*	*84%*	*50%*	*64%*	*22%*	*37%*	*100%*	*92%*	*92%*	*95%*
No	**7**	*	2	4	1	*	-	-	1	-	2	-	4	-	*	1	*
	15%	*1%*	*17%*	*34%*	*7%*	*28%*	-	-	*16%*	-	*27%*	-	*63%*	-	*8%*	*8%*	*5%*
I can't remember	**4**	-	2	2	-	-	-	-	-	2	1	2	-	-	-	-	-
	9%	-	*15%*	*19%*	-	-	-	-	-	*50%*	*9%*	*78%*	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**356**	-	356	168	186	34	39	86	52	62	57	26	73	138	145	83	336	15	356
Weighted Base	**339**	-**	339	160*	177*	30**	41**	86*	61*	52*	39**	29**	71*	147*	121*	68*	312	23**	356
Effective Base	**187**	-	187	91	95	17	26	49	31	33	21	12	43	80	64	32	175	10	356
Yes	**159**	-	159	77	81	9	18	38	26	23	26	19	27	64	68	45	143	14	151
	47%	-	*47%*	*48%*	*46%*	*31%*	*43%*	*44%*	*43%*	*44%*	*67%*	*64%*	*38%*	*43%*	*56%*	**66%lm**	*46%*	*60%*	*42%*
No	**149**	-	149	72	77	18	23	36	25	25	13	8	41	61	46	21	139	8	181
	44%	-	*44%*	*45%*	*43%*	*60%*	*57%*	*42%*	*42%*	*49%*	*33%*	*27%*	**58%no**	*42%*	*38%*	*30%*	*45%*	*34%*	*51%*
I can't remember	**31**	-	31	11	19	3	*	12	10	4	-	3	3	22	6	3	30	2	24
	9%	-	*9%*	*7%*	*11%*	*9%*	*1%*	*15%*	*16%*	*7%*	-	*9%*	*4%*	*15%*	*5%*	*4%*	*10%*	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**356**	99	119	64	74	218	138	189	159	38	42	80	102	68	224	38	299
Weighted Base	**339**	61*	126*	71*	82*	186	152*	209	122*	45**	40**	81*	98*	54*	219	45**	275
Effective Base	**187**	36	70	35	47	106	81	111	74	23	22	45	54	33	121	23	155
Yes	**159**	37	59	35	27	97	62	102	51	15	16	38	47	31	101	15	133
	47%	***62%d***	*47%*	*49%*	*33%*	*52%*	*40%*	*49%*	*42%*	*33%*	*40%*	*48%*	*48%*	*58%*	*46%*	*33%*	*48%*
No	**149**	20	59	31	39	79	70	91	56	18	21	34	46	21	101	18	124
	44%	*33%*	*47%*	*44%*	*47%*	*42%*	*46%*	*43%*	*46%*	*41%*	*53%*	*42%*	*47%*	*40%*	*46%*	*41%*	*45%*
I can't remember	**31**	3	7	5	16	10	21	17	15	12	3	8	6	1	17	12	18
	9%	*5%*	*6%*	*7%*	***20%b***	*6%*	*14%*	*8%*	*12%*	*27%*	*7%*	*10%*	*6%*	*2%*	*8%*	*27%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**356**	229	127	58	166	95	63	32	17	16	27	21	18	14	16	20	17	21	74
Weighted Base	**339**	272	66*	21**	282	31*	18*	8**	13**	32**	48**	29**	27**	25**	41**	46**	22**	4**	27*
Effective Base	**187**	157	31	9	136	55	37	23	15	15	24	18	17	12	14	18	16	11	46
Yes	**159**	119	40	12	135	11	10	2	4	14	25	17	14	9	23	22	7	1	11
	47%	*44%*	*60%*	*57%*	*48%*	*37%*	*54%*	*31%*	*30%*	*45%*	*51%*	*61%*	*50%*	*38%*	*56%*	*47%*	*33%*	*22%*	*39%*
No	**149**	125	24	9	116	19	8	5	5	11	17	6	11	15	18	20	12	3	16
	44%	*46%*	*36%*	*41%*	*41%*	**62%d**	*46%*	*66%*	*43%*	*36%*	*35%*	*21%*	*40%*	*62%*	*44%*	*44%*	*56%*	*71%*	*60%*
I can't remember	**31**	28	3	*	31	*	-	*	3	6	7	5	3	-	-	4	2	*	*
	9%	*10%*	*5%*	*2%*	**11%e**	*1%*	-	*3%*	*27%*	*19%*	*14%*	*18%*	*10%*	-	-	*10%*	*11%*	*7%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**356**	113	155	45	29	11	268	40	143	135	50	14	11	278	25
Weighted Base	**339**	121*	121*	57**	30**	7**	242	37**	143*	119*	50*	13**	12**	262	25**
Effective Base	**187**	62	74	27	20	8	135	26	75	66	32	7	7	141	14
Yes	**159**	69	49	17	19	5	118	23	66	63	23	1	4	130	5
	47%	*57%*	*40%*	*30%*	*62%*	*62%*	*49%*	*62%*	*46%*	*53%*	*47%*	*9%*	*33%*	*50%*	*20%*
No	**149**	42	65	29	9	2	106	10	62	49	20	9	7	111	16
	44%	*34%*	***54%a***	*52%*	*29%*	*21%*	*44%*	*28%*	*43%*	*41%*	*40%*	*69%*	*57%*	*42%*	*63%*
I can't remember	**31**	10	7	10	2	1	17	4	15	6	6	3	1	21	4
	9%	*9%*	*6%*	*18%*	*8%*	*17%*	*7%*	*10%*	*10%*	*5%*	*12%*	*22%*	*10%*	*8%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**356**	34	310	12	129	204	23	350	4	-	-	354	2
Weighted Base	**339**	33**	297	9**	120*	201	18**	334	4**	-**	-**	338	1**
Effective Base	**187**	22	160	7	71	104	14	184	3	-	-	187	2
Yes	**159**	15	141	3	45	102	11	158	*	-	-	158	*
	47%	*46%*	*47%*	*34%*	*38%*	*51%*	*59%*	*47%*	*8%*	-	-	*47%*	*25%*
No	**149**	13	130	6	60	81	7	145	3	-	-	148	1
	44%	*40%*	*44%*	*66%*	*50%*	*41%*	*39%*	*43%*	*92%*	-	-	*44%*	*75%*
I can't remember	**31**	5	27	-	14	17	*	31	-	-	-	31	-
	9%	*14%*	*9%*	-	*12%*	*8%*	*2%*	*9%*	-	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**356**	86	82	85	103	26	26	34	24	27	31	26	30	29	38	42	23
Weighted Base	**339**	75*	88*	83*	92*	20**	17**	38**	23**	31**	35**	20**	29**	35**	33**	36**	23**
Effective Base	**187**	41	48	42	56	12	12	19	13	17	19	14	17	14	20	24	13
Yes	**159**	40	43	45	30	8	10	22	15	11	16	11	16	18	8	15	7
	47%	*53%*	*49%*	**54%d**	*33%*	*39%*	*58%*	*58%*	*67%*	*38%*	*47%*	*56%*	*54%*	*53%*	*26%*	*42%*	*30%*
No	**149**	28	36	34	51	11	7	10	6	16	14	6	13	15	20	16	15
	44%	*38%*	*40%*	*40%*	*56%*	*56%*	*41%*	*26%*	*26%*	*52%*	*40%*	*30%*	*45%*	*42%*	*61%*	*45%*	*63%*
I can't remember	**31**	7	9	5	10	1	*	6	2	3	5	3	*	2	4	5	2
	9%	*9%*	*11%*	*6%*	*11%*	*5%*	*1%*	*16%*	*7%*	*10%*	*13%*	*13%*	*1%*	*5%*	*13%*	*13%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**235**	-	235	106	128	25	31	60	39	43	31	6	56	99	80	37	222	9	235
Weighted Base	**235**	-**	235	113*	122*	22**	22**	69*	34**	43**	35**	9**	44*	103*	87*	45**	220	11**	235
Effective Base	**136**	-	136	63	73	13	17	37	24	27	18	3	30	60	47	21	127	6	235
Yes	**133**	-	133	72	60	8	14	40	21	29	12	9	22	60	50	21	124	5	120
	57%	-	*57%*	*64%*	*49%*	*38%*	*61%*	*57%*	*61%*	*69%*	*35%*	*95%*	*50%*	*58%*	*58%*	*48%*	*57%*	*48%*	*51%*
No	**91**	-	91	37	54	14	9	24	13	10	20	*	22	37	31	21	86	5	100
	39%	-	*39%*	*33%*	*44%*	*62%*	*38%*	*35%*	*39%*	*24%*	*57%*	*5%*	*50%*	*36%*	*36%*	*47%*	*39%*	*40%*	*43%*
I can't remember	**11**	-	11	3	8	-	*	5	-	3	3	-	*	5	6	3	10	1	15
	5%	-	*5%*	*3%*	*6%*	-	*	*8%*	-	*7%*	*7%*	-	*	*5%*	*7%*	*6%*	*4%*	*12%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**235**	56	65	54	60	121	114	119	112	33	28	50	59	48	137	33	187
Weighted Base	**235**	52**	57*	67*	58*	109*	125*	142*	90*	29**	29**	53*	51*	59**	133*	29**	194
Effective Base	**136**	25	38	35	40	62	74	72	66	19	18	31	30	30	80	19	110
Yes	**133**	29	36	39	29	65	68	82	49	15	16	30	22	40	67	15	107
	57%	*55%*	*63%*	*58%*	*50%*	*59%*	*54%*	*58%*	*54%*	*52%*	*55%*	*56%*	*43%*	*68%*	*51%*	*52%*	*55%*
No	**91**	23	17	25	26	40	51	56	34	12	13	18	28	16	59	12	77
	39%	*44%*	*30%*	*38%*	*44%*	*36%*	*41%*	*39%*	*38%*	*42%*	*45%*	*34%*	*55%*	*27%*	*44%*	*42%*	*40%*
I can't remember	**11**	1	4	3	3	5	7	4	7	2	*	5	1	3	7	2	9
	5%	*1%*	*7%*	*5%*	*6%*	*4%*	*5%*	*3%*	*8%*	*6%*	*	*10%*	*2%*	*5%*	*5%*	*6%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**235**	167	68	27	125	46	39	25	14	11	11	18	18	14	11	13	15	6	40
Weighted Base	**235**	196	39**	18**	200	18*	11**	6**	9**	25**	19**	26**	23**	23**	20**	28**	25**	1**	16**
Effective Base	**136**	117	19	7	103	31	25	20	12	10	9	15	17	13	10	12	13	3	28
Yes	**133**	109	24	13	118	8	5	2	4	16	10	17	14	16	16	15	10	*	7
	57%	*55%*	*63%*	*71%*	*59%*	*43%*	*41%*	*41%*	*41%*	*66%*	*53%*	*64%*	*58%*	*69%*	*77%*	*54%*	*41%*	*13%*	*45%*
No	**91**	77	14	5	72	9	7	3	4	9	6	7	9	7	5	11	15	1	8
	39%	*39%*	*36%*	*28%*	*36%*	*51%*	*57%*	*47%*	*46%*	*34%*	*31%*	*27%*	*38%*	*31%*	*23%*	*39%*	*59%*	*79%*	*48%*
I can't remember	**11**	11	1	*	9	1	*	1	1	-	3	2	1	-	-	2	-	*	1
	5%	*5%*	*2%*	*1%*	*5%*	*6%*	*2%*	*12%*	*13%*	-	*15%*	*9%*	*4%*	-	-	*6%*	-	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**235**	78	94	37	17	7	172	24	111	79	28	10	6	190	16
Weighted Base	**235**	88*	87*	39**	15**	5**	175	20**	105*	83*	32**	9**	6**	188	15**
Effective Base	**136**	49	53	19	11	4	102	15	66	46	15	7	3	111	10
Yes	**133**	57	48	16	10	1	105	11	66	48	13	6	*	114	6
	57%	*64%*	*56%*	*42%*	*69%*	*17%*	*60%*	*56%*	*63%*	*58%*	*41%*	*67%*	*2%*	*60%*	*40%*
No	**91**	29	35	19	5	3	64	7	34	33	17	3	5	66	8
	39%	*33%*	*40%*	*49%*	*31%*	*56%*	*36%*	*37%*	*32%*	*39%*	*53%*	*33%*	*76%*	*35%*	*51%*
I can't remember	**11**	3	4	4	*	1	6	1	6	2	2	-	1	8	1
	5%	*3%*	*4%*	*9%*	*	*27%*	*4%*	*7%*	*6%*	*3%*	*6%*	-	*22%*	*4%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**235**	23	206	6	96	127	12	229	2	2	-	233	2
Weighted Base	**235**	25**	204	6**	82*	144*	8**	231	2**	***	-**	234	1**
Effective Base	**136**	14	117	5	56	75	9	133	2	2	-	135	2
Yes	**133**	18	111	4	48	79	6	129	2	*	-	132	1
	57%	*71%*	*54%*	*67%*	*58%*	*54%*	*76%*	*56%*	*100%*	*66%*	-	*56%*	*100%*
No	**91**	5	84	2	29	60	2	91	-	-	-	91	-
	39%	*21%*	*41%*	*33%*	*35%*	*42%*	*24%*	*39%*	-	-	-	*39%*	-
I can't remember	**11**	2	9	-	6	5	-	11	-	*	-	11	-
	5%	*8%*	*5%*	-	*7%*	*4%*	-	*5%*	-	*34%*	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**235**	48	66	60	61	16	14	18	23	23	20	21	25	14	19	23	19
Weighted Base	**235**	50**	65*	55*	65*	15**	13**	22**	26**	23**	16**	23**	22**	11**	23**	27**	16**
Effective Base	**136**	26	40	32	39	10	6	11	14	15	12	11	14	7	11	17	12
Yes	**133**	27	39	20	47	5	7	15	16	13	10	6	9	5	19	14	13
	57%	*55%*	**60%c**	*35%*	**72%c**	*35%*	*58%*	*67%*	*62%*	*56%*	*63%*	*25%*	*42%*	*45%*	*85%*	*54%*	*84%*
No	**91**	21	21	34	15	9	5	7	7	8	6	17	11	6	4	9	2
	39%	*43%*	*33%*	**61%bd**	*23%*	*58%*	*42%*	*33%*	*27%*	*37%*	*37%*	*74%*	*50%*	*53%*	*15%*	*33%*	*16%*
I can't remember	**11**	1	5	2	3	1	*	-	3	2	-	*	2	*	-	3	-
	5%	*2%*	*7%*	*4%*	*5%*	*6%*	*1%*	-	*11%*	*7%*	-	*1%*	*8%*	*2%*	-	*13%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**9**	-	9	7	2	1	-	1	1	-	4	2	1	2	6	6	9	-	9
Weighted Base	**3***	-**	3**	1**	2**	1**	-**	***	***	-**	1**	***	1**	***	1**	1**	3**	-**	9*
Effective Base	**4**	-	4	5	2	1	-	1	1	-	3	1	1	2	5	5	4	-	9
Yes	**2**	-	2	*	1	1	-	-	*	-	-	*	1	*	*	*	2	-	3
	52%	-	*52%*	*12%*	*78%*	*100%*	-	-	*100%*	-	-	*15%*	*100%*	*39%*	*5%*	*5%*	*52%*	-	*33%*
No	**1**	-	1	1	*	-	-	-	-	-	1	*	-	-	1	1	1	-	5
	44%	-	*44%*	*78%*	*22%*	-	-	-	-	-	*100%*	*85%*	-	-	*95%*	*95%*	*44%*	-	*56%*
I can't remember	*	-	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	1
	4%	-	*4%*	*10%*	-	-	-	*100%*	-	-	-	-	-	*61%*	-	-	*4%*	-	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**9**	4	2	1	2	6	3	4	5	-	2	3	1	3	6	-	9
Weighted Base	**3***	***	1**	***	2**	1**	2**	1**	2**	-**	***	2**	***	***	3**	-**	3**
Effective Base	**4**	3	2	1	1	4	2	3	2	-	2	2	1	2	3	-	4
Yes	**2**	*	-	-	1	*	1	*	2	-	-	1	*	*	2	-	2
	52%	*32%*	-	-	*83%*	*12%*	*78%*	*10%*	*67%*	-	-	*70%*	*100%*	*15%*	*59%*	-	*52%*
No	**1**	*	1	-	*	1	*	1	1	-	*	1	-	*	1	-	1
	44%	*68%*	*100%*	-	*17%*	*88%*	*16%*	*90%*	*28%*	-	*72%*	*30%*	-	*85%*	*36%*	-	*44%*
I can't remember	*	-	-	*	-	-	*	-	*	-	*	-	-	-	*	-	*
	4%	-	-	*100%*	-	-	*6%*	-	*5%*	-	*28%*	-	-	-	*5%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**9**	4	5	2	1	4	2	2	-	1	-	-	-	-	-	-	-	1	3
Weighted Base	**3***	2**	1**	***	1**	1**	***	1**	-**	1**	-**	-**	-**	-**	-**	-**	-**	***	1**
Effective Base	**4**	2	3	2	1	2	1	2	-	1	-	-	-	-	-	-	-	1	2
Yes	**2**	1	*	*	1	*	*	-	-	1	-	-	-	-	-	-	-	-	*
	52%	*63%*	*19%*	*38%*	*100%*	*10%*	*20%*	-	-	*100%*	-	-	-	-	-	-	-	-	*12%*
No	**1**	1	1	-	-	1	*	1	-	-	-	-	-	-	-	-	-	-	1
	44%	*37%*	*66%*	-	-	*73%*	*80%*	*100%*	-	-	-	-	-	-	-	-	-	-	*88%*
I can't remember	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	4%	-	*15%*	*62%*	-	*17%*	-	-	-	-	-	-	-	-	-	-	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**9**	4	5	-	-	-	9	-	4	2	2	1	-	6	1
Weighted Base	**3***	1**	2**	-**	-**	-**	3**	-**	1**	1**	2**	***	-**	1**	***
Effective Base	**4**	3	2	-	-	-	4	-	3	2	1	1	-	5	1
Yes	**2**	-	2	-	-	-	2	-	*	-	1	*	-	*	*
	52%	-	*72%*	-	-	-	*52%*	-	*11%*	-	*94%*	*100%*	-	*5%*	*100%*
No	**1**	1	1	-	-	-	1	-	1	1	*	-	-	1	-
	44%	*86%*	*28%*	-	-	-	*44%*	-	*73%*	*100%*	*6%*	-	-	*87%*	-
I can't remember	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
	4%	*14%*	-	-	-	-	*4%*	-	*16%*	-	-	-	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**9**	1	8	-	5	4	-	9	-	-	-	9	-
Weighted Base	**3***	***	3**	-**	2**	1**	-**	3**	-**	-**	-**	3**	-**
Effective Base	**4**	1	3	-	2	3	-	4	-	-	-	4	-
Yes	**2**	-	2	-	1	*	-	2	-	-	-	2	-
	52%	-	*54%*	-	*67%*	*17%*	-	*52%*	-	-	-	*52%*	-
No	**1**	-	1	-	1	1	-	1	-	-	-	1	-
	44%	-	*46%*	-	*28%*	*83%*	-	*44%*	-	-	-	*44%*	-
I can't remember	*	*	-	-	*	-	-	*	-	-	-	*	-
	4%	*100%*	-	-	*5%*	-	-	*4%*	-	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**9**	3	2	1	3	1	1	1	-	-	2	-	1	-	1	2	-
Weighted Base	**3***	***	***	***	2**	***	***	***	-**	-**	***	-**	***	-**	1**	1**	-**
Effective Base	**4**	3	1	1	2	1	1	1	-	-	1	-	1	-	1	1	-
Yes	**2**	*	*	-	1	*	-	-	-	-	*	-	-	-	1	-	-
	52%	*18%*	*19%*	-	*74%*	*100%*	-	-	-	-	*19%*	-	-	-	*100%*	-	-
No	**1**	*	*	*	1	-	-	*	-	-	*	-	*	-	-	1	-
	44%	*53%*	*81%*	*100%*	*26%*	-	-	*100%*	-	-	*81%*	-	*100%*	-	-	*100%*	-
I can't remember	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	4%	*29%*	-	-	-	-	*100%*	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Citipost	855	-	855	530	321	56	59	183	158	194	117	87	115	341	399	204	778	72	876
	17%	-	17%	21%d	12%	8%	10%	17%ef	21%ef	22%ef	18%ef	17%ef	9%	19%l	19%l	18%l	17%	15%	17%
Used Citipost to send	90	-	90	78	12	26	13	38	12	1	-	-	39	50	1	-	72	18	55
	2%	-	2%	3%d	*	4%ijk	2%ijk	4%ijk	2%ijk	*	-	-	3%no	3%no	*	-	2%	4%p	1%
Used Citipost to receive	137	-	137	92	44	15	17	47	25	15	14	4	32	72	33	18	129	8	135
	3%	-	3%	4%d	2%	2%	3%	4%ik	3%k	2%	2%	1%	2%	4%no	2%	2%	3%	2%	3%
Net used	209	-	209	153	56	39	28	74	35	15	14	4	68	109	33	18	186	23	180
	4%	-	4%	6%d	2%	6%ijk	5%ik	7%ijk	5%ik	2%	2%	1%	5%no	6%no	2%	2%	4%	5%	3%
Lost mail	34	-	34	29	5	4	5	20	4	1	-	-	9	25	1	-	32	2	24
	1%	-	1%	1%d	*	1%	1%	2%ijk	1%	*	-	-	1%no	1%no	*	-	1%	1%	*
Damaged mail	28	-	28	26	2	10	5	12	1	-	-	-	15	14	-	-	26	2	16
	1%	-	1%	1%d	*	1%hijk	1%l	1%ij	*	-	-	-	1%no	1%no	-	-	1%	1%	*
Delayed mail	31	-	31	28	3	15	4	12	-	-	-	-	19	12	-	-	20	11	16
	1%	-	1%	1%d	*	2%hijk	1%	1%hij	-	-	-	-	1%no	1%no	-	-	*	2%p	*
Mis-delivered mail	29	-	29	28	1	7	5	16	1	1	-	-	11	17	1	-	21	8	21
	1%	-	1%	1%d	*	1%	1%	2%hijk	*	*	-	-	1%no	1%no	*	-	*	2%p	*
Mail that has been tampered with	33	-	33	20	13	7	*	21	3	1	-	-	8	24	1	-	30	3	21
	1%	-	1%	1%	*	1%l	*	2%fhijk	*	*	-	-	1%n	1%no	*	-	1%	1%	*
Other problems	8	-	8	8	-	-	2	6	-	-	-	-	2	6	-	-	8	-	6
	*	-	*	*d	-	-	*	1%	-	-	-	-	*	*	-	-	*	-	*
No - there have been no problems	108	-	108	71	37	6	15	28	27	15	14	4	21	55	33	18	100	8	118
	2%	-	2%	3%d	1%	1%	2%	3%	4%ek	2%	2%	1%	2%	3%n	2%	2%	2%	2%	2%
Any problem experienced	101	-	101	82	19	33	14	46	8	1	-	-	47	54	1	-	86	15	62
	2%	-	2%	3%d	1%	5%hijk	2%ijk	4%hijk	1%l	*	-	-	4%no	3%no	*	-	2%	3%	1%
Made a complaint about Citipost	85	-	85	69	16	29	8	40	7	1	-	-	37	47	1	-	73	12	48
	2%	-	2%	3%d	1%	4%fhijk	1%ijk	4%fhijk	1%	*	-	-	3%no	3%no	*	-	2%	3%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Citipost	**855**	183	269	196	206	453	402	521	326	114	101	225	198	170	524	114	701
	17%	*19%*	*17%*	*17%*	*15%*	*17%*	*16%*	*17%*	*16%*	*17%*	*16%*	*17%*	*16%*	*19%*	*16%*	*16%*	*17%*
Used Citipost to send	**90**	52	12	22	4	64	26	83	4	8	5	18	7	50	30	8	80
	2%	**5%bcd**	*1%*	**2%d**	*	**2%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*1%*	**5%ijkln**	*1%*	*1%*	*2%*
Used Citipost to receive	**137**	54	39	25	19	93	43	109	25	15	17	32	21	48	71	15	118
	3%	**5%bcd**	*2%*	*2%*	*1%*	**4%f**	*2%*	**4%h**	*1%*	*2%*	*3%*	*2%*	*2%*	**5%ikln**	*2%*	*2%*	*3%*
Net used	**209**	96	48	43	23	144	66	177	29	20	22	45	28	89	95	20	184
	4%	**10%bcd**	*3%*	**4%d**	*2%*	**6%f**	*3%*	**6%h**	*1%*	*3%*	*3%*	*3%*	*2%*	**10%ijkln**	*3%*	*3%*	*4%*
Lost mail	**34**	18	5	9	1	23	11	33	1	1	2	7	6	17	15	1	33
	1%	**2%bd**	*	**1%d**	*	*1%*	*	**1%h**	*	*	*	*1%*	*	**2%ijkln**	*	*	*1%*
Damaged mail	**28**	17	5	7	-	22	7	28	*	-	*	5	1	22	7	-	28
	1%	**2%bd**	*	**1%d**	-	**1%f**	*	**1%h**	*	-	*	*	*	**2%ijkln**	*	-	*1%*
Delayed mail	**31**	17	5	10	-	22	10	29	-	5	4	2	*	19	7	5	26
	1%	**2%bd**	*	**1%d**	-	*1%*	*	**1%h**	-	**1%l**	**1%l**	*	*	**2%kln**	*	*1%*	*1%*
Mis-delivered mail	**29**	24	-	4	2	24	5	27	2	2	2	3	5	17	10	2	27
	1%	**2%bcd**	-	*	*	**1%f**	*	**1%h**	*	*	*	*	*	**2%ijkln**	*	*	*1%*
Mail that has been tampered with	**33**	22	1	8	2	23	10	32	1	4	1	13	3	12	17	4	28
	1%	**2%bcd**	*	**1%b**	*	*1%*	*	**1%h**	*	*1%*	*	*1%*	*	**1%l**	*1%*	*1%*	*1%*
Other problems	**8**	7	1	-	-	8	-	8	-	-	-	-	1	7	1	-	8
	*	**1%bcd**	*	-	-	*f	-	*	-	-	-	-	*	**1%kln**	*	-	*
No - there have been no problems	**108**	29	37	23	19	66	42	82	26	11	17	27	17	29	62	11	91
	2%	**3%d**	*2%*	*2%*	*1%*	*3%*	*2%*	**3%h**	*1%*	*2%*	*3%*	*2%*	*1%*	**3%l**	*2%*	*2%*	*2%*
Any problem experienced	**101**	67	11	20	4	78	24	95	4	9	5	17	11	60	33	9	93
	2%	**7%bcd**	*1%*	**2%d**	*	**3%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*1%*	**6%ijkln**	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about Citipost	**85**	58	8	16	2	67	18	80	3	8	5	13	6	54	24	8	78
	2%	**6%bcd**	*1%*	**1%d**	*	**3%f**	*1%*	**3%h**	*	*1%*	*1%*	*1%*	*	**6%ijkln**	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 335

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Citipost	**855**	725	130	45	729	59	44	22	38	110	78	61	73	94	111	88	77	9	50
	17%	*16%*	*18%*	*19%*	*17%*	*14%*	*18%*	*16%*	*18%*	**19%or**	*18%*	*16%*	*16%*	**20%or**	*16%*	*12%*	*17%*	*15%*	*13%*
Used Citipost to send	**90**	79	11	6	84	4	1	1	8	12	-	5	2	9	32	10	6	-	4
	2%	*2%*	*2%*	*2%*	**2%f**	*1%*	*	*1%*	**4%jlr**	**2%j**	-	*1%*	*	**2%j**	**5%jklopr**	*1%*	*1%*	-	*1%*
Used Citipost to receive	**137**	109	28	13	112	11	10	4	7	12	14	10	9	7	31	11	12	3	8
	3%	*2%*	*4%*	**6%a**	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*1%*	*5%*	*2%*	*3%*	**5%mo**	*2%*
Net used	**209**	176	34	16	180	13	11	4	14	23	14	15	10	13	51	21	18	3	10
	4%	*4%*	*5%*	*7%*	*4%*	*3%*	*5%*	*3%*	**7%lmor**	*4%*	*3%*	*4%*	*2%*	*3%*	**8%jlmor**	*3%*	*4%*	*5%*	*3%*
Lost mail	**34**	31	3	3	29	3	2	-	3	8	3	2	2	3	3	3	1	2	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	**2%p**	*1%*	*1%*	*1%*	*	*1%*	*	*	*	**4%klmnopr**	*
Damaged mail	**28**	27	1	*	27	1	*	1	1	5	-	4	3	-	8	2	3	1	-
	1%	*1%*	*	*	*1%*	*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*	*1%*	**1%jmr**	-
Delayed mail	**31**	29	3	-	31	-	*	-	2	7	-	5	-	-	12	5	1	-	-
	1%	*1%*	*	-	*1%*	-	*	-	**1%r**	*1%*	-	**1%r**	-	-	**2%r**	*1%*	*	-	-
Mis-delivered mail	**29**	26	3	-	25	2	2	1	2	10	-	-	2	2	7	-	2	1	1
	1%	*1%*	*	-	*1%*	*	*1%*	*1%*	**1%o**	**2%jo**	-	-	*	*	*1%*	-	*	**1%jko**	*
Mail that has been tampered with	**33**	30	3	3	27	4	2	-	1	4	3	3	-	1	11	5	-	2	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	-	*	*2%*	*1%*	-	**4%hijklmopr**	*
Other problems	**8**	8	-	-	8	-	-	-	1	2	-	-	2	2	-	-	2	-	-
	*	*	-	-	*	-	-	-	*	*	-	-	*	*	-	-	*1%*	-	-
No - there have been no problems	**108**	83	25	13	89	7	9	4	9	9	9	9	6	10	18	9	11	-	7
	2%	*2%*	**3%a**	**6%a**	*2%*	*2%*	**3%e**	*3%*	**4%lo**	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	-	*2%*
Any problem experienced	**101**	93	8	3	91	7	3	1	5	14	5	7	5	3	33	12	8	3	3
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**5%jlmor**	*2%*	*2%*	**5%jlmr**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 335

QI_2. Competitive landscape - Citipost

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about Citipost	**85**	81	5	-	79	5	1	-	4	14	2	7	5	3	29	9	8	2	2
	2%	*2%*	*1%*	-	**2%g**	*1%*	*1%*	-	*2%*	*2%*	*	*2%*	*1%*	*1%*	**4%jlmor**	*1%*	*2%*	**4%jmr**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Citipost	**855**	385	303	107	31	26	688	57	349	309	126	42	24	658	65
	17%	**21%bcdg**	**16%d**	*14%*	*9%*	*16%*	**18%cdg**	*11%*	**19%j**	*16%*	*14%*	*16%*	**23%j**	*17%*	*18%*
Used Citipost to send	**90**	47	28	8	4	2	75	6	48	24	11	2	5	72	8
	2%	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**3%l**	*1%*	*1%*	*1%*	**5%ijkm**	*2%*	*2%*
Used Citipost to receive	**137**	56	53	17	5	6	109	11	59	39	27	5	7	98	11
	3%	*3%*	*3%*	*2%*	*1%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**7%lm**	*3%*	*3%*
Net used	**209**	96	74	22	9	8	170	17	98	57	35	7	12	156	19
	4%	*5%*	*4%*	*3%*	*2%*	*5%*	*4%*	*3%*	**5%l**	*3%*	*4%*	*3%*	**12%hijkmn**	*4%*	*5%*
Lost mail	**34**	19	7	5	-	2	26	2	20	9	2	-	3	29	3
	1%	*1%*	*	*1%*	-	*1%*	*1%*	*	*1%*	*	*	-	**3%ijkm**	*1%*	*1%*
Damaged mail	**28**	26	3	-	-	-	28	-	21	6	2	-	-	27	-
	1%	**1%bcdg**	*	-	-	-	**1%b**	-	**1%l**	*	*	-	-	*1%*	-
Delayed mail	**31**	14	15	-	3	-	29	3	14	10	5	-	3	24	3
	1%	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	**3%ik**	*1%*	*1%*
Mis-delivered mail	**29**	21	4	1	1	2	25	3	15	8	5	2	-	23	2
	1%	**1%bc**	*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*
Mail that has been tampered with	**33**	14	8	3	6	2	22	7	15	4	6	-	8	19	8
	1%	*1%*	*	*	**2%b**	*1%*	*1%*	*1%*	**1%l**	*	*1%*	-	**8%hijkmn**	*1%*	**2%lm**
Other problems	**8**	6	2	-	-	-	8	-	8	-	-	-	-	8	-
	*	*	*	-	-	-	*	-	*i	-	-	-	-	*	-
No - there have been no problems	**108**	38	48	16	2	4	86	6	47	30	23	5	4	76	9
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*
Any problem experienced	**101**	59	26	6	7	4	84	11	52	28	12	2	8	79	10
	2%	**3%bc**	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	**3%l**	*1%*	*1%*	*1%*	**8%hijkmn**	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about Citipost	**85**	55	21	1	6	3	75	9	46	27	6	2	5	73	7
	2%	**3%bc**	*1%*	*	**2%c**	**2%c**	**2%c**	**2%c**	**2%j**	*1%*	*1%*	*1%*	**5%ijk**	**2%j**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Citipost	**855**	73	762	20	293	527	35	846	5	4	-	855	-
	17%	*18%*	*16%*	*24%*	**19%f**	**16%f**	*11%*	**17%h**	*6%*	*18%*	-	*17%*	-
Used Citipost to send	**90**	21	69	-	43	42	4	86	4	-	-	90	-
	2%	**5%b**	*1%*	-	**3%e**	*1%*	*1%*	*2%*	*4%*	-	-	*2%*	-
Used Citipost to receive	**137**	15	115	7	46	80	10	135	2	-	-	137	-
	3%	*4%*	*2%*	**8%b**	*3%*	*2%*	*3%*	*3%*	*2%*	-	-	*3%*	-
Net used	**209**	35	168	7	84	111	14	204	5	-	-	209	-
	4%	**9%b**	*4%*	*8%*	**5%e**	*3%*	*4%*	*4%*	*6%*	-	-	*4%*	-
Lost mail	**34**	10	24	1	26	8	-	33	1	-	-	34	-
	1%	**2%b**	*1%*	*1%*	**2%e**	*	-	*1%*	*1%*	-	-	*1%*	-
Damaged mail	**28**	14	14	-	24	4	-	27	1	-	-	28	-
	1%	**3%b**	*	-	**2%e**	*	-	*1%*	*1%*	-	-	*1%*	-
Delayed mail	**31**	10	22	-	22	10	-	31	-	-	-	31	-
	1%	**2%b**	*	-	**1%e**	*	-	*1%*	-	-	-	*1%*	-
Mis-delivered mail	**29**	7	20	1	17	11	1	27	2	-	-	29	-
	1%	**2%b**	*	*1%*	**1%e**	*	*	*1%*	*3%*	-	-	*1%*	-
Mail that has been tampered with	**33**	7	25	1	19	11	2	31	2	-	-	33	-
	1%	**2%b**	*1%*	*1%*	**1%e**	*	*1%*	*1%*	*2%*	-	-	*1%*	-
Other problems	**8**	3	5	-	7	1	-	8	-	-	-	8	-
	*	**1%b**	*	-	*e	*	-	*	-	-	-	*	-
No - there have been no problems	**108**	6	97	5	21	76	10	107	1	-	-	108	-
	2%	*1%*	*2%*	**6%ab**	*1%*	*2%*	*3%*	*2%*	*1%*	-	-	*2%*	-
Any problem experienced	**101**	29	71	1	63	35	3	97	4	-	-	101	-
	2%	**7%b**	*2%*	*1%*	**4%ef**	*1%*	*1%*	*2%*	*5%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about Citipost	**85**	29	56	1	62	22	1	83	2	-	-	85	-
	2%	***7%b***	*1%*	*1%*	***4%af***	*1%*	*	*2%*	*3%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Citipost	855	251	211	207	186	91	74	85	66	60	85	77	67	63	67	69	51
	17%	19%d	16%	16%	14%	21%lp	18%	19%p	15%	13%	21%lmp	18%	16%	15%	14%	17%	12%
Used Citipost to send	90	23	29	20	18	2	16	6	7	8	14	5	6	9	3	6	9
	2%	2%	2%	2%	1%	*	4%en	1%	2%	2%	4%en	1%	1%	2%	1%	1%	2%
Used Citipost to receive	137	36	36	32	33	10	11	15	13	7	16	12	17	3	9	14	11
	3%	3%	3%	2%	3%	2%	3%	3%m	3%	2%	4%m	3%	4%m	1%	2%	3%m	3%
Net used	209	56	58	51	44	11	24	21	18	15	25	17	22	12	11	17	16
	4%	4%	4%	4%	3%	3%	6%	5%	4%	3%	6%n	4%	5%	3%	2%	4%	4%
Lost mail	34	12	11	5	6	3	6	3	4	2	6	1	4	-	2	-	5
	1%	1%	1%	*	1%	1%	2%	1%	1%	*	1%	*	1%	-	*	-	1%
Damaged mail	28	7	9	10	2	-	2	5	3	-	6	3	5	2	2	-	*
	1%	1%	1%	1%	*	-	1%	1%	1%	-	1%l	1%	1%	1%	*	-	*
Delayed mail	31	10	9	7	6	1	2	7	2	3	4	-	2	5	-	3	3
	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	-	1%	1%	-	1%	1%
Mis-delivered mail	29	5	15	2	8	1	2	2	2	3	9	-	1	1	2	3	3
	1%	*	1%c	*	1%	*	1%	*	1%	1%	2%eklm	-	*	*	*	1%	1%
Mail that has been tampered with	33	11	7	7	7	1	5	6	5	2	1	6	2	-	*	3	3
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	*	1%	*	-	*	1%	1%
Other problems	8	2	4	-	2	-	-	2	2	-	3	-	-	-	2	-	-
	*	*	*	-	*	-	-	*	*	-	1%	-	-	-	*	-	-
No - there have been no problems	108	33	28	27	20	8	17	8	11	8	9	8	15	4	8	8	4
	2%	3%	2%	2%	2%	2%	4%mp	2%	2%	2%	2%	2%	3%	1%	2%	2%	1%
Any problem experienced	101	23	29	25	24	4	6	13	7	6	15	9	8	8	4	9	12
	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	4%en	2%	2%	2%	1%	2%	3%
Made a complaint about Citipost	85	17	25	24	19	2	3	12	4	6	15	9	7	8	3	8	7
	2%	1%	2%	2%	1%	*	1%	3%e	1%	1%	4%efhn	2%	2%	2%	1%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Collect + (Collect Plus)	1413 *27%*	-	1413 *27%*	573 *23%*	837 **32%c**	133 *19%*	200 **33%ejk**	321 **30%ejk**	284 **38%egijk**	260 **29%ejk**	123 *19%*	91 *17%*	333 **26%o**	606 **34%lno**	474 **23%o**	214 *18%*	1291 *28%*	111 *24%*	1403 *27%*
Used Collect + (Collect Plus) to send	296 *6%*	-	296 *6%*	121 *5%*	175 **7%c**	39 **6%k**	44 **7%jk**	82 **8%jk**	49 **7%k**	51 **6%k**	23 *4%*	8 *1%*	83 **6%no**	131 **7%no**	82 *4%*	31 *3%*	264 *6%*	30 *7%*	330 *6%*
Used Collect + (Collect Plus) to receive	391 *8%*	-	391 *8%*	156 *6%*	235 **9%c**	35 **5%k**	79 **13%egijk**	93 **9%ejk**	97 **13%egijk**	53 **6%k**	24 *4%*	10 *2%*	114 **9%no**	191 **11%no**	87 *4%*	34 *3%*	354 *8%*	35 *8%*	437 *8%*
Net used	594 *12%*	-	594 *12%*	245 *10%*	348 **13%c**	61 **9%k**	102 **17%eijk**	158 **15%eijk**	129 **17%eijk**	88 **10%jk**	38 *6%*	17 *3%*	163 **13%no**	287 **16%no**	143 *7%*	55 *5%*	531 *11%*	58 *13%*	654 *13%*
Lost mail	29 *1%*	- -	29 *1%*	24 **1%d**	5 *	6 *1%*	10 **2%hijk**	12 **1%hij**	- -	1 *	- -	- -	16 **1%no**	12 **1%no**	1 *	- -	19 *	10 **2%p**	20 *
Damaged mail	24 *	- -	24 *	20 **1%d**	4 *	2 *	7 **1%ij**	14 **1%ij**	1 *	* *	- -	- -	8 **1%no**	15 **1%no**	* *	- -	19 *	5 *1%*	18 *
Delayed mail	45 *1%*	- -	45 *1%*	33 **1%d**	12 *	4 *1%*	15 **2%ehijk**	27 **3%ehijk**	- -	* *	- -	- -	19 **1%no**	27 **1%no**	* *	- -	32 *1%*	12 **3%p**	36 *1%*
Mis-delivered mail	22 *	- -	22 *	17 **1%d**	5 *	5 *1%*	8 **1%hij**	9 **1%i**	- -	- -	- -	- -	13 **1%no**	9 *n	- -	- -	16 *	5 *1%*	17 *
Mail that has been tampered with	41 *1%*	- -	41 *1%*	28 *1%*	13 *	12 **2%ijk**	10 **2%ijk**	15 **1%ijk**	4 *1%*	- -	- -	- -	22 **2%no**	19 **1%no**	- -	- -	24 *1%*	17 **4%p**	23 *
Other problems	19 *	- -	19 *	12 *	7 *	2 *	4 *1%*	5 *	2 *	1 *	4 *1%*	- -	7 *1%*	7 *	5 *	4 *	17 *	2 *1%*	13 *
No - there have been no problems	491 *10%*	-	491 *10%*	178 *7%*	313 **12%c**	38 *6%*	76 **13%ejk**	115 **11%ejk**	124 **17%egijk**	86 **10%ejk**	34 *5%*	17 *3%*	114 **9%o**	239 **13%lno**	137 *7%*	52 *4%*	452 *10%*	36 *8%*	574 *11%*
Any problem experienced	103 *2%*	-	103 *2%*	67 **3%d**	36 *1%*	22 **3%hijk**	26 **4%hijk**	43 **4%hijk**	5 *1%*	2 *	4 *1%*	- -	49 **4%no**	49 **3%no**	6 *	4 *	79 *2%*	22 **5%p**	80 *2%*
Made a complaint about Collect + (Collect Plus)	72 *1%*	-	72 *1%*	53 **2%d**	19 *1%*	14 **2%ik**	18 **3%hijk**	31 **3%hijk**	4 *1%*	1 *	4 *1%*	- -	32 **2%no**	35 **2%no**	5 *	4 *	56 *1%*	17 **4%p**	50 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Collect + (Collect Plus)	**1413**	200	451	335	427	650	763	896	492	190	159	357	374	245	890	190	1158
	27%	*20%*	**28%a**	**28%a**	**31%a**	*25%*	**30%e**	**29%h**	*24%*	*28%*	*24%*	*27%*	*30%*	*27%*	*28%*	*28%*	*28%*
Used Collect + (Collect Plus) to send	**296**	76	85	76	59	161	135	205	81	27	25	66	88	71	179	27	252
	6%	**8%d**	*5%*	*6%*	*4%*	*6%*	*5%*	**7%h**	*4%*	*4%*	*4%*	*5%*	**7%ij**	**8%ij**	*6%*	*4%*	*6%*
Used Collect + (Collect Plus) to receive	**391**	66	138	93	94	204	187	289	93	36	44	86	120	89	249	36	346
	8%	*7%*	*9%*	*8%*	*7%*	*8%*	*7%*	**9%h**	*5%*	*5%*	*7%*	*7%*	**10%ik**	**10%l**	*8%*	*5%*	**8%o**
Net used	**594**	119	193	148	134	312	282	433	149	51	60	131	175	143	366	51	517
	12%	*12%*	*12%*	*13%*	*10%*	*12%*	*11%*	**14%h**	*7%*	*8%*	*9%*	*10%*	**14%ijk**	**16%ijkn**	**11%l**	*7%*	**12%o**
Lost mail	**29**	15	2	11	1	17	12	28	1	2	-	10	4	13	14	2	27
	1%	**2%bd**	*	**1%bd**	*	*1%*	*	**1%h**	*	*	-	*1%*	*	**1%jln**	*	*	*1%*
Damaged mail	**24**	8	7	7	2	15	9	23	1	1	*	11	2	8	14	1	22
	*	*1%*	*	*1%*	*	*1%*	*	**1%h**	*	*	*	*1%*	*	*1%*	*	*	*1%*
Delayed mail	**45**	21	13	10	2	34	11	44	1	-	2	18	8	18	28	-	45
	1%	**2%bd**	**1%d**	**1%d**	*	**1%f**	*	**1%h**	*	-	*	**1%i**	*1%*	**2%ijl**	*1%*	-	**1%o**
Mis-delivered mail	**22**	9	5	7	*	15	7	22	-	-	1	7	6	7	15	-	22
	*	**1%d**	*	**1%d**	*	*1%*	*	**1%h**	-	-	*	*1%*	*	*1%*	*	-	*1%*
Mail that has been tampered with	**41**	19	12	9	2	31	10	36	2	5	*	9	12	15	21	5	36
	1%	**2%d**	*1%*	*1%*	*	**1%f**	*	**1%h**	*	*1%*	*	*1%*	*1%*	**2%j**	*1%*	*1%*	*1%*
Other problems	**19**	1	6	11	1	7	12	14	1	*	1	12	2	4	14	*	19
	*	*	*	**1%d**	*	*	*	*	*	*	*	*1%*	*	*	*	*	*
No - there have been no problems	**491**	77	159	128	126	236	254	343	142	43	57	105	148	104	311	43	423
	10%	*8%*	*10%*	*11%*	*9%*	*9%*	*10%*	**11%h**	*7%*	*6%*	*9%*	*8%*	**12%ik**	**11%l**	**10%l**	*6%*	**10%o**
Any problem experienced	**103**	42	34	20	8	76	27	90	7	8	3	26	27	39	56	8	95
	2%	**4%bcd**	**2%d**	**2%d**	*1%*	**3%f**	*1%*	**3%h**	*	*1%*	*	**2%j**	**2%j**	**4%ijkln**	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about Collect + (Collect Plus)	**72**	37	14	15	6	52	21	63	3	5	1	15	17	35	33	5	68
	1%	**4%bcd**	*1%*	*1%*	*	**2%f**	*1%*	**2%h**	*	*1%*	*	*1%*	**1%j**	**4%ijkln**	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 336

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Collect + (Collect Plus)	1413 27%	1214 27%	199 27%	75 32%	1190 27%	118 27%	64 26%	41 29%	63 30%	155 27%	126 30%	109 29%	132 29%	144 30%	166 24%	188 27%	108 24%	18 28%	100 27%
Used Collect + (Collect Plus) to send	296 6%	256 6%	40 5%	15 6%	236 5%	32 7%	15 6%	13 9%d	10 5%	19 3%	27 6%	18 5%	24 5%	40 8%lo	51 7%l	27 4%	21 5%	4 6%	28 8%lo
Used Collect + (Collect Plus) to receive	391 8%	326 7%	66 9%	22 9%	311 7%	42 10%	22 9%	16 11%d	22 10%l	24 4%	26 6%	34 9%l	36 8%	38 8%	49 7%	42 6%	41 9%l	9 14%jno	33 9%l
Net used	594 12%	505 11%	89 12%	30 13%	476 11%	62 14%d	32 13%	23 16%d	28 13%l	39 7%	46 11%	48 13%l	50 11%	65 13%l	87 13%l	59 8%	53 12%l	11 18%lo	51 14%lo
Lost mail	29 1%	29 1%	* *	- -	26 1%	1 *	1 1%	1 1%	1 *	4 1%	- -	- -	7 1%r	- -	12 2%mr	2 *	1 *	1 1%jkmr	* *
Damaged mail	24 *	24 1%	* *	* *	20 *	3 1%	1 *	1 *	1 *	2 *	2 *	1 *	6 1%	- -	2 *	3 *	3 1%	1 1%m	2 1%
Delayed mail	45 1%	45 1%b	* *	* *	38 1%	5 1%	2 1%	1 1%	1 1%	5 1%	6 2%mop	3 1%	9 2%mop	- -	13 2%mop	- -	- -	- -	5 1%mop
Mis-delivered mail	22 *	22 *	* *	- -	19 *	1 *	1 *	1 1%	2 1%mop	2 *	3 1%	5 1%o	3 1%	- -	4 1%	- -	- -	- -	1 *
Mail that has been tampered with	41 1%	36 1%	5 1%	3 1%	37 1%	3 1%	1 *	* *	1 *	2 *	2 *	4 1%	8 2%mp	- -	17 2%mp	3 *	- -	- -	3 1%
Other problems	19 *	13 *	6 1%	4 2%a	18 *	* *	1 *	* *	- -	5 1%	- -	2 1%	3 1%	5 1%	- -	2 *	- -	- -	* *
No - there have been no problems	491 10%	413 9%	77 11%	23 10%	389 9%	55 13%d	27 11%	21 15%d	23 11%l	32 6%	36 9%	38 10%	38 8%	60 12%l	57 8%	55 8%	50 11%l	11 17%jlno	44 12%l
Any problem experienced	103 2%	91 2%	12 2%	7 3%	87 2%	8 2%	6 2%	3 2%	5 2%	7 1%	10 2%	11 3%o	12 3%	5 1%	30 4%lmop	5 1%	3 1%	1 1%	7 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about Collect + (Collect Plus)	**72**	61	11	7	64	4	3	1	4	7	3	4	8	4	26	5	3	1	4
	1%	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	**4%jmopr**	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Collect + (Collect Plus)	**1413**	539	512	211	84	53	1051	138	550	550	210	64	25	1100	89
	27%	*29%*	*26%*	*27%*	*24%*	*33%*	*28%*	*27%*	**30%j**	**28%j**	*23%*	*24%*	*25%*	**29%j**	*24%*
Used Collect + (Collect Plus) to send	**296**	122	107	28	24	8	230	32	134	120	28	11	1	255	12
	6%	**7%c**	*5%*	*4%*	*7%*	*5%*	**6%c**	*6%*	**7%jn**	**6%j**	*3%*	*4%*	*1%*	**7%j**	*3%*
Used Collect + (Collect Plus) to receive	**391**	140	142	66	20	16	281	36	145	167	56	12	7	312	19
	8%	*8%*	*7%*	*8%*	*6%*	*10%*	*7%*	*7%*	*8%*	*9%*	*6%*	*5%*	*7%*	*8%*	*5%*
Net used	**594**	225	215	86	37	21	441	58	234	248	80	19	8	482	28
	12%	*12%*	*11%*	*11%*	*10%*	*13%*	*12%*	*11%*	**13%jn**	**13%jn**	*9%*	*7%*	*8%*	**13%jn**	*7%*
Lost mail	**29**	17	9	3	-	-	27	-	12	15	2	-	-	27	-
	1%	*1%*	*	*	-	-	*1%*	-	*1%*	*1%*	*	-	-	*1%*	-
Damaged mail	**24**	16	7	1	-	-	23	-	15	8	1	-	-	23	-
	*	*1%*	*	*	-	-	*1%*	-	*1%*	*	*	-	-	*1%*	-
Delayed mail	**45**	28	12	5	*	-	40	*	19	21	4	*	*	41	1
	1%	**2%bg**	*1%*	*1%*	*	-	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*
Mis-delivered mail	**22**	13	6	2	-	1	19	1	8	10	2	2	-	18	2
	*	*1%*	*	*	-	*	*1%*	*	*	*1%*	*	*1%*	-	*	*1%*
Mail that has been tampered with	**41**	22	14	2	-	3	36	3	21	16	4	*	-	37	*
	1%	*1%*	*1%*	*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*	*	-	*1%*	*
Other problems	**19**	14	2	3	-	-	15	-	9	8	2	-	-	17	-
	*	**1%b**	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**491**	167	185	75	37	17	353	55	184	206	72	17	8	390	25
	10%	*9%*	*9%*	*10%*	*10%*	*11%*	*9%*	*11%*	*10%*	*11%*	*8%*	*6%*	*8%*	*10%*	*7%*
Any problem experienced	**103**	58	30	11	*	4	88	4	50	42	8	3	*	92	3
	2%	**3%bdg**	*2%*	*1%*	*	**2%d**	**2%d**	*1%*	**3%j**	*2%*	*1%*	*1%*	*	**2%j**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about Collect + (Collect Plus)	**72**	46	20	5	*	1	66	1	39	29	4	-	*	69	*
	1%	***2%bcdg***	*1%*	*1%*	*	*1%*	*2%*	*	***2%jn***	*1%*	*	-	*	***2%j***	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Collect + (Collect Plus)	**1413** *27%*	104 *26%*	1277 *27%*	31 *37%*	466 **30%f**	892 **27%f**	55 *17%*	1388 *28%*	14 *15%*	3 *14%*	* *1%*	1405 *27%*	8 *34%*
Used Collect + (Collect Plus) to send	**296** *6%*	30 *7%*	262 *6%*	3 *4%*	88 *6%*	201 **6%f**	8 *2%*	292 *6%*	3 *3%*	1 *3%*	- -	296 *6%*	- -
Used Collect + (Collect Plus) to receive	**391** *8%*	23 *6%*	363 *8%*	6 *7%*	114 *7%*	252 *8%*	25 *8%*	382 *8%*	10 *11%*	- -	* *1%*	391 *8%*	- -
Net used	**594** *12%*	47 *12%*	538 *12%*	9 *11%*	181 *12%*	383 *12%*	29 *9%*	580 *12%*	13 *14%*	1 *3%*	* *1%*	593 *12%*	- -
Lost mail	**29** *1%*	8 **2%b**	21 *	- -	21 **1%e**	7 *	2 *	29 *1%*	- -	- -	- -	29 *1%*	- -
Damaged mail	**24** *	7 **2%b**	17 *	* *	20 **1%e**	2 *	2 *1%*	18 *	5 **5%gk**	1 *3%*	- -	24 *	- -
Delayed mail	**45** *1%*	12 **3%b**	31 *1%*	2 *3%*	28 **2%e**	11 *	7 **2%e**	41 *1%*	4 **5%gk**	- -	- -	45 *1%*	- -
Mis-delivered mail	**22** *	5 *1%*	17 *	1 *1%*	14 **1%e**	7 *	1 *	22 *	- -	- -	- -	22 *	- -
Mail that has been tampered with	**41** *1%*	10 **3%b**	31 *1%*	- -	29 **2%e**	12 *	* *	36 *1%*	5 **6%gk**	- -	- -	41 *1%*	- -
Other problems	**19** *	3 *1%*	16 *	1 *1%*	14 **1%e**	4 *	2 *	19 *	- -	- -	- -	19 *	- -
No - there have been no problems	**491** *10%*	19 *5%*	466 **10%a**	6 *7%*	117 *8%*	354 **11%df**	20 *6%*	487 *10%*	4 *4%*	- -	* *1%*	490 *10%*	- -
Any problem experienced	**103** *2%*	28 **7%b**	71 *2%*	3 *4%*	64 **4%e**	30 *1%*	9 **3%e**	93 *2%*	9 **10%gk**	1 *3%*	- -	103 *2%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about Collect + (Collect Plus)	**72**	20	52	-	51	18	3	67	5	1	-	72	-
	1%	**5%b**	*1%*	-	**3%e**	*1%*	*1%*	*1%*	**5%gk**	*3%*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Collect + (Collect Plus)	1413	380	352	365	316	116	123	140	127	111	115	127	126	111	121	93	102
	27%	29%d	27%	28%	24%	27%	30%	32%o	30%	24%	29%	29%	29%	26%	26%	23%	25%
Used Collect + (Collect Plus) to send	296	81	75	73	66	22	28	31	29	26	20	16	30	27	22	12	33
	6%	6%	6%	6%	5%	5%	7%	7%o	7%o	6%	5%	4%	7%o	6%	5%	3%	8%o
Used Collect + (Collect Plus) to receive	391	88	109	106	89	33	26	28	30	41	38	28	29	48	28	33	28
	8%	7%	8%	8%	7%	8%	6%	6%	7%	9%	10%	7%	7%	11%n	6%	8%	7%
Net used	594	145	160	156	134	48	47	50	54	57	49	41	53	62	43	41	50
	12%	11%	12%	12%	10%	11%	11%	11%	12%	12%	12%	9%	12%	14%	9%	10%	12%
Lost mail	29	14	6	5	5	4	5	5	4	-	2	4	*	1	3	-	2
	1%	1%	*	*	*	1%	1%	1%	1%	-	*	1%	*	*	1%	-	*
Damaged mail	24	6	7	7	3	-	4	2	5	-	2	3	3	2	1	-	2
	*	*	1%	1%	*	-	1%	*	1%	-	1%	1%	1%	*	*	-	*
Delayed mail	45	11	15	7	12	2	5	4	11	1	4	3	1	3	7	4	1
	1%	1%	1%	1%	1%	*	1%	1%	2%ilp	*	1%	1%	*	1%	2%	1%	*
Mis-delivered mail	22	5	5	8	4	1	2	2	3	-	2	5	3	-	-	2	2
	*	*	*	1%	*	*	1%	*	1%	-	*	1%	1%	-	-	*	1%
Mail that has been tampered with	41	12	12	7	9	3	7	2	5	2	5	3	2	2	3	-	7
	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	*	1%	-	2%
Other problems	19	4	6	9	*	1	2	-	2	2	2	3	2	4	-	*	-
	*	*	*	1%d	*	*	1%	-	*	*	1%	1%	1%	1%	-	*	-
No - there have been no problems	491	118	127	135	110	40	38	40	37	55	34	35	47	53	35	37	39
	10%	9%	10%	10%	9%	9%	9%	9%	9%	12%	9%	8%	11%	13%	7%	9%	9%
Any problem experienced	103	26	33	20	23	8	9	10	16	2	14	6	7	8	8	4	11
	2%	2%	3%	2%	2%	2%	2%	2%	4%lo	1%	4%l	1%	2%	2%	2%	1%	3%
Made a complaint about Collect + (Collect Plus)	72	19	23	14	16	5	7	7	12	2	10	4	3	7	6	-	10
	1%	1%	2%	1%	1%	1%	2%o	2%	3%lo	*	2%o	1%	1%	2%	1%	-	2%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of DHL	**4072**	-	4072	1913	2146	357	396	770	642	829	586	493	752	1412	1908	1079	3753	289	4183
	79%	-	*79%*	*76%*	**82%c**	*52%*	**65%e**	**73%ef**	**86%efg**	**92%efgh**	**92%efgh**	**94%efgh**	*58%*	**78%l**	**93%lm**	**93%lm**	**81%q**	*62%*	*81%*
Used DHL to send	**403**	-	403	267	136	76	51	143	75	34	12	12	127	218	58	24	327	74	333
	8%	-	*8%*	**11%d**	*5%*	**11%ijk**	**8%ijk**	**14%fijk**	**10%ijk**	*4%*	*2%*	*2%*	**10%no**	**12%no**	*3%*	*2%*	*7%*	**16%p**	*6%*
Used DHL to receive	**2071**	-	2071	927	1140	200	226	375	349	453	253	215	426	724	921	468	1906	153	2302
	40%	-	*40%*	*37%*	**43%c**	*29%*	**37%e**	**35%e**	**47%efg**	**51%efgjk**	**40%e**	**41%e**	*33%*	**40%l**	**45%lm**	**40%l**	**41%q**	*33%*	*45%*
Net used	**2307**	-	2307	1092	1211	247	257	470	389	465	259	220	504	858	945	479	2096	198	2470
	45%	-	*45%*	*43%*	*46%*	*36%*	*42%*	**44%e**	**52%efgjk**	**52%efgjk**	*41%*	*42%*	*39%*	**48%lo**	**46%l**	*41%*	*45%*	*43%*	*48%*
Lost mail	**59**	-	59	46	13	14	7	25	6	5	1	1	21	31	8	2	41	18	47
	1%	-	*1%*	**2%d**	*1%*	**2%j**	*1%*	**2%ijk**	*1%*	*1%*	*	*	**2%no**	**2%no**	*	*	*1%*	**4%p**	*1%*
Damaged mail	**97**	-	97	65	32	20	21	34	14	6	1	2	41	48	9	3	86	11	76
	2%	-	*2%*	**3%d**	*1%*	**3%ijk**	**3%ijk**	**3%ijk**	**2%j**	*1%*	*	*	**3%no**	**3%no**	*	*	*2%*	*2%*	*1%*
Delayed mail	**110**	-	110	72	38	18	13	47	13	13	2	5	31	59	20	7	92	18	99
	2%	-	*2%*	**3%d**	*1%*	**3%j**	**2%j**	**4%hijk**	*2%*	*1%*	*	*1%*	**2%no**	**3%no**	*1%*	*1%*	*2%*	*4%*	*2%*
Mis-delivered mail	**79**	-	79	56	23	11	8	44	8	5	2	1	19	52	8	3	67	13	72
	2%	-	*2%*	**2%d**	*1%*	*2%*	*1%*	**4%efhijk**	*1%*	*1%*	*	*	**1%no**	**3%no**	*	*	*1%*	*3%*	*1%*
Mail that has been tampered with	**67**	-	67	49	19	16	4	38	6	3	*	-	20	44	3	*	47	20	40
	1%	-	*1%*	**2%d**	*1%*	**2%ijk**	*1%*	**4%fhijk**	*1%*	*	*	-	**2%no**	**2%no**	*	*	*1%*	**4%p**	*1%*
Other problems	**42**	-	42	31	11	15	1	12	3	10	*	-	16	15	10	*	40	1	27
	1%	-	*1%*	**1%d**	*	**2%fhijk**	*	*1%*	*	*1%*	*	-	**1%o**	**1%o**	*	*	*1%*	*	*1%*
No - there have been no problems	**2008**	-	2008	887	1117	181	216	357	351	439	252	211	397	708	903	463	1846	150	2217
	39%	-	*39%*	*35%*	**43%c**	*26%*	**35%e**	**34%e**	**47%efgj**	**49%efgjk**	**40%e**	**40%e**	*31%*	**39%l**	**44%lm**	**40%l**	**40%q**	*32%*	*43%*
Any problem experienced	**299**	-	299	205	94	65	41	112	38	26	7	10	107	150	42	16	249	49	253
	6%	-	*6%*	**8%d**	*4%*	**10%hijk**	**7%ijk**	**11%hijk**	**5%jk**	*3%*	*1%*	*2%*	**8%no**	**8%no**	*2%*	*1%*	*5%*	**11%p**	*5%*
Made a complaint about DHL	**196**	-	196	150	46	41	22	91	25	8	4	6	62	116	18	10	168	28	143
	4%	-	*4%*	**6%d**	*2%*	**6%ijk**	**4%ij**	**9%fhijk**	**3%ij**	*1%*	*1%*	*1%*	**5%no**	**6%no**	*1%*	*1%*	*4%*	*6%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of DHL	**4072**	692	1332	950	1098	2024	2048	2277	1742	549	514	1055	1013	660	2582	555	3295
	79%	*70%*	**83%ad**	**80%a**	**79%a**	*78%*	*80%*	*74%*	**87%g**	**80%m**	**79%m**	**81%m**	**81%m**	*72%*	**81%m**	*80%*	*79%*
Used DHL to send	**403**	129	130	80	64	260	143	338	60	56	27	89	78	139	194	56	336
	8%	**13%bcd**	**8%d**	*7%*	*5%*	**10%f**	*6%*	**11%h**	*3%*	**8%j**	*4%*	*7%*	*6%*	**15%ijkln**	*6%*	*8%*	*8%*
Used DHL to receive	**2071**	395	710	476	491	1104	967	1204	838	242	225	535	544	384	1304	242	1720
	40%	*40%*	**44%d**	*40%*	*35%*	**43%f**	*38%*	*39%*	*42%*	*35%*	*35%*	**41%j**	**43%ij**	**42%j**	**41%j**	*35%*	**41%o**
Net used	**2307**	477	781	533	516	1257	1049	1406	869	272	246	587	579	471	1412	272	1917
	45%	**48%d**	**49%d**	**45%d**	*37%*	**49%f**	*41%*	*46%*	*43%*	*40%*	*38%*	**45%j**	**46%ij**	**51%ijkn**	**44%j**	*39%*	**46%o**
Lost mail	**59**	21	21	16	2	42	17	50	9	5	9	16	7	18	32	5	51
	1%	**2%d**	**1%d**	**1%d**	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*1%*
Damaged mail	**97**	40	28	20	10	67	30	83	13	6	7	19	12	50	38	6	89
	2%	**4%bcd**	*2%*	*2%*	*1%*	**3%f**	*1%*	**3%h**	*1%*	*1%*	*1%*	*1%*	*1%*	**5%ijkln**	*1%*	*1%*	*2%*
Delayed mail	**110**	30	41	30	9	71	39	92	19	12	5	28	20	39	54	12	94
	2%	**3%d**	**3%d**	**3%d**	*1%*	**3%f**	*2%*	**3%h**	*1%*	*2%*	*1%*	*2%*	*2%*	**4%ijkln**	*2%*	*2%*	*2%*
Mis-delivered mail	**79**	41	17	14	7	58	21	70	9	5	4	14	13	40	31	5	71
	2%	**4%bcd**	*1%*	*1%*	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*1%*	**4%ijkln**	*1%*	*1%*	*2%*
Mail that has been tampered with	**67**	43	13	6	5	56	12	61	4	9	7	8	5	35	21	9	56
	1%	**4%bcd**	*1%*	*1%*	*	**2%f**	*	**2%h**	*	*1%*	*1%*	*1%*	*	**4%ijkln**	*1%*	*1%*	*1%*
Other problems	**42**	15	7	8	12	22	20	35	7	6	1	11	6	12	18	6	31
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**2008**	359	692	469	488	1051	957	1155	825	238	224	523	526	353	1273	238	1658
	39%	*36%*	**43%ad**	*40%*	*35%*	*41%*	*37%*	*38%*	*41%*	*35%*	*34%*	*40%*	**42%ij**	*38%*	*40%*	*35%*	*40%*
Any problem experienced	**299**	117	89	65	28	207	92	251	43	34	21	64	54	119	139	34	259
	6%	**12%bcd**	**6%d**	**5%d**	*2%*	**8%f**	*4%*	**8%h**	*2%*	*5%*	*3%*	*5%*	*4%*	**13%ijkln**	*4%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about DHL	**196**	91	50	43	12	142	54	174	20	14	14	35	36	93	85	14	179
	4%	**9%bcd**	**3%d**	**4%d**	*1%*	**5%f**	*2%*	**6%h**	*1%*	*2%*	*2%*	*3%*	*3%*	**10%ijkln**	*3%*	*2%*	**4%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 337

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of DHL	4072	3443	628	196	3401	361	197	113	166	446	347	285	382	415	437	555	368	52	309
	79%	78%	87%a	83%	78%	83%d	80%	79%	79%n	79%n	82%n	76%n	84%kn	86%hikno	64%	78%n	83%n	82%n	83%kn
Used DHL to send	403	355	49	23	354	26	15	9	17	46	20	33	27	35	90	64	22	5	20
	8%	8%	7%	10%	8%	6%	6%	6%	8%	8%	5%	9%	6%	7%	13%jlmpr	9%	5%	8%	6%
Used DHL to receive	2071	1715	357	120	1672	218	116	65	84	215	187	127	198	219	189	257	196	23	194
	40%	39%	49%a	51%a	39%	50%d	47%d	46%d	40%n	38%n	44%kn	34%	43%kn	46%kno	28%	36%n	44%kn	37%	53%hijklnopq
Net used	2307	1936	370	125	1888	229	121	69	95	242	194	144	216	240	258	291	208	27	202
	45%	44%	51%a	53%a	44%	53%d	49%d	48%	45%	43%	46%	38%	48%kn	50%kno	38%	41%	47%n	42%	55%hijklnoq
Lost mail	59	53	6	4	52	2	5	1	3	5	6	5	10	4	10	6	3	1	*
	1%	1%	1%	2%	1%	*	2%e	*	1%r	1%	1%	1%	2%r	1%	1%	1%	1%	2%r	*
Damaged mail	97	94	3	3	87	5	5	1	3	11	5	3	10	8	26	13	8	2	2
	2%	2%b	*	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	2%	4%kr	2%	2%	4%kr	1%
Delayed mail	110	102	9	4	93	8	6	3	5	14	4	7	6	7	22	20	7	2	6
	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	1%	2%	1%	1%	3%	3%	2%	3%	2%
Mis-delivered mail	79	73	6	1	70	5	2	2	5	8	9	5	6	3	23	9	2	2	3
	2%	2%	1%	*	2%	1%	1%	1%	2%p	1%	2%	1%	1%	1%	3%mpr	1%	*	3%p	1%
Mail that has been tampered with	67	62	5	*	64	1	1	1	1	7	5	-	3	-	26	19	2	1	1
	1%	1%	1%	*	1%e	*	1%	*	1%	1%	1%	-	1%	-	4%hklmpr	3%kmr	1%	1%km	*
Other problems	42	36	6	*	39	2	*	1	2	2	6	3	5	1	5	13	4	2	1
	1%	1%	1%	*	1%	1%	*	*	1%	*	1%	1%	1%	*	1%	2%	1%	3%lmr	*
No - there have been no problems	2008	1667	340	117	1626	212	107	62	81	220	172	124	185	223	192	237	190	22	190
	39%	38%	47%a	49%a	37%	49%d	43%d	44%d	39%n	39%n	40%n	33%	41%n	47%kno	28%	34%	43%kno	36%	51%hijklnopq
Any problem experienced	299	269	30	8	261	17	14	7	13	22	22	20	31	16	66	54	17	4	12
	6%	6%	4%	3%	6%	4%	6%	5%	6%	4%	5%	5%	7%r	3%	10%lmpr	8%mr	4%	7%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about DHL	**196**	179	17	6	179	7	8	2	6	13	6	14	26	14	55	35	10	3	3
	4%	*4%*	*2%*	*2%*	**4%eg**	*2%*	*3%*	*2%*	**3%r**	*2%*	*1%*	**4%r**	**6%ljpr**	*3%*	**8%hijmpr**	**5%jr**	*2%*	**5%jr**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of DHL	**4072**	1526	1573	551	264	123	3099	387	1524	1548	657	201	85	3072	286
	79%	**83%cdg**	**80%cdg**	*70%*	*74%*	*75%*	**82%cdg**	*75%*	**83%ijk**	**79%j**	*72%*	*76%*	*83%*	**81%j**	*78%*
Used DHL to send	**403**	158	158	45	25	13	317	38	191	142	50	10	8	333	18
	8%	*9%*	*8%*	*6%*	*7%*	*8%*	*8%*	*7%*	**10%ijkn**	*7%*	*6%*	*4%*	*8%*	**9%jk**	*5%*
Used DHL to receive	**2071**	780	818	276	121	61	1599	182	829	807	302	87	34	1636	121
	40%	**42%cdg**	**42%cdg**	*35%*	*34%*	*38%*	**42%cdg**	*35%*	**45%jkn**	**41%jkn**	*33%*	*33%*	*34%*	**43%jkn**	*33%*
Net used	**2307**	869	908	306	141	67	1778	208	923	902	335	92	42	1825	134
	45%	**47%cg**	**46%c**	*39%*	*40%*	*41%*	**47%cg**	*40%*	**50%jkn**	**46%jkn**	*37%*	*35%*	*41%*	**48%jkn**	*36%*
Lost mail	**59**	31	15	7	4	2	46	6	19	23	9	4	3	42	6
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
Damaged mail	**97**	55	31	5	4	2	86	6	39	45	11	2	*	84	2
	2%	**3%bc**	*2%*	*1%*	*1%*	*1%*	**2%c**	*1%*	*2%*	*2%*	*1%*	*1%*	*	*2%*	*1%*
Delayed mail	**110**	49	35	11	12	3	83	16	44	43	17	2	6	86	8
	2%	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	**6%jk**	*2%*	*2%*
Mis-delivered mail	**79**	46	21	8	4	1	67	5	38	32	5	4	-	70	4
	2%	**2%b**	*1%*	*1%*	*1%*	*	*2%*	*1%*	**2%j**	*2%*	*1%*	*2%*	-	**2%j**	*1%*
Mail that has been tampered with	**67**	45	17	4	1	1	62	1	24	34	6	2	1	58	4
	1%	**2%bcdg**	*1%*	*1%*	*	*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	**42**	16	18	5	*	2	34	3	19	18	1	4	-	36	4
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%j**	-	*1%*	*1%*
No - there have been no problems	**2008**	730	807	277	120	59	1538	179	796	785	298	82	34	1582	116
	39%	*40%*	**41%cdg**	*35%*	*34%*	*36%*	*40%*	*35%*	**43%jkn**	**40%jkn**	*33%*	*31%*	*33%*	**42%jkn**	*32%*
Any problem experienced	**299**	139	101	29	21	8	240	29	126	117	37	10	7	243	17
	6%	**8%bc**	*5%*	*4%*	*6%*	*5%*	**6%c**	*6%*	**7%j**	*6%*	*4%*	*4%*	*7%*	*6%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about DHL	**196**	110	55	15	9	7	166	15	85	79	19	4	7	165	11
	4%	**6%bcdg**	*3%*	*2%*	*2%*	*4%*	**4%bc**	*3%*	**5%j**	*4%*	*2%*	*1%*	**6%jk**	**4%j**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of DHL	**4072**	260	3749	63	1206	2679	187	4005	37	16	6	4058	7
	79%	*65%*	**80%a**	*74%*	**78%f**	**82%df**	*57%*	**80%h**	*41%*	*77%*	*57%*	**79%h**	*32%*
Used DHL to send	**403**	46	350	7	133	245	26	388	12	1	2	401	-
	8%	**11%b**	*7%*	*8%*	*9%*	*7%*	*8%*	*8%*	*13%*	*5%*	*21%*	*8%*	-
Used DHL to receive	**2071**	147	1891	33	597	1369	105	2041	19	7	2	2067	2
	40%	*37%*	*40%*	*39%*	*38%*	**42%f**	*32%*	**41%h**	*22%*	*34%*	*22%*	**40%h**	*8%*
Net used	**2307**	184	2088	34	699	1486	121	2263	31	8	2	2303	2
	45%	*46%*	*45%*	*41%*	**45%f**	**45%f**	*37%*	*45%*	*35%*	*38%*	*22%*	*45%*	*8%*
Lost mail	**59**	13	46	-	30	20	9	47	12	-	-	59	-
	1%	**3%b**	*1%*	-	**2%e**	*1%*	**3%e**	*1%*	**13%gk**	-	-	*1%*	-
Damaged mail	**97**	13	80	4	60	28	10	83	13	2	-	97	-
	2%	*3%*	*2%*	*5%*	**4%e**	*1%*	**3%e**	*2%*	**14%gk**	*10%*	-	*2%*	-
Delayed mail	**110**	12	96	2	50	47	13	107	2	2	-	110	-
	2%	*3%*	*2%*	*3%*	**3%e**	*1%*	**4%e**	*2%*	*2%*	*8%*	-	*2%*	-
Mis-delivered mail	**79**	20	57	2	47	28	4	71	7	1	-	79	-
	2%	**5%b**	*1%*	*3%*	**3%e**	*1%*	*1%*	*1%*	**8%gk**	*6%*	-	*2%*	-
Mail that has been tampered with	**67**	21	45	2	45	18	4	58	8	1	-	67	-
	1%	**5%b**	*1%*	*2%*	**3%e**	*1%*	*1%*	*1%*	**9%gk**	*6%*	-	*1%*	-
Other problems	**42**	8	34	*	24	16	2	31	10	1	-	42	-
	1%	**2%b**	*1%*	*	**2%e**	*	*1%*	*1%*	**11%gk**	*5%*	-	*1%*	-
No - there have been no problems	**2008**	137	1842	29	548	1362	98	1991	7	5	2	2004	2
	39%	*34%*	*39%*	*34%*	*35%*	**42%df**	*30%*	**40%h**	*8%*	*26%*	*22%*	**39%h**	*8%*
Any problem experienced	**299**	47	246	6	152	124	23	272	24	3	-	299	-
	6%	**12%b**	*5%*	*7%*	**10%e**	*4%*	**7%e**	*5%*	**27%gk**	*13%*	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about DHL	**196**	43	150	2	110	68	18	177	19	-	-	196	-
	4%	***11%b***	*3%*	*3%*	***7%e***	*2%*	***6%e***	*4%*	***22%gik***	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of DHL	4072	1035	1019	1027	991	362	330	343	340	353	325	347	351	329	365	316	310
	79%	80%	79%	80%	77%	84%p	80%	77%	79%	77%	82%	80%	81%	77%	79%	77%	74%
Used DHL to send	403	92	111	110	90	27	38	27	36	27	48	36	36	38	39	28	24
	8%	7%	9%	9%	7%	6%	9%	6%	8%	6%	12%eglop	8%	8%	9%	8%	7%	6%
Used DHL to receive	2071	566	517	539	450	218	169	179	166	202	149	174	181	184	158	152	140
	40%	44%d	40%d	42%d	35%	50%fghjknop	41%	40%	39%	44%np	37%	40%	42%	43%np	34%	37%	34%
Net used	2307	614	588	597	508	228	194	192	196	213	178	199	193	205	184	170	153
	45%	48%d	46%d	46%d	39%	53%nop	47%p	43%	46%p	46%p	45%	46%p	45%	48%p	40%	41%	37%
Lost mail	59	17	22	9	12	2	11	4	9	1	12	1	-	8	7	3	2
	1%	1%	2%	1%	1%	*	3%jklp	1%	2%l	*	3%eiklp	*	-	2%l	1%	1%	*
Damaged mail	97	20	31	24	22	5	9	6	10	8	12	10	10	5	8	11	3
	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	3%p	2%	2%	1%	2%	3%	1%
Delayed mail	110	27	33	25	25	10	8	10	7	12	15	7	12	7	11	8	6
	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%	4%	2%	3%	2%	2%	2%	1%
Mis-delivered mail	79	16	20	18	25	8	3	5	7	3	9	11	3	5	15	4	6
	2%	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	1%	3%fil	1%	2%
Mail that has been tampered with	67	12	17	14	24	-	6	7	7	4	7	4	1	9	15	1	8
	1%	1%	1%	1%	2%	-	1%	2%	2%	1%	2%e	1%	*	2%e	3%eilo	*	2%e
Other problems	42	14	12	8	8	6	-	9	5	3	4	2	3	3	3	1	3
	1%	1%	1%	1%	1%	1%	-	2%f	1%	1%	1%	1%	1%	1%	1%	*	1%
No - there have been no problems	2008	547	496	533	431	206	174	167	166	189	141	174	173	186	155	148	129
	39%	42%d	38%d	41%d	33%	48%gjnop	42%p	38%	39%	41%p	35%	40%p	40%p	44%np	33%	36%	31%
Any problem experienced	299	67	91	64	76	22	20	26	30	24	37	25	20	19	30	22	24
	6%	5%	7%	5%	6%	5%	5%	6%	7%	5%	9%lm	6%	5%	5%	6%	5%	6%
Made a complaint about DHL	196	41	69	42	44	12	11	18	20	19	31	22	9	11	22	12	11
	4%	3%	5%ac	3%	3%	3%	3%	4%	5%	4%	8%eflmop	5%	2%	3%	5%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of FedEx	3910	-	3910	1845	2049	397	383	729	605	782	559	455	780	1334	1796	1014	3600	278	4027
	76%	-	76%	73%	78%c	58%	63%	69%e	81%efg	87%efgh	88%efgh	86%efg	60%	74%l	87%lm	87%lm	77%q	60%	78%
Used FedEx to send	280	-	280	202	78	49	45	117	37	18	12	2	94	155	32	14	235	45	214
	5%	-	5%	8%d	3%	7%ijk	7%ijk	11%hijk	5%ijk	2%	2%	*	7%no	9%no	2%	1%	5%	10%p	4%
Used FedEx to receive	1180	-	1180	573	603	147	157	234	197	249	109	87	304	431	445	196	1079	88	1319
	23%	-	23%	23%	23%	21%	26%jk	22%	26%jk	28%egjk	17%	16%	23%o	24%o	22%o	17%	23%	19%	26%
Net used	1369	-	1369	709	656	187	192	317	214	254	117	89	379	531	460	206	1236	121	1454
	27%	-	27%	28%	25%	27%jk	32%jk	30%jk	29%jk	28%jk	18%	17%	29%no	29%no	22%o	18%	27%	26%	28%
Lost mail	48	-	48	30	17	10	9	24	2	1	*	-	20	26	1	*	36	12	35
	1%	-	1%	1%	1%	2%ijk	2%ijk	2%hijk	*	*	*	-	2%no	1%no	*	*	1%	3%p	1%
Damaged mail	65	-	65	45	20	14	19	25	3	5	-	-	32	28	5	-	54	11	48
	1%	-	1%	2%d	1%	2%ijk	3%hijk	2%hijk	*	1%	-	-	2%no	2%no	*	-	1%	2%	1%
Delayed mail	83	-	83	59	21	25	15	28	13	1	*	-	40	41	2	*	67	15	61
	2%	-	2%	2%d	1%	4%ijk	2%ijk	3%ijk	2%ijk	*	*	-	3%no	2%no	*	*	1%	3%p	1%
Mis-delivered mail	68	-	68	55	13	22	13	26	3	3	-	-	35	30	3	-	61	7	43
	1%	-	1%	2%d	*	3%hijk	2%hijk	2%hijk	*	*	-	-	3%no	2%no	*	-	1%	2%	1%
Mail that has been tampered with	40	-	40	26	14	10	5	20	1	2	2	-	15	21	4	2	27	13	32
	1%	-	1%	1%	1%	1%h	1%	2%hijk	*	*	*	-	1%no	1%no	*	*	1%	3%p	1%
Other problems	31	-	31	18	14	5	8	9	1	7	1	-	13	10	8	1	22	10	32
	1%	-	1%	1%	1%	1%	1%	1%	*	1%	*	-	1%o	1%	*	*	*	2%p	1%
No - there have been no problems	1158	-	1158	569	588	131	150	239	192	242	115	89	281	432	446	203	1064	83	1288
	22%	-	22%	23%	22%	19%	25%jk	23%	26%ejk	27%ejk	18%	17%	22%	24%o	22%o	18%	23%	18%	25%
Any problem experienced	211	-	211	140	69	56	42	77	21	11	2	-	98	99	14	2	172	38	166
	4%	-	4%	6%d	3%	8%hijk	7%hijk	7%hijk	3%jk	1%	*	-	8%no	5%no	1%	*	4%	8%p	3%
Made a complaint about FedEx	137	-	137	92	44	36	25	59	15	2	1	-	61	74	3	1	112	25	95
	3%	-	3%	4%d	2%	5%hijk	4%ijk	6%hijk	2%ijk	*	*	-	5%no	4%no	*	*	2%	5%p	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of FedEx	**3910**	673	1252	922	1063	1925	1985	2170	1695	525	480	992	1023	608	2495	530	3160
	76%	*68%*	**78%a**	**78%a**	**77%a**	*74%*	*77%*	*71%*	**84%g**	**77%m**	**74%m**	**76%m**	**81%jkm**	*66%*	**78%m**	*77%*	*75%*
Used FedEx to send	**280**	127	68	64	21	195	86	246	35	17	13	66	70	105	149	17	256
	5%	**13%bcd**	**4%d**	**5%d**	*2%*	**8%f**	*3%*	**8%h**	*2%*	*2%*	*2%*	**5%j**	**6%ij**	**11%ijkln**	**5%j**	*2%*	**6%o**
Used FedEx to receive	**1180**	251	354	305	270	605	575	732	431	137	108	305	336	228	750	137	992
	23%	**25%d**	*22%*	**26%d**	*19%*	*23%*	*22%*	*24%*	*21%*	*20%*	*17%*	**24%j**	**27%ij**	**25%j**	**23%j**	*20%*	*24%*
Net used	**1369**	343	403	345	279	746	624	896	456	146	121	346	375	307	841	146	1166
	27%	**35%bcd**	**25%d**	**29%d**	*20%*	**29%f**	*24%*	**29%h**	*23%*	*21%*	*19%*	**27%j**	**30%ij**	**33%ijkn**	**26%ij**	*21%*	**28%o**
Lost mail	**48**	27	2	11	8	29	19	43	5	4	8	10	5	21	23	4	43
	1%	**3%bcd**	*	**1%b**	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*1%*	*	**2%kln**	*1%*	*1%*	*1%*
Damaged mail	**65**	27	15	17	5	43	22	64	1	3	5	19	14	23	38	3	62
	1%	**3%bd**	*1%*	**1%d**	*	*2%*	*1%*	**2%h**	*	*	*1%*	*1%*	*1%*	**3%ln**	*1%*	*	*1%*
Delayed mail	**83**	42	18	19	4	59	23	70	12	5	6	19	18	30	42	5	75
	2%	**4%bcd**	*1%*	**2%d**	*	**2%f**	*1%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%ijkln**	*1%*	*1%*	*2%*
Mis-delivered mail	**68**	37	9	20	2	46	22	66	2	1	5	8	17	34	30	1	64
	1%	**4%bcd**	*1%*	**2%bd**	*	**2%f**	*1%*	**2%h**	*	*	*1%*	*1%*	**1%i**	**4%ijkln**	*1%*	*	**2%o**
Mail that has been tampered with	**40**	17	9	9	5	25	15	31	7	4	1	12	8	15	21	4	36
	1%	**2%bd**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Other problems	**31**	11	7	7	7	18	14	24	8	4	2	5	10	7	17	4	24
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**1158**	244	350	304	260	594	564	714	428	128	108	300	326	234	733	128	981
	22%	**25%d**	*22%*	**26%d**	*19%*	*23%*	*22%*	*23%*	*21%*	*19%*	*17%*	**23%j**	**26%ij**	**25%j**	**23%j**	*19%*	**23%o**
Any problem experienced	**211**	99	52	41	19	151	60	182	28	18	13	46	49	73	108	18	184
	4%	**10%bcd**	**3%d**	**3%d**	*1%*	**6%f**	*2%*	**6%h**	*1%*	*3%*	*2%*	*4%*	*4%*	**8%ijkln**	*3%*	*3%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about FedEx	**137**	75	30	23	9	105	32	126	11	6	11	29	29	56	69	6	125
	3%	**8%bcd**	**2%d**	**2%d**	*1%*	**4%f**	*1%*	**4%h**	*1%*	*1%*	*2%*	*2%*	*2%*	**6%ijkln**	*2%*	*1%*	**3%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 338

QI_5. Competitive landscape - FedEx

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of FedEx	3910	3333	577	170	3261	346	198	105	155	435	336	272	342	392	449	528	353	50	297
	76%	75%	80%ac	72%	75%	80%dg	80%dg	74%	74%	77%n	79%n	72%	75%n	82%hkn	66%	75%n	80%n	79%n	80%kn
Used FedEx to send	280	262	18	8	244	17	11	8	8	30	18	25	22	18	74	41	9	3	14
	5%	6%b	3%	3%	6%	4%	4%	6%	4%	5%	4%	7%p	5%	4%	11%hijlmopr	6%p	2%	5%	4%
Used FedEx to receive	1180	1007	173	60	951	127	67	36	53	137	87	68	79	121	133	152	120	13	114
	23%	23%	24%	25%	22%	29%d	27%d	25%	25%l	24%	20%	18%	17%	25%l	20%	21%	27%kln	21%	31%klno
Net used	1369	1189	180	62	1115	139	74	41	57	154	100	86	99	134	182	179	123	16	124
	27%	27%	25%	26%	26%	32%d	30%	29%	27%	27%	23%	23%	22%	28%	27%	25%	28%	25%	33%jklo
Lost mail	48	45	3	2	41	3	4	*	1	8	2	2	3	2	20	3	1	1	2
	1%	1%	*	1%	1%	1%	1%g	*	1%	1%	*	1%	1%	*	3%jmopr	*	*	1%	1%
Damaged mail	65	63	1	*	53	7	4	1	3	4	5	1	3	2	23	12	1	2	5
	1%	1%b	*	*	1%	2%	1%	1%	1%	1%	1%	*	1%	*	3%iklmp	2%	*	4%iklmp	1%
Delayed mail	83	78	4	2	72	6	3	1	2	6	5	12	8	4	27	7	2	1	5
	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	3%mp	2%	1%	4%lmop	1%	*	2%	1%
Mis-delivered mail	68	62	6	5	59	5	4	*	1	10	3	5	3	-	27	6	3	-	5
	1%	1%	1%	2%	1%g	1%	2%g	*	*	2%m	1%	1%	1%	-	4%hjlmop	1%	1%	-	1%m
Mail that has been tampered with	40	39	*	-	34	4	2	*	*	5	2	1	1	-	17	6	1	-	4
	1%	1%	*	-	1%	1%	1%	*	*	1%	*	*	*	-	3%lmp	1%	*	-	1%
Other problems	31	26	6	*	26	2	1	2	1	2	2	1	7	-	6	4	4	*	2
	1%	1%	1%	*	1%	1%	1%	1%	*	*	*	*	1%m	-	1%	1%	1%	*	1%
No - there have been no problems	1158	992	166	56	936	121	64	37	52	135	84	70	85	130	115	153	112	12	108
	22%	22%	23%	24%	22%	28%d	26%d	26%	25%n	24%	20%	19%	19%	27%jkln	17%	22%	25%n	20%	29%jklno
Any problem experienced	211	197	14	6	178	19	10	4	5	19	16	16	14	4	67	26	11	3	15
	4%	4%b	2%	2%	4%	4%	4%	3%	3%	3%	4%m	4%m	3%	1%	10%hijklmopr	4%m	2%	5%m	4%m

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about FedEx	**137**	132	5	2	118	10	7	2	4	11	12	8	11	1	50	16	6	3	7
	3%	***3%b***	*1%*	*1%*	*3%*	*2%*	*3%*	*1%*	***2%m***	*2%*	***3%m***	***2%m***	***2%m***	*	***7%hijklmopr***	*2%*	*1%*	***5%mp***	***2%m***

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of FedEx	**3910**	1467	1520	521	245	123	2987	368	1497	1487	599	199	76	2984	276
	76%	**80%cdg**	**78%cdg**	*67%*	*69%*	*76%*	**79%cdg**	*71%*	**81%ijn**	**76%j**	*66%*	**75%j**	*75%*	**78%j**	**75%j**
Used FedEx to send	**280**	112	111	42	7	6	224	14	138	97	28	14	4	235	17
	5%	**6%dg**	**6%dg**	*5%*	*2%*	*4%*	**6%dg**	*3%*	**7%ij**	*5%*	*3%*	*5%*	*3%*	**6%j**	*5%*
Used FedEx to receive	**1180**	426	478	151	71	45	905	116	490	447	158	51	25	937	76
	23%	*23%*	**24%c**	*19%*	*20%*	*28%*	**24%c**	*22%*	**27%ij**	**23%j**	*17%*	*19%*	*24%*	**25%j**	*21%*
Net used	**1369**	515	538	184	74	49	1053	123	585	506	182	64	25	1091	89
	27%	**28%d**	*28%*	*24%*	*21%*	*30%*	**28%d**	*24%*	**32%ijn**	**26%j**	*20%*	*24%*	*24%*	**29%j**	*24%*
Lost mail	**48**	30	14	3	1	-	44	1	24	17	5	2	-	41	2
	1%	**2%g**	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*
Damaged mail	**65**	34	22	5	1	3	56	4	25	25	9	5	-	51	5
	1%	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
Delayed mail	**83**	36	32	7	4	3	68	7	51	26	2	4	*	77	4
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**3%ij**	**1%j**	*	*1%*	*	**2%j**	*1%*
Mis-delivered mail	**68**	43	14	5	2	5	56	7	39	21	5	-	3	60	3
	1%	**2%bc**	*1%*	*1%*	*	**3%bc**	*1%*	*1%*	**2%j**	*1%*	*1%*	-	**3%jk**	*2%*	*1%*
Mail that has been tampered with	**40**	20	13	5	-	2	33	2	22	11	2	4	-	33	4
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*	*2%*	-	*1%*	*1%*
Other problems	**31**	10	17	3	1	1	27	2	21	10	*	*	-	31	*
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*	**1%j**	*1%*	*	*	-	**1%j**	*
No - there have been no problems	**1158**	424	460	160	67	39	883	106	481	431	163	53	22	912	75
	22%	*23%*	*24%*	*20%*	*19%*	*24%*	*23%*	*21%*	**26%ij**	*22%*	*18%*	*20%*	*21%*	**24%j**	*20%*
Any problem experienced	**211**	91	78	24	7	9	170	17	104	75	18	11	3	179	14
	4%	*5%*	*4%*	*3%*	*2%*	*6%*	*4%*	*3%*	**6%j**	*4%*	*2%*	*4%*	*3%*	**5%j**	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about FedEx	**137**	78	42	9	1	8	120	8	70	47	13	6	*	118	6
	3%	**4%bcdg**	*2%*	*1%*	*	**5%cd**	**3%cd**	*2%*	**4%j**	*2%*	*1%*	*2%*	*	**3%j**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of FedEx	**3910**	238	3616	56	1142	2579	189	3859	23	17	5	3899	6
	76%	*59%*	**77%a**	*66%*	**73%f**	**79%df**	*58%*	**77%h**	*26%*	*79%*	*48%*	**76%h**	*27%*
Used FedEx to send	**280**	48	227	5	103	155	22	265	11	3	-	280	*
	5%	**12%b**	*5%*	*6%*	**7%e**	*5%*	*7%*	*5%*	**13%gk**	*16%*	-	*5%*	*1%*
Used FedEx to receive	**1180**	62	1105	13	324	790	66	1161	9	5	-	1175	5
	23%	*16%*	**24%a**	*15%*	*21%*	*24%*	*20%*	**23%h**	*10%*	*25%*	-	**23%h**	*22%*
Net used	**1369**	107	1244	18	411	879	79	1335	20	8	-	1364	5
	27%	*27%*	*27%*	*21%*	*26%*	*27%*	*24%*	*27%*	*23%*	*39%*	-	*27%*	*23%*
Lost mail	**48**	12	34	2	36	6	5	43	2	3	-	48	-
	1%	**3%b**	*1%*	*2%*	**2%e**	*	**1%e**	*1%*	*2%*	*14%*	-	*1%*	-
Damaged mail	**65**	9	55	1	38	22	5	60	2	2	-	65	-
	1%	*2%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*3%*	*8%*	-	*1%*	-
Delayed mail	**83**	15	62	5	38	39	6	80	1	2	-	83	-
	2%	**4%b**	*1%*	**5%b**	**2%e**	*1%*	*2%*	*2%*	*1%*	*8%*	-	*2%*	-
Mis-delivered mail	**68**	21	46	-	36	27	5	64	4	-	-	68	-
	1%	**5%b**	*1%*	-	**2%e**	*1%*	*2%*	*1%*	*4%*	-	-	*1%*	-
Mail that has been tampered with	**40**	12	28	-	22	15	3	32	8	-	-	40	*
	1%	**3%b**	*1%*	-	**1%e**	*	*1%*	*1%*	**9%gk**	-	-	*1%*	*1%*
Other problems	**31**	2	27	2	11	16	5	28	3	-	-	31	-
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	**4%gk**	-	-	*1%*	-
No - there have been no problems	**1158**	66	1081	11	311	784	63	1140	8	5	-	1153	5
	22%	*16%*	**23%a**	*13%*	*20%*	**24%d**	*19%*	**23%h**	*9%*	*25%*	-	**22%h**	*22%*
Any problem experienced	**211**	41	164	7	100	95	16	196	12	3	-	211	*
	4%	**10%b**	*3%*	*8%*	**6%e**	*3%*	*5%*	*4%*	**14%gk**	*14%*	-	*4%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about FedEx	**137**	38	97	2	83	46	9	130	7	-	-	137	-
	3%	***9%b***	*2%*	*2%*	***5%e***	*1%*	*3%*	*3%*	***8%gk***	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of FedEx	**3910**	1022	965	994	929	351	321	351	303	353	309	341	333	319	337	302	290
	76%	***79%bd***	*75%*	***77%d***	*72%*	***81%hnop***	*77%*	***79%hp***	*70%*	*77%*	*77%*	***79%hp***	*77%*	*75%*	*73%*	*73%*	*70%*
Used FedEx to send	**280**	80	87	66	47	20	31	28	27	31	29	28	11	27	17	18	13
	5%	***6%d***	***7%d***	*5%*	*4%*	*5%*	***8%lp***	***6%l***	***6%l***	***7%l***	***7%lp***	***7%l***	*3%*	*6%*	*4%*	*4%*	*3%*
Used FedEx to receive	**1180**	287	290	317	287	132	76	79	87	109	94	119	101	96	104	91	92
	23%	*22%*	*22%*	*25%*	*22%*	***31%fghnop***	*18%*	*18%*	*20%*	*24%*	*24%*	***28%fq***	*23%*	*23%*	*22%*	*22%*	*22%*
Net used	**1369**	339	349	358	323	136	97	105	108	128	113	133	110	116	118	102	103
	27%	*26%*	*27%*	*28%*	*25%*	*31%*	*24%*	*24%*	*25%*	*28%*	*28%*	*31%*	*26%*	*27%*	*25%*	*25%*	*25%*
Lost mail	**48**	7	21	4	15	1	2	4	11	6	4	1	3	-	8	4	4
	1%	*1%*	***2%c***	*	*1%*	*	*1%*	*1%*	***3%ekm***	*1%*	*1%*	*	*1%*	-	*2%*	*1%*	*1%*
Damaged mail	**65**	8	25	17	15	1	4	3	8	8	10	6	9	2	5	7	3
	1%	*1%*	***2%a***	*1%*	*1%*	*	*1%*	*1%*	*2%*	*2%*	***2%e***	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	**83**	18	20	25	20	5	3	9	8	6	6	13	3	8	5	11	4
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*
Mis-delivered mail	**68**	29	23	12	3	6	13	10	6	10	8	3	7	2	-	*	2
	1%	***2%d***	***2%d***	*1%*	*	*1%*	***3%mnop***	***2%nc***	*1%*	***2%no***	***2%nc***	*1%*	***2%n***	*1%*	-	*	*1%*
Mail that has been tampered with	**40**	5	11	10	14	*	3	2	8	1	2	4	3	2	5	3	5
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	***2%e***	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other problems	**31**	4	9	13	6	1	1	2	4	1	4	5	5	3	1	*	4
	1%	*	*1%*	*1%*	*	*	*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*
No - there have been no problems	**1158**	292	288	303	275	124	81	87	93	108	87	108	90	105	104	87	84
	22%	*23%*	*22%*	*23%*	*21%*	***29%fgp***	*20%*	*20%*	*22%*	*23%*	*22%*	*25%*	*21%*	*25%*	*22%*	*21%*	*20%*
Any problem experienced	**211**	47	61	55	48	12	17	18	15	20	26	25	20	10	14	15	19
	4%	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	***6%m***	*6%*	*5%*	*2%*	*3%*	*4%*	*5%*
Made a complaint about FedEx	**137**	38	45	24	30	12	10	16	12	14	19	14	6	4	10	8	12
	3%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	***5%lm***	*3%*	*1%*	*1%*	*2%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Hermes / Evri	4097	-	4097	1819	2265	397	398	729	637	841	599	496	795	1367	1936	1095	3794	269	4311
	79%	-	79%	72%	86%c	58%	65%e	69%e	85%efg	94%efgh	94%efgh	94%efgh	61%	76%l	94%lm	94%lm	82%q	58%	84%
Used Hermes / Evri to send	943	-	943	414	529	120	100	184	162	189	108	79	220	346	377	187	852	86	992
	18%	-	18%	16%	20%c	17%	16%	17%	22%k	21%k	17%	15%	17%	19%	18%	16%	18%	19%	19%
Used Hermes / Evri to receive	3035	-	3035	1237	1786	273	301	529	481	640	440	372	573	1010	1452	812	2826	188	3362
	59%	-	59%	49%	68%c	40%	49%e	50%e	65%efg	71%efgh	69%efg	71%efg	44%	56%l	71%lm	70%lm	61%q	41%	65%
Net used	3294	-	3294	1370	1912	323	333	601	523	664	460	390	656	1124	1514	850	3040	232	3592
	64%	-	64%	54%	73%c	47%	55%e	57%e	70%efg	74%efg	72%efg	74%efg	51%	62%l	74%lm	73%lm	65%q	50%	70%
Lost mail	218	-	218	90	128	29	23	48	49	46	14	8	53	97	68	22	194	21	212
	4%	-	4%	4%	5%	4%	4%	5%k	7%jk	5%jk	2%	2%	4%o	5%no	3%	2%	4%	4%	4%
Damaged mail	252	-	252	104	147	36	37	56	47	43	13	20	73	103	75	32	225	22	264
	5%	-	5%	4%	6%	5%j	6%j	5%j	6%j	5%j	2%	4%	6%o	6%no	4%	3%	5%	5%	5%
Delayed mail	397	-	397	166	228	78	50	80	80	45	34	29	128	161	108	63	341	49	478
	8%	-	8%	7%	9%c	11%ijk	8%	8%	11%ijk	5%	5%	5%	10%no	9%no	5%	5%	7%	10%	9%
Mis-delivered mail	169	-	169	74	95	22	23	40	26	23	19	16	45	66	58	36	150	19	168
	3%	-	3%	3%	4%	3%	4%	4%	3%	3%	3%	3%	3%	4%	3%	3%	3%	4%	3%
Mail that has been tampered with	103	-	103	57	44	16	20	34	18	9	2	4	36	52	15	6	87	14	94
	2%	-	2%	2%	2%	2%j	3%ijk	3%ijk	2%j	1%	*	1%	3%no	3%no	1%	1%	2%	3%	2%
Other problems	142	-	142	56	85	9	14	39	12	31	25	12	22	51	68	37	135	6	147
	3%	-	3%	2%	3%	1%	2%	4%e	2%	3%e	4%e	2%	2%	3%	3%l	3%	3%	1%	3%
No - there have been no problems	2468	-	2468	1025	1435	198	233	422	378	526	375	336	431	800	1237	711	2302	153	2687
	48%	-	48%	41%	55%c	29%	38%e	40%e	51%efg	59%efgh	59%efgh	64%efgh	33%	44%l	60%lm	61%lm	49%q	33%	52%
Any problem experienced	827	-	827	345	477	126	100	179	145	138	85	54	225	324	277	139	738	78	905
	16%	-	16%	14%	18%c	18%k	16%k	17%k	19%jk	15%	13%	10%	17%no	18%no	13%	12%	16%	17%	18%
Made a complaint about Hermes / Evri	415	-	415	192	223	44	51	83	74	76	49	39	95	156	163	88	368	43	426
	8%	-	8%	8%	8%	6%	8%	8%	10%	8%	8%	7%	7%	9%	8%	8%	8%	9%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Hermes / Evri	4097	630	1337	960	1170	1967	2130	2248	1783	561	542	1081	1040	577	2663	566	3299
	79%	*64%*	**84%a**	**81%a**	**84%a**	*76%*	**83%e**	*73%*	**89%g**	**82%m**	**83%m**	**83%m**	**83%m**	*63%*	**83%m**	*82%*	*79%*
Used Hermes / Evri to send	943	172	312	235	225	484	460	609	312	108	125	257	251	139	633	108	780
	18%	*17%*	*20%*	*20%*	*16%*	*19%*	*18%*	**20%h**	*16%*	*16%*	*19%*	**20%m**	**20%m**	*15%*	**20%m**	*16%*	*19%*
Used Hermes / Evri to receive	3035	464	1049	693	829	1513	1522	1624	1366	389	409	801	770	448	1980	394	2471
	59%	*47%*	**66%acd**	**59%a**	**60%a**	*58%*	*59%*	*53%*	**68%g**	**57%m**	**63%m**	**62%m**	**61%m**	*49%*	**62%m**	*57%*	*59%*
Net used	3294	528	1119	745	903	1647	1648	1815	1422	415	442	876	834	491	2152	420	2687
	64%	*53%*	**70%acd**	**63%a**	**65%a**	*64%*	*64%*	*59%*	**71%g**	**61%m**	**68%lm**	**67%lm**	**66%m**	*53%*	**67%lm**	*61%*	*64%*
Lost mail	218	22	82	52	61	104	114	145	68	27	21	66	60	29	147	27	181
	4%	*2%*	**5%a**	**4%a**	**4%a**	*4%*	*4%*	*5%*	*3%*	*4%*	*3%*	*5%*	*5%*	*3%*	*5%*	*4%*	*4%*
Damaged mail	252	47	83	60	62	130	122	153	95	34	27	68	51	48	147	34	200
	5%	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*
Delayed mail	397	92	139	82	84	231	166	247	141	35	45	100	109	70	255	35	332
	8%	**9%d**	**9%d**	*7%*	*6%*	**9%f**	*6%*	*8%*	*7%*	*5%*	*7%*	*8%*	**9%l**	*8%*	*8%*	*5%*	*8%*
Mis-delivered mail	169	28	60	46	35	88	81	106	62	14	22	48	44	34	114	14	148
	3%	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*	*4%*	*4%*	*2%*	*4%*
Mail that has been tampered with	103	35	30	20	18	65	38	77	24	7	12	27	21	31	60	7	91
	2%	**4%bcd**	*2%*	*2%*	*1%*	*3%*	*1%*	**2%h**	*1%*	*1%*	*2%*	*2%*	*2%*	**3%ln**	*2%*	*1%*	*2%*
Other problems	142	33	43	27	39	76	66	84	57	14	25	34	33	26	92	14	119
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*
No - there have been no problems	2468	368	828	580	692	1196	1272	1304	1119	315	346	649	633	352	1628	320	2011
	48%	*37%*	**52%a**	**49%a**	**50%a**	*46%*	*49%*	*42%*	**56%g**	**46%m**	**53%m**	**50%m**	**50%m**	*38%*	**51%m**	*46%*	*48%*
Any problem experienced	827	160	291	165	211	450	376	511	304	100	96	227	200	139	523	100	675
	16%	*16%*	**18%c**	*14%*	*15%*	**17%f**	*15%*	*17%*	*15%*	*15%*	*15%*	*17%*	*16%*	*15%*	*16%*	*14%*	*16%*
Made a complaint about Hermes / Evri	415	89	141	87	98	231	184	257	151	39	56	110	108	79	274	39	358
	8%	*9%*	*9%*	*7%*	*7%*	*9%*	*7%*	*8%*	*7%*	*6%*	*9%*	*8%*	*9%*	*9%*	*9%*	*6%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Hermes / Evri	4097	3453	644	205	3401	364	216	115	184	443	357	297	368	425	401	563	364	52	313
	79%	78%	89%a	87%a	78%	84%d	87%dg	81%	88%iklno	78%n	84%n	79%n	81%n	89%iklnop	59%	80%n	82%n	82%n	84%n
Used Hermes / Evri to send	943	799	145	54	783	81	57	23	48	82	88	64	99	112	105	106	80	7	74
	18%	18%	20%	23%	18%	19%	23%dg	16%	23%lnoq	14%	21%q	17%	22%loq	23%lnoq	16%	15%	18%	10%	20%q
Used Hermes / Evri to receive	3035	2521	514	164	2469	309	168	90	136	296	278	221	262	324	261	401	290	42	267
	59%	57%	71%a	69%a	57%	71%dg	68%d	63%d	65%in	52%n	65%lno	59%n	58%n	68%ilno	39%	57%n	65%lno	66%in	72%iklno
Net used	3294	2744	550	178	2696	321	181	96	153	322	298	238	289	355	313	421	307	44	278
	64%	62%	76%a	75%a	62%	74%dg	73%d	67%	73%iklno	57%n	70%lno	63%n	64%n	74%iklno	46%	59%n	69%lno	69%in	75%iklno
Lost mail	218	193	25	5	181	24	9	4	9	32	24	16	20	15	28	26	11	5	19
	4%	4%	3%	2%	4%	6%	4%	3%	4%	6%	6%	4%	5%	3%	4%	4%	3%	9%mop	5%
Damaged mail	252	215	36	12	216	20	11	5	10	21	26	28	25	23	33	37	12	2	18
	5%	5%	5%	5%	5%	5%	4%	3%	5%	4%	6%	8%p	5%	5%	5%	5%	3%	2%	5%
Delayed mail	397	342	55	22	306	55	22	13	20	27	39	34	21	29	59	45	31	7	48
	8%	8%	8%	9%	7%	13%d	9%	9%	10%il	5%	9%l	9%l	5%	6%	9%	6%	7%	12%il	13%ilmop
Mis-delivered mail	169	145	24	4	144	15	7	3	9	20	18	12	15	15	27	21	7	4	11
	3%	3%	3%	2%	3%	3%	3%	2%	4%	3%	4%	3%	3%	3%	4%	3%	2%	6%p	3%
Mail that has been tampered with	103	92	11	5	90	6	4	2	5	10	12	9	12	10	19	10	2	1	5
	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	3%	3%	3%	2%	3%	1%	1%	1%	1%
Other problems	142	114	28	4	121	9	8	4	5	13	19	9	8	7	14	41	6	1	8
	3%	3%	4%	2%	3%	2%	3%	3%	3%	2%	4%mp	2%	2%	1%	2%	6%ilmnpr	1%	1%	2%
No - there have been no problems	2468	2036	432	140	2014	238	139	76	116	248	216	166	228	289	203	298	250	31	207
	48%	46%	60%a	59%a	46%	55%d	56%d	53%d	55%ikno	44%n	51%n	44%n	50%n	60%ijkIno	30%	42%n	57%ikno	50%n	56%ikno
Any problem experienced	827	708	118	38	681	84	42	20	38	74	82	72	61	66	110	123	57	12	71
	16%	16%	16%	16%	16%	19%dg	17%	14%	18%	13%	19%	19%	13%	14%	16%	17%	13%	20%	19%ilp

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about Hermes / Evri	**415**	353	61	16	345	40	21	9	16	44	41	33	41	26	67	52	26	5	35
	8%	*8%*	*8%*	*7%*	*8%*	*9%*	*8%*	*6%*	*7%*	*8%*	*10%*	*9%*	*9%*	*5%*	*10%*	*7%*	*6%*	*8%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Hermes / Evri	**4097**	1497	1581	591	260	126	3078	386	1502	1571	665	213	86	3074	299
	79%	**81%cdg**	**81%cdg**	*76%*	*73%*	*77%*	**81%cdg**	*74%*	**81%j**	**80%j**	*73%*	*80%*	*84%*	**81%j**	**81%j**
Used Hermes / Evri to send	**943**	308	367	170	55	34	675	90	326	383	146	66	16	709	82
	18%	*17%*	*19%*	**22%a**	*16%*	*21%*	*18%*	*17%*	*18%*	*20%*	*16%*	**25%hj**	*16%*	*19%*	**22%j**
Used Hermes / Evri to receive	**3035**	1126	1172	425	203	80	2298	283	1162	1177	454	155	52	2339	207
	59%	**61%ceg**	**60%ce**	*54%*	*57%*	*49%*	**60%ce**	*55%*	**63%jl**	**60%j**	*50%*	*58%*	*51%*	**62%j**	*56%*
Net used	**3294**	1204	1269	477	217	97	2473	313	1243	1274	508	171	62	2517	232
	64%	*65%*	*65%*	*61%*	*61%*	*59%*	*65%*	*60%*	**67%j**	**65%j**	*56%*	*64%*	*60%*	**66%j**	*63%*
Lost mail	**218**	51	94	42	22	8	145	30	80	85	32	17	3	165	21
	4%	*3%*	**5%a**	**5%a**	**6%a**	*5%*	*4%*	**6%a**	*4%*	*4%*	*3%*	*7%*	*3%*	*4%*	*6%*
Damaged mail	**252**	75	107	40	21	7	182	28	104	92	34	16	6	195	22
	5%	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*6%*	*6%*	*5%*	*6%*
Delayed mail	**397**	123	158	49	38	19	281	57	148	161	52	22	8	309	30
	8%	*7%*	*8%*	*6%*	**11%a**	*12%*	*7%*	**11%acf**	*8%*	*8%*	*6%*	*8%*	*8%*	*8%*	*8%*
Mis-delivered mail	**169**	55	75	20	15	3	130	18	65	64	32	7	1	130	7
	3%	*3%*	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*1%*	*3%*	*2%*
Mail that has been tampered with	**103**	30	43	17	10	4	73	14	37	41	15	6	4	78	10
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*
Other problems	**142**	48	57	19	12	5	105	18	42	69	20	8	2	112	10
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*
No - there have been no problems	**2468**	947	935	350	147	67	1882	214	939	943	394	114	46	1882	160
	48%	**51%cdg**	**48%g**	*45%*	*41%*	*41%*	**50%dg**	*41%*	**51%jn**	*48%*	*43%*	*43%*	*45%*	**49%j**	*43%*
Any problem experienced	**827**	258	334	126	70	29	591	99	304	332	114	57	16	635	72
	16%	*14%*	*17%*	*16%*	**20%a**	*18%*	*16%*	**19%a**	**16%j**	**17%j**	*13%*	**21%j**	*15%*	**17%j**	**20%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about Hermes / Evri	**415**	137	172	44	41	20	309	61	148	174	57	28	8	322	36
	8%	*7%*	***9%c***	*6%*	***12%ac***	***12%c***	*8%*	***12%acf***	*8%*	*9%*	*6%*	*10%*	*8%*	*8%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Hermes / Evri	**4097**	237	3805	56	1173	2716	208	4038	27	18	6	4082	9
	79%	*59%*	**81%ac**	*66%*	**75%f**	**83%df**	*64%*	**80%h**	*30%*	*83%*	*57%*	**80%h**	*41%*
Used Hermes / Evri to send	**943**	64	870	9	289	600	54	915	19	5	3	939	1
	18%	*16%*	*19%*	*11%*	*19%*	*18%*	*16%*	*18%*	*21%*	*21%*	*34%*	*18%*	*4%*
Used Hermes / Evri to receive	**3035**	181	2817	37	907	1991	137	3005	10	9	5	3024	6
	59%	*45%*	**60%ac**	*43%*	**58%f**	**61%f**	*42%*	**60%h**	*11%*	*44%*	*48%*	**59%h**	*27%*
Net used	**3294**	209	3046	39	985	2147	162	3242	27	13	6	3282	6
	64%	*52%*	**65%ac**	*46%*	**63%f**	**65%f**	*50%*	**65%h**	*30%*	*63%*	*57%*	**64%h**	*28%*
Lost mail	**218**	17	200	1	58	140	19	206	10	2	*	218	-
	4%	*4%*	*4%*	*1%*	*4%*	*4%*	*6%*	*4%*	**11%gk**	*9%*	*1%*	*4%*	-
Damaged mail	**252**	22	223	6	98	141	12	243	7	2	-	252	-
	5%	*6%*	*5%*	*7%*	**6%e**	*4%*	*4%*	*5%*	*8%*	*7%*	-	*5%*	-
Delayed mail	**397**	23	372	2	138	241	18	387	2	3	4	392	1
	8%	*6%*	*8%*	*2%*	*9%*	*7%*	*6%*	*8%*	*2%*	*16%*	*35%*	*8%*	*3%*
Mis-delivered mail	**169**	11	158	1	65	93	10	157	8	4	-	169	-
	3%	*3%*	*3%*	*1%*	*4%*	*3%*	*3%*	*3%*	**10%gk**	*17%*	-	*3%*	-
Mail that has been tampered with	**103**	18	84	1	49	43	11	90	10	3	-	103	-
	2%	**4%b**	*2%*	*1%*	**3%e**	*1%*	**3%e**	*2%*	**11%gk**	*15%*	-	*2%*	-
Other problems	**142**	13	129	*	51	79	12	138	4	*	-	142	-
	3%	*3%*	*3%*	*	*3%*	*2%*	*4%*	*3%*	*4%*	*1%*	-	*3%*	-
No - there have been no problems	**2468**	152	2285	31	690	1661	116	2446	6	8	2	2460	6
	48%	*38%*	**49%a**	*37%*	**44%f**	**51%df**	*36%*	**49%h**	*7%*	*36%*	*21%*	**48%h**	*25%*
Any problem experienced	**827**	57	761	8	294	486	46	796	20	6	4	822	1
	16%	*14%*	*16%*	*9%*	**19%e**	*15%*	*14%*	*16%*	*23%*	*26%*	*36%*	*16%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about Hermes / Evri	**415**	37	377	1	148	241	26	397	17	-	-	414	*
	8%	***9%c***	*8%*	*1%*	*10%*	*7%*	*8%*	*8%*	***19%gk***	-	-	*8%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_6. Competitive landscape - Hermes / Evri

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Hermes / Evri	**4097**	1068	995	1056	979	370	344	353	313	369	312	355	358	343	359	298	322
	79%	**83%bd**	*77%*	**82%bd**	*76%*	**86%hjnop**	**83%ho**	*80%*	*73%*	**80%o**	*78%*	**82%ho**	**83%ho**	**80%o**	*78%*	*72%*	*77%*
Used Hermes / Evri to send	**943**	268	182	258	235	97	88	82	49	66	66	75	91	93	70	70	95
	18%	**21%b**	*14%*	**20%b**	**18%b**	**23%hin**	**21%h**	**19%h**	*11%*	*14%*	*17%*	*17%*	**21%h**	**22%hi**	*15%*	*17%*	**23%hin**
Used Hermes / Evri to receive	**3035**	795	755	787	699	296	248	251	244	281	230	263	260	264	252	221	226
	59%	**62%d**	*59%*	**61%d**	*54%*	**68%ghjnop**	*60%*	*57%*	*57%*	*61%*	*58%*	*61%*	*60%*	*62%*	*54%*	*54%*	*54%*
Net used	**3294**	853	814	856	772	310	269	275	256	306	251	280	288	287	272	240	259
	64%	**66%d**	*63%*	**66%d**	*60%*	**72%ghjnop**	*65%*	*62%*	*60%*	*66%*	*63%*	*65%*	*67%*	**67%o**	*59%*	*58%*	*62%*
Lost mail	**218**	26	58	81	53	10	8	8	13	28	17	27	26	28	7	24	22
	4%	*2%*	**4%a**	**6%a**	**4%a**	*2%*	*2%*	*2%*	*3%*	**6%efgn**	*4%*	**6%efgn**	**6%efgn**	**7%efgn**	*1%*	**6%fgn**	**5%gn**
Damaged mail	**252**	65	61	74	52	25	16	23	16	24	22	23	26	24	24	11	17
	5%	*5%*	*5%*	*6%*	*4%*	*6%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*3%*	*4%*
Delayed mail	**397**	79	96	115	106	26	24	29	33	35	29	20	44	51	39	36	31
	8%	*6%*	*7%*	*9%*	*8%*	*6%*	*6%*	*7%*	*8%*	*8%*	*7%*	*5%*	**10%k**	**12%efk**	*8%*	*9%*	*7%*
Mis-delivered mail	**169**	24	49	50	46	10	5	9	20	17	13	11	19	21	17	11	17
	3%	*2%*	**4%a**	**4%a**	*4%*	*2%*	*1%*	*2%*	**5%f**	*4%*	*3%*	*2%*	*4%*	**5%f**	*4%*	*3%*	*4%*
Mail that has been tampered with	**103**	20	32	29	22	3	9	9	7	14	11	6	11	11	11	5	6
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	*1%*
Other problems	**142**	29	43	32	39	9	5	14	13	21	8	7	6	19	11	7	20
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*3%*	**5%fl**	*2%*	*2%*	*1%*	**4%f**	*2%*	*2%*	**5%fl**
No - there have been no problems	**2468**	689	592	627	560	250	227	212	186	221	185	221	208	198	202	176	182
	48%	**53%bd**	*46%*	*49%*	*43%*	**58%ghijlmnop**	**55%hnop**	*48%*	*43%*	*48%*	*46%*	*51%*	*48%*	*46%*	*44%*	*43%*	*44%*
Any problem experienced	**827**	164	221	229	212	60	42	62	70	85	66	60	80	89	70	64	78
	16%	*13%*	**17%a**	**18%a**	*16%*	*14%*	*10%*	*14%*	*16%*	**19%f**	**16%f**	*14%*	**19%f**	**21%efk**	*15%*	*15%*	**19%f**
Made a complaint about Hermes / Evri	**415**	68	107	120	119	25	23	20	36	40	31	44	33	43	39	33	47
	8%	*5%*	**8%a**	**9%a**	**9%a**	*6%*	*6%*	*5%*	*8%*	*9%*	*8%*	**10%g**	*8%*	**10%g**	*8%*	*8%*	**11%efg**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Interlink	**1368**	-	1368	692	671	45	82	324	262	309	191	155	127	586	654	346	1268	87	1417
	26%	-	*26%*	*27%*	*26%*	*6%*	*14%e*	*31%ef*	*35%ef*	*34%ef*	*30%ef*	*30%ef*	*10%*	*32%l*	*32%l*	*30%l*	*27%q*	*19%*	*27%*
Used Interlink to send	**78**	-	78	55	23	9	8	42	11	6	2	-	17	53	8	2	76	2	59
	2%	-	*2%*	*2%d*	*1%*	*1%*	*1%k*	*4%efhijk*	*1%k*	*1%*	*	-	*1%no*	*3%lno*	*	*	*2%*	*1%*	*1%*
Used Interlink to receive	**192**	-	192	114	78	5	31	48	49	35	15	10	36	96	60	25	182	7	202
	4%	-	*4%*	*5%d*	*3%*	*1%*	*5%ek*	*4%e*	*7%ejk*	*4%e*	*2%*	*2%*	*3%*	*5%lno*	*3%*	*2%*	*4%*	*1%*	*4%*
Net used	**261**	-	261	164	97	14	38	83	58	41	17	10	52	141	68	27	248	9	251
	5%	-	*5%*	*7%d*	*4%*	*2%*	*6%ejk*	*8%ejk*	*8%ejk*	*5%e*	*3%*	*2%*	*4%*	*8%lno*	*3%*	*2%*	*5%q*	*2%*	*5%*
Lost mail	**27**	-	27	13	14	7	3	10	6	1	-	-	10	16	1	-	23	4	13
	1%	-	*1%*	*1%*	*1%*	*1%l*	*1%*	*1%*	*1%*	*	-	-	*1%no*	*1%no*	*	-	*	*1%*	*
Damaged mail	**23**	-	23	13	10	7	7	9	-	-	-	-	15	9	-	-	19	4	15
	*	-	*	*1%*	*	*1%hi*	*1%hij*	*1%l*	-	-	-	-	*1%no*	*n	-	-	*	*1%*	*
Delayed mail	**23**	-	23	20	3	4	4	9	6	-	-	-	8	15	-	-	23	-	12
	*	-	*	*1%d*	*	*1%*	*1%*	*1%l*	*1%l*	-	-	-	*1%no*	*1%no*	-	-	*	-	*
Mis-delivered mail	**23**	-	23	21	3	2	*	15	6	-	-	-	2	21	-	-	23	-	15
	*	-	*	*1%d*	*	*	*	*1%fijk*	*1%*	-	-	-	*	*1%lno*	-	-	*	-	*
Mail that has been tampered with	**11**	-	11	11	-	1	-	11	-	-	-	-	1	11	-	-	11	-	7
	*	-	*	*d	-	*	-	*1%hl*	-	-	-	-	*	*1%n	-	-	*	-	*
Other problems	**5**	-	5	5	-	1	-	2	3	-	-	-	1	4	-	-	5	-	3
	*	-	*	*	-	*	-	*	*	-	-	-	*	*	-	-	*	-	*
No - there have been no problems	**189**	-	189	110	79	2	26	45	48	40	17	10	28	94	67	27	181	5	208
	4%	-	*4%*	*4%*	*3%*	*	*4%e*	*4%e*	*6%ejk*	*4%e*	*3%e*	*2%e*	*2%*	*5%lno*	*3%*	*2%*	*4%q*	*1%*	*4%*
Any problem experienced	**71**	-	71	53	18	12	12	38	10	1	-	-	23	48	1	-	67	4	43
	1%	-	*1%*	*2%d*	*1%*	*2%ijk*	*2%ijk*	*4%hijk*	*1%ij*	*	-	-	*2%no*	*3%no*	*	-	*1%*	*1%*	*1%*
Made a complaint about Interlink	**55**	-	55	40	15	7	9	29	9	1	-	-	16	38	1	-	52	2	29
	1%	-	*1%*	*2%d*	*1%*	*1%i*	*1%ijk*	*3%ijk*	*1%ij*	*	-	-	*1%no*	*2%no*	*	-	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Interlink	**1368**	232	434	334	367	666	702	788	571	184	162	323	372	237	857	188	1118
	26%	*23%*	*27%*	*28%*	*26%*	*26%*	*27%*	*26%*	*28%*	*27%*	*25%*	*25%*	**30%k**	*26%*	*27%*	*27%*	*27%*
Used Interlink to send	**78**	47	11	17	4	58	20	73	5	5	6	7	13	44	27	5	70
	2%	**5%bcd**	*1%*	**1%d**	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*1%*	**5%ijkln**	*1%*	*1%*	*2%*
Used Interlink to receive	**192**	33	60	57	42	93	100	137	53	17	22	56	55	39	132	17	172
	4%	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	**4%h**	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*
Net used	**261**	76	66	73	45	143	118	201	58	22	25	62	64	81	151	22	233
	5%	**8%bd**	*4%*	**6%d**	*3%*	*6%*	*5%*	**7%h**	*3%*	*3%*	*4%*	*5%*	*5%*	**9%ijkln**	*5%*	*3%*	*6%*
Lost mail	**27**	19	-	7	1	19	8	25	2	3	3	6	3	12	12	3	24
	1%	**2%bcd**	-	**1%b**	*	*1%*	*	**1%h**	*	*	*	*	*	**1%ln**	*	*	*1%*
Damaged mail	**23**	11	4	8	1	14	9	22	2	2	*	4	5	12	9	2	21
	*	**1%bd**	*	*1%*	*	*1%*	*	**1%h**	*	*	*	*	*	**1%jn**	*	*	*1%*
Delayed mail	**23**	12	2	9	-	14	9	23	-	2	3	2	*	16	5	2	21
	*	**1%bd**	*	**1%d**	-	*1%*	*	**1%h**	-	*	*	*	*	**2%ikln**	*	*	*1%*
Mis-delivered mail	**23**	14	*	8	*	15	9	23	-	1	1	3	*	18	4	1	23
	*	**1%bd**	*	**1%bd**	*	*1%*	*	**1%h**	-	*	*	*	*	**2%ijkln**	*	*	*1%*
Mail that has been tampered with	**11**	8	-	3	-	8	3	11	-	1	1	3	1	7	4	1	11
	*	**1%bd**	-	*	-	*	*	*h	-	*	*	*	*	**1%ln**	*	*	*
Other problems	**5**	2	1	3	-	3	3	4	1	1	-	-	-	4	-	1	4
	*	*	*	*	-	*	*	*	*	*	-	-	-	*n	-	*	*
No - there have been no problems	**189**	33	61	54	42	93	96	133	54	16	21	50	58	37	130	16	167
	4%	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	**4%h**	*3%*	*2%*	*3%*	*4%*	*5%*	*4%*	*4%*	*2%*	*4%*
Any problem experienced	**71**	44	6	19	2	50	22	68	3	6	4	12	6	44	21	6	65
	1%	**4%bcd**	*	**2%bd**	*	**2%f**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*	**5%ijkln**	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about Interlink	**55**	40	2	12	2	41	13	55	-	2	3	8	3	38	15	2	53
	1%	4%bcd	*	1%bd	*	2%f	*1%*	2%h	-	*	*1%*	*1%*	*	4%ijkln	*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Interlink	1368	1139	229	82	1160	96	77	35	53	140	99	94	123	170	117	217	147	8	87
	26%	26%	32%a	35%a	27%e	22%	31%eg	24%	25%nq	25%nq	23%	25%nq	27%nq	35%hijklnqr	17%	31%nqr	33%ijnqr	13%	24%nq
Used Interlink to send	78	67	12	3	72	2	3	2	5	-	-	9	6	7	34	6	5	-	2
	2%	2%	2%	1%	2%	1%	1%	1%	2%ijr	-	-	2%ij	1%	1%i	5%ijlmopr	1%	1%	-	1%
Used Interlink to receive	192	158	34	18	163	12	13	5	11	22	6	13	15	24	13	32	26	1	10
	4%	4%	5%	8%a	4%	3%	5%e	3%	5%jn	4%	2%	4%	3%	5%j	2%	4%	6%jn	2%	3%
Net used	261	216	45	21	225	14	15	7	15	22	6	19	18	31	48	36	30	1	12
	5%	5%	6%	9%a	5%	3%	6%e	5%	7%jr	4%	2%	5%j	4%	6%j	7%jr	5%j	7%jr	2%	3%
Lost mail	27	22	5	5	26	-	1	*	-	-	-	2	-	1	18	4	1	-	-
	1%	*	1%	2%a	1%	-	*	*	-	-	-	1%	-	*	3%hijlmpr	1%	*	-	-
Damaged mail	23	20	4	*	21	1	1	1	2	-	2	3	5	-	5	4	-	-	1
	*	*	*	*	*	*	*	1%	1%	-	*	1%	1%	-	1%	1%	-	-	*
Delayed mail	23	21	2	2	22	1	1	-	2	-	-	2	2	3	13	-	-	-	1
	*	*	*	1%	*	*	*	-	1%o	-	-	1%	*	1%	2%ijopr	-	-	-	*
Mis-delivered mail	23	17	6	5	20	*	1	1	-	2	-	2	-	3	11	3	-	-	*
	*	*	1%	2%a	*	*	1%	1%e	-	*	-	1%	-	1%	2%	*	-	-	*
Mail that has been tampered with	11	8	3	3	10	-	2	-	-	-	-	-	-	-	4	3	1	-	-
	*	*	*	1%a	*	-	1%e	-	-	-	-	-	*	-	1%	*	*	-	-
Other problems	5	5	-	-	4	1	-	-	-	-	-	-	-	3	2	-	-	-	1
	*	*	-	-	*	*	-	-	-	-	-	-	-	1%	*	-	-	-	*
No - there have been no problems	189	153	36	16	161	11	12	5	13	20	5	13	14	27	12	29	28	1	10
	4%	3%	5%	7%a	4%	3%	5%e	4%	6%jnr	4%	1%	4%	3%	6%jn	2%	4%j	6%jnr	2%	3%
Any problem experienced	71	63	9	5	64	3	3	1	2	2	2	5	5	4	36	7	2	-	3
	1%	1%	1%	2%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	5%hijklmopr	1%	*	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 340

QI_7. Competitive landscape - Interlink

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about Interlink	**55**	50	5	2	52	1	2	1	2	-	-	3	5	4	34	3	1	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	-	-	*1%*	*1%*	*1%*	**5%hijklmopr**	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Interlink	**1368**	572	506	171	67	47	1078	114	567	492	197	65	36	1060	100
	26%	**31%bcdg**	**26%d**	*22%*	*19%*	**29%d**	**28%cdg**	*22%*	**31%ij**	*25%*	*22%*	*24%*	**35%j**	**28%j**	*27%*
Used Interlink to send	**78**	43	23	7	4	1	66	5	40	20	11	4	-	61	4
	2%	**2%b**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**2%i**	*1%*	*1%*	*2%*	-	*2%*	*1%*
Used Interlink to receive	**192**	64	81	29	11	8	145	19	84	62	25	11	10	146	21
	4%	*3%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*	**9%ijm**	*4%*	*6%*
Net used	**261**	103	98	36	15	9	201	24	119	80	36	14	10	200	24
	5%	*6%*	*5%*	*5%*	*4%*	*6%*	*5%*	*5%*	**6%i**	*4%*	*4%*	*5%*	**9%ij**	*5%*	*6%*
Lost mail	**27**	13	11	4	-	-	23	-	10	10	5	-	3	19	3
	1%	*1%*	*1%*	*	-	-	*1%*	-	*1%*	*	*1%*	-	**3%hijkm**	*1%*	*1%*
Damaged mail	**23**	8	11	4	-	1	19	1	5	11	5	3	-	16	3
	*	*	*1%*	*1%*	-	*	*	*	*	*1%*	*1%*	*1%*	-	*	*1%*
Delayed mail	**23**	19	3	-	-	1	22	1	13	10	-	-	-	23	-
	*	**1%bc**	*	-	-	*	*1%*	*	*1%*	*	-	-	-	*1%*	-
Mis-delivered mail	**23**	11	8	3	*	1	19	1	13	3	4	-	3	16	3
	*	*1%*	*	*	*	*	*1%*	*	**1%i**	*	*	-	**3%ijkm**	*	*1%*
Mail that has been tampered with	**11**	6	2	3	-	1	7	1	7	1	-	1	3	8	3
	*	*	*	*	-	*	*	*	*	*	-	*	**3%hijm**	*	**1%ij**
Other problems	**5**	4	-	-	1	-	4	1	3	2	1	-	-	4	-
	*	*	-	-	*	-	*	*	*	*	*	-	-	*	-
No - there have been no problems	**189**	63	77	28	13	8	140	21	88	56	26	11	7	144	18
	4%	*3%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	**5%i**	*3%*	*3%*	*4%*	*7%*	*4%*	*5%*
Any problem experienced	**71**	40	21	8	1	1	61	3	31	24	10	3	3	56	6
	1%	*2%*	*1%*	*1%*	*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about Interlink	**55**	37	17	1	*	-	54	*	28	19	7	1	-	47	1
	1%	***2%bcg***	*1%*	*	*	-	***1%c***	*	*2%*	*1%*	*1%*	*	-	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Interlink	**1368**	100	1245	23	429	885	53	1358	3	4	-	1365	2
	26%	*25%*	*27%*	*27%*	**28%f**	**27%f**	*16%*	**27%h**	*4%*	*18%*	-	**27%h**	*9%*
Used Interlink to send	**78**	18	60	-	44	23	10	75	3	-	-	78	-
	2%	**5%b**	*1%*	-	**3%e**	*1%*	**3%e**	*1%*	*4%*	-	-	*2%*	-
Used Interlink to receive	**192**	17	173	2	66	115	11	192	-	-	-	192	-
	4%	*4%*	*4%*	*2%*	*4%*	*4%*	*3%*	*4%*	-	-	-	*4%*	-
Net used	**261**	33	226	2	108	136	17	258	3	-	-	261	-
	5%	**8%b**	*5%*	*2%*	**7%e**	*4%*	*5%*	*5%*	*4%*	-	-	*5%*	-
Lost mail	**27**	6	21	-	12	15	-	24	3	-	-	27	-
	1%	*1%*	*	-	*1%*	*	-	*	**3%gk**	-	-	*1%*	-
Damaged mail	**23**	3	21	-	9	11	3	23	-	-	-	23	-
	*	*1%*	*	-	*1%*	*	*1%*	*	-	-	-	*	-
Delayed mail	**23**	7	16	-	14	6	3	20	3	-	-	23	-
	*	**2%b**	*	-	**1%e**	*	**1%e**	*	**3%gk**	-	-	*	-
Mis-delivered mail	**23**	5	17	1	19	4	-	20	3	-	-	23	-
	*	**1%b**	*	*1%*	**1%e**	*	-	*	**3%gk**	-	-	*	-
Mail that has been tampered with	**11**	-	11	1	7	4	-	11	-	-	-	11	-
	*	-	*	*1%*	*	*	-	*	-	-	-	*	-
Other problems	**5**	-	5	-	3	-	3	5	-	-	-	5	-
	*	-	*	-	*	-	**1%e**	*	-	-	-	*	-
No - there have been no problems	**189**	19	168	1	70	111	8	189	*	-	-	189	-
	4%	*5%*	*4%*	*2%*	*4%*	*3%*	*3%*	*4%*	*	-	-	*4%*	-
Any problem experienced	**71**	14	57	1	38	25	9	69	3	-	-	71	-
	1%	**3%b**	*1%*	*1%*	**2%e**	*1%*	**3%e**	*1%*	*3%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about Interlink	**55**	11	43	1	35	14	6	52	3	-	-	55	-
	1%	***3%b***	*1%*	*1%*	***2%e***	*	***2%e***	*1%*	*3%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Interlink	1368	409	325	339	295	128	136	144	106	112	107	129	110	100	122	95	78
	26%	32%bcd	25%	26%	23%	30%p	33%lmop	33%lmop	25%	24%	27%p	30%p	26%	23%	26%p	23%	19%
Used Interlink to send	78	19	17	19	23	3	6	9	6	3	8	11	2	7	10	7	6
	2%	1%	1%	2%	2%	1%	2%	2%	1%	1%	2%	3%	*	2%	2%	2%	2%
Used Interlink to receive	192	65	56	31	40	23	23	19	29	9	17	18	8	5	21	10	9
	4%	5%c	4%	2%	3%	5%lm	6%lmp	4%m	7%ilmop	2%	4%m	4%	2%	1%	5%m	2%	2%
Net used	261	83	69	51	58	26	29	28	35	12	21	29	9	12	28	16	14
	5%	6%c	5%	4%	4%	6%l	7%ilm	6%l	8%ilmop	3%	5%	7%ilm	2%	3%	6%l	4%	3%
Lost mail	27	10	5	4	8	1	6	3	4	1	-	4	-	-	3	3	2
	1%	1%	*	*	1%	*	1%	1%	1%	*	-	1%	-	-	1%	1%	1%
Damaged mail	23	7	5	7	5	2	*	5	5	-	-	5	-	2	-	-	5
	*	1%	*	1%	*	*	*	1%	1%	-	-	1%	-	*	-	-	1%
Delayed mail	23	8	7	2	6	-	3	5	4	-	3	-	1	2	3	3	*
	*	1%	1%	*	*	-	1%	1%	1%	-	1%	-	*	*	1%	1%	*
Mis-delivered mail	23	3	10	4	6	-	3	*	5	2	3	-	-	4	-	6	-
	*	*	1%	*	*	-	1%	*	1%	*	1%	-	-	1%	-	1%	-
Mail that has been tampered with	11	5	2	5	-	-	3	2	-	-	2	4	1	1	-	-	-
	*	*	*	*	-	-	1%	*	-	-	*	1%	*	*	-	-	-
Other problems	5	-	5	-	-	-	-	-	3	-	3	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-
No - there have been no problems	189	66	49	30	44	23	23	20	23	9	17	16	8	6	25	9	9
	4%	5%c	4%	2%	3%	5%lm	5%lm	5%	5%lm	2%	4%	4%	2%	1%	5%ilm	2%	2%
Any problem experienced	71	17	20	20	14	3	6	8	12	3	4	13	1	6	3	7	5
	1%	1%	2%	2%	1%	1%	1%	2%	3%l	1%	1%	3%l	*	1%	1%	2%	1%
Made a complaint about Interlink	55	12	13	16	14	1	3	8	5	3	4	10	1	5	3	6	5
	1%	1%	1%	1%	1%	*	1%	2%	1%	1%	1%	2%el	*	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of DPD	**3712**	-	3712	1675	2024	327	378	688	586	757	534	442	705	1274	1734	976	3433	253	3920
	72%	-	*72%*	*67%*	**77%c**	*47%*	**62%e**	**65%e**	**79%efg**	**84%efgh**	**84%efgh**	**84%efg**	*54%*	**71%l**	**84%lm**	**84%lm**	**74%q**	*55%*	*76%*
Used DPD to send	**311**	-	311	183	127	64	49	105	43	25	19	6	113	148	50	25	268	38	325
	6%	-	*6%*	**7%d**	*5%*	**9%ijk**	**8%ijk**	**10%hijk**	**6%ik**	*3%*	*3%*	*1%*	**9%no**	**8%no**	*2%*	*2%*	*6%*	*8%*	*6%*
Used DPD to receive	**2272**	-	2272	986	1280	210	252	421	396	486	301	207	462	816	993	508	2083	173	2601
	44%	-	*44%*	*39%*	**49%c**	*31%*	**41%e**	**40%e**	**53%efgk**	**54%efgk**	**47%egk**	**39%e**	*36%*	**45%l**	**48%l**	**44%l**	**45%q**	*37%*	*50%*
Net used	**2416**	-	2416	1080	1330	245	269	478	413	498	305	207	514	892	1011	513	2205	194	2733
	47%	-	*47%*	*43%*	**51%c**	*36%*	**44%e**	**45%e**	**55%efgjk**	**55%efgjk**	**48%ek**	*39%*	*40%*	**49%lo**	**49%lo**	*44%*	*47%*	*42%*	*53%*
Lost mail	**37**	-	37	21	14	6	3	20	4	3	*	1	9	24	4	1	35	2	42
	1%	-	*1%*	*1%*	*1%*	*1%*	*	**2%ijk**	*1%*	*	*	*	*1%*	**1%no**	*	*	*1%*	*1%*	*1%*
Damaged mail	**75**	-	75	42	34	18	13	21	9	7	6	2	31	30	14	7	63	12	74
	1%	-	*1%*	*2%*	*1%*	**3%ik**	**2%k**	*2%*	*1%*	*1%*	*1%*	*	**2%no**	**2%n**	*1%*	*1%*	*1%*	*3%*	*1%*
Delayed mail	**126**	-	126	74	52	29	10	46	21	13	6	1	39	67	20	7	104	20	147
	2%	-	*2%*	*3%*	*2%*	**4%fijk**	*2%*	**4%fijk**	**3%k**	*1%*	*1%*	*	**3%no**	**4%no**	*1%*	*1%*	*2%*	*4%*	*3%*
Mis-delivered mail	**63**	-	63	35	26	6	7	26	11	1	7	5	13	37	13	12	57	6	63
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	**1%l**	*	*1%*	*1%*	*1%*	**2%n**	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**34**	-	34	19	15	4	6	17	3	3	1	-	10	20	4	1	30	4	32
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	**2%jk**	*	*	*	-	*1%*	**1%no**	*	*	*1%*	*1%*	*1%*
Other problems	**49**	-	49	26	23	5	6	12	11	10	3	2	11	22	15	5	45	3	49
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
No - there have been no problems	**2129**	-	2129	928	1197	194	232	384	369	468	284	199	426	753	951	483	1951	163	2420
	41%	-	*41%*	*37%*	**46%c**	*28%*	**38%e**	**36%e**	**49%efgk**	**52%efgjk**	**45%eg**	**38%e**	*33%*	**42%l**	**46%lm**	**42%l**	*42%*	*35%*	*47%*
Any problem experienced	**287**	-	287	152	133	51	37	94	45	30	21	9	88	139	60	30	254	30	313
	6%	-	*6%*	*6%*	*5%*	**7%ijk**	**6%k**	**9%ijk**	**6%k**	*3%*	*3%*	*2%*	**7%no**	**8%no**	*3%*	*3%*	*5%*	*7%*	*6%*
Made a complaint about DPD	**141**	-	141	83	56	20	19	57	25	4	13	3	40	81	20	16	125	15	141
	3%	-	*3%*	*3%*	*2%*	**3%ik**	**3%ik**	**5%ijk**	**3%ik**	*	**2%l**	*1%*	**3%no**	**4%no**	*1%*	*1%*	*3%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of DPD	**3712**	576	1229	866	1040	1806	1906	2056	1606	521	463	962	949	550	2374	527	2977
	72%	*58%*	**77%a**	**73%a**	**75%a**	*70%*	**74%e**	*67%*	**80%g**	**76%m**	**71%m**	**74%m**	**76%m**	*60%*	**74%m**	**76%p**	*71%*
Used DPD to send	**311**	77	102	58	74	178	133	251	57	37	29	70	85	73	184	37	262
	6%	*8%*	*6%*	*5%*	*5%*	*7%*	*5%*	**8%h**	*3%*	*5%*	*4%*	*5%*	*7%*	**8%j**	*6%*	*5%*	*6%*
Used DPD to receive	**2272**	381	753	537	600	1134	1138	1304	934	274	264	615	599	373	1478	274	1881
	44%	*38%*	**47%a**	**45%a**	*43%*	*44%*	*44%*	*42%*	**47%g**	*40%*	*41%*	**47%ijm**	**48%ijm**	*41%*	**46%ijm**	*40%*	*45%*
Net used	**2416**	427	788	568	634	1215	1202	1427	955	293	281	643	627	417	1551	293	1998
	47%	*43%*	**49%a**	*48%*	*46%*	*47%*	*47%*	*46%*	*48%*	*43%*	*43%*	**49%ij**	**50%ij**	*45%*	*48%*	*42%*	*48%*
Lost mail	**37**	11	4	6	17	15	22	28	9	7	4	8	9	8	21	7	29
	1%	**1%b**	*	*	**1%b**	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**75**	10	23	20	22	33	42	57	19	12	6	25	17	12	48	12	60
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	**126**	34	33	29	30	67	59	93	30	10	14	25	27	38	67	10	106
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*2%*	*2%*	**4%ikn**	*2%*	*2%*	*3%*
Mis-delivered mail	**63**	22	12	14	14	34	29	40	22	6	12	17	5	22	34	6	55
	1%	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	*	**2%ln**	*1%*	*1%*	*1%*
Mail that has been tampered with	**34**	12	5	10	7	16	17	26	8	4	3	12	4	11	19	4	30
	1%	**1%b**	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Other problems	**49**	15	12	7	16	26	23	25	23	8	5	12	8	12	25	8	37
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**2129**	359	713	506	552	1072	1057	1233	866	251	244	575	569	352	1389	251	1770
	41%	*36%*	**45%ad**	**43%a**	*40%*	*41%*	*41%*	*40%*	*43%*	*37%*	*38%*	**44%ijm**	**45%ijm**	*38%*	**43%ij**	*36%*	**42%o**
Any problem experienced	**287**	68	74	62	82	142	145	194	89	42	37	68	58	65	162	42	228
	6%	*7%*	*5%*	*5%*	*6%*	*5%*	*6%*	**6%h**	*4%*	*6%*	*6%*	*5%*	*5%*	*7%*	*5%*	*6%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about DPD	**141**	39	37	31	35	76	66	100	38	15	17	30	31	42	79	15	121
	3%	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	**3%h**	*2%*	*2%*	*3%*	*2%*	*2%*	**5%kn**	*2%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of DPD	**3712**	3123	589	173	3081	327	196	108	148	405	317	274	326	384	355	516	356	42	285
	72%	*70%*	**81%ac**	*73%*	*71%*	**75%d**	**79%d**	*76%*	**71%n**	**72%n**	**75%n**	**73%n**	**72%n**	**80%hilnq**	*52%*	**73%n**	**80%hilnoq**	**67%n**	**77%n**
Used DPD to send	**311**	266	45	15	252	32	17	9	10	29	20	14	21	33	49	51	26	3	30
	6%	*6%*	*6%*	*6%*	*6%*	*7%*	*7%*	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*7%*	*7%*	*7%*	*6%*	*4%*	**8%k**
Used DPD to receive	**2272**	1899	372	116	1823	242	135	72	93	223	201	149	192	236	202	301	224	23	219
	44%	*43%*	**51%a**	*49%*	*42%*	**56%d**	**55%d**	**50%d**	**45%n**	**39%n**	**47%n**	**40%n**	**42%n**	**49%iknq**	*30%*	**43%n**	**51%iknq**	*36%*	**59%hijklmnopq**
Net used	**2416**	2031	385	120	1946	255	141	75	99	242	209	156	202	251	235	318	234	25	230
	47%	*46%*	**53%a**	*51%*	*45%*	**59%d**	**57%d**	**52%d**	**47%n**	*43%*	**49%n**	*42%*	**44%n**	**52%ikn**	*35%*	**45%n**	**53%iknq**	*40%*	**62%hijklmnopq**
Lost mail	**37**	34	3	*	29	3	3	1	1	2	-	2	5	5	5	7	1	-	3
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*
Damaged mail	**75**	69	6	1	61	9	3	3	-	4	3	6	7	6	8	18	9	2	7
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	**3%h**	*2%*	**3%h**	**2%h**
Delayed mail	**126**	105	22	6	99	15	6	6	3	11	13	8	10	8	25	12	9	3	11
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	**5%d**	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	**5%hmo**	*3%*
Mis-delivered mail	**63**	57	6	1	52	7	3	1	1	8	5	9	2	4	13	6	4	*	7
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*2%*
Mail that has been tampered with	**34**	26	7	7	28	4	1	1	-	5	3	2	2	4	6	3	4	1	3
	1%	*1%*	*1%*	**3%a**	*1%*	*1%*	*	*	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	**2%h**	*1%*
Other problems	**49**	37	12	1	42	4	3	1	1	6	7	1	3	2	6	13	4	-	4
	1%	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*	*1%*	*2%*	*1%*	-	*1%*
No - there have been no problems	**2129**	1791	339	107	1718	221	127	64	95	221	185	136	175	231	190	271	214	21	200
	41%	*40%*	**47%a**	*45%*	*40%*	**51%d**	**51%d**	*45%*	**45%kn**	**39%n**	**44%n**	**36%n**	**38%n**	**48%iknoq**	*28%*	**38%n**	**48%iknoq**	*33%*	**54%hijklnoq**
Any problem experienced	**287**	241	46	12	228	34	14	11	4	20	24	20	27	19	45	48	20	4	30
	6%	*5%*	*6%*	*5%*	*5%*	**8%d**	*6%*	*8%*	*2%*	*4%*	*6%*	*5%*	**6%h**	*4%*	**7%h**	**7%h**	*5%*	**7%h**	**8%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 341

QI_8. Competitive landscape - DPD

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about DPD	**141**	119	22	6	119	13	7	2	2	18	9	15	16	13	24	15	7	2	11
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*1%*	*3%*	*2%*	***4%h***	*4%*	*3%*	*4%*	*2%*	*1%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of DPD	**3712**	1360	1419	531	245	121	2778	366	1373	1401	606	198	79	2774	277
	72%	***74%c***	*73%*	*68%*	*69%*	*74%*	***73%c***	*71%*	***74%j***	*72%*	*67%*	*74%*	*77%*	***73%j***	***75%j***
Used DPD to send	**311**	105	118	53	16	16	223	32	119	112	48	22	10	231	32
	6%	*6%*	*6%*	*7%*	*4%*	*10%*	*6%*	*6%*	*6%*	*6%*	*5%*	*8%*	*9%*	*6%*	*9%*
Used DPD to receive	**2272**	813	889	333	144	75	1702	219	858	892	342	120	42	1749	162
	44%	*44%*	*45%*	*43%*	*41%*	*46%*	*45%*	*42%*	***46%j***	***46%j***	*38%*	*45%*	*41%*	***46%j***	*44%*
Net used	**2416**	861	942	361	152	82	1804	234	915	942	370	125	45	1856	171
	47%	*47%*	*48%*	*46%*	*43%*	*50%*	*47%*	*45%*	***50%j***	***48%j***	*41%*	*47%*	*44%*	***49%j***	*46%*
Lost mail	**37**	12	21	3	1	1	33	2	17	14	4	3	*	30	3
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Damaged mail	**75**	31	24	14	5	1	56	6	41	29	5	1	-	69	1
	1%	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	***2%j***	*1%*	*1%*	*	-	***2%j***	*
Delayed mail	**126**	41	53	15	11	4	94	15	49	41	22	8	3	91	11
	2%	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*
Mis-delivered mail	**63**	27	21	7	5	3	48	7	33	11	15	4	*	44	4
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	***2%i***	*1%*	***2%i***	*1%*	*	*1%*	*1%*
Mail that has been tampered with	**34**	18	10	6	-	-	28	-	15	10	5	*	3	25	4
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*1%*	*	***3%hijkm***	*1%*	*1%*
Other problems	**49**	15	20	9	3	2	35	5	22	13	9	5	*	35	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*
No - there have been no problems	**2129**	755	835	316	133	75	1591	208	788	845	331	108	41	1632	150
	41%	*41%*	*43%*	*40%*	*37%*	*46%*	*42%*	*40%*	***43%j***	***43%j***	*36%*	*41%*	*40%*	***43%j***	*41%*
Any problem experienced	**287**	106	107	45	19	7	213	26	127	97	40	17	4	224	21
	6%	*6%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*7%*	*5%*	*4%*	*6%*	*4%*	*6%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about DPD	**141**	62	59	9	7	4	121	11	64	47	23	7	*	112	7
	3%	*3%c*	*3%c*	*1%*	*2%*	*3%*	*3%c*	*2%*	*3%*	*2%*	*2%*	*3%*	*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of DPD	**3712**	228	3434	49	1060	2474	177	3670	17	12	6	3699	7
	72%	*57%*	**73%ac**	*58%*	**68%f**	**75%df**	*54%*	**73%h**	*19%*	*57%*	*57%*	**72%h**	*32%*
Used DPD to send	**311**	32	277	1	96	189	26	295	13	1	1	309	*
	6%	*8%*	*6%*	*2%*	*6%*	*6%*	*8%*	*6%*	**15%gk**	*5%*	*12%*	*6%*	*1%*
Used DPD to receive	**2272**	150	2097	25	645	1518	109	2252	3	8	2	2263	6
	44%	*37%*	**45%ac**	*29%*	**41%f**	**46%df**	*33%*	**45%h**	*4%*	*37%*	*22%*	**44%h**	*27%*
Net used	**2416**	171	2221	25	696	1597	123	2383	16	9	2	2408	6
	47%	*42%*	**48%c**	*29%*	*45%*	**49%f**	*38%*	**47%h**	*18%*	*41%*	*22%*	**47%h**	*28%*
Lost mail	**37**	4	33	-	21	15	2	32	3	2	-	37	-
	1%	*1%*	*1%*	-	**1%e**	*	*	*1%*	**4%gk**	*8%*	-	*1%*	-
Damaged mail	**75**	13	61	1	32	42	1	72	3	-	-	75	-
	1%	**3%b**	*1%*	*2%*	*2%*	*1%*	*	*1%*	*3%*	-	-	*1%*	-
Delayed mail	**126**	24	100	2	62	55	10	115	10	1	*	126	-
	2%	**6%b**	*2%*	*2%*	**4%e**	*2%*	*3%*	*2%*	**11%gk**	*5%*	*1%*	*2%*	-
Mis-delivered mail	**63**	17	45	1	29	26	8	56	6	1	-	63	-
	1%	**4%b**	*1%*	*1%*	**2%e**	*1%*	**2%e**	*1%*	**7%gk**	*5%*	-	*1%*	-
Mail that has been tampered with	**34**	6	27	*	16	14	4	32	-	1	-	33	*
	1%	*2%*	*1%*	*	*1%*	*	*1%*	*1%*	-	*5%*	-	*1%*	*1%*
Other problems	**49**	6	41	2	21	26	2	49	-	*	-	49	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-
No - there have been no problems	**2129**	125	1985	20	576	1448	106	2110	4	7	2	2121	6
	41%	*31%*	**42%ac**	*24%*	*37%*	**44%df**	*32%*	**42%h**	*4%*	*33%*	*21%*	**41%h**	*27%*
Any problem experienced	**287**	46	236	5	121	149	17	273	12	2	*	287	*
	6%	**11%b**	*5%*	*5%*	**8%e**	*5%*	*5%*	*5%*	**14%gk**	*8%*	*1%*	*6%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about DPD	**141**	27	113	1	60	72	9	130	10	1	-	141	-
	3%	***7%b***	*2%*	*1%*	***4%e***	*2%*	*3%*	*3%*	***12%gk***	*3%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of DPD	**3712**	945	914	955	898	329	298	318	291	334	289	322	323	310	321	291	286
	72%	*73%*	*71%*	*74%*	*70%*	**76%h**	*72%*	*72%*	*68%*	*72%*	*72%*	*75%*	*75%*	*73%*	*69%*	*71%*	*69%*
Used DPD to send	**311**	81	81	78	72	25	31	25	21	36	23	15	30	32	18	27	27
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*5%*	*8%*	*6%*	*4%*	*7%*	*8%*	*4%*	*6%*	*6%*
Used DPD to receive	**2272**	589	565	571	546	212	181	196	179	220	166	204	178	190	188	182	176
	44%	*46%*	*44%*	*44%*	*42%*	*49%*	*44%*	*44%*	*42%*	*48%*	*42%*	*47%*	*41%*	*44%*	*41%*	*44%*	*42%*
Net used	**2416**	621	610	610	575	222	196	203	194	239	178	209	197	203	194	190	191
	47%	*48%*	*47%*	*47%*	*45%*	**51%n**	*47%*	*46%*	*45%*	**52%n**	*45%*	*48%*	*46%*	*48%*	*42%*	*46%*	*46%*
Lost mail	**37**	6	11	7	14	1	3	2	5	3	3	4	2	1	4	5	4
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
Damaged mail	**75**	18	21	15	21	3	5	11	10	4	6	6	5	5	5	7	8
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
Delayed mail	**126**	24	36	36	30	9	9	6	10	20	6	14	13	9	11	10	8
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*
Mis-delivered mail	**63**	13	14	23	13	6	3	5	3	2	8	12	5	5	3	4	6
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	**3%l**	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**34**	16	6	7	4	5	8	3	2	2	2	3	2	3	-	2	2
	1%	**1%d**	*	*1%*	*	*1%*	**2%n**	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*	*
Other problems	**49**	9	22	5	13	5	2	2	9	5	8	*	2	2	7	2	4
	1%	*1%*	**2%c**	*	*1%*	*1%*	*	*	**2%k**	*1%*	**2%k**	*	*1%*	*1%*	*2%*	*1%*	*1%*
No - there have been no problems	**2129**	563	522	539	506	200	181	182	165	205	152	180	177	182	175	168	163
	41%	*44%*	*40%*	*42%*	*39%*	*46%*	*44%*	*41%*	*38%*	*45%*	*38%*	*42%*	*41%*	*43%*	*38%*	*41%*	*39%*
Any problem experienced	**287**	58	88	71	70	22	15	21	29	33	26	30	21	21	19	22	28
	6%	*4%*	*7%*	*6%*	*5%*	*5%*	*4%*	*5%*	*7%*	*7%*	*7%*	*7%*	*5%*	*5%*	*4%*	*5%*	*7%*
Made a complaint about DPD	**141**	23	51	31	36	12	6	5	16	18	17	18	8	5	8	9	19
	3%	*2%*	**4%a**	*2%*	*3%*	*3%*	*1%*	*1%*	*4%*	**4%g**	**4%gm**	**4%g**	*2%*	*1%*	*2%*	*2%*	**5%fgm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Parcelforce	3727	-	3727	1692	2021	243	341	654	597	810	587	496	584	1251	1893	1082	3500	200	3963
	72%	-	72%	67%	77%c	35%	56%e	62%e	80%efg	90%efgh	92%efgh	94%efgh	45%	69%l	92%lm	93%lm	75%q	43%	77%
Used Parcelforce to send	562	-	562	294	267	23	46	118	112	128	79	56	69	230	263	135	520	37	661
	11%	-	11%	12%	10%	3%	8%e	11%e	15%ef	14%ef	12%ef	11%e	5%	13%l	13%l	12%l	11%	8%	13%
Used Parcelforce to receive	1941	-	1941	926	1010	118	168	339	354	460	287	214	286	693	961	501	1839	91	2263
	38%	-	38%	37%	38%	17%	28%e	32%e	47%efg	51%efgk	45%efg	41%efg	22%	38%l	47%lm	43%l	40%q	20%	44%
Net used	2134	-	2134	1020	1109	129	185	386	384	498	316	236	314	770	1050	552	2017	105	2467
	41%	-	41%	41%	42%	19%	30%e	36%e	51%efg	56%efgk	50%efg	45%efg	24%	43%l	51%lm	48%l	43%q	23%	48%
Lost mail	32	-	32	17	14	4	3	9	10	1	5	1	7	19	7	6	29	3	37
	1%	-	1%	1%	1%	1%	*	1%	1%l	*	1%	*	1%	1%	*	*	1%	1%	1%
Damaged mail	49	-	49	30	17	10	9	7	10	6	3	4	19	17	13	7	40	9	55
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Delayed mail	87	-	87	47	38	10	11	30	9	16	9	1	21	39	26	10	81	4	97
	2%	-	2%	2%	1%	1%	2%	3%k	1%	2%	1%	*	2%	2%o	1%	1%	2%	1%	2%
Mis-delivered mail	36	-	36	18	18	3	8	7	3	12	3	1	11	9	16	4	32	5	37
	1%	-	1%	1%	1%	*	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	1%	1%
Mail that has been tampered with	26	-	26	17	9	4	2	8	2	7	2	-	7	10	9	2	22	3	27
	*	-	*	1%	*	1%	*	1%	*	1%	*	-	1%	1%	*	*	*	1%	1%
Other problems	25	-	25	17	8	3	2	2	9	3	5	*	5	11	8	5	21	4	23
	*	-	*	1%	*	*	*	*	1%g	*	1%	*	*	1%	*	*	*	1%	*
No - there have been no problems	1953	-	1953	917	1033	105	153	341	357	469	299	228	259	698	996	527	1860	83	2264
	38%	-	38%	36%	39%	15%	25%e	32%ef	48%efg	52%efgk	47%efg	43%efg	20%	39%l	48%lm	45%lm	40%q	18%	44%
Any problem experienced	181	-	181	103	76	24	31	45	27	30	17	7	55	72	54	25	158	22	203
	4%	-	4%	4%	3%	3%	5%k	4%k	4%	3%	3%	1%	4%o	4%o	3%	2%	3%	5%	4%
Made a complaint about Parcelforce	81	-	81	56	25	12	13	31	9	8	4	4	25	40	16	8	69	11	78
	2%	-	2%	2%d	1%	2%	2%	3%ijk	1%	1%	1%	1%	2%n	2%no	1%	1%	1%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Parcelforce	**3727**	551	1233	889	1054	1785	1942	1974	1704	522	487	972	963	519	2422	527	2999
	72%	*56%*	**77%a**	**75%a**	**76%a**	*69%*	**76%e**	*64%*	**85%g**	**76%m**	**75%m**	**75%m**	**77%m**	*56%*	**76%m**	*76%*	*72%*
Used Parcelforce to send	**562**	95	194	129	144	289	272	346	206	82	55	133	172	81	360	83	452
	11%	*10%*	*12%*	*11%*	*10%*	*11%*	*11%*	*11%*	*10%*	*12%*	*8%*	*10%*	**14%jkm**	*9%*	*11%*	*12%*	*11%*
Used Parcelforce to receive	**1941**	325	642	473	500	968	973	1076	845	224	253	515	543	295	1311	225	1624
	38%	*33%*	**40%a**	**40%a**	*36%*	*37%*	*38%*	*35%*	**42%g**	*33%*	**39%m**	**40%lm**	**43%lm**	*32%*	**41%lm**	*33%*	**39%o**
Net used	**2134**	364	705	519	546	1069	1065	1199	909	250	270	551	594	338	1415	250	1778
	41%	*37%*	**44%a**	**44%a**	*39%*	*41%*	*41%*	*39%*	**45%g**	*36%*	*41%*	*42%*	**47%lm**	*37%*	**44%lm**	*36%*	**42%o**
Lost mail	**32**	6	9	13	4	15	17	18	14	6	3	1	12	9	16	6	25
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**1%k**	*	*	**1%k**	**1%k**	*	*1%*	*1%*
Damaged mail	**49**	18	8	15	9	26	24	37	11	5	8	14	8	13	30	5	43
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Delayed mail	**87**	23	22	24	18	45	42	64	21	6	8	19	28	23	55	6	79
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*
Mis-delivered mail	**36**	3	13	13	7	16	20	20	14	8	4	11	8	5	23	8	28
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**26**	14	2	8	2	16	10	20	4	1	5	3	5	11	13	1	24
	*	**1%bd**	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*	*	**1%kn**	*	*	*1%*
Other problems	**25**	7	3	6	8	10	14	16	5	2	3	7	3	6	13	2	19
	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*	*	*
No - there have been no problems	**1953**	318	663	463	509	981	972	1079	856	232	254	502	549	291	1305	233	1622
	38%	*32%*	**41%ad**	**39%a**	*37%*	*38%*	*38%*	*35%*	**43%g**	*34%*	**39%m**	**39%m**	**44%lm**	*32%*	**41%lm**	*34%*	*39%*
Any problem experienced	**181**	47	42	55	38	88	93	121	53	17	16	50	45	46	110	17	156
	4%	**5%b**	*3%*	**5%b**	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about Parcelforce	**81**	30	15	22	13	46	36	65	15	9	5	16	18	29	39	9	68
	2%	***3%bd***	*1%*	*2%*	*1%*	*2%*	*1%*	***2%h***	*1%*	*1%*	*1%*	*1%*	*1%*	***3%jkn***	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Parcelforce	3727	3117	611	189	3096	327	194	111	163	394	330	265	347	401	330	503	362	47	280
	72%	70%	84%a	80%a	71%	75%	79%d	78%d	78%in	70%n	78%in	71%n	76%n	84%iklnor	49%	71%n	82%lkno	74%n	76%n
Used Parcelforce to send	562	461	100	38	444	61	30	27	21	53	55	39	29	70	57	66	55	10	51
	11%	10%	14%a	16%a	10%	14%d	12%	19%df	10%	9%	13%l	10%	6%	15%ln	8%	9%	12%l	15%l	14%ln
Used Parcelforce to receive	1941	1610	330	110	1542	216	112	71	88	187	176	130	154	212	158	248	190	31	185
	38%	36%	46%a	46%a	36%	50%d	45%d	50%d	42%in	33%n	41%n	35%n	34%n	44%iklno	23%	35%n	43%lln	49%iklno	50%ijklno
Net used	2134	1776	358	124	1699	232	122	81	95	202	192	143	169	243	190	263	202	33	199
	41%	40%	50%a	53%a	39%	54%d	49%d	57%df	46%in	36%	45%ln	38%n	37%n	51%iklno	28%	37%n	46%llno	52%iklno	54%hijklnop
Lost mail	32	32	1	*	26	4	1	1	1	-	4	3	4	3	5	2	4	*	4
	1%	1%	*	*	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	*	1%	*	1%l
Damaged mail	49	43	6	2	37	8	2	2	1	1	6	2	9	3	7	3	5	1	8
	1%	1%	1%	1%	1%	2%d	1%	1%	1%	*	1%	*	2%l	1%	1%	*	1%	1%	2%lo
Delayed mail	87	75	12	7	67	11	5	4	7	2	7	5	7	8	12	6	14	*	10
	2%	2%	2%	3%	2%	2%	2%	3%d	3%ic	*	2%	1%	2%	2%	2%	1%	3%l	1%	3%l
Mis-delivered mail	36	34	3	*	32	1	2	1	1	-	5	4	-	3	3	9	6	-	1
	1%	1%	*	*	1%	*	1%	1%	1%	-	1%	1%	-	1%	*	1%	1%	-	*
Mail that has been tampered with	26	25	1	*	20	3	1	1	1	-	5	-	5	-	8	-	1	*	3
	*	1%	*	*	*	1%	1%	*	1%	-	1%	-	1%	-	1%	-	*	*	1%o
Other problems	25	12	12	6	22	1	1	*	*	-	6	2	1	6	4	3	-	*	1
	*	*	2%a	3%a	*	*	1%	*	*	-	1%l	*	*	1%	1%	*	-	*	*
No - there have been no problems	1953	1626	327	109	1554	212	113	74	86	199	171	130	151	225	163	246	182	31	181
	38%	37%	45%a	46%a	36%	49%d	46%d	52%d	41%n	35%n	40%n	35%n	33%n	47%iklno	24%	35%n	41%n	50%iklno	49%ijklnop
Any problem experienced	181	150	32	16	145	20	9	7	9	3	21	14	17	18	27	17	20	1	18
	4%	3%	4%	7%a	3%	5%	4%	5%	4%l	*	5%l	4%l	4%l	4%l	4%l	2%	5%l	2%	5%l

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about Parcelforce	**81**	73	8	5	70	4	4	3	5	-	10	9	12	6	15	2	11	*	4
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	**2%lo**	-	**2%lo**	**2%lo**	**3%lo**	*1%*	**2%lo**	*	**3%lo**	*	**1%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Parcelforce	**3727**	1425	1461	486	219	111	2886	330	1413	1434	583	177	75	2847	252
	72%	**77%cdeg**	**75%cdg**	*62%*	*61%*	*68%*	**76%cdg**	*64%*	**77%jkn**	**73%j**	*64%*	*66%*	*73%*	**75%jkn**	*68%*
Used Parcelforce to send	**562**	222	223	71	23	21	445	44	247	204	79	23	8	451	31
	11%	**12%d**	**11%d**	*9%*	*6%*	*13%*	**12%d**	*8%*	**13%ijn**	*10%*	*9%*	*9%*	*8%*	*12%*	*8%*
Used Parcelforce to receive	**1941**	734	780	273	103	45	1515	147	792	761	275	78	28	1553	106
	38%	**40%deg**	**40%deg**	*35%*	*29%*	*27%*	**40%deg**	*28%*	**43%jkln**	**39%jkn**	*30%*	*29%*	*27%*	**41%jkln**	*29%*
Net used	**2134**	806	846	308	111	56	1651	167	863	824	321	88	30	1688	118
	41%	**44%dg**	**43%dg**	**39%dg**	*31%*	*34%*	**43%dg**	*32%*	**47%ijkln**	**42%jkln**	*35%*	*33%*	*29%*	**44%jkln**	*32%*
Lost mail	**32**	10	13	4	2	4	23	6	11	15	6	-	1	26	1
	1%	*1%*	*1%*	*	*	**2%af**	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*
Damaged mail	**49**	18	20	2	1	8	38	9	18	20	10	-	1	38	1
	1%	*1%*	*1%*	*	*	**5%abcdf**	*1%*	**2%c**	*1%*	*1%*	*1%*	-	*1%*	*1%*	*
Delayed mail	**87**	32	31	15	3	5	63	8	28	37	15	2	5	64	7
	2%	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**5%h**	*2%*	*2%*
Mis-delivered mail	**36**	9	17	8	*	1	27	2	15	15	5	*	1	30	1
	1%	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*
Mail that has been tampered with	**26**	7	14	1	1	2	21	4	9	10	6	1	*	19	1
	*	*	*1%*	*	*	**1%c**	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*
Other problems	**25**	9	11	1	1	3	20	4	15	3	5	1	-	19	1
	*	*	*1%*	*	*	**2%c**	*1%*	*1%*	**1%i**	*	*1%*	*	-	*	*
No - there have been no problems	**1953**	749	769	281	104	41	1519	145	795	760	284	84	22	1555	106
	38%	**41%deg**	**39%deg**	**36%eg**	*29%*	*25%*	**40%deg**	*28%*	**43%ijkln**	**39%jln**	*31%*	*32%*	*22%*	**41%jkln**	*29%*
Any problem experienced	**181**	57	76	27	7	15	133	22	68	64	37	4	8	132	11
	4%	*3%*	*4%*	*3%*	*2%*	**9%abcdf**	*3%*	*4%*	*4%*	*3%*	*4%*	*1%*	**8%k**	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about Parcelforce	**81**	32	32	13	1	2	64	4	34	28	19	-	*	62	*
	2%	*2%*	*2%*	*2%*	*	*1%*	*2%*	*1%*	*2%*	*1%*	***2%n***	-	*	*2%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Parcelforce	**3727**	210	3463	54	1096	2462	170	3696	7	13	4	3716	7
	72%	*52%*	**74%a**	*64%*	**70%f**	**75%df**	*52%*	**74%h**	*8%*	*64%*	*36%*	**72%h**	*31%*
Used Parcelforce to send	**562**	45	508	9	152	386	24	556	3	3	*	562	-
	11%	*11%*	*11%*	*10%*	*10%*	*12%*	*7%*	*11%*	*3%*	*12%*	*1%*	*11%*	-
Used Parcelforce to receive	**1941**	128	1794	19	588	1260	93	1930	5	5	*	1940	1
	38%	*32%*	**38%c**	*22%*	**38%f**	**38%f**	*28%*	**38%h**	*5%*	*23%*	*1%*	**38%h**	*3%*
Net used	**2134**	146	1963	25	640	1390	103	2122	7	5	*	2133	1
	41%	*36%*	*42%*	*30%*	**41%f**	**42%f**	*32%*	**42%h**	*8%*	*23%*	*1%*	**42%h**	*3%*
Lost mail	**32**	2	29	1	12	18	2	29	1	2	-	32	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*9%*	-	*1%*	-
Damaged mail	**49**	6	42	1	22	24	3	49	-	*	-	49	-
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	-
Delayed mail	**87**	13	70	4	35	45	7	83	2	2	-	87	-
	2%	**3%b**	*1%*	*4%*	*2%*	*1%*	*2%*	*2%*	*2%*	*9%*	-	*2%*	-
Mis-delivered mail	**36**	4	31	1	15	22	*	32	2	2	-	36	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*9%*	-	*1%*	-
Mail that has been tampered with	**26**	5	21	-	14	7	4	25	1	-	-	26	-
	*	*1%*	*	-	**1%e**	*	**1%e**	*1%*	*1%*	-	-	*1%*	-
Other problems	**25**	3	21	1	16	7	1	24	-	*	-	25	-
	*	*1%*	*	*1%*	**1%e**	*	*	*	-	*	-	*	-
No - there have been no problems	**1953**	127	1808	18	567	1297	89	1945	4	3	*	1952	1
	38%	*32%*	**39%ac**	*22%*	**36%f**	**40%f**	*27%*	**39%h**	*4%*	*14%*	*1%*	**38%h**	*3%*
Any problem experienced	**181**	19	156	7	74	93	14	176	3	2	-	181	-
	4%	*5%*	*3%*	*8%*	**5%e**	*3%*	*4%*	*4%*	*3%*	*10%*	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about Parcelforce	**81**	9	71	2	35	35	11	79	2	-	-	81	-
	2%	*2%*	*2%*	*2%*	***2%e***	*1%*	***3%e***	*2%*	*3%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Parcelforce	3727	981	906	927	913	345	315	321	293	337	276	311	312	305	337	286	290
	72%	76%bd	70%	72%	71%	80%hjmop	76%	73%	68%	73%	69%	72%	72%	71%	73%	69%	70%
Used Parcelforce to send	562	139	130	160	132	49	41	50	41	61	28	49	55	56	33	44	54
	11%	11%	10%	12%	10%	11%	10%	11%	10%	13%jn	7%	11%	13%jn	13%jn	7%	11%	13%jn
Used Parcelforce to receive	1941	539	476	474	452	228	158	154	161	180	135	153	159	162	166	149	137
	38%	42%d	37%	37%	35%	53%fghijklmnop	38%	35%	37%	39%	34%	35%	37%	38%	36%	36%	33%
Net used	2134	581	523	530	501	242	167	172	177	202	143	168	175	186	174	168	159
	41%	45%d	41%	41%	39%	56%fghijklmnop	40%	39%	41%	44%	36%	39%	41%	44%	37%	41%	38%
Lost mail	32	6	5	15	7	4	2	*	*	3	2	5	5	5	4	1	1
	1%	*	*	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	*	*
Damaged mail	49	6	12	15	17	1	1	4	1	9	2	8	1	5	5	6	6
	1%	*	1%	1%	1%	*	*	1%	*	2%	1%	2%	*	1%	1%	1%	1%
Delayed mail	87	28	14	26	19	8	7	12	3	8	3	11	7	8	6	4	9
	2%	2%	1%	2%	1%	2%	2%	3%	1%	2%	1%	3%	2%	2%	1%	1%	2%
Mis-delivered mail	36	9	6	13	9	3	1	5	1	1	4	2	8	2	3	2	4
	1%	1%	*	1%	1%	1%	*	1%	*	*	1%	1%	2%	1%	1%	*	1%
Mail that has been tampered with	26	7	5	9	5	*	3	4	2	2	1	3	1	5	2	-	4
	*	1%	*	1%	*	*	1%	1%	1%	*	*	1%	*	1%	*	-	1%
Other problems	25	5	10	6	3	-	1	5	*	10	*	1	1	4	3	*	*
	*	*	1%	*	*	-	*	1%	*	2%efhjkop	*	*	*	1%	1%	*	*
No - there have been no problems	1953	534	486	475	458	227	155	152	170	181	135	150	161	164	157	155	146
	38%	41%d	38%	37%	35%	52%fghijklmnop	37%	34%	40%	39%	34%	35%	37%	38%	34%	38%	35%
Any problem experienced	181	47	37	55	42	15	12	19	7	21	8	18	15	22	17	13	13
	4%	4%	3%	4%	3%	4%	3%	4%	2%	5%	2%	4%	3%	5%h	4%	3%	3%
Made a complaint about Parcelforce	81	21	18	22	21	2	5	14	4	8	5	9	4	9	12	7	2
	2%	2%	1%	2%	2%	*	1%	3%ep	1%	2%	1%	2%	1%	2%	3%	2%	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of TNT Express	2514	-	2514	1280	1228	88	160	434	449	613	429	342	248	883	1384	771	2373	127	2584
	49%	-	49%	51%d	47%	13%	26%e	41%ef	60%efg	68%efgh	68%efgh	65%efg	19%	49%l	67%lm	66%lm	51%q	27%	50%
Used TNT Express to send	70	-	70	46	24	10	13	26	12	7	1	*	23	39	8	1	62	8	61
	1%	-	1%	2%d	1%	1%	2%jk	2%jk	2%jk	1%	*	*	2%no	2%no	*	*	1%	2%	1%
Used TNT Express to receive	433	-	433	254	179	21	38	88	79	122	56	28	59	168	207	84	405	25	499
	8%	-	8%	10%d	7%	3%	6%e	8%e	11%efk	14%efgjk	9%e	5%	5%	9%l	10%l	7%l	9%	5%	10%
Net used	482	-	482	286	196	24	48	110	90	126	57	28	71	200	211	86	449	30	545
	9%	-	9%	11%d	7%	3%	8%e	10%ek	12%ek	14%efjk	9%e	5%	6%	11%lo	10%lo	7%	10%	7%	11%
Lost mail	12	-	12	12	1	1	3	8	-	-	-	-	5	8	-	-	12	-	12
	*	-	*	*d	*	*	1%	1%	-	-	-	-	*n	*n	-	-	*	-	*
Damaged mail	17	-	17	13	4	4	6	6	-	1	-	-	10	6	1	-	15	2	13
	*	-	*	1%	*	1%	1%hl	1%	-	*	-	-	1%no	*	*	-	*	1%	*
Delayed mail	18	-	18	13	4	1	4	11	1	*	1	*	4	12	2	1	13	5	23
	*	-	*	1%	*	*	1%	1%l	*	*	*	*	*	1%n	*	*	*	1%	*
Mis-delivered mail	14	-	14	8	6	1	5	4	4	*	-	-	6	8	*	-	13	1	12
	*	-	*	*	*	*	1%l	*	*	*	-	-	*n	*n	*	-	*	*	*
Mail that has been tampered with	14	-	14	13	1	4	-	8	3	*	-	-	4	10	*	-	10	4	10
	*	-	*	1%d	*	1%	-	1%	*	*	-	-	*	1%n	*	-	*	1%	*
Other problems	8	-	8	6	2	3	-	4	-	2	-	-	3	4	2	-	6	2	5
	*	-	*	*	*	*	-	*	-	*	-	-	*	*	*	-	*	*	*
No - there have been no problems	426	-	426	241	184	12	36	87	83	123	56	28	48	171	207	84	400	22	492
	8%	-	8%	10%d	7%	2%	6%e	8%e	11%efk	14%efgjk	9%e	5%e	4%	9%l	10%l	7%l	9%	5%	10%
Any problem experienced	57	-	57	45	12	12	11	22	7	3	1	*	23	29	4	1	49	8	53
	1%	-	1%	2%d	*	2%ijk	2%ijk	2%ijk	1%	*	*	*	2%no	2%no	*	*	1%	2%	1%
Made a complaint about TNT Express	40	-	40	32	8	9	9	15	6	*	*	-	18	21	*	*	33	7	29
	1%	-	1%	1%d	*	1%ij	2%ijk	1%ijk	1%	*	*	-	1%no	1%no	*	*	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of TNT Express	**2514**	399	848	600	667	1247	1267	1317	1172	322	315	651	648	406	1614	323	2053
	49%	*40%*	**53%ad**	**51%a**	**48%a**	*48%*	*49%*	*43%*	**58%g**	*47%*	*48%*	**50%m**	**52%m**	*44%*	**50%m**	*47%*	*49%*
Used TNT Express to send	**70**	33	11	18	8	43	26	61	8	3	5	13	12	34	29	3	63
	1%	**3%bcd**	*1%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*	*	*1%*	*1%*	*1%*	**4%ijkln**	*1%*	*	*1%*
Used TNT Express to receive	**433**	91	137	110	95	228	205	271	160	53	35	119	102	107	256	53	366
	8%	*9%*	*9%*	*9%*	*7%*	*9%*	*8%*	*9%*	*8%*	*8%*	*5%*	**9%j**	*8%*	**12%ijln**	*8%*	*8%*	*9%*
Net used	**482**	110	145	125	102	255	228	315	165	55	40	127	110	129	277	55	409
	9%	**11%d**	*9%*	**11%d**	*7%*	*10%*	*9%*	*10%*	*8%*	*8%*	*6%*	**10%j**	*9%*	**14%ijkln**	*9%*	*8%*	*10%*
Lost mail	**12**	5	4	2	2	8	4	12	1	1	-	-	2	10	2	1	12
	*	*	*	*	*	*	*	*	*	*	-	-	*	**1%kln**	*	*	*
Damaged mail	**17**	6	4	7	-	10	7	14	3	2	-	4	1	9	6	2	15
	*	**1%d**	*	**1%d**	-	*	*	*	*	*	-	*	*	**1%ln**	*	*	*
Delayed mail	**18**	10	6	1	*	16	1	16	2	2	*	2	1	12	3	2	15
	*	**1%cd**	*	*	*	**1%f**	*	*1%*	*	*	*	*	*	**1%jkln**	*	*	*
Mis-delivered mail	**14**	9	4	1	-	13	1	13	1	1	*	3	1	8	5	1	13
	*	**1%cd**	*	*	-	*f	*	*	*	*	*	*	*	**1%n**	*	*	*
Mail that has been tampered with	**14**	6	2	6	-	8	6	10	4	1	-	2	1	10	3	1	13
	*	**1%d**	*	*	-	*	*	*	*	*	-	*	*	**1%kln**	*	*	*
Other problems	**8**	2	2	3	2	3	5	6	2	3	-	3	-	2	3	3	5
	*	*	*	*	*	*	*	*	*	*	-	*	-	*	*	*	*
No - there have been no problems	**426**	85	133	109	98	219	207	269	155	47	39	113	106	101	258	47	362
	8%	*9%*	*8%*	*9%*	*7%*	*8%*	*8%*	*9%*	*8%*	*7%*	*6%*	*9%*	*8%*	**11%ijn**	*8%*	*7%*	*9%*
Any problem experienced	**57**	25	11	16	4	36	21	46	11	8	*	14	5	29	19	8	48
	1%	**3%bd**	*1%*	**1%d**	*	*1%*	*1%*	**1%h**	*1%*	*1%*	*	*1%*	*	**3%jkln**	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about TNT Express	**40**	15	9	14	2	24	16	35	5	4	-	11	3	22	14	4	36
	1%	**2%d**	*1%*	**1%d**	*	*1%*	*1%*	**1%h**	*	*1%*	-	*1%*	*	**2%ijkln**	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of TNT Express	2514	2126	388	108	2108	218	121	67	105	277	224	177	234	283	223	341	244	37	182
	49%	48%	54%a	46%	49%	50%	49%	47%	50%n	49%n	53%n	47%n	51%n	59%iknor	33%	48%n	55%n	58%n	49%n
Used TNT Express to send	70	60	9	3	59	5	4	1	2	7	4	7	5	8	21	3	2	1	4
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	3%op	*	*	1%	1%
Used TNT Express to receive	433	362	71	23	353	45	25	11	26	43	39	29	31	46	49	41	47	6	39
	8%	8%	10%	10%	8%	10%	10%	7%	12%lno	8%	9%	8%	7%	10%	7%	6%	11%o	9%	11%o
Net used	482	406	76	26	393	48	30	12	27	50	43	32	33	55	62	45	47	6	42
	9%	9%	11%	11%	9%	11%	12%	8%	13%lo	9%	10%	9%	7%	11%o	9%	6%	11%	10%	11%o
Lost mail	12	12	*	-	10	1	1	*	1	2	-	-	-	1	5	-	1	1	1
	*	*	*	-	*	*	*	*	1%	*	-	-	-	*	1%	-	*	1%jklo	*
Damaged mail	17	17	-	-	14	2	1	-	1	2	-	1	5	2	3	-	-	1	1
	*	*	-	-	*	*	*	-	1%	*	-	*	1%	*	*	-	-	1%jop	*
Delayed mail	18	16	1	*	15	2	*	1	1	2	2	1	-	1	6	1	-	1	1
	*	*	*	*	*	*	*	1%	1%	*	*	*	-	*	1%	*	-	1%lp	*
Mis-delivered mail	14	12	1	*	13	1	*	*	1	-	2	1	1	-	8	-	-	-	1
	*	*	*	*	*	*	*	*	*	-	*	*	*	-	1%	-	-	-	*
Mail that has been tampered with	14	13	1	-	12	1	1	*	-	2	-	-	3	3	4	-	-	1	*
	*	*	*	-	*	*	*	*	-	*	-	-	1%	1%	1%	-	-	1%jkop	*
Other problems	8	8	*	-	8	*	-	-	-	-	5	-	3	-	-	-	-	-	*
	*	*	*	-	*	*	-	-	-	-	1%no	-	1%	-	-	-	-	-	*
No - there have been no problems	426	352	74	26	344	44	27	11	22	42	38	31	25	48	48	43	47	5	39
	8%	8%	10%	11%	8%	10%	11%d	7%	11%l	7%	9%	8%	5%	10%l	7%	6%	11%l	8%	11%lo
Any problem experienced	57	54	3	*	49	4	2	1	4	8	5	1	8	6	14	1	1	1	3
	1%	1%	*	*	1%	1%	1%	1%	2%kop	1%	1%	*	2%o	1%	2%o	*	*	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about TNT Express	**40**	38	2	-	37	1	2	*	1	5	2	1	8	6	14	-	-	1	1
	1%	*1%*	*	-	*1%*	*	*1%*	*	*	*1%*	*	*	**2%opr**	*1%*	**2%opr**	-	-	**1%op**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of TNT Express	2514	1011	956	317	153	66	1968	219	974	929	415	124	51	1903	175
	49%	**55%bcdeg**	**49%cg**	*40%*	*43%*	*40%*	**52%cdeg**	*42%*	**53%ij**	*47%*	*46%*	*46%*	*50%*	*50%*	*47%*
Used TNT Express to send	70	29	24	11	3	4	52	6	33	24	11	1	-	57	1
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	-	*2%*	*
Used TNT Express to receive	433	195	160	47	20	11	356	31	207	139	63	14	10	346	23
	8%	**11%cdg**	*8%*	*6%*	*6%*	*7%*	**9%c**	*6%*	**11%ijkn**	*7%*	*7%*	*5%*	*10%*	*9%*	*6%*
Net used	482	218	172	56	22	15	390	36	230	156	71	14	10	386	24
	9%	**12%bcdg**	*9%*	*7%*	*6%*	*9%*	**10%c**	*7%*	**12%ijkn**	*8%*	*8%*	*5%*	*10%*	**10%i**	*7%*
Lost mail	12	8	2	1	2	1	9	3	7	6	-	-	-	12	-
	*	*	*	*	*	*1%*	*	*1%*	*	*	-	-	-	*	-
Damaged mail	17	11	5	1	-	-	16	-	6	9	1	1	-	16	1
	*	*1%*	*	*	-	-	*	-	*	*	*	*	-	*	*
Delayed mail	18	14	3	*	1	-	17	1	14	3	*	*	*	17	1
	*	**1%b**	*	*	*	-	*	*	**1%i**	*	*	*	*	*	*
Mis-delivered mail	14	11	3	*	-	-	14	-	6	8	-	-	-	14	-
	*	*1%*	*	*	-	-	*	-	*	*	-	-	-	*	-
Mail that has been tampered with	14	10	3	1	*	-	13	*	11	2	*	1	-	13	1
	*	*1%*	*	*	*	-	*	*	*1%*	*	*	*	-	*	*
Other problems	8	3	3	2	-	-	6	-	3	5	*	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	426	184	157	51	19	14	341	33	197	135	69	13	10	331	23
	8%	**10%cd**	*8%*	*7%*	*5%*	*8%*	*9%*	*6%*	**11%ikn**	*7%*	*8%*	*5%*	*10%*	*9%*	*6%*
Any problem experienced	57	34	15	4	3	1	49	4	33	21	1	1	*	54	1
	1%	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%j**	*1%*	*	*	*	**1%j**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about TNT Express	**40**	27	9	1	2	1	37	3	24	16	1	-	*	39	*
	1%	**1%bc**	*	*	*	*1%*	*1%*	*1%*	**1%j**	*1%*	*	-	*	**1%j**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of TNT Express	**2514**	147	2337	31	735	1690	90	2490	10	12	1	2512	2
	49%	*37%*	**50%a**	*36%*	**47%f**	**52%df**	*27%*	**50%h**	*11%*	*55%*	*11%*	**49%h**	*7%*
Used TNT Express to send	**70**	8	60	2	25	40	4	65	4	-	-	70	-
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**5%gk**	-	-	*1%*	-
Used TNT Express to receive	**433**	28	403	3	141	276	17	426	5	2	-	433	1
	8%	*7%*	*9%*	*3%*	*9%*	*8%*	*5%*	*8%*	*5%*	*9%*	-	*8%*	*2%*
Net used	**482**	33	445	5	158	306	19	474	6	2	-	482	1
	9%	*8%*	*10%*	*6%*	*10%*	*9%*	*6%*	*9%*	*7%*	*9%*	-	*9%*	*2%*
Lost mail	**12**	5	8	-	9	3	1	12	-	-	-	12	-
	*	**1%b**	*	-	**1%e**	*	*	*	-	-	-	*	-
Damaged mail	**17**	3	13	1	9	6	2	16	1	-	-	17	-
	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	-	-	*	-
Delayed mail	**18**	6	11	-	8	10	-	17	*	-	-	18	-
	*	**2%b**	*	-	*	*	-	*	*1%*	-	-	*	-
Mis-delivered mail	**14**	4	10	-	4	8	2	13	1	*	-	14	-
	*	*1%*	*	-	*	*	*	*	*1%*	*	-	*	-
Mail that has been tampered with	**14**	4	10	-	11	2	1	13	1	-	-	14	-
	*	**1%b**	*	-	**1%e**	*	*	*	*1%*	-	-	*	-
Other problems	**8**	2	6	-	6	2	-	8	-	-	-	8	-
	*	*	*	-	*e	*	-	*	-	-	-	*	-
No - there have been no problems	**426**	22	400	4	127	284	15	419	4	2	-	425	1
	8%	*5%*	*9%*	*5%*	*8%*	**9%f**	*4%*	*8%*	*5%*	*9%*	-	*8%*	*2%*
Any problem experienced	**57**	11	45	1	30	22	4	55	2	*	-	57	-
	1%	**3%b**	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about TNT Express	**40**	6	34	-	24	13	3	39	1	-	-	40	-
	1%	*1%*	*1%*	-	***2%***	*	*1%*	*1%*	*2%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of TNT Express	2514	680	619	645	570	241	208	231	190	219	210	226	218	201	221	179	170
	49%	53%d	48%	50%d	44%	56%hop	50%p	52%p	44%	48%	53%op	52%p	51%p	47%	48%	43%	41%
Used TNT Express to send	70	28	21	10	11	8	11	10	3	7	11	5	3	3	2	4	5
	1%	2%cd	2%	1%	1%	2%	3%	2%	1%	2%	3%n	1%	1%	1%	*	1%	1%
Used TNT Express to receive	433	107	98	120	109	42	24	41	35	37	26	55	37	29	47	35	27
	8%	8%	8%	9%	8%	10%	6%	9%	8%	8%	6%	13%fjmp	9%	7%	10%	8%	6%
Net used	482	123	116	129	114	44	35	45	38	42	36	58	40	31	48	35	31
	9%	10%	9%	10%	9%	10%	8%	10%	9%	9%	9%	13%mp	9%	7%	10%	9%	8%
Lost mail	12	-	10	2	-	-	-	-	6	-	4	2	-	*	-	-	-
	*	-	1%ad	*	-	-	-	-	1%	-	1%	*	-	*	-	-	-
Damaged mail	17	3	5	5	3	-	3	-	1	3	2	3	2	1	*	-	3
	*	*	*	*	*	-	1%	-	*	1%	*	1%	*	*	*	-	1%
Delayed mail	18	3	6	3	6	*	*	3	4	-	1	-	1	2	3	*	3
	*	*	*	*	*	*	*	1%	1%	-	*	-	*	*	1%	*	1%
Mis-delivered mail	14	5	3	6	-	*	3	2	2	-	1	3	1	1	-	-	-
	*	*	*	*	-	*	1%	*	1%	-	*	1%	*	*	-	-	-
Mail that has been tampered with	14	*	5	4	5	-	-	*	2	-	3	-	1	3	3	-	2
	*	*	*	*	*	-	-	*	1%	-	1%	-	*	1%	1%	-	1%
Other problems	8	5	2	-	2	3	-	2	2	*	-	-	-	-	-	-	2
	*	*	*	-	*	1%	-	*	*	*	-	-	-	-	-	-	*
No - there have been no problems	426	112	96	113	105	41	31	40	30	39	27	50	38	25	44	35	25
	8%	9%	7%	9%	8%	9%	8%	9%	7%	8%	7%	11%mp	9%	6%	10%	9%	6%
Any problem experienced	57	11	20	16	9	3	4	5	8	3	9	8	2	6	3	*	6
	1%	1%	2%	1%	1%	1%	1%	1%	2%d	1%	2%o	2%o	*	1%	1%	*	1%
Made a complaint about TNT Express	40	6	17	10	6	3	3	*	6	2	9	6	1	3	3	-	3
	1%	*	1%	1%	*	1%	1%	*	1%	*	2%glo	1%	*	1%	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of TNT Post UK	1136	-	1136	631	498	86	84	220	198	241	169	138	170	418	548	306	1050	78	1128
	22%	-	22%	25%d	19%	12%	14%	21%ef	27%efg	27%efg	27%efg	26%ef	13%	23%l	27%l	26%l	23%	17%	22%
Used TNT Post UK to send	58	-	58	42	16	11	4	27	6	9	*	1	16	32	10	1	47	9	47
	1%	-	1%	2%d	1%	2%j	1%	3%hjk	1%	1%	*	*	1%o	2%no	*	*	1%	2%	1%
Used TNT Post UK to receive	221	-	221	130	91	19	25	53	49	39	20	17	44	102	76	37	203	16	227
	4%	-	4%	5%d	3%	3%	4%	5%	7%ej	4%	3%	3%	3%	6%lno	4%	3%	4%	3%	4%
Net used	265	-	265	162	103	30	26	76	52	43	20	17	57	129	80	37	239	23	262
	5%	-	5%	6%d	4%	4%	4%	7%jk	7%jk	5%	3%	3%	4%	7%lno	4%	3%	5%	5%	5%
Lost mail	10	-	10	3	8	1	-	4	5	1	-	-	1	9	1	-	9	2	9
	*	-	*	*	*	*	-	*	1%	*	-	-	*	*n	*	-	*	*	*
Damaged mail	8	-	8	5	2	2	3	2	-	-	-	-	5	2	-	-	5	2	4
	*	-	*	*	*	*	*	*	-	-	-	-	*n	*	-	-	*	1%	*
Delayed mail	23	-	23	17	6	7	2	11	1	2	-	-	9	13	2	-	18	6	14
	*	-	*	1%	*	1%	*	1%	*	*	-	-	1%no	1%no	*	-	*	1%	*
Mis-delivered mail	25	-	25	15	10	8	*	14	1	2	-	-	8	15	2	-	15	9	15
	*	-	*	1%	*	1%	*	1%fil	*	*	-	-	1%n	1%no	*	-	*	2%p	*
Mail that has been tampered with	17	-	17	13	4	7	2	8	-	-	-	-	9	8	-	-	14	2	14
	*	-	*	1%	*	1%hl	*	1%	-	-	-	-	1%no	*n	-	-	*	1%	*
Other problems	7	-	7	3	4	3	3	1	-	-	-	-	6	1	-	-	7	-	7
	*	-	*	*	*	*	*	*	-	-	-	-	*n	*	-	-	*	-	*
No - there have been no problems	207	-	207	126	81	9	19	54	48	41	20	17	28	101	78	37	191	13	221
	4%	-	4%	5%d	3%	1%	3%	5%e	6%ef	5%e	3%	3%	2%	6%lno	4%	3%	4%	3%	4%
Any problem experienced	58	-	58	36	22	21	7	23	5	2	-	-	28	27	2	-	48	10	41
	1%	-	1%	1%	1%	3%hijk	1%j	2%ijk	1%	*	-	-	2%no	2%no	*	-	1%	2%	1%
Made a complaint about TNT Post UK	40	-	40	29	11	11	4	19	5	1	-	-	16	23	1	-	33	6	25
	1%	-	1%	1%d	*	2%ijk	1%	2%ijk	1%	*	-	-	1%no	1%no	*	-	1%	1%	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of TNT Post UK	**1136**	204	353	281	298	557	579	644	486	143	131	298	305	192	735	144	945
	22%	*21%*	*22%*	*24%*	*21%*	*22%*	*23%*	*21%*	**24%g**	*21%*	*20%*	*23%*	*24%*	*21%*	*23%*	*21%*	*23%*
Used TNT Post UK to send	**58**	35	6	12	5	41	17	48	8	7	3	9	8	30	19	7	49
	1%	**3%bcd**	*	*1%*	*	**2%f**	*1%*	**2%h**	*	*1%*	*	*1%*	*1%*	**3%ijkln**	*1%*	*1%*	*1%*
Used TNT Post UK to receive	**221**	43	72	65	40	115	106	149	72	27	19	58	65	44	142	27	187
	4%	*4%*	*5%*	**6%d**	*3%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*
Net used	**265**	69	76	75	46	145	120	185	79	34	22	64	68	68	154	34	222
	5%	**7%d**	*5%*	**6%d**	*3%*	*6%*	*5%*	**6%h**	*4%*	*5%*	*3%*	*5%*	*5%*	**7%jn**	*5%*	*5%*	*5%*
Lost mail	**10**	4	2	4	1	6	5	10	-	2	-	3	2	3	6	2	8
	*	*	*	*	*	*	*	*h	-	*	-	*	*	*	*	*	*
Damaged mail	**8**	4	1	3	-	5	3	8	-	-	-	3	2	2	5	-	8
	*	*	*	*	-	*	*	*	-	-	-	*	*	*	*	-	*
Delayed mail	**23**	14	1	5	4	14	9	21	2	4	2	-	2	16	4	4	19
	*	**1%bd**	*	*	*	*1%*	*	**1%h**	*	*1%*	*	-	*	**2%kln**	*	*1%*	*
Mis-delivered mail	**25**	15	2	6	2	17	8	22	3	3	2	4	4	12	9	3	22
	*	**2%bd**	*	*1%*	*	*1%*	*	**1%h**	*	*	*	*	*	**1%kln**	*	*	*1%*
Mail that has been tampered with	**17**	12	3	1	1	15	2	12	5	4	-	2	*	10	2	4	12
	*	**1%bcd**	*	*	*	**1%f**	*	*	*	**1%n**	-	*	*	**1%jkln**	*	*1%*	*
Other problems	**7**	6	*	1	*	6	1	5	2	*	*	3	3	1	6	*	7
	*	**1%bd**	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	**207**	32	72	63	40	104	103	137	68	26	20	49	61	43	129	26	172
	4%	*3%*	*5%*	**5%d**	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*
Any problem experienced	**58**	38	3	12	5	41	17	48	10	8	2	15	8	25	25	8	50
	1%	**4%bcd**	*	**1%b**	*	**2%f**	*1%*	**2%h**	*1%*	*1%*	*	*1%*	*1%*	**3%jln**	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about TNT Post UK	**40**	29	1	7	3	30	10	37	3	4	-	8	5	23	13	4	36
	1%	3%bcd	*	*1%*	*	1%f	*	1%h	*	*1%*	-	*1%*	*	3%ijkln	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of TNT Post UK	1136 22%	990 22%	146 20%	54 23%	965 22%	88 20%	56 23%	27 19%	44 21%	141 25%jq	61 14%	87 23%j	97 21%j	139 29%hjnqr	123 18%	174 25%jq	98 22%j	9 14%	80 22%j
Used TNT Post UK to send	58 1%	53 1%	5 1%	2 1%	51 1%	4 1%	2 1%	1 1%	4 2%	4 1%	2 *	8 2%	2 *	3 1%	11 2%	13 2%	5 1%	- -	4 1%
Used TNT Post UK to receive	221 4%	186 4%	35 5%	18 7%	186 4%	21 5%	9 4%	4 3%	9 4%	24 4%	14 3%	16 4%	10 2%	30 6%l	36 5%	25 3%	22 5%	1 2%	20 5%l
Net used	265 5%	227 5%	38 5%	20 8%	228 5%	22 5%	10 4%	5 4%	13 6%l	27 5%	15 4%	22 6%	12 3%	33 7%l	48 7%l	35 5%	23 5%	1 2%	21 6%
Lost mail	10 *	8 *	2 *	2 1%	9 *	- -	1 *	1 1%e	2 1%lo	- -	2 *	2 1%	- -	- -	3 1%	- -	- -	- -	- -
Damaged mail	8 *	8 *	- -	- -	8 *	- -	- -	- -	1 *	- -	- -	- -	5 1%	- -	2 *	- -	- -	- -	- -
Delayed mail	23 *	21 *	3 *	2 1%	23 1%	- -	* *	- -	3 1%jlr	4 1%	- -	2 1%	- -	1 *	7 1%	5 1%	2 *	- -	- -
Mis-delivered mail	25 *	23 1%	2 *	2 1%	25 1%	* *	- -	* *	2 1%l	- -	2 *	2 1%	3 1%	- -	9 1%	4 1%	3 1%	- -	* *
Mail that has been tampered with	17 *	16 *	* *	- -	15 *	1 *	- -	* *	1 1%	3 1%	2 *	- -	- -	1 *	5 1%	3 *	1 *	- -	1 *
Other problems	7 *	7 *	* *	- -	5 *	2 *d	- -	* *	- -	2 *	- -	- -	- -	3 1%	- -	- -	- -	- -	2 1%
No - there have been no problems	207 4%	172 4%	35 5%	18 8%a	175 4%	19 4%	9 4%	4 3%	9 5%l	20 3%	14 3%	20 5%l	6 1%	28 6%l	30 4%l	28 4%	19 4%l	1 2%	18 5%l
Any problem experienced	58 1%	55 1%	3 *	2 1%	53 1%	3 1%	1 *	1 1%	3 2%	7 1%	2 *	2 1%	6 1%	5 1%	17 3%	7 1%	4 1%	- -	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about TNT Post UK	**40**	37	2	2	37	1	1	1	2	5	-	2	5	1	17	3	1	-	1
	1%	*1%*	*	*1%*	*1%*	*	*	*1%*	**1%j**	*1%*	-	*1%*	*1%*	*	**3%jmopr**	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of TNT Post UK	**1136**	470	417	140	64	41	887	104	457	427	176	45	25	884	70
	22%	**25%bcd**	*21%*	*18%*	*18%*	*25%*	**23%c**	*20%*	**25%jk**	*22%*	*19%*	*17%*	*25%*	*23%*	*19%*
Used TNT Post UK to send	**58**	32	12	8	3	3	44	6	28	14	12	2	2	42	4
	1%	**2%b**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
Used TNT Post UK to receive	**221**	85	78	39	10	9	163	19	94	76	33	14	3	171	17
	4%	*5%*	*4%*	*5%*	*3%*	*6%*	*4%*	*4%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*5%*
Net used	**265**	111	83	46	13	12	194	25	115	86	42	16	5	201	22
	5%	*6%*	*4%*	*6%*	*4%*	*7%*	*5%*	*5%*	*6%*	*4%*	*5%*	*6%*	*5%*	*5%*	*6%*
Lost mail	**10**	9	1	-	-	-	10	-	8	2	-	-	-	10	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Damaged mail	**8**	5	3	-	-	-	8	-	2	5	-	-	-	8	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Delayed mail	**23**	14	2	4	-	3	16	3	11	6	5	2	-	16	2
	*	**1%b**	*	*	-	**2%bdf**	*	*1%*	*1%*	*	*1%*	*1%*	-	*	*1%*
Mis-delivered mail	**25**	14	5	3	2	-	19	2	14	6	2	-	2	21	2
	*	*1%*	*	*	*1%*	-	*1%*	*	*1%*	*	*	-	**2%ijk**	*1%*	*1%*
Mail that has been tampered with	**17**	8	2	3	1	3	10	4	4	7	4	2	-	11	2
	*	*	*	*	*	**2%bf**	*	**1%b**	*	*	*	*1%*	-	*	*1%*
Other problems	**7**	-	6	*	*	1	6	1	2	2	3	-	-	4	-
	*	-	*	*	*	**1%a**	*	*	*	*	*	-	-	*	-
No - there have been no problems	**207**	83	70	37	10	8	152	18	92	66	34	12	3	158	15
	4%	*4%*	*4%*	*5%*	*3%*	*5%*	*4%*	*3%*	*5%*	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*
Any problem experienced	**58**	28	14	8	3	4	42	7	24	20	8	4	2	43	6
	1%	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about TNT Post UK	**40**	26	6	4	1	3	32	4	20	12	4	4	-	32	4
	1%	***1%b***	*	*1%*	*	***2%b***	*1%*	*1%*	*1%*	*1%*	*	*2%*	-	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of TNT Post UK	1136	85	1034	17	338	759	39	1125	3	7	1	1135	-
	22%	21%	22%	20%	22%f	23%f	12%	22%h	4%	31%	10%	22%h	-
Used TNT Post UK to send	58	19	39	-	35	19	5	55	3	-	-	58	-
	1%	5%b	1%	-	2%e	1%	1%	1%	4%	-	-	1%	-
Used TNT Post UK to receive	221	12	206	3	64	151	6	219	*	2	-	221	-
	4%	3%	4%	3%	4%	5%	2%	4%	*	9%	-	4%	-
Net used	265	30	233	3	95	163	7	260	3	2	-	265	-
	5%	7%	5%	3%	6%f	5%	2%	5%	4%	9%	-	5%	-
Lost mail	10	2	8	-	5	6	-	9	1	-	-	10	-
	*	1%	*	-	*	*	-	*	1%	-	-	*	-
Damaged mail	8	1	7	-	5	2	-	8	-	-	-	8	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	23	11	12	-	15	8	-	22	1	-	-	23	-
	*	3%b	*	-	1%e	*	-	*	1%	-	-	*	-
Mis-delivered mail	25	6	19	-	12	13	-	24	1	-	-	25	-
	*	2%b	*	-	1%	*	-	*	1%	-	-	*	-
Mail that has been tampered with	17	9	6	1	13	2	2	14	2	-	-	17	-
	*	2%b	*	1%b	1%e	*	1%e	*	2%gk	-	-	*	-
Other problems	7	-	7	*	*	7	-	7	*	-	-	7	-
	*	-	*	*	*	*	-	*	*	-	-	*	-
No - there have been no problems	207	14	191	1	66	135	6	205	-	2	-	207	-
	4%	4%	4%	2%	4%	4%	2%	4%	-	9%	-	4%	-
Any problem experienced	58	15	42	1	29	28	2	55	3	-	-	58	-
	1%	4%b	1%	1%	2%e	1%	1%	1%	4%	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about TNT Post UK	**40**	15	25	-	27	12	1	36	3	-	-	40	-
	1%	**4%b**	*1%*	-	**2%e**	*	*	*1%*	**4%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of TNT Post UK	1136	318	277	293	248	105	112	101	95	104	79	107	94	92	99	70	78
	22%	25%d	21%	23%	19%	24%	27%op	23%	22%	23%	20%	25%o	22%	22%	21%	17%	19%
Used TNT Post UK to send	58	12	22	12	12	5	5	2	7	10	5	7	2	3	4	3	5
	1%	1%	2%	1%	1%	1%	1%	*	2%	2%	1%	2%	*	1%	1%	1%	1%
Used TNT Post UK to receive	221	60	44	72	44	24	22	14	21	9	14	26	22	24	20	7	17
	4%	5%	3%	6%	3%	6%lo	5%o	3%	5%o	2%	3%	6%lo	5%o	6%ld	4%	2%	4%
Net used	265	68	64	81	53	25	27	16	28	19	16	33	22	25	23	9	21
	5%	5%	5%	6%	4%	6%	6%o	4%	7%o	4%	4%	8%o	5%	6%o	5%	2%	5%
Lost mail	10	1	4	4	2	1	-	-	2	-	2	3	-	1	-	-	2
	*	*	*	*	*	*	-	-	1%	-	*	1%	-	*	-	-	*
Damaged mail	8	2	1	3	2	-	-	2	-	-	1	3	-	-	-	-	2
	*	*	*	*	*	-	-	*	-	-	*	1%	-	-	-	-	1%
Delayed mail	23	*	12	4	7	-	*	-	4	4	3	4	-	-	5	-	2
	*	*	1%a	*	1%	-	*	-	1%	1%	1%	1%	-	-	1%	-	1%
Mis-delivered mail	25	2	7	6	10	-	-	2	4	-	2	6	*	-	3	3	4
	*	*	1%	*	1%	-	-	*	1%	-	1%	1%	*	-	1%	1%	1%
Mail that has been tampered with	17	-	8	2	6	-	-	-	3	3	3	1	*	1	3	-	4
	*	-	1%a	*	*	-	-	-	1%	1%	1%	*	*	*	1%	-	1%
Other problems	7	1	3	3	-	1	-	-	3	*	-	-	-	3	-	-	-
	*	*	*	*	-	*	-	-	1%	*	-	-	-	1%	-	-	-
No - there have been no problems	207	64	44	62	37	23	26	14	19	15	11	20	22	20	17	7	13
	4%	5%d	3%	5%	3%	5%o	6%o	3%	4%	3%	3%	5%	5%o	5%	4%	2%	3%
Any problem experienced	58	4	19	18	17	2	*	2	10	5	5	13	*	5	6	3	8
	1%	*	1%a	1%a	1%a	*	*	*	2%fl	1%	1%	3%efgi	*	1%	1%	1%	2%fl
Made a complaint about TNT Post UK	40	2	14	11	12	1	-	2	5	4	5	10	*	1	3	3	7
	1%	*	1%a	1%	1%	*	-	*	1%	1%	1%	2%eflm	*	*	1%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of UPS	**3315**	-	3315	1537	1762	288	298	589	549	702	494	395	586	1139	1591	889	3073	221	3429
	64%	-	*64%*	*61%*	**67%c**	*42%*	*49%*	**56%ef**	**74%efg**	**78%efg**	**78%efg**	**75%efg**	*45%*	**63%l**	**77%lm**	**77%lm**	**66%q**	*48%*	*66%*
Used UPS to send	**205**	-	205	129	75	18	26	79	31	24	15	10	44	111	50	26	179	25	198
	4%	-	*4%*	**5%d**	*3%*	*3%*	*4%*	**7%ehijk**	*4%*	*3%*	*2%*	*2%*	*3%*	**6%lno**	*2%*	*2%*	*4%*	*5%*	*4%*
Used UPS to receive	**1185**	-	1185	567	613	129	136	219	195	253	159	93	266	414	505	252	1086	89	1345
	23%	-	*23%*	*23%*	*23%*	*19%*	*22%*	*21%*	**26%egk**	**28%egk**	**25%ek**	*18%*	*20%*	*23%*	**25%l**	*22%*	*23%*	*19%*	*26%*
Net used	**1283**	-	1283	629	650	135	144	271	210	261	167	96	279	481	523	262	1167	107	1435
	25%	-	*25%*	*25%*	*25%*	*20%*	*24%*	**26%ek**	**28%ek**	**29%ek**	**26%ek**	*18%*	*22%*	**27%l**	*25%*	*23%*	*25%*	*23%*	*28%*
Lost mail	**22**	-	22	14	9	10	1	7	3	1	1	-	11	9	2	1	18	4	20
	*	-	*	*1%*	*	**1%l**	*	*1%*	*	*	*	-	**1%n**	*1%*	*	*	*	*1%*	*
Damaged mail	**39**	-	39	25	15	8	1	23	5	1	1	*	9	28	3	1	23	17	34
	1%	-	*1%*	*1%*	*1%*	*1%*	*	**2%fijk**	*1%*	*	*	*	*1%*	**2%no**	*	*	*	**4%p**	*1%*
Delayed mail	**53**	-	53	28	26	12	6	27	7	2	1	-	17	34	2	1	42	11	65
	1%	-	*1%*	*1%*	*1%*	**2%ijk**	*1%*	**3%ijk**	*1%*	*	*	-	**1%no**	**2%no**	*	*	*1%*	**2%p**	*1%*
Mis-delivered mail	**30**	-	30	15	15	4	1	17	6	2	1	*	4	23	3	2	23	7	25
	1%	-	*1%*	*1%*	*1%*	*1%*	*	**2%fik**	*1%*	*	*	*	*	**1%no**	*	*	*	*2%*	*
Mail that has been tampered with	**19**	-	19	17	2	1	2	15	2	-	-	-	2	17	-	-	14	6	10
	*	-	*	**1%d**	*	*	*	**1%eijk**	*	-	-	-	*	**1%no**	-	-	*	**1%p**	*
Other problems	**15**	-	15	9	6	2	3	*	2	3	5	-	5	2	8	5	14	1	20
	*	-	*	*	*	*	*	*	*	*	**1%g**	-	*	*	*	*	*	*	*
No - there have been no problems	**1157**	-	1157	560	593	107	134	218	189	253	160	96	241	407	509	256	1067	81	1304
	22%	-	*22%*	*22%*	*23%*	*16%*	**22%e**	*21%*	**25%ek**	**28%efgk**	**25%ek**	*18%*	*19%*	*23%*	**25%l**	*22%*	*23%*	*18%*	*25%*
Any problem experienced	**126**	-	126	69	57	27	11	53	21	8	6	*	38	74	14	6	100	26	131
	2%	-	*2%*	*3%*	*2%*	**4%ijk**	**2%k**	**5%fijk**	**3%ik**	*1%*	*1%*	*	**3%no**	**4%no**	*1%*	*1%*	*2%*	**6%p**	*3%*
Made a complaint about UPS	**70**	-	70	38	32	13	5	31	15	3	4	-	18	46	6	4	56	14	59
	1%	-	*1%*	*2%*	*1%*	**2%ik**	*1%*	**3%fijk**	**2%ik**	*	*1%*	-	**1%no**	**3%no**	*	*	*1%*	**3%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of UPS	**3315**	525	1095	775	920	1621	1695	1790	1491	452	417	846	879	484	2142	457	2682
	64%	*53%*	**69%a**	**65%a**	**66%a**	*63%*	*66%*	*58%*	**74%g**	**66%m**	**64%m**	**65%m**	**70%jm**	*53%*	**67%m**	*66%*	*64%*
Used UPS to send	**205**	69	63	44	29	132	73	162	43	24	23	42	58	52	123	24	175
	4%	**7%bcd**	**4%d**	*4%*	*2%*	**5%f**	*3%*	**5%h**	*2%*	*4%*	*4%*	*3%*	*5%*	**6%k**	*4%*	*3%*	*4%*
Used UPS to receive	**1185**	226	383	304	272	609	576	680	499	147	124	290	354	202	769	147	989
	23%	*23%*	**24%d**	**26%d**	*20%*	*24%*	*22%*	*22%*	*25%*	*22%*	*19%*	*22%*	**28%ijkmn**	*22%*	**24%j**	*21%*	*24%*
Net used	**1283**	271	406	323	284	677	606	765	512	156	139	302	381	237	822	156	1077
	25%	**27%d**	**25%d**	**27%d**	*20%*	*26%*	*24%*	*25%*	*26%*	*23%*	*21%*	*23%*	**30%ijkn**	*26%*	*26%*	*23%*	*26%*
Lost mail	**22**	7	6	6	3	13	9	18	5	5	2	4	2	9	8	5	17
	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*	**1%n**	*	*1%*	*
Damaged mail	**39**	16	11	9	3	27	13	33	6	6	9	3	10	11	22	6	33
	1%	**2%d**	*1%*	*1%*	*	*1%*	*	**1%h**	*	*1%*	**1%k**	*	*1%*	**1%k**	*1%*	*1%*	*1%*
Delayed mail	**53**	17	17	13	6	34	20	39	14	6	3	16	13	12	33	6	45
	1%	**2%d**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**30**	19	6	5	*	25	5	25	5	*	3	8	7	12	18	*	30
	1%	**2%bcd**	*	*	*	**1%f**	*	*1%*	*	*	*	*1%*	*1%*	**1%l**	*1%*	*	*1%*
Mail that has been tampered with	**19**	13	4	3	*	16	3	19	*	1	3	3	2	11	8	1	19
	*	**1%bcd**	*	*	*	**1%f**	*	**1%h**	*	*	*1%*	*	*	**1%kln**	*	*	*
Other problems	**15**	3	5	4	4	8	7	4	11	4	1	1	4	3	6	4	9
	*	*	*	*	*	*	*	*	**1%g**	*1%*	*	*	*	*	*	*1%*	*
No - there have been no problems	**1157**	224	365	298	270	589	568	672	479	137	126	281	351	197	758	137	973
	22%	*23%*	*23%*	**25%d**	*19%*	*23%*	*22%*	*22%*	*24%*	*20%*	*19%*	*22%*	**28%ijkmn**	*21%*	*24%*	*20%*	*23%*
Any problem experienced	**126**	48	40	25	14	88	39	93	33	19	13	21	30	39	64	19	103
	2%	**5%bcd**	**3%d**	*2%*	*1%*	**3%f**	*2%*	**3%h**	*2%*	*3%*	*2%*	*2%*	*2%*	**4%kn**	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about UPS	**70**	31	21	15	3	52	18	58	12	3	8	8	16	32	31	3	63
	1%	**3%bcd**	**1%d**	**1%d**	*	**2%f**	*1%*	**2%h**	*1%*	*	*1%*	*1%*	*1%*	**3%ijkln**	*1%*	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of UPS	3315	2814	501	144	2766	296	166	88	130	367	287	247	296	345	327	456	311	41	255
	64%	63%	69%ac	61%	64%	68%g	67%	61%	62%n	65%n	68%n	66%n	65%n	72%hn	48%	64%n	70%n	66%n	69%n
Used UPS to send	205	179	25	8	177	16	9	3	8	28	16	10	16	19	40	17	23	1	15
	4%	4%	3%	3%	4%	4%	4%	2%	4%	5%	4%	3%	3%	4%	6%o	2%	5%	2%	4%
Used UPS to receive	1185	1010	175	61	927	150	71	37	49	116	104	78	91	108	117	131	133	15	135
	23%	23%	24%	26%	21%	35%dg	29%d	26%d	24%	20%	24%n	21%	20%	23%	17%	19%	30%iklno	24%	36%hijklmnoq
Net used	1283	1103	180	62	1015	154	76	39	53	130	110	82	99	118	140	139	144	16	138
	25%	25%	25%	26%	23%	35%dg	31%d	27%	25%	23%	26%	22%	22%	25%	21%	20%	33%iklmno	25%	37%hijklmnoq
Lost mail	22	22	-	-	19	*	2	1	2	4	-	2	2	1	7	-	-	-	*
	*	1%	-	-	*	*	1%e	1%	1%op	1%	-	1%	*	*	1%	-	-	-	*
Damaged mail	39	39	1	*	34	3	2	1	1	4	2	7	3	1	13	1	1	*	2
	1%	1%	*	*	1%	1%	1%	*	1%	1%	*	2%o	1%	*	2%	*	*	*	1%
Delayed mail	53	47	6	5	45	2	4	2	2	11	1	8	-	2	9	5	7	*	2
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%l	*	2%l	-	*	1%	1%	2%l	*	1%
Mis-delivered mail	30	28	2	*	28	1	1	1	-	4	-	4	2	1	16	-	1	-	1
	1%	1%	*	*	1%	*	*	*	-	1%	-	1%	*	*	2%jor	-	*	-	*
Mail that has been tampered with	19	18	2	-	18	*	1	*	-	4	-	-	2	-	13	-	-	-	*
	*	*	*	-	*	*	*	*	-	1%	-	-	*	-	2%mopr	-	-	-	*
Other problems	15	13	2	*	10	4	1	*	*	-	2	1	-	2	2	1	1	1	3
	*	*	*	*	*	1%d	*	*	*	-	*	*	-	*	*	*	*	1%il	1%
No - there have been no problems	1157	989	168	56	909	146	67	35	48	113	106	62	92	114	107	133	133	14	132
	22%	22%	23%	24%	21%	34%dfg	27%d	25%	23%n	20%	25%kn	17%	20%	24%n	16%	19%	30%iklno	23%	36%hijklmnoq
Any problem experienced	126	114	12	6	106	8	9	3	5	17	5	19	7	4	33	5	11	1	7
	2%	3%	2%	2%	2%	2%	4%	2%	2%	3%	1%	5%jlmor	2%	1%	5%jlmor	1%	3%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about UPS	**70**	66	4	1	60	2	6	2	2	10	1	11	4	3	26	1	3	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*2%*	*	**3%jmor**	*1%*	*1%*	**4%jlmopr**	*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of UPS	3315	1250	1289	403	227	117	2539	344	1266	1264	487	181	72	2530	253
	64%	**68%c**	**66%c**	*51%*	**64%c**	**72%c**	**67%c**	**66%c**	**69%ij**	**65%j**	*54%*	**68%j**	**71%j**	**67%j**	**69%j**
Used UPS to send	205	90	79	21	9	6	169	15	98	75	23	4	4	173	8
	4%	*5%*	*4%*	*3%*	*2%*	*4%*	*4%*	*3%*	**5%jk**	*4%*	*3%*	*1%*	*4%*	*5%*	*2%*
Used UPS to receive	1185	412	484	143	78	56	896	134	460	469	167	47	32	930	79
	23%	*22%*	**25%c**	*18%*	*22%*	**34%abcdf**	**24%c**	**26%c**	**25%jk**	**24%j**	*18%*	*18%*	**31%jk**	**24%j**	*21%*
Net used	1283	462	522	151	80	57	984	138	508	505	179	50	33	1013	83
	25%	**25%c**	**27%c**	*19%*	*23%*	**35%acdf**	**26%c**	**27%c**	**28%jk**	**26%j**	*20%*	*19%*	**32%jk**	**27%jk**	*23%*
Lost mail	22	4	11	3	2	3	15	5	8	11	4	-	*	18	*
	*	*	*1%*	*	*1%*	**2%a**	*	*1%*	*	*1%*	*	-	*	*	*
Damaged mail	39	19	12	5	1	1	31	2	16	17	2	3	1	33	4
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Delayed mail	53	20	22	7	2	1	42	3	23	22	2	2	4	46	6
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**1%j**	*1%*	*	*1%*	**4%j**	**1%j**	**2%j**
Mis-delivered mail	30	14	9	5	2	1	23	3	8	18	3	-	*	26	*
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	-	*	*1%*	*
Mail that has been tampered with	19	19	*	-	-	1	19	1	8	12	*	-	-	19	-
	*	**1%bc**	*	-	-	*	*b	*	*	*1%*	*	-	-	*1%*	-
Other problems	15	6	3	2	1	2	9	4	7	6	1	1	-	13	1
	*	*	*	*	*	**1%bf**	*	*1%*	*	*	*	*	-	*	*
No - there have been no problems	1157	409	480	133	74	52	889	126	454	452	170	44	29	906	73
	22%	**22%c**	**25%c**	*17%*	*21%*	**32%acd**	**23%c**	**24%c**	**25%jk**	*23%*	*19%*	*16%*	**28%k**	**24%jk**	*20%*
Any problem experienced	126	53	42	18	6	6	95	12	54	53	9	6	4	107	10
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	**3%j**	**3%j**	*1%*	*2%*	**4%j**	**3%j**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about UPS	**70**	30	28	5	4	3	58	6	28	33	4	4	*	61	5
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	**2%j**	*	*2%*	*	**2%j**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of UPS	**3315**	188	3078	49	984	2185	145	3288	6	11	1	3306	8
	64%	*47%*	**66%a**	*58%*	**63%f**	**67%f**	*44%*	**66%h**	*7%*	*54%*	*13%*	**64%h**	*34%*
Used UPS to send	**205**	22	182	1	68	124	14	202	2	1	-	205	-
	4%	*5%*	*4%*	*1%*	*4%*	*4%*	*4%*	*4%*	*2%*	*3%*	-	*4%*	-
Used UPS to receive	**1185**	63	1108	13	323	800	61	1175	3	5	1	1183	1
	23%	*16%*	**24%a**	*15%*	*21%*	**24%d**	*19%*	**23%h**	*3%*	*23%*	*13%*	**23%h**	*3%*
Net used	**1283**	79	1192	13	361	854	69	1271	5	6	1	1281	1
	25%	*20%*	**25%a**	*16%*	*23%*	*26%*	*21%*	**25%h**	*6%*	*26%*	*13%*	**25%h**	*3%*
Lost mail	**22**	3	19	-	12	7	3	21	2	-	-	22	-
	*	*1%*	*	-	**1%e**	*	*1%*	*	*2%*	-	-	*	-
Damaged mail	**39**	5	34	1	20	17	3	39	1	-	*	39	-
	1%	*1%*	*1%*	*1%*	**1%e**	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-
Delayed mail	**53**	9	43	2	25	25	4	53	-	-	*	53	-
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*	-
Mis-delivered mail	**30**	7	23	-	15	11	4	30	*	-	-	30	-
	1%	**2%b**	*	-	*1%*	*	*1%*	*1%*	*	-	-	*1%*	-
Mail that has been tampered with	**19**	6	14	-	15	5	-	19	-	-	-	19	-
	*	**1%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
Other problems	**15**	-	15	-	8	7	-	15	-	-	-	15	-
	*	-	*	-	*1%*	*	-	*	-	-	-	*	-
No - there have been no problems	**1157**	60	1086	11	306	790	61	1147	2	6	1	1155	1
	22%	*15%*	**23%a**	*13%*	*20%*	**24%d**	*19%*	**23%h**	*3%*	*26%*	*12%*	**23%h**	*3%*
Any problem experienced	**126**	19	105	2	55	64	8	124	3	-	*	126	-
	2%	**5%b**	*2%*	*3%*	**4%e**	*2%*	*2%*	*2%*	*3%*	-	*1%*	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about UPS	**70**	11	59	1	36	28	5	70	*	-	-	70	-
	1%	*3%*	*1%*	*1%*	***2%e***	*1%*	*2%*	*1%*	*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of UPS	**3315**	875	798	842	801	311	280	284	239	290	268	279	294	269	292	257	252
	64%	***68%bd***	*62%*	*65%*	*62%*	***72%himnop***	***68%h***	*64%*	*56%*	*63%*	***67%h***	*65%*	***68%h***	*63%*	*63%*	*63%*	*61%*
Used UPS to send	**205**	49	57	50	49	16	22	11	17	19	21	24	13	13	25	12	12
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*5%*	*6%*	*3%*	*3%*	*5%*	*3%*	*3%*
Used UPS to receive	**1185**	285	298	314	288	131	75	79	91	109	98	102	103	109	112	91	84
	23%	*22%*	*23%*	*24%*	*22%*	***30%fghop***	*18%*	*18%*	*21%*	*24%*	*25%*	*24%*	*24%*	*26%*	*24%*	*22%*	*20%*
Net used	**1283**	309	324	333	317	134	88	86	100	116	108	115	106	113	127	100	91
	25%	*24%*	*25%*	*26%*	*25%*	***31%fgp***	*21%*	*19%*	*23%*	*25%*	*27%*	*27%*	*24%*	*26%*	***27%g***	*24%*	*22%*
Lost mail	**22**	5	14	3	1	2	3	1	2	4	8	1	*	2	-	-	1
	*	*	***1%cd***	*	*	*	*1%*	*	*1%*	*1%*	***2%gino***	*	*	*	-	-	*
Damaged mail	**39**	10	15	10	5	3	6	1	3	3	9	8	*	1	2	-	3
	1%	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*1%*	***2%glo***	***2%lo***	*	*	*	-	*1%*
Delayed mail	**53**	13	13	19	9	4	8	1	4	6	4	7	5	8	3	5	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*
Mis-delivered mail	**30**	4	11	7	9	1	2	-	3	2	7	3	2	2	7	*	1
	1%	*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*	***2%g***	*1%*	*	*	*2%*	*	*
Mail that has been tampered with	**19**	7	2	5	6	-	5	2	*	-	2	4	*	1	6	-	-
	*	*1%*	*	*	*	-	*1%*	*	*	-	*	*1%*	*	*	*1%*	-	-
Other problems	**15**	4	6	4	1	3	*	1	3	-	2	-	1	3	-	1	*
	*	*	*	*	*	*1%*	*	*	*1%*	-	*1%*	-	*	*1%*	-	*	*
No - there have been no problems	**1157**	284	278	295	299	127	76	81	88	107	83	98	99	98	119	93	88
	22%	*22%*	*22%*	*23%*	*23%*	***29%fghjp***	*18%*	*18%*	*21%*	*23%*	*21%*	*23%*	*23%*	*23%*	*26%*	*23%*	*21%*
Any problem experienced	**126**	24	46	38	18	7	12	5	12	9	25	17	7	14	8	6	4
	2%	*2%*	***4%d***	***3%d***	*1%*	*2%*	*3%*	*1%*	*3%*	*2%*	***6%egilnop***	***4%p***	*2%*	*3%*	*2%*	*2%*	*1%*
Made a complaint about UPS	**70**	14	26	22	9	5	6	3	7	5	14	13	4	5	8	*	1
	1%	*1%*	***2%d***	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	***3%gop***	***3%op***	*1%*	*1%*	*2%*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of UK Mail (not to be confused with Royal Mail)	**1280**	-	1280	711	565	82	106	254	208	294	174	162	188	463	629	336	1179	92	1200
	25%	-	*25%*	**28%d**	*22%*	*12%*	**17%e**	**24%ef**	**28%ef**	**33%efg**	**27%ef**	**31%efg**	*14%*	**26%l**	**31%lm**	**29%l**	*25%*	*20%*	*23%*
Used UK Mail (not to be confused with Royal Mail) to send	**82**	-	82	52	30	13	17	33	7	10	*	3	30	39	13	3	70	13	77
	2%	-	*2%*	*2%*	*1%*	**2%j**	**3%hjk**	**3%hijk**	*1%*	*1%*	*	*1%*	**2%no**	**2%no**	*1%*	*	*1%*	*3%*	*1%*
Used UK Mail (not to be confused with Royal Mail) to receive	**468**	-	468	270	198	35	35	87	89	115	58	49	70	175	222	107	435	33	452
	9%	-	*9%*	**11%d**	*8%*	*5%*	*6%*	*8%*	**12%ef**	**13%efg**	**9%e**	**9%e**	*5%*	**10%l**	**11%l**	**9%l**	*9%*	*7%*	*9%*
Net used	**520**	-	520	303	217	43	48	110	91	118	59	52	91	201	228	110	481	39	495
	10%	-	*10%*	**12%d**	*8%*	*6%*	*8%*	**10%e**	**12%e**	**13%ef**	*9%*	*10%*	*7%*	**11%l**	**11%l**	*10%*	*10%*	*8%*	*10%*
Lost mail	**24**	-	24	15	9	5	2	9	1	*	-	7	7	10	7	7	24	-	13
	*	-	*	*1%*	*	*1%*	*	**1%l**	*	*	-	**1%hij**	*1%*	*1%*	*	*1%*	*1%*	-	*
Damaged mail	**21**	-	21	7	14	5	5	2	2	*	2	4	11	4	7	6	20	1	13
	*	-	*	*	*1%*	*1%*	**1%l**	*	*	*	*	*1%*	*1%*	*	*	*1%*	*	*	*
Delayed mail	**31**	-	31	15	15	3	12	5	4	3	*	3	15	9	7	3	28	3	25
	1%	-	*1%*	*1%*	*1%*	*	**2%gij**	*	*1%*	*	*	*1%*	**1%n**	*1%*	*	*	*1%*	*1%*	*
Mis-delivered mail	**30**	-	30	16	14	7	2	8	4	-	6	3	9	12	9	9	22	8	19
	1%	-	*1%*	*1%*	*1%*	**1%i**	*	*1%*	*1%*	-	**1%l**	*1%*	*1%*	*1%*	*	*1%*	*	**2%p**	*
Mail that has been tampered with	**15**	-	15	12	3	8	2	4	1	-	-	-	10	5	-	-	12	4	11
	*	-	*	*	*	**1%hij**	*	*	*	-	-	-	**1%no**	*	-	-	*	*1%*	*
Other problems	**8**	-	8	8	*	1	-	6	1	-	*	-	1	6	*	*	8	*	7
	*	-	*	*	*	*	-	*1%*	*	-	*	-	*	*n	*	*	*	*	*
No - there have been no problems	**440**	-	440	258	181	21	36	89	82	114	52	44	57	172	211	97	415	25	441
	9%	-	*9%*	**10%d**	*7%*	*3%*	*6%*	**8%e**	**11%ef**	**13%efgj**	**8%e**	**8%e**	*4%*	**10%l**	**10%l**	**8%l**	*9%*	*5%*	*9%*
Any problem experienced	**80**	-	80	44	36	22	12	21	9	3	6	7	34	29	17	14	66	14	54
	2%	-	*2%*	*2%*	*1%*	**3%ij**	**2%l**	**2%l**	*1%*	*	*1%*	*1%*	**3%n**	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Made a complaint about UK Mail (not to be confused with Royal Mail)	**40**	-	40	26	14	13	10	13	3	-	*	-	23	16	*	*	34	6	25
	1%	-	*1%*	*1%*	*1%*	**2%ijk**	**2%ijk**	**1%ij**	*	-	*	-	**2%no**	**1%no**	*	*	*1%*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of UK Mail (not to be confused with Royal Mail)	**1280** *25%*	235 *24%*	435 **27%d**	309 *26%*	300 *22%*	670 *26%*	610 *24%*	754 *25%*	517 *26%*	170 *25%*	152 *23%*	317 *24%*	346 *28%*	233 *25%*	815 *25%*	171 *25%*	1057 *25%*
Used UK Mail (not to be confused with Royal Mail) to send	**82** *2%*	36 **4%bd**	11 *1%*	22 **2%b**	14 *1%*	47 *2%*	36 *1%*	70 **2%h**	12 *1%*	7 *1%*	2 *	12 *1%*	23 **2%j**	36 **4%ijkln**	36 *1%*	7 *1%*	73 *2%*
Used UK Mail (not to be confused with Royal Mail) to receive	**468** *9%*	104 **10%d**	164 **10%d**	119 **10%d**	81 *6%*	267 **10%f**	201 *8%*	289 *9%*	176 *9%*	53 *8%*	57 *9%*	115 *9%*	138 *11%*	88 *10%*	309 *10%*	53 *8%*	399 *10%*
Net used	**520** *10%*	130 **13%d**	172 **11%d**	130 **11%d**	89 *6%*	302 **12%f**	218 *8%*	334 *11%*	184 *9%*	57 *8%*	58 *9%*	121 *9%*	148 *12%*	116 **13%i**	327 *10%*	57 *8%*	445 *11%*
Lost mail	**24** *	14 **1%bd**	4 *	7 **1%d**	- -	17 *1%*	7 *	17 *1%*	7 *	* *	3 *	1 *	10 **1%k**	9 **1%k**	13 *	* *	22 *1%*
Damaged mail	**21** *	11 **1%bd**	2 *	8 **1%d**	- -	13 *1%*	8 *	16 *1%*	5 *	2 *	- -	1 *	11 **1%k**	7 **1%k**	12 *	2 *	19 *
Delayed mail	**31** *1%*	12 **1%d**	6 *	10 **1%d**	2 *	18 *1%*	12 *	23 *1%*	7 *	2 *	6 *1%*	3 *	4 *	14 **1%kln**	14 *	2 *	27 *1%*
Mis-delivered mail	**30** *1%*	17 **2%bcd**	7 *	4 *	3 *	24 **1%f**	6 *	21 *1%*	9 *	3 *	7 *1%*	5 *	4 *	9 *1%*	16 *	3 *	25 *1%*
Mail that has been tampered with	**15** *	7 *1%*	4 *	3 *	1 *	11 *	4 *	12 *	3 *	1 *	- -	4 *	4 *	5 *1%*	8 *	1 *	13 *
Other problems	**8** *	6 **1%b**	- -	1 *	1 *	6 *	2 *	8 *	- -	* *	- -	2 *	* *	6 **1%n**	2 *	* *	8 *
No - there have been no problems	**440** *9%*	88 **9%d**	156 **10%d**	113 **10%d**	83 *6%*	244 *9%*	195 *8%*	274 *9%*	164 *8%*	50 *7%*	47 *7%*	109 *8%*	128 *10%*	86 *9%*	285 *9%*	50 *7%*	373 *9%*
Any problem experienced	**80** *2%*	42 **4%bcd**	16 *1%*	17 **1%d**	6 *	58 **2%f**	23 *1%*	60 **2%h**	20 *1%*	7 *1%*	10 *2%*	12 *1%*	20 *2%*	30 **3%ikn**	42 *1%*	7 *1%*	72 *2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about UK Mail (not to be confused with Royal Mail)	**40**	30	3	5	2	32	7	36	4	4	1	5	8	21	14	4	34
	1%	**3%bcd**	*	*	*	**1%f**	*	**1%h**	*	*1%*	*	*	*1%*	**2%ijkln**	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of UK Mail (not to be confused with Royal Mail)	**1280** *25%*	1105 *25%*	174 *24%*	57 *24%*	1108 **26%eg**	92 **21%g**	59 **24%g**	21 *14%*	45 *21%*	155 **27%q**	102 *24%*	102 *27%*	112 *25%*	164 **34%hjlnopqr**	137 *20%*	181 *26%*	109 *25%*	10 *16%*	82 *22%*
Used UK Mail (not to be confused with Royal Mail) to send	**82** *2%*	79 **2%b**	3 *	1 *1%*	68 *2%*	5 *1%*	7 *3%*	2 *1%*	2 *1%*	13 *2%*	4 *1%*	8 *2%*	8 *2%*	5 *1%*	13 *2%*	9 *1%*	7 *2%*	- -	5 *1%*
Used UK Mail (not to be confused with Royal Mail) to receive	**468** *9%*	396 *9%*	72 *10%*	26 *11%*	399 **9%g**	35 *8%*	27 **11%g**	7 *5%*	17 *8%*	53 **9%lq**	48 **11%lq**	32 *8%*	20 *4%*	54 **11%lq**	55 *8%*	77 **11%lq**	45 **10%lq**	1 *2%*	34 **9%lq**
Net used	**520** *10%*	447 *10%*	73 *10%*	26 *11%*	444 **10%g**	39 *9%*	29 **12%g**	8 *6%*	17 *8%*	60 **11%lq**	50 **12%lq**	35 **9%q**	25 *5%*	58 **12%lq**	66 **10%q**	81 **11%lq**	51 **12%lq**	1 *2%*	38 **10%lq**
Lost mail	**24** *	22 *	2 *	2 *1%*	22 *1%*	1 *	1 *	- -	- -	- -	4 *1%*	- -	- -	- -	6 *1%*	4 *1%*	7 **2%lm**	- -	1 *
Damaged mail	**21** *	21 *	* *	- -	20 *	* *	1 *	* *	- -	2 *	4 *1%*	2 *1%*	- -	1 *	3 *	4 *1%*	4 *1%*	- -	* *
Delayed mail	**31** *1%*	27 *1%*	4 *1%*	2 *1%*	27 *1%*	2 *1%*	1 *	* *	1 *	4 *1%*	7 **2%l**	1 *	- -	3 *1%*	6 *1%*	4 *1%*	2 *	* *	2 *1%*
Mis-delivered mail	**30** *1%*	28 *1%*	2 *	2 *1%*	28 *1%*	- -	1 *1%*	* *	- -	7 *1%*	4 *1%*	2 *1%*	1 *	- -	8 *1%*	4 *1%*	2 *	- -	- -
Mail that has been tampered with	**15** *	12 *	3 *	2 *1%*	15 *	- -	1 *	* *	1 *1%*	2 *	2 *	1 *	3 *1%*	1 *	4 *1%*	- -	1 *	- -	- -
Other problems	**8** *	7 *	1 *	* *	7 *	* *	1 *	- -	1 *1%*	- -	- -	- -	- -	- -	2 *	4 *1%*	- -	* *	* *
No - there have been no problems	**440** *9%*	372 *8%*	68 *9%*	24 *10%*	369 **9%g**	36 *8%*	27 **11%g**	8 *5%*	15 *7%*	52 **9%lq**	40 **9%lq**	29 *8%*	21 *5%*	55 **11%lq**	50 *7%*	65 **9%lq**	42 **9%lq**	1 *2%*	35 **9%lq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Any problem experienced	**80**	75	5	2	75	3	2	*	2	8	10	6	4	4	16	16	9	*	3
	2%	*2%*	*1%*	*1%*	***2%g***	*1%*	*1%*	*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	*1%*
Made a complaint about UK Mail (not to be confused with Royal Mail)	**40**	38	2	2	37	1	1	*	-	4	5	-	3	1	13	4	7	-	1
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*	-	*1%*	*1%*	-	*1%*	*	*2%*	*1%*	*2%*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of UK Mail (not to be confused with Royal Mail)	1280 25%	521 28%cdg	481 25%	161 21%	69 19%	42 26%	1002 26%cd	111 21%	529 29%ij	460 24%	178 20%	76 28%j	25 25%	989 26%j	101 27%j
Used UK Mail (not to be confused with Royal Mail) to send	82 2%	38 2%	23 1%	15 2%	3 1%	3 2%	61 2%	6 1%	43 2%l	22 1%	12 1%	4 2%	1 1%	65 2%	5 1%
Used UK Mail (not to be confused with Royal Mail) to receive	468 9%	165 9%	195 10%	69 9%	24 7%	14 9%	360 9%	39 8%	200 11%ij	160 8%	63 7%	34 13%j	9 9%	360 9%	43 12%j
Net used	520 10%	197 11%	204 10%	77 10%	25 7%	16 10%	401 11%	41 8%	229 12%ij	171 9%	72 8%	37 14%ij	9 9%	400 11%	46 12%
Lost mail	24 *	16 1%	6 *	-	-	2 1%c	22 1%	2 *	14 1%	4 *	3 *	3 1%	-	18 *	3 1%
Damaged mail	21 *	15 1%	4 *	*	-	2 1%c	19 1%	2 *	10 1%	6 *	4 *	-	*	16 *	* *
Delayed mail	31 1%	16 1%	9 *	5 1%	*	1 *	25 1%	1 *	14 1%	7 *	5 1%	5 2%j	*	21 1%	5 1%
Mis-delivered mail	30 1%	11 1%	13 1%	4 1%	2 1%	- -	23 1%	2 *	12 1%	8 *	5 1%	5 2%lm	-	20 1%	5 1%
Mail that has been tampered with	15 *	6 *	5 *	3 *	-	2 1%	11 *	2 *	5 *	1 *	7 1%lm	2 1%l	-	6 *	2 1%
Other problems	8 *	6 *	* *	1 *	-	- -	7 *	-	7 *	* *	1 *	* *	-	7 *	* *
No - there have been no problems	440 9%	160 9%	179 9%	64 8%	22 6%	14 9%	338 9%	36 7%	192 10%ij	150 8%	58 6%	28 10%	9 9%	342 9%	36 10%
Any problem experienced	80 2%	37 2%	26 1%	13 2%	2 1%	2 1%	63 2%	5 1%	37 2%	20 1%	14 2%	9 3%l	*	57 2%	9 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about UK Mail (not to be confused with Royal Mail)	**40**	27	7	6	*	-	34	*	19	7	7	6	*	26	6
	1%	**1%bg**	*	*1%*	*	-	*1%*	*	*1%*	*	*1%*	**2%im**	*	*1%*	**2%i**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of UK Mail (not to be confused with Royal Mail)	**1280**	84	1182	14	352	875	52	1263	8	7	*	1279	1
	25%	*21%*	*25%*	*17%*	**23%f**	**27%df**	*16%*	**25%h**	*9%*	*34%*	*1%*	**25%h**	*3%*
Used UK Mail (not to be confused with Royal Mail) to send	**82**	16	64	2	26	46	10	76	6	*	-	82	-
	2%	**4%b**	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	**7%gk**	*1%*	-	*2%*	-
Used UK Mail (not to be confused with Royal Mail) to receive	**468**	38	425	5	141	313	14	461	5	2	-	468	-
	9%	*9%*	*9%*	*6%*	**9%f**	**10%f**	*4%*	*9%*	*6%*	*11%*	-	*9%*	-
Net used	**520**	50	465	5	159	341	20	509	8	3	-	520	-
	10%	*12%*	*10%*	*6%*	*10%*	*10%*	*6%*	*10%*	*9%*	*12%*	-	*10%*	-
Lost mail	**24**	4	19	-	14	6	3	24	-	-	-	24	-
	*	*1%*	*	-	**1%e**	*	**1%e**	*	-	-	-	*	-
Damaged mail	**21**	3	17	1	10	10	1	18	3	-	-	21	-
	*	*1%*	*	*1%*	*1%*	*	*	*	**3%gk**	-	-	*	-
Delayed mail	**31**	11	20	-	9	19	2	28	3	-	-	31	-
	1%	**3%b**	*	-	*1%*	*1%*	*1%*	*1%*	**3%gk**	-	-	*1%*	-
Mis-delivered mail	**30**	9	20	1	8	22	-	30	-	-	-	30	-
	1%	**2%b**	*	*1%*	*	*1%*	-	*1%*	-	-	-	*1%*	-
Mail that has been tampered with	**15**	7	7	1	6	8	1	13	2	-	-	15	-
	*	**2%b**	*	*1%*	*	*	*	*	**2%gk**	-	-	*	-
Other problems	**8**	6	2	-	6	2	-	8	-	-	-	8	-
	*	**1%b**	*	-	*e	*	-	*	-	-	-	*	-
No - there have been no problems	**440**	30	406	4	129	297	13	434	3	3	-	440	-
	9%	*7%*	*9%*	*4%*	**8%f**	**9%f**	*4%*	*9%*	*4%*	*12%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Any problem experienced	**80**	21	58	2	30	44	6	75	5	-	-	80	-
	2%	**5%b**	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	**6%gk**	-	-	*2%*	-
Made a complaint about UK Mail (not to be confused with Royal Mail)	**40**	18	22	1	19	16	5	35	5	-	-	40	-
	1%	**4%b**	*	*1%*	**1%e**	*	*1%*	*1%*	**6%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of UK Mail (not to be confused with Royal Mail)	1280	357	333	341	249	129	115	113	105	135	93	135	99	107	97	82	70
	25%	28%d	26%d	26%d	19%	30%nop	28%p	26%p	24%p	29%nop	23%	31%nop	23%	25%p	21%	20%	17%
Used UK Mail (not to be confused with Royal Mail) to send	82	22	28	25	7	5	14	3	7	12	9	13	3	9	4	*	3
	2%	2%d	2%d	2%d	1%	1%	3%gjop	1%	2%	3%o	2%o	3%o	1%	2%o	1%	*	1%
Used UK Mail (not to be confused with Royal Mail) to receive	468	132	120	128	88	55	38	40	42	57	21	51	41	36	39	21	28
	9%	10%d	9%	10%d	7%	13%jop	9%	9%	10%o	12%jop	5%	12%jo	10%	8%	9%	5%	7%
Net used	520	149	137	141	92	59	51	40	46	63	27	59	41	42	41	21	30
	10%	12%d	11%d	11%d	7%	14%jop	12%jo	9%	11%o	14%jop	7%	14%jop	10%	10%	9%	5%	7%
Lost mail	24	6	5	11	2	3	3	-	2	-	3	8	-	3	-	*	2
	*	*	*	1%	*	1%	1%	-	1%	-	1%	2%giln	-	1%	-	*	*
Damaged mail	21	6	4	7	4	3	3	-	1	2	1	5	1	1	2	*	2
	*	*	*	1%	*	1%	1%	-	*	*	*	1%	*	*	*	*	*
Delayed mail	31	7	11	10	3	-	3	4	2	4	5	4	2	3	2	*	1
	1%	1%	1%	1%	*	-	1%	1%	*	1%	1%	1%	*	1%	*	*	*
Mis-delivered mail	30	6	8	10	6	*	4	2	2	3	3	7	-	3	4	-	2
	1%	*	1%	1%	*	*	1%	1%	*	1%	1%	2%	-	1%	1%	-	*
Mail that has been tampered with	15	5	4	3	4	-	3	2	-	1	3	1	1	1	-	-	4
	*	*	*	*	*	-	1%	1%	-	*	1%	*	*	*	-	-	1%
Other problems	8	-	3	5	-	-	-	-	2	1	-	1	*	4	-	-	-
	*	-	*	*	-	-	-	-	*	*	-	*	*	1%	-	-	-
No - there have been no problems	440	129	119	111	80	56	38	35	43	55	20	41	38	33	36	21	23
	9%	10%d	9%d	9%	6%	13%jop	9%	8%	10%jo	12%jop	5%	9%	9%	8%	8%	5%	6%
Any problem experienced	80	20	18	30	12	3	12	4	3	8	7	18	3	9	5	*	7
	2%	2%	1%	2%d	1%	1%	3%o	1%	1%	2%	2%o	4%eghlno	1%	2%o	1%	*	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Made a complaint about UK Mail (not to be confused with Royal Mail)	**40**	11	14	11	4	3	6	2	2	7	6	6	*	5	-	-	4
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	-	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of DX	706	-	706	408	296	39	65	180	159	163	63	38	104	339	264	101	640	59	713
	14%	-	*14%*	**16%d**	*11%*	*6%*	**11%e**	**17%efjk**	**21%efjk**	**18%efjk**	**10%e**	*7%*	*8%*	**19%lno**	**13%lo**	*9%*	*14%*	*13%*	*14%*
Used DX to send	38	-	38	29	9	4	8	23	1	1	-	-	12	24	1	-	30	7	33
	1%	-	*1%*	**1%d**	*	*1%*	**1%hij**	**2%hijk**	*	*	-	-	**1%no**	**1%no**	*	-	*1%*	*2%*	*1%*
Used DX to receive	195	-	195	111	84	12	23	51	63	32	10	4	35	114	47	14	178	16	228
	4%	-	*4%*	*4%*	*3%*	*2%*	**4%k**	**5%ejk**	**8%efgjk**	**4%k**	*2%*	*1%*	*3%*	**6%lno**	*2%*	*1%*	*4%*	*4%*	*4%*
Net used	222	-	222	133	90	14	31	68	63	33	10	4	45	131	47	14	200	22	247
	4%	-	*4%*	**5%d**	*3%*	*2%*	**5%ejk**	**6%eijk**	**8%eijk**	**4%k**	*2%*	*1%*	**3%o**	**7%lno**	*2%*	*1%*	*4%*	*5%*	*5%*
Lost mail	12	-	12	7	5	2	1	8	1	-	*	-	3	9	*	*	12	-	12
	*	-	*	*	*	*	*	*1%*	*	-	*	-	*	*n	*	*	*	-	*
Damaged mail	11	-	11	7	4	-	1	5	5	-	-	-	1	10	-	-	11	*	9
	*	-	*	*	*	-	*	*	*1%*	-	-	-	*	**1%n**	-	-	*	*	*
Delayed mail	9	-	9	7	3	-	-	8	-	1	*	*	-	8	1	*	9	1	14
	*	-	*	*	*	-	-	*1%*	-	*	*	*	-	*	*	*	*	*	*
Mis-delivered mail	14	-	14	14	*	2	-	11	2	-	-	-	2	12	-	-	14	-	9
	*	-	*	**1%d**	*	*	-	**1%l**	*	-	-	-	*	**1%nc**	-	-	*	-	*
Mail that has been tampered with	18	-	18	13	5	2	6	7	3	-	*	-	8	10	*	*	12	6	10
	*	-	*	*1%*	*	*	**1%i**	*1%*	*	-	*	-	**1%n**	**1%n**	*	*	*	**1%p**	*
Other problems	10	-	10	9	1	-	-	3	4	-	*	3	-	8	3	3	10	-	6
	*	-	*	*	*	-	-	*	*1%*	-	*	*	-	*	*	*	*	-	*
No - there have been no problems	174	-	174	99	74	8	23	44	55	32	10	1	32	99	43	11	158	16	208
	3%	-	*3%*	*4%*	*3%*	*1%*	**4%ek**	**4%ejk**	**7%efgjk**	**4%ek**	*2%*	*	**2%o**	**5%lno**	*2%*	*1%*	*3%*	*3%*	*4%*
Any problem experienced	49	-	49	34	15	6	8	24	8	1	*	3	13	32	4	3	43	6	39
	1%	-	*1%*	**1%d**	*1%*	*1%*	**1%ij**	**2%ij**	**1%i**	*	*	*	**1%n**	**2%nc**	*	*	*1%*	*1%*	*1%*
Made a complaint about DX	37	-	37	25	12	2	3	22	8	-	*	3	5	29	3	3	35	2	27
	1%	-	*1%*	*1%*	*	*	*	**2%eij**	**1%i**	-	*	*	*	**2%lno**	*	*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of DX	**706**	129	223	184	170	352	354	496	204	74	55	181	206	147	442	74	594
	14%	*13%*	*14%*	*16%*	*12%*	*14%*	*14%*	**16%h**	*10%*	*11%*	*8%*	**14%j**	**16%ij**	**16%ij**	**14%j**	*11%*	*14%*
Used DX to send	**38**	15	12	8	2	28	10	37	*	*	1	14	5	14	20	*	34
	1%	**2%d**	*1%*	*1%*	*	**1%f**	*	**1%h**	*	*	*	**1%i**	*	**2%ijln**	*1%*	*	*1%*
Used DX to receive	**195**	37	59	57	42	96	99	157	38	12	12	46	70	46	127	12	174
	4%	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	**5%h**	*2%*	*2%*	*2%*	*4%*	**6%ij**	**5%ij**	**4%ij**	*2%*	**4%o**
Net used	**222**	48	69	64	42	117	106	184	38	12	12	57	71	58	141	12	199
	4%	*5%*	*4%*	**5%d**	*3%*	*5%*	*4%*	**6%h**	*2%*	*2%*	*2%*	**4%ij**	**6%ij**	**6%ij**	**4%ij**	*2%*	**5%o**
Lost mail	**12**	4	1	4	3	5	7	10	1	-	1	5	2	4	8	-	11
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Damaged mail	**11**	7	1	2	1	8	3	11	-	-	-	-	3	7	3	-	11
	*	**1%bd**	*	*	*	*	*	*h	-	-	-	-	*	**1%kn**	*	-	*
Delayed mail	**9**	5	*	2	2	5	4	8	1	*	-	1	2	6	3	*	9
	*	**1%b**	*	*	*	*	*	*	*	*	-	*	*	**1%n**	*	*	*
Mis-delivered mail	**14**	8	-	6	*	8	6	12	2	-	2	-	-	12	2	-	14
	*	**1%bd**	-	*b	*	*	*	*	*	-	*	-	-	**1%klm**	*	-	*
Mail that has been tampered with	**18**	8	7	3	*	15	3	18	*	-	2	11	-	5	13	-	18
	*	**1%d**	*	*	*	**1%f**	*	**1%h**	*	-	*	**1%l**	-	*1%*	*	-	*
Other problems	**10**	4	3	2	1	7	3	9	1	-	2	1	-	7	3	-	10
	*	*	*	*	*	*	*	*	*	-	*	*	-	**1%ln**	*	-	*
No - there have been no problems	**174**	28	58	51	36	86	87	139	34	12	8	43	65	34	116	12	151
	3%	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	**5%h**	*2%*	*2%*	*1%*	*3%*	**5%ij**	**4%j**	**4%j**	*2%*	*4%*
Any problem experienced	**49**	20	10	13	6	30	18	45	4	*	4	14	6	23	24	*	48
	1%	**2%bd**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*	*1%*	*1%*	*1%*	**3%ijln**	*1%*	*	**1%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about DX	**37**	15	6	10	5	22	15	36	1	-	2	7	6	22	15	-	37
	1%	2%bcj	*	*1%*	*	*1%*	*1%*	1%h	*	-	*	*1%*	*	2%ijkln	*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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QI_14. Competitive landscape - DX

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of DX	706	606	100	35	591	71	33	11	39	92	59	46	70	84	61	86	53	4	67
	14%	*14%*	*14%*	*15%*	**14%g**	**16%g**	**14%g**	*8%*	**18%nopq**	**16%nq**	*14%*	*12%*	**15%n**	**18%nq**	*9%*	*12%*	*12%*	*7%*	**18%nopq**
Used DX to send	38	34	4	3	32	4	1	1	2	3	2	3	5	2	6	9	-	-	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	-	-	**1%p**
Used DX to receive	195	162	32	16	156	26	11	2	12	24	10	13	17	27	30	5	17	1	25
	4%	*4%*	*4%*	**7%a**	**4%g**	**6%dg**	**4%g**	*2%*	**6%jo**	**4%o**	*2%*	**4%o**	**4%o**	**6%o**	**4%o**	*1%*	**4%o**	*2%*	**7%jo**
Net used	222	187	36	20	181	27	11	3	12	27	12	14	20	29	35	14	17	1	26
	4%	*4%*	*5%*	**8%a**	**4%g**	**6%dg**	**5%g**	*2%*	**6%o**	*5%*	*3%*	*4%*	*4%*	**6%o**	*5%*	*2%*	*4%*	*2%*	**7%jo**
Lost mail	12	8	3	3	10	1	*	*	1	2	3	-	1	-	-	3	-	-	1
	*	*	*	**1%a**	*	*	*	*	*	*	*1%*	-	*	-	-	*	-	-	*
Damaged mail	11	11	*	-	9	1	1	*	-	2	-	1	-	-	4	-	2	-	1
	*	*	*	-	*	*	*	*	-	*	-	*	-	-	*1%*	-	*	-	*
Delayed mail	9	8	1	*	7	1	1	*	1	5	-	-	-	-	-	-	2	-	1
	*	*	*	*	*	*	*	*	*	*1%*	-	-	-	-	-	-	*	-	*
Mis-delivered mail	14	14	-	-	13	1	*	-	-	3	2	2	4	-	3	-	-	-	1
	*	*	-	-	*	*	*	-	-	*1%*	*	*	*1%*	-	*	-	-	-	*
Mail that has been tampered with	18	15	3	3	18	*	-	-	-	3	-	1	2	-	3	9	-	-	*
	*	*	*	*1%*	*	*	-	-	-	*1%*	-	*	*	-	*	*1%*	-	-	*
Other problems	10	10	*	-	10	*	-	-	-	2	1	-	2	-	5	-	-	-	*
	*	*	*	-	*	*	-	-	-	*	*	-	*	-	*1%*	-	-	-	*
No - there have been no problems	174	142	32	17	137	24	10	2	11	20	9	12	14	29	25	5	13	1	23
	3%	*3%*	*4%*	**7%a**	*3%*	**6%dg**	*4%*	*2%*	**5%jo**	**3%o**	*2%*	**3%o**	**3%o**	**6%jo**	**4%o**	*1%*	**3%o**	*2%*	**6%jlop**
Any problem experienced	49	45	4	3	44	3	1	*	1	8	3	3	7	-	10	9	4	-	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about DX	**37**	34	3	3	34	3	*	*	1	6	3	3	5	-	10	3	4	-	3
	1%	*1%*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of DX	**706**	260	261	113	48	19	521	66	269	247	122	39	19	516	58
	14%	*14%*	*13%*	*14%*	*13%*	*11%*	*14%*	*13%*	*15%*	*13%*	*13%*	*15%*	*19%*	*14%*	*16%*
Used DX to send	**38**	15	11	7	4	1	26	5	18	10	3	2	5	28	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	**5%hijkm**	*1%*	**2%ij**
Used DX to receive	**195**	63	73	39	13	5	136	18	81	65	37	9	2	146	11
	4%	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*2%*	*4%*	*3%*
Net used	**222**	73	80	46	15	6	154	21	93	74	39	9	7	166	16
	4%	*4%*	*4%*	*6%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*7%*	*4%*	*4%*
Lost mail	**12**	5	*	4	1	1	5	2	2	6	*	-	3	9	3
	*	*	*	**1%b**	*	**1%b**	*	*b	*	*	*	-	**3%hijkm**	*	*1%*
Damaged mail	**11**	4	7	-	-	-	11	-	7	4	*	-	-	11	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Delayed mail	**9**	6	3	-	-	-	9	-	2	6	*	-	-	9	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Mis-delivered mail	**14**	10	2	-	2	-	12	2	4	6	3	-	-	11	-
	*	*1%*	*	-	*1%*	-	*	*	*	*	*	-	-	*	-
Mail that has been tampered with	**18**	2	11	3	2	-	13	2	8	5	*	-	5	13	5
	*	*	*1%*	*	*1%*	-	*	*	*	*	*	-	**5%hijkm**	*	**1%ijm**
Other problems	**10**	5	4	1	-	-	9	-	3	5	3	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**174**	53	62	42	10	5	115	15	75	54	33	9	2	129	11
	3%	*3%*	*3%*	**5%abf**	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*
Any problem experienced	**49**	20	19	4	5	1	39	6	18	20	6	-	5	38	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	**5%hijkm**	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about DX	**37**	18	11	4	2	1	30	3	13	17	4	-	3	30	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	***3%k***	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of DX	**706**	38	662	7	190	480	36	701	4	1	-	706	*
	14%	*9%*	**14%a**	*8%*	*12%*	*15%*	*11%*	*14%*	*5%*	*3%*	-	*14%*	*1%*
Used DX to send	**38**	8	30	-	17	20	1	36	2	-	-	38	-
	1%	**2%b**	*1%*	-	*1%*	*1%*	*	*1%*	*2%*	-	-	*1%*	-
Used DX to receive	**195**	9	184	1	53	136	6	192	3	-	-	195	-
	4%	*2%*	*4%*	*1%*	*3%*	*4%*	*2%*	*4%*	*3%*	-	-	*4%*	-
Net used	**222**	16	205	1	66	150	6	218	4	-	-	222	-
	4%	*4%*	*4%*	*1%*	*4%*	*5%*	*2%*	*4%*	*5%*	-	-	*4%*	-
Lost mail	**12**	3	8	*	5	7	-	12	-	-	-	12	-
	*	*1%*	*	*	*	*	-	*	-	-	-	*	-
Damaged mail	**11**	2	9	-	6	5	-	8	3	-	-	11	-
	*	*	*	-	*	*	-	*	**3%gk**	-	-	*	-
Delayed mail	**9**	4	6	-	7	2	-	9	-	-	-	9	-
	*	**1%b**	*	-	*e	*	-	*	-	-	-	*	-
Mis-delivered mail	**14**	7	7	-	11	2	2	14	-	-	-	14	-
	*	**2%b**	*	-	**1%e**	*	**1%e**	*	-	-	-	*	-
Mail that has been tampered with	**18**	2	16	-	8	10	-	14	4	-	-	18	-
	*	*	*	-	*1%*	*	-	*	**5%gk**	-	-	*	-
Other problems	**10**	3	7	-	8	3	-	7	3	-	-	10	-
	*	**1%b**	*	-	*e	*	-	*	**3%gk**	-	-	*	-
No - there have been no problems	**174**	6	167	1	41	128	5	174	-	-	-	174	-
	3%	*1%*	*4%*	*1%*	*3%*	*4%*	*1%*	*3%*	-	-	-	*3%*	-
Any problem experienced	**49**	10	39	*	26	22	2	45	4	-	-	49	-
	1%	**3%b**	*1%*	*	**2%e**	*1%*	*1%*	*1%*	**5%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about DX	**37**	10	27	*	24	13	-	33	4	-	-	37	-
	1%	**2%b**	*1%*	*	**2%e**	*	-	*1%*	**5%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of DX	**706**	189	187	185	145	64	58	68	61	65	61	53	75	56	55	40	50
	14%	*15%*	*14%*	*14%*	*11%*	*15%*	*14%*	*15%*	*14%*	*14%*	*15%*	*12%*	***17%o***	*13%*	*12%*	*10%*	*12%*
Used DX to send	**38**	10	9	9	10	2	5	4	7	1	2	2	6	*	2	4	4
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*	*	*1%*	*1%*	*	*	*1%*	*1%*
Used DX to receive	**195**	45	64	47	39	16	14	14	20	23	22	13	21	12	14	17	8
	4%	*3%*	*5%*	*4%*	*3%*	*4%*	*3%*	*3%*	*5%*	*5%*	***5%p***	*3%*	*5%*	*3%*	*3%*	*4%*	*2%*
Net used	**222**	52	70	55	46	16	19	17	23	23	23	15	27	12	14	20	12
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*6%*	*3%*	*3%*	*5%*	*3%*
Lost mail	**12**	5	3	1	2	*	3	2	1	-	2	1	1	-	*	2	-
	*	*	*	*	*	*	*1%*	*1%*	*	-	*	*	*	-	*	*	-
Damaged mail	**11**	2	4	2	3	-	-	2	2	2	1	-	2	-	*	3	-
	*	*	*	*	*	-	-	*	*	*	*	-	*	-	*	*1%*	-
Delayed mail	**9**	2	6	-	1	*	2	-	2	-	4	-	-	-	*	*	*
	*	*	*	-	*	*	*	-	*1%*	-	*1%*	-	-	-	*	*	*
Mis-delivered mail	**14**	2	5	-	7	-	-	2	2	2	2	-	-	-	2	3	2
	*	*	*	-	*1%*	-	-	*	*	*	*1%*	-	-	-	*	*1%*	*
Mail that has been tampered with	**18**	3	3	7	4	-	3	-	2	-	2	2	5	-	-	3	2
	*	*	*	*1%*	*	-	*1%*	-	*	-	*	*1%*	*1%*	-	-	*1%*	*
Other problems	**10**	-	2	3	6	-	-	-	-	-	2	-	-	3	-	4	2
	*	-	*	*	*	-	-	-	-	-	*	-	-	*1%*	-	*1%*	*
No - there have been no problems	**174**	43	55	43	33	16	14	13	18	20	17	13	21	10	12	12	8
	3%	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*5%*	*2%*	*3%*	*3%*	*2%*
Any problem experienced	**49**	9	14	12	13	*	5	4	5	3	6	3	6	3	2	8	4
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	***2%o***	*1%*
Made a complaint about DX	**37**	9	10	6	12	*	5	4	5	2	4	1	2	3	2	7	3
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Yodel	3407	-	3407	1485	1910	225	311	602	555	734	532	447	536	1157	1713	979	3193	192	3643
	66%	-	66%	59%	73%c	33%	51%e	57%e	74%efg	82%efgh	84%efgh	85%efgh	41%	64%l	83%lm	84%lm	69%q	41%	71%
Used Yodel to send	200	-	200	98	102	28	29	62	32	23	19	7	57	94	49	26	178	22	204
	4%	-	4%	4%	4%	4%k	5%k	6%k	4%k	3%	3%	1%	4%no	5%no	2%	2%	4%	5%	4%
Used Yodel to receive	2012	-	2012	842	1162	113	206	375	365	429	293	231	319	740	953	524	1902	95	2347
	39%	-	39%	33%	44%c	16%	34%e	35%e	49%efg	48%efg	46%efg	44%efg	25%	41%l	46%lm	45%l	41%q	21%	45%
Net used	2096	-	2096	889	1200	128	217	405	377	441	296	232	345	782	969	528	1974	107	2427
	41%	-	41%	35%	46%c	19%	36%e	38%e	51%efg	49%efg	47%efg	44%ef	27%	43%l	47%l	46%l	42%q	23%	47%
Lost mail	52	-	52	25	27	2	6	15	14	13	1	1	8	29	15	2	50	2	48
	1%	-	1%	1%	1%	*	1%	1%	2%jk	1%	*	*	1%	2%o	1%	*	1%	*	1%
Damaged mail	94	-	94	48	47	10	12	22	23	13	9	6	22	45	27	15	86	8	98
	2%	-	2%	2%	2%	1%	2%	2%	3%	1%	1%	1%	2%	3%	1%	1%	2%	2%	2%
Delayed mail	150	-	150	79	70	12	21	34	34	23	17	9	33	67	50	26	133	13	177
	3%	-	3%	3%	3%	2%	3%	3%	4%e	3%	3%	2%	3%	4%	2%	2%	3%	3%	3%
Mis-delivered mail	82	-	82	25	57	4	8	23	11	13	16	7	12	34	36	23	76	3	67
	2%	-	2%	1%	2%c	1%	1%	2%	1%	1%	3%e	1%	1%	2%	2%	2%	2%	1%	1%
Mail that has been tampered with	27	-	27	11	14	1	6	13	1	2	4	1	7	14	7	5	25	2	25
	1%	-	1%	*	1%	*	1%	1%	*	*	1%	*	1%	1%	*	*	1%	*	*
Other problems	81	-	81	38	43	6	9	17	7	12	7	23	15	24	42	30	80	-	74
	2%	-	2%	2%	2%	1%	2%	2%	1%	1%	1%	4%efghij	1%	1%	2%	3%	2%	-	1%
No - there have been no problems	1757	-	1757	729	1023	98	176	319	316	389	257	203	274	635	849	460	1663	84	2071
	34%	-	34%	29%	39%c	14%	29%e	30%e	42%efg	43%efg	40%efg	39%efg	21%	35%l	41%lm	40%l	36%q	18%	40%
Any problem experienced	339	-	339	160	177	30	41	86	61	52	39	29	71	147	121	68	312	23	356
	7%	-	7%	6%	7%	4%	7%	8%e	8%e	6%	6%	6%	6%	8%ln	6%	6%	7%	5%	7%
Made a complaint about Yodel	159	-	159	77	81	9	18	38	26	23	26	19	27	64	68	45	143	14	151
	3%	-	3%	3%	3%	1%	3%	4%e	3%	3%	4%e	4%	2%	4%	3%	4%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Yodel	**3407**	480	1147	813	967	1627	1780	1819	1543	475	469	878	886	471	2234	480	2751
	66%	*48%*	**72%a**	**69%a**	**70%a**	*63%*	**69%e**	*59%*	**77%g**	**69%m**	**72%m**	**68%m**	**71%m**	*51%*	**70%m**	*70%*	*66%*
Used Yodel to send	**200**	31	62	57	50	94	106	139	57	25	16	54	57	41	127	25	171
	4%	*3%*	*4%*	*5%*	*4%*	*4%*	*4%*	**5%h**	*3%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*
Used Yodel to receive	**2012**	310	685	458	558	995	1017	1079	905	251	262	504	559	298	1325	252	1646
	39%	*31%*	**43%a**	**39%a**	**40%a**	*38%*	*40%*	*35%*	**45%g**	*37%*	**40%m**	**39%m**	**45%ikm**	*32%*	**41%m**	*36%*	*39%*
Net used	**2096**	325	710	483	577	1036	1060	1141	927	264	268	526	581	313	1375	265	1713
	41%	*33%*	**44%a**	**41%a**	**42%a**	*40%*	*41%*	*37%*	**46%g**	*39%*	**41%m**	**41%m**	**46%ikm**	*34%*	**43%m**	*38%*	*41%*
Lost mail	**52**	5	19	11	17	24	28	38	13	10	2	12	18	6	31	10	38
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**94**	9	37	18	30	47	48	61	32	22	9	24	18	14	51	22	65
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**3%ln**	*1%*	*2%*	*1%*	*2%*	*2%*	**3%p**	*2%*
Delayed mail	**150**	28	68	26	29	95	55	105	42	9	19	32	59	23	110	9	134
	3%	*3%*	**4%cd**	*2%*	*2%*	**4%f**	*2%*	**3%h**	*2%*	*1%*	*3%*	*2%*	**5%ik**	*2%*	**3%l**	*1%*	**3%o**
Mis-delivered mail	**82**	12	32	19	18	44	38	50	27	9	13	30	19	7	63	9	71
	2%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	**2%m**	*2%*	*1%*	*2%*	*1%*	*2%*
Mail that has been tampered with	**27**	6	*	12	8	7	20	12	10	4	*	10	5	8	15	4	23
	1%	**1%b**	*	**1%b**	**1%b**	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*
Other problems	**81**	29	19	14	20	47	34	37	42	8	15	19	16	18	50	8	68
	2%	**3%bc**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*
No - there have been no problems	**1757**	265	585	412	495	849	908	932	805	219	228	446	483	259	1156	220	1438
	34%	*27%*	**37%a**	**35%a**	**36%a**	*33%*	*35%*	*30%*	**40%g**	*32%*	**35%m**	**34%m**	**38%lm**	*28%*	**36%m**	*32%*	*34%*
Any problem experienced	**339**	61	126	71	82	186	152	209	122	45	40	81	98	54	219	45	275
	7%	*6%*	*8%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*8%*	*6%*	*7%*	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Made a complaint about Yodel	**159**	37	59	35	27	97	62	102	51	15	16	38	47	31	101	15	133
	3%	*4%d*	*4%d*	*3%*	*2%*	*4%f*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 348

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Yodel	3407	2838	569	171	2810	313	183	101	144	375	317	252	301	369	273	446	331	43	271
	66%	64%	79%a	72%a	65%	72%d	74%d	71%d	69%n	66%n	75%lno	67%n	66%n	77%hiklno	40%	63%n	75%lno	67%n	73%no
Used Yodel to send	200	172	28	14	163	21	10	5	8	27	14	11	18	20	21	23	22	2	20
	4%	4%	4%	6%	4%	5%	4%	4%	4%	5%	3%	3%	4%	4%	3%	3%	5%	3%	5%
Used Yodel to receive	2012	1664	347	113	1604	219	127	62	95	195	178	143	156	224	152	259	202	24	195
	39%	38%	48%a	48%a	37%	50%dg	51%dg	44%d	45%lno	34%n	42%n	38%n	34%n	47%lno	22%	37%n	46%lno	37%n	53%ijklnoq
Net used	2096	1736	360	117	1678	224	130	64	100	208	182	148	164	231	163	265	217	25	199
	41%	39%	50%a	50%a	39%	52%dg	53%dg	45%d	48%lno	37%n	43%n	39%n	36%n	48%lno	24%	37%n	49%iklno	39%n	54%ijklnoq
Lost mail	52	45	7	2	46	4	2	*	2	7	12	3	8	1	4	5	4	*	3
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	3%mn	1%	2%	*	1%	1%	1%	1%	1%
Damaged mail	94	76	19	4	83	6	4	2	4	12	9	13	10	13	14	7	2	1	4
	2%	2%	3%	2%	2%	1%	2%	1%	2%	2%	2%	3%p	2%	3%	2%	1%	1%	2%	1%
Delayed mail	150	121	29	4	116	18	10	6	7	6	20	16	7	6	20	22	11	2	17
	3%	3%	4%	2%	3%	4%	4%	4%	3%l	1%	5%lm	4%lm	2%	1%	3%	3%	2%	3%	5%lm
Mis-delivered mail	82	61	21	6	73	5	3	1	2	3	14	4	9	8	12	16	4	1	4
	2%	1%	3%a	2%	2%	1%	1%	1%	1%	1%	3%l	1%	2%	2%	2%	2%	1%	1%	1%
Mail that has been tampered with	27	19	8	7	24	3	*	*	1	3	2	1	4	5	2	5	1	*	2
	1%	*	1%a	3%a	1%	1%	*	*	*	1%	*	*	1%	1%	*	1%	*	*	1%
Other problems	81	58	23	6	70	5	5	*	5	8	10	6	5	4	6	23	4	*	5
	2%	1%	3%a	2%	2%g	1%	2%g	*	2%	1%	2%	2%	1%	1%	1%	3%	1%	*	1%
No - there have been no problems	1757	1463	294	97	1396	193	112	56	88	176	134	119	137	206	122	219	195	21	172
	34%	33%	41%a	41%a	32%	45%d	45%d	39%d	42%ijklno	31%n	32%n	32%n	30%n	43%ijklno	18%	31%n	44%ijklno	33%n	47%ijklnoq
Any problem experienced	339	272	66	21	282	31	18	8	13	32	48	29	27	25	41	46	22	4	27
	7%	6%	9%a	9%	7%	7%	7%	6%	6%	6%	11%lmnop	8%	6%	5%	6%	6%	5%	6%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about Yodel	**159**	119	40	12	135	11	10	2	4	14	25	17	14	9	23	22	7	1	11
	3%	*3%*	***6%a***	*5%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	***6%hmp***	*5%*	*3%*	*2%*	*3%*	*3%*	*2%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Yodel	**3407**	1286	1335	439	213	107	2621	321	1302	1303	517	172	70	2605	242
	66%	**70%cdg**	**68%cdg**	*56%*	*60%*	*66%*	**69%cdg**	*62%*	**71%ij**	**67%j**	*57%*	*65%*	*68%*	**68%j**	**66%j**
Used Yodel to send	**200**	78	53	44	14	10	131	24	70	66	34	24	4	137	29
	4%	*4%*	*3%*	**6%bf**	*4%*	**6%b**	*3%*	*5%*	*4%*	*3%*	*4%*	**9%hijm**	*4%*	*4%*	**8%hijm**
Used Yodel to receive	**2012**	766	783	268	117	62	1549	179	807	774	279	94	40	1581	134
	39%	**42%cdg**	**40%c**	*34%*	*33%*	*38%*	**41%cdg**	*35%*	**44%jn**	**40%j**	*31%*	*35%*	*39%*	**42%j**	*36%*
Net used	**2096**	809	802	281	123	66	1611	189	839	810	292	98	40	1649	138
	41%	**44%cdg**	*41%*	*36%*	*34%*	*40%*	**42%cdg**	*36%*	**45%jkn**	**41%j**	*32%*	*37%*	*39%*	**43%j**	*37%*
Lost mail	**52**	17	15	6	13	1	33	14	22	16	10	*	4	37	5
	1%	*1%*	*1%*	*1%*	**4%abcd**	*	*1%*	**3%abcd**	*1%*	*1%*	*1%*	*	**4%hijkm**	*1%*	*1%*
Damaged mail	**94**	34	36	15	6	3	71	9	44	29	11	7	4	73	11
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*4%*	*2%*	*3%*
Delayed mail	**150**	52	60	17	16	3	111	19	72	50	14	6	4	123	11
	3%	*3%*	*3%*	*2%*	*5%*	*2%*	*3%*	*4%*	**4%j**	*3%*	*2%*	*2%*	*4%*	**3%j**	*3%*
Mis-delivered mail	**82**	36	23	14	8	1	59	9	32	32	11	4	2	64	7
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Mail that has been tampered with	**27**	11	6	7	2	*	17	2	11	10	4	*	3	20	3
	1%	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*	*	*	**3%hijm**	*1%*	*1%*
Other problems	**81**	36	23	14	7	1	59	8	33	29	15	3	*	62	3
	2%	*2%*	*1%*	*2%*	*2%*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	*2%*	*1%*
No - there have been no problems	**1757**	687	681	225	93	59	1369	151	696	691	242	85	28	1387	113
	34%	**37%cdg**	**35%cd**	*29%*	*26%*	*36%*	**36%cdg**	*29%*	**38%jn**	**35%j**	*27%*	*32%*	*27%*	**36%j**	*31%*
Any problem experienced	**339**	121	121	57	30	7	242	37	143	119	50	13	12	262	25
	7%	*7%*	*6%*	*7%*	*8%*	*4%*	*6%*	*7%*	*8%*	*6%*	*5%*	*5%*	**12%j**	*7%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Made a complaint about Yodel	**159**	69	49	17	19	5	118	23	66	63	23	1	4	130	5
	3%	*4%*	*2%*	*2%*	**5%bc**	*3%*	*3%*	*5%*	**4%k**	*3%*	*3%*	*	**4%k**	**3%k**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Yodel	3407	180	3186	41	974	2277	155	3377	9	11	4	3397	6
	66%	45%	68%ac	48%	63%f	69%df	47%	67%h	10%	51%	36%	66%h	27%
Used Yodel to send	200	15	182	3	67	122	10	197	2	1	-	200	-
	4%	4%	4%	4%	4%	4%	3%	4%	3%	3%	-	4%	-
Used Yodel to receive	2012	132	1854	26	572	1350	90	1996	5	6	4	2007	1
	39%	33%	40%a	31%	37%f	41%df	28%	40%h	5%	29%	35%	39%h	3%
Net used	2096	141	1926	28	604	1399	93	2078	7	7	4	2092	1
	41%	35%	41%	34%	39%f	43%f	29%	41%h	8%	32%	35%	41%h	3%
Lost mail	52	4	46	3	18	30	4	52	-	-	-	52	-
	1%	1%	1%	3%	1%	1%	1%	1%	-	-	-	1%	-
Damaged mail	94	10	78	6	39	49	7	94	-	-	-	94	-
	2%	3%	2%	7%b	2%	1%	2%	2%	-	-	-	2%	-
Delayed mail	150	9	137	4	44	93	12	147	2	-	-	149	1
	3%	2%	3%	5%	3%	3%	4%	3%	3%	-	-	3%	3%
Mis-delivered mail	82	9	70	2	31	48	2	81	1	-	-	82	-
	2%	2%	2%	3%	2%	1%	1%	2%	1%	-	-	2%	-
Mail that has been tampered with	27	7	19	1	19	6	2	26	1	-	-	27	-
	1%	2%b	*	1%	1%e	*	1%	1%	1%	-	-	1%	-
Other problems	81	10	70	1	23	54	4	81	-	-	-	81	*
	2%	3%	2%	1%	1%	2%	1%	2%	-	-	-	2%	1%
No - there have been no problems	1757	108	1629	20	484	1198	75	1743	4	7	4	1754	-
	34%	27%	35%a	23%	31%f	37%df	23%	35%h	4%	32%	35%	34%h	-
Any problem experienced	339	33	297	9	120	201	18	334	4	-	-	338	1
	7%	8%	6%	11%	8%	6%	6%	7%	4%	-	-	7%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about Yodel	**159**	15	141	3	45	102	11	158	*	-	-	158	*
	3%	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*	-	-	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Yodel	3407	876	843	865	824	288	289	298	265	321	256	289	297	278	300	253	271
	66%	68%	65%	67%	64%	67%	70%	67%	62%	70%	64%	67%	69%	65%	65%	61%	65%
Used Yodel to send	200	50	38	50	63	26	13	11	6	14	19	8	14	27	23	20	20
	4%	4%	3%	4%	5%	6%hk	3%	3%	1%	3%	5%h	2%	3%	6%ghk	5%h	5%h	5%h
Used Yodel to receive	2012	500	501	517	494	185	149	166	152	196	153	177	183	157	187	141	165
	39%	39%	39%	40%	38%	43%	36%	37%	35%	43%	38%	41%	42%	37%	40%	34%	40%
Net used	2096	523	514	536	523	195	154	174	156	198	160	179	188	169	196	148	179
	41%	41%	40%	42%	40%	45%o	37%	39%	36%	43%	40%	41%	44%	40%	42%	36%	43%
Lost mail	52	7	9	18	17	2	*	5	*	4	5	6	5	7	4	7	7
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	2%	1%	2%	2%
Damaged mail	94	20	24	20	31	6	5	9	5	10	9	5	5	10	12	13	6
	2%	2%	2%	2%	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%	3%	3%	1%
Delayed mail	150	29	38	37	46	9	7	13	15	11	13	9	12	16	12	23	11
	3%	2%	3%	3%	4%	2%	2%	3%	3%	2%	3%	2%	3%	4%	3%	5%f	3%
Mis-delivered mail	82	14	16	32	20	4	3	7	6	4	6	5	14	13	6	11	3
	2%	1%	1%	3%a	2%	1%	1%	2%	1%	1%	1%	1%	3%p	3%	1%	3%	1%
Mail that has been tampered with	27	9	9	8	2	1	3	5	*	3	6	-	2	5	*	1	1
	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	-	1%	1%	*	*	*
Other problems	81	27	21	14	19	7	1	19	7	8	6	3	6	6	9	4	6
	2%	2%	2%	1%	1%	2%	*	4%fko	2%	2%	2%	1%	1%	1%	2%	1%	1%
No - there have been no problems	1757	448	426	453	431	175	137	135	133	168	125	159	159	135	163	112	156
	34%	35%	33%	35%	33%	40%ghjo	33%	31%	31%	36%o	31%	37%o	37%o	32%	35%	27%	37%o
Any problem experienced	339	75	88	83	92	20	17	38	23	31	35	20	29	35	33	36	23
	7%	6%	7%	6%	7%	5%	4%	9%f	5%	7%	9%f	5%	7%	8%	7%	9%f	6%
Made a complaint about Yodel	159	40	43	45	30	8	10	22	15	11	16	11	16	18	8	15	7
	3%	3%	3%	3%	2%	2%	2%	5%p	4%	2%	4%	3%	4%	4%	2%	4%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	-	2352	1108	1235	166	197	446	391	497	378	275	363	838	1151	653	2197	140	2323
	46%	-	*46%*	*44%*	*47%*	*24%*	**32%e**	**42%ef**	**52%efg**	**55%efg**	**60%efgh**	**52%efg**	*28%*	**46%l**	**56%lm**	**56%lm**	**47%q**	*30%*	*45%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**144**	-	144	86	58	22	16	39	14	23	22	7	39	54	52	29	135	10	147
	3%	-	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1852**	-	1852	829	1014	126	142	323	328	412	310	211	268	650	934	521	1750	91	1851
	36%	-	*36%*	*33%*	**39%c**	*18%*	*23%*	**30%ef**	**44%efg**	**46%efg**	**49%efgk**	**40%efg**	*21%*	**36%l**	**45%lm**	**45%lm**	**38%q**	*20%*	*36%*
Net used	**1910**	-	1910	869	1032	141	148	345	330	417	314	214	290	675	945	528	1805	94	1905
	37%	-	*37%*	*35%*	**39%c**	*20%*	*24%*	**33%ef**	**44%efg**	**46%efg**	**50%efgk**	**41%efg**	*22%*	**37%l**	**46%lm**	**46%lm**	**39%q**	*20%*	*37%*
Lost mail	**38**	-	38	16	22	1	3	14	6	9	3	2	4	20	14	5	34	2	42
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Damaged mail	**75**	-	75	37	38	4	6	13	14	20	12	5	10	28	37	17	70	5	67
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**2%e**	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
Delayed mail	**87**	-	87	46	41	15	11	33	5	7	14	3	26	37	24	17	85	1	89
	2%	-	*2%*	*2%*	*2%*	*2%*	*2%*	**3%hik**	*1%*	*1%*	*2%*	*	*2%*	*2%*	*1%*	*1%*	*2%*	*	*2%*
Mis-delivered mail	**35**	-	35	14	21	3	4	16	4	3	4	*	7	20	8	5	32	1	38
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*
Mail that has been tampered with	**22**	-	22	17	5	2	3	11	-	5	1	-	5	11	6	1	19	1	18
	*	-	*	*1%*	*	*	*1%*	**1%h**	-	*1%*	*	-	*	*1%*	*	*	*	*	*
Other problems	**52**	-	52	18	33	3	4	13	9	8	10	4	7	22	22	14	50	1	43
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
No - there have been no problems	**1675**	-	1675	756	911	119	126	276	296	374	279	205	245	572	858	484	1585	82	1670
	32%	-	*32%*	*30%*	**35%c**	*17%*	*21%*	**26%e**	**40%efg**	**42%efg**	**44%efg**	**39%efg**	*19%*	**32%l**	**42%lm**	**42%lm**	**34%q**	*18%*	*32%*
Any problem experienced	**235**	-	235	113	122	22	22	69	34	43	35	9	44	103	87	45	220	11	235
	5%	-	*5%*	*4%*	*5%*	*3%*	*4%*	**7%ek**	*5%*	**5%k**	**6%k**	*2%*	*3%*	**6%l**	*4%*	*4%*	*5%*	*2%*	*5%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**133**	-	133	72	60	8	14	40	21	29	12	9	22	60	50	21	124	5	120
	3%	-	*3%*	*3%*	*2%*	*1%*	*2%*	**4%e**	*3%*	*3%*	*2%*	*2%*	*2%*	**3%l**	*2%*	*2%*	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	363	774	544	672	1136	1216	1266	1055	310	298	619	631	347	1548	314	1929
	46%	*37%*	**48%a**	**46%a**	**48%a**	*44%*	*47%*	*41%*	**53%g**	**45%m**	**46%m**	**48%m**	**50%m**	*38%*	**48%m**	*45%*	*46%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**144**	36	34	49	25	71	74	96	42	12	18	39	36	30	93	12	127
	3%	**4%d**	*2%*	**4%bd**	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1852**	278	627	428	519	905	947	971	857	218	262	497	500	283	1259	219	1565
	36%	*28%*	**39%a**	**36%a**	**37%a**	*35%*	*37%*	*32%*	**43%g**	*32%*	**40%im**	**38%im**	**40%im**	*31%*	**39%im**	*32%*	**37%o**
Net used	**1910**	299	641	447	523	940	969	1018	866	227	265	504	515	301	1284	228	1609
	37%	*30%*	**40%a**	**38%a**	**38%a**	*36%*	*38%*	*33%*	**43%g**	*33%*	**41%im**	**39%m**	**41%im**	*33%*	**40%im**	*33%*	**38%o**
Lost mail	**38**	7	6	17	8	12	26	21	16	4	5	6	4	16	14	4	30
	1%	*1%*	*	**1%b**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	**2%kln**	*	*1%*	*1%*
Damaged mail	**75**	13	22	17	24	35	40	43	32	12	10	16	18	12	44	12	57
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	**87**	28	19	24	16	47	40	57	30	6	14	16	21	27	50	6	79
	2%	**3%bd**	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	**3%kln**	*2%*	*1%*	*2%*
Mis-delivered mail	**35**	7	9	14	5	16	19	22	11	4	3	4	12	10	20	4	30
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**22**	10	4	7	1	14	8	16	6	1	*	1	5	13	6	1	20
	*	**1%bd**	*	*1%*	*	*1%*	*	*1%*	*	*	*	*	*	**1%ijkn**	*	*	*
Other problems	**52**	15	11	8	18	26	26	31	20	11	3	16	7	14	26	11	40
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
No - there have been no problems	**1675**	247	584	380	464	831	844	876	776	198	237	451	464	242	1152	198	1415
	32%	*25%*	**36%a**	**32%a**	**33%a**	*32%*	*33%*	*29%*	**39%g**	*29%*	**36%im**	**35%m**	**37%im**	*26%*	**36%im**	*29%*	*34%*
Any problem experienced	**235**	52	57	67	58	109	125	142	90	29	29	53	51	59	133	29	194
	5%	*5%*	*4%*	*6%*	*4%*	*4%*	*5%*	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	**6%n**	*4%*	*4%*	*5%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**133**	29	36	39	29	65	68	82	49	15	16	30	22	40	67	15	107
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	**4%kln**	*2%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	1986	366	108	1974	196	118	64	91	236	213	177	209	273	225	312	237	23	173
	46%	*45%*	**51%a**	*46%*	*46%*	*45%*	*48%*	*45%*	**43%n**	**42%n**	**50%nq**	**47%n**	**46%n**	**57%hiklnoqr**	*33%*	**44%n**	**54%hinoq**	*36%*	**47%n**
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**144**	111	33	15	120	13	7	5	7	9	11	10	10	25	17	12	19	2	11
	3%	*3%*	**5%a**	**6%a**	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	**5%io**	*2%*	*2%*	*4%*	*3%*	*3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1852**	1553	299	85	1545	158	95	54	70	181	156	133	166	215	175	243	207	16	142
	36%	*35%*	**41%a**	*36%*	*36%*	*36%*	*38%*	*38%*	*33%*	*32%*	**37%n**	**35%n**	**36%n**	**45%hiknoq**	*26%*	**34%n**	**47%hijklnoqr**	*25%*	**38%nq**
Net used	**1910**	1603	307	87	1595	162	98	55	73	185	161	137	172	223	188	245	211	17	145
	37%	*36%*	**42%a**	*37%*	*37%*	*37%*	*40%*	*39%*	*35%*	*33%*	**38%n**	**37%n**	**38%n**	**47%hiklnoq**	*28%*	*35%*	**48%hijklnoqr**	*27%*	**39%nq**
Lost mail	**38**	32	6	2	33	2	2	2	*	6	1	4	8	2	8	2	1	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*2%*	*	*1%*	*	*	*	*1%*
Damaged mail	**75**	63	12	8	67	5	3	1	1	5	11	10	4	13	-	8	13	1	4
	1%	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	**3%n**	**3%n**	*1%*	**3%n**	-	*1%*	**3%n**	**1%n**	**1%n**
Delayed mail	**87**	67	20	9	73	7	5	2	5	8	3	8	8	10	13	12	5	1	7
	2%	*2%*	*3%*	**4%a**	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*
Mis-delivered mail	**35**	31	4	2	27	5	1	1	1	-	1	6	5	4	3	5	2	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	-	*	**2%i**	*1%*	*1%*	*	*1%*	*	-	**1%i**
Mail that has been tampered with	**22**	21	1	*	20	2	*	-	1	3	-	1	1	2	9	3	-	*	2
	*	*	*	*	*	*	*	-	*	*1%*	-	*	*	*	*1%*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Other problems	52	44	8	6	48	2	1	1	2	5	8	7	4	5	-	3	12	-	2
	1%	1%	1%	2%	1%	*	*	*	1%n	1%	2%n	2%n	1%	1%	-	*	3%nor	-	1%
No - there have been no problems	1675	1407	268	70	1395	144	86	49	64	160	142	111	148	200	168	216	185	16	128
	32%	32%	37%a	29%	32%	33%	35%	35%	31%	28%	33%n	30%	33%n	42%hiklnoq	25%	31%	42%hiklnoq	25%	35%n
Any problem experienced	235	196	39	18	200	18	11	6	9	25	19	26	23	23	20	28	25	1	16
	5%	4%	5%	7%	5%	4%	5%	4%	4%	4%	4%	7%n	5%	5%	3%	4%	6%	2%	4%
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	133	109	24	13	118	8	5	2	4	16	10	17	14	16	16	15	10	*	7
	3%	2%	3%	5%a	3%	2%	2%	2%	2%	3%	2%	4%	3%	3%	2%	2%	2%	*	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2352	879	906	328	156	69	1785	225	921	898	348	124	39	1819	163
	46%	**48%c**	*46%*	*42%*	*44%*	*42%*	*47%*	*43%*	**50%j**	**46%j**	*38%*	*47%*	*38%*	**48%j**	*44%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	144	57	50	30	3	4	107	7	57	61	20	4	3	118	7
	3%	*3%*	*3%*	**4%d**	*1%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	1852	701	705	262	118	56	1406	175	726	702	282	107	28	1428	135
	36%	*38%*	*36%*	*33%*	*33%*	*35%*	*37%*	*34%*	**39%jl**	*36%*	*31%*	**40%j**	*27%*	**38%j**	*37%*
Net used	1910	726	726	272	120	58	1451	177	749	730	288	107	28	1479	135
	37%	*39%*	*37%*	*35%*	*34%*	*35%*	*38%*	*34%*	**41%jl**	**37%j**	*32%*	*40%*	*27%*	**39%jl**	*37%*
Lost mail	38	17	15	2	3	*	32	3	15	18	3	2	*	33	2
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*
Damaged mail	75	36	21	15	3	*	57	3	37	28	8	3	*	64	3
	1%	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*2%*	*1%*
Delayed mail	87	35	35	9	6	3	70	8	31	31	17	4	5	61	9
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*
Mis-delivered mail	35	12	13	7	1	2	25	3	20	6	8	-	2	26	2
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**1%l**	*	*1%*	-	*2%*	*1%*	*
Mail that has been tampered with	22	10	10	-	1	-	21	1	8	10	3	1	-	18	1
	*	*1%*	*1%*	-	*	-	*1%*	*	*	*1%*	*	*	-	*	*
Other problems	52	30	7	9	4	1	38	5	33	13	3	-	1	47	1
	1%	**2%b**	*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%lj**	*1%*	*	-	*1%*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
No - there have been no problems	**1675**	637	639	233	105	53	1276	157	644	647	256	99	22	1291	120
	32%	*35%*	*33%*	*30%*	*29%*	*32%*	*34%*	*30%*	**35%jl**	**33%l**	*28%*	**37%jl**	*21%*	**34%jl**	*33%*
Any problem experienced	**235**	88	87	39	15	5	175	20	105	83	32	9	6	188	15
	5%	*5%*	*4%*	*5%*	*4%*	*3%*	*5%*	*4%*	*6%*	*4%*	*4%*	*3%*	*6%*	*5%*	*4%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**133**	57	48	16	10	1	105	11	66	48	13	6	*	114	6
	3%	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	**4%j**	*2%*	*1%*	*2%*	*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2352 46%	147 37%	2173 46%a	32 37%	723 46%f	1524 46%f	105 32%	2332 46%h	6 6%	6 27%	2 22%	2343 46%h	6 26%
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	144 3%	20 5%	123 3%	2 2%	50 3%	84 3%	10 3%	139 3%	5 5%	- -	1 9%	143 3%	- -
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	1852 36%	112 28%	1721 37%ac	19 23%	595 38%f	1189 36%f	69 21%	1838 37%h	4 5%	3 14%	1 13%	1846 36%h	5 22%
Net used	1910 37%	126 31%	1765 38%c	19 23%	615 40%f	1220 37%f	75 23%	1894 38%h	6 6%	3 14%	2 22%	1902 37%h	5 22%
Lost mail	38 1%	7 2%b	30 1%	- -	19 1%	19 1%	- -	36 1%	2 2%	- -	- -	38 1%	- -
Damaged mail	75 1%	4 1%	70 1%	1 2%	23 1%	51 2%	2 1%	75 1%	- -	- -	- -	75 1%	- -
Delayed mail	87 2%	14 4%b	72 2%	1 1%	36 2%	50 2%	1 *	86 2%	2 2%	- -	- -	87 2%	- -
Mis-delivered mail	35 1%	5 1%	28 1%	2 2%	14 1%	20 1%	2 1%	34 1%	1 1%	* *	- -	35 1%	1 2%
Mail that has been tampered with	22 *	8 2%b	13 *	1 1%	11 1%	9 *	3 1%	22 *	- -	- -	- -	22 *	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Other problems	**52**	4	47	1	17	34	1	52	-	*	-	52	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*	-	*1%*	*1%*
No - there have been no problems	**1675**	101	1561	14	533	1076	66	1662	3	3	2	1668	4
	32%	*25%*	**33%ac**	*16%*	**34%f**	**33%f**	*20%*	**33%h**	*4%*	*14%*	*22%*	**33%h**	*19%*
Any problem experienced	**235**	25	204	6	82	144	8	231	2	*	-	234	1
	5%	*6%*	*4%*	*7%*	*5%*	*4%*	*3%*	*5%*	*3%*	*1%*	-	*5%*	*3%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**133**	18	111	4	48	79	6	129	2	*	-	132	1
	3%	*4%*	*2%*	*4%*	*3%*	*2%*	*2%*	*3%*	*3%*	*	-	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2352**	609	593	608	542	208	185	216	187	234	173	206	208	194	200	163	179
	46%	*47%*	*46%*	*47%*	*42%*	*48%*	*45%*	**49%a**	*43%*	**51%o**	*43%*	*48%*	*48%*	*45%*	*43%*	*40%*	*43%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**144**	30	46	36	33	12	9	9	14	21	11	10	7	19	15	4	14
	3%	*2%*	*4%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	**5%o**	*3%*	*2%*	*2%*	**4%o**	*3%*	*1%*	*3%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1852**	486	464	476	425	161	151	173	142	184	138	162	164	150	149	127	150
	36%	*38%*	*36%*	*37%*	*33%*	*37%*	*37%*	*39%*	*33%*	**40%o**	*34%*	*37%*	*38%*	*35%*	*32%*	*31%*	*36%*
Net used	**1910**	498	480	492	440	167	154	176	151	190	140	166	165	160	155	128	156
	37%	*39%*	*37%*	*38%*	*34%*	*39%*	*37%*	*40%*	*35%*	**41%o**	*35%*	*39%*	*38%*	*37%*	*33%*	*31%*	*38%*
Lost mail	**38**	9	10	2	17	3	2	4	6	*	3	*	1	1	6	7	4
	1%	*1%*	*1%*	*	**1%c**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*	*1%*	**2%l**	*1%*
Damaged mail	**75**	20	16	16	24	3	3	14	6	7	3	7	7	2	9	11	4
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**3%m**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*
Delayed mail	**87**	18	22	24	23	10	4	4	10	7	5	14	9	1	9	7	7
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	**2%m**	*2%*	*1%*	**3%m**	*2%*	*	*2%*	*2%*	*2%*
Mis-delivered mail	**35**	6	9	8	11	1	3	2	5	3	1	1	6	1	*	9	3
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*	**2%n**	*1%*
Mail that has been tampered with	**22**	3	8	2	10	2	-	1	2	*	5	-	1	1	9	1	*
	*	*	*1%*	*	*1%*	*	-	*	*1%*	*	*1%*	-	*	*	**2%fikp**	*	*
Other problems	**52**	11	17	15	9	4	*	7	6	5	5	5	5	5	3	4	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
No - there have been no problems	**1675**	448	416	436	375	153	142	154	124	167	124	143	144	149	132	102	141
	32%	***35%d***	*32%*	*34%*	*29%*	***35%o***	***34%o***	***35%o***	*29%*	***36%o***	*31%*	***33%o***	***33%o***	***35%o***	*29%*	*25%*	***34%o***
Any problem experienced	**235**	50	65	55	65	15	13	22	26	23	16	23	22	11	23	27	16
	5%	*4%*	*5%*	*4%*	*5%*	*3%*	*3%*	*5%*	*6%*	*5%*	*4%*	*5%*	*5%*	*3%*	*5%*	***6%m***	*4%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**133**	27	39	20	47	5	7	15	16	13	10	6	9	5	19	14	13
	3%	*2%*	*3%*	*2%*	***4%c***	*1%*	*2%*	*3%*	*4%*	*3%*	*2%*	*1%*	*2%*	*1%*	***4%em***	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Aware of Other	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	23
	*	-	*	*	*	*	-	*	*	*	*1%*	**1%fghl**	*	*	**1%m**	**1%lm**	*	-	*
Used Other to send	*	-	*	*	-	-	-	-	-	-	-	*	-	-	*	*	*	-	1
	*	-	*	*	-	-	-	-	-	-	-	*	-	-	*	*	*	-	*
Used Other to receive	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	22
	*	-	*	*	*	*	-	*	*	*	*1%*	**1%fghl**	*	*	**1%m**	**1%lm**	*	-	*
Net used	**14**	-	14	3	11	1	-	1	*	*	5	7	1	1	12	12	14	-	22
	*	-	*	*	*	*	-	*	*	*	*1%*	**1%fghl**	*	*	**1%m**	**1%lm**	*	-	*
Lost mail	**1**	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1
	*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*
Damaged mail	**1**	-	1	1	-	-	-	*	-	-	*	*	-	*	*	*	1	-	3
	*	-	*	*	-	-	-	*	-	-	*	*	-	*	*	*	*	-	*
Delayed mail	**2**	-	2	1	1	1	-	-	-	-	1	-	1	-	1	1	2	-	4
	*	-	*	*	*	*	-	-	-	-	*	-	*	-	*	*	*	-	*
Mis-delivered mail	**2**	-	2	-	2	1	-	-	-	-	-	*	1	-	*	*	2	-	2
	*	-	*	-	*	*	-	-	-	-	-	*	*	-	*	*	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	1
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*
No - there have been no problems	**11**	-	11	2	9	-	-	*	-	*	4	7	-	*	11	11	11	-	13
	*	-	*	*	*	-	-	*	-	*	*1%*	**1%efghl**	-	*	**1%m**	**1%lm**	*	-	*
Any problem experienced	**3**	-	3	1	2	1	-	*	*	-	1	*	1	*	1	1	3	-	9
	*	-	*	*	*	*	-	*	*	-	*	*	*	*	*	*	*	-	*
Made a complaint about Other	**2**	-	2	*	1	1	-	-	*	-	-	*	1	*	*	*	2	-	3
	*	-	*	*	*	*	-	-	*	-	-	*	*	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Aware of Other	**14**	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	*	*	*	*	*	*	*	*	1%g	*	*1%*	*	*	*	*	*	*
Used Other to send	*	-	*	-	-	*	-	-	*	-	*	-	-	-	*	-	*
	*	-	*	-	-	*	-	-	*	-	*	-	-	-	*	-	*
Used Other to receive	**14**	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	*	*	*	*	*	*	*	*	1%g	*	*1%*	*	*	*	*	*	*
Net used	**14**	3	7	1	3	11	4	1	12	*	4	4	3	3	11	*	14
	*	*	*	*	*	*	*	*	1%g	*	*1%*	*	*	*	*	*	*
Lost mail	**1**	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1
	*	-	-	-	*	-	*	-	*	-	-	*	-	-	*	-	*
Damaged mail	**1**	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	1
	*	*	*	*	-	*	*	*	*	-	*	-	*	*	*	-	*
Delayed mail	**2**	*	-	-	2	*	2	*	2	-	*	2	-	*	2	-	2
	*	*	-	-	*	*	*	*	*	-	*	*	-	*	*	-	*
Mis-delivered mail	**2**	-	*	-	1	*	1	-	2	-	-	2	-	-	2	-	2
	*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
No - there have been no problems	**11**	3	7	*	1	9	2	1	10	*	4	2	3	3	8	*	11
	*	*	*	*	*	*	*	*	*g	*	*1%*	*	*	*	*	*	*
Any problem experienced	**3**	*	1	*	2	1	2	1	2	-	*	2	*	*	3	-	3
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Made a complaint about Other	**2**	*	-	-	1	*	1	*	2	-	-	1	*	*	2	-	2
	*	*	-	-	*	*	*	*	*	-	-	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Aware of Other	14	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	*	*	1%a	1%	*	1%	*	1%	-	*	1%	-	-	-	-	*	1%	*	1%
Used Other to send	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
Used Other to receive	14	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	*	*	1%a	1%	*	1%	*	1%	-	*	1%	-	-	-	-	*	1%	*	1%
Net used	14	8	6	1	10	2	1	1	-	1	3	-	-	-	-	2	4	*	2
	*	*	1%a	1%	*	1%	*	1%	-	*	1%	-	-	-	-	*	1%	*	1%
Lost mail	1	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
Damaged mail	1	*	*	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*	*
	*	*	*	*	-	*	-	*d	-	-	-	-	-	-	-	-	-	*	*
Delayed mail	2	2	*	-	1	*	*	*	-	1	-	-	-	-	-	-	-	-	*
	*	*	*	-	*	*	*	*	-	*	-	-	-	-	-	-	-	-	*
Mis-delivered mail	2	1	*	-	1	*	-	-	-	1	-	-	-	-	-	-	-	-	*
	*	*	*	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-	*
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	11	6	5	1	9	2	*	*	-	-	3	-	-	-	-	2	4	-	2
	*	*	1%a	1%	*	*	*	*	-	-	1%	-	-	-	-	*	1%	-	*
Any problem experienced	3	2	1	*	1	1	*	1	-	1	-	-	-	-	-	-	-	*	1
	*	*	*	*	*	*	*	*d	-	*	-	-	-	-	-	-	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Made a complaint about	**2**	1	*	*	1	*	*	-	-	1	-	-	-	-	-	-	-	-	*
Other	*	*	*	*	*	*	*	-	-	*	-	-	-	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Aware of Other	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	-	*	*1%*
Used Other to send	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Used Other to receive	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	-	*	*1%*
Net used	**14**	8	4	*	2	*	12	2	6	4	2	2	-	10	2
	*	*	*	*	*1%*	*	*	*	*	*	*	*1%*	-	*	*1%*
Lost mail	**1**	-	1	-	-	-	1	-	-	-	1	-	-	-	-
	*	-	*	-	-	-	*	-	-	-	*	-	-	-	-
Damaged mail	**1**	*	*	-	-	-	1	-	*	*	-	*	-	*	*
	*	*	*	-	-	-	*	-	*	*	-	*	-	*	*
Delayed mail	**2**	*	2	-	-	-	2	-	1	-	2	-	-	1	-
	*	*	*	-	-	-	*	-	*	-	*	-	-	*	-
Mis-delivered mail	**2**	-	2	-	-	-	2	-	-	*	1	-	-	*	-
	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
No - there have been no problems	**11**	7	1	*	2	*	9	2	5	4	-	2	-	9	2
	*	*	*	*	*1%*	*	*	*	*	*	-	*1%*	-	*	*1%*
Any problem experienced	**3**	1	2	-	-	-	3	-	1	1	2	*	-	1	*
	*	*	*	-	-	-	*	-	*	*	*	*	-	*	*
Made a complaint about Other	**2**	-	2	-	-	-	2	-	*	-	1	*	-	*	*
	*	-	*	-	-	-	*	-	*	-	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Aware of Other	**14**	3	11	-	10	4	*	14	-	-	-	14	-
	*	*1%*	*	-	**1%e**	*	*	*	-	-	-	*	-
Used Other to send	*	*	-	-	*	-	-	*	-	-	-	*	-
	*	*	-	-	*	-	-	*	-	-	-	*	-
Used Other to receive	**14**	3	11	-	10	4	-	14	-	-	-	14	-
	*	*1%*	*	-	**1%e**	*	-	*	-	-	-	*	-
Net used	**14**	3	11	-	10	4	-	14	-	-	-	14	-
	*	*1%*	*	-	**1%e**	*	-	*	-	-	-	*	-
Lost mail	**1**	-	1	-	1	-	-	1	-	-	-	1	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Damaged mail	**1**	*	*	-	*	*	-	1	-	-	-	1	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	**2**	-	2	-	2	-	-	2	-	-	-	2	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Mis-delivered mail	**2**	-	2	-	1	*	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	**11**	3	8	-	8	3	-	11	-	-	-	11	-
	*	**1%b**	*	-	**1%e**	*	-	*	-	-	-	*	-
Any problem experienced	**3**	*	3	-	2	1	-	3	-	-	-	3	-
	*	*	*	-	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Made a complaint about	**2**	-	2	-	1	*	-	2	-	-	-	2	-
Other	*	-	*	-	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Aware of Other	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*
Used Other to send	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
Used Other to receive	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*
Net used	**14**	3	4	1	7	*	*	3	2	*	2	*	*	-	4	1	2
	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	*1%*	*	*
Lost mail	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-
Damaged mail	**1**	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
	*	*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-
Delayed mail	**2**	*	-	*	2	-	-	*	-	-	-	-	*	-	1	*	-
	*	*	-	*	*	-	-	*	-	-	-	-	*	-	*	*	-
Mis-delivered mail	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	1	*	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
No - there have been no problems	**11**	3	3	*	5	*	-	3	2	*	1	*	*	-	3	-	2
	*	*	*	*	*	*	-	*1%*	*	*	*	*	*	-	*1%*	-	*
Any problem experienced	**3**	*	*	*	2	*	*	*	-	-	*	-	*	-	1	1	-
	*	*	*	*	*	*	*	*	-	-	*	-	*	-	*	*	-
Made a complaint about Other	**2**	*	*	-	1	*	-	-	-	-	*	-	-	-	1	-	-
	*	*	*	-	*	*	-	-	-	-	*	-	-	-	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Working full time (30hrs+ per week)	2135	-	2135	1361	772	286	365	705	404	325	48	1	651	1109	375	50	1898	225	1843
	41%	-	41%	54%d	29%	42%jk	60%eijk	67%efhijk	54%eijk	36%jk	8%k	*	50%no	61%lno	18%o	4%	41%	49%p	36%
Working part time (8-29hrs per week)	936	-	936	321	610	169	121	184	168	202	65	27	290	352	294	92	817	106	808
	18%	-	18%	13%	23%c	25%gjk	20%jk	17%jk	22%gjk	23%gjk	10%k	5%	22%no	19%no	14%o	8%	18%	23%	16%
Not working (less than 8hrs per week) - retired	1023	-	1023	480	542	3	1	*	6	137	428	448	4	6	1013	876	1010	12	1193
	20%	-	20%	19%	21%	*	*	*	1%	15%efgh	67%efghi	85%efghij	*	*	49%lm	76%lmn	22%q	3%	23%
Not working (less than 8hrs per week) - unemployed/looking for work	157	-	157	93	64	32	25	37	27	32	4	*	57	64	36	4	132	22	191
	3%	-	3%	4%	2%	5%jk	4%jk	3%jk	4%jk	4%jk	1%	*	4%no	4%no	2%o	*	3%	5%	4%
Not working (less than 8hrs per week) - student	157	-	157	68	86	135	9	9	4	*	-	-	144	13	*	-	104	52	210
	3%	-	3%	3%	3%	20%fghijk	2%ijk	1%i	1%	*	-	-	11%mno	1%no	*	-	2%	11%p	4%
Not working (less than 8hrs per week) - housewife/househusband	299	-	299	26	271	20	49	56	64	72	31	7	69	120	110	38	271	26	374
	6%	-	6%	1%	10%c	3%	8%ek	5%k	9%egjk	8%ek	5%k	1%	5%	7%o	5%o	3%	6%	6%	7%
Not working (less than 8hrs per week) - unable to work due to disability/other	371	-	371	133	233	28	32	61	71	114	40	26	60	132	180	66	358	11	462
	7%	-	7%	5%	9%c	4%	5%	6%	10%efgk	13%efgjk	6%	5%	5%	7%l	9%lo	6%	8%q	2%	9%
Refused/prefer not to say	82	-	82	34	48	16	6	8	2	15	18	16	23	10	49	34	64	10	80
	2%	-	2%	1%	2%	2%gh	1%	1%	*	2%h	3%gh	3%gh	2%m	1%	2%m	3%m	1%	2%	2%
NET Working	3071	-	3071	1682	1382	456	486	889	571	527	113	29	942	1460	669	142	2715	330	2651
	60%	-	60%	67%d	53%	66%ijk	80%eijk	84%ehijk	77%eijk	59%jk	18%k	5%	73%no	81%lno	33%o	12%	58%	71%p	51%
NET Not working	2008	-	2008	800	1196	217	116	163	172	355	503	481	333	335	1339	984	1875	123	2430
	39%	-	39%	32%	46%c	32%fgh	19%	15%	23%g	40%efgh	79%efghi	91%efghij	26%m	19%	65%lm	85%lmn	40%q	27%	47%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Working full time (30hrs+ per week)	**2135**	580	736	510	308	1317	819	2135	-	56	148	495	690	674	1333	56	2024
	41%	**59%bcd**	**46%d**	**43%d**	*22%*	**51%f**	*32%*	**70%h**	-	*8%*	**23%i**	**38%ij**	**55%ijkn**	**73%ijkln**	**42%ij**	*8%*	**48%o**
Working part time (8-29hrs per week)	**936**	132	249	207	348	380	555	936	-	186	137	237	187	114	561	186	690
	18%	*13%*	*16%*	**18%a**	**25%abc**	*15%*	**22%e**	**30%h**	-	**27%klmn**	**21%lm**	**18%m**	*15%*	*12%*	**17%m**	**27%p**	*16%*
Not working (less than 8hrs per week) - retired	**1023**	194	411	244	174	605	418	-	1023	135	200	306	219	78	725	140	818
	20%	**20%d**	**26%acd**	**21%d**	*13%*	**23%f**	*16%*	-	**51%g**	**20%m**	**31%iklmn**	**24%lm**	**17%m**	*8%*	**23%lm**	*20%*	*20%*
Not working (less than 8hrs per week) - unemployed/looking for work	**157**	5	26	19	107	30	126	-	157	73	16	29	18	2	63	73	67
	3%	*	*2%*	*2%*	**8%abc**	*1%*	**5%e**	-	**8%g**	**11%jklmn**	**2%m**	**2%m**	**1%m**	*	**2%m**	**11%p**	*2%*
Not working (less than 8hrs per week) - student	**157**	37	53	35	32	90	67	-	157	35	21	27	32	15	80	35	103
	3%	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	-	**8%g**	**5%klmn**	*3%*	*2%*	*3%*	*2%*	*2%*	**5%p**	*2%*
Not working (less than 8hrs per week) - housewife/househusband	**299**	19	48	106	126	67	232	-	299	51	34	96	66	20	196	51	221
	6%	*2%*	*3%*	**9%ab**	**9%ab**	*3%*	**9%e**	-	**15%g**	**7%m**	**5%m**	**7%m**	**5%m**	*2%*	**6%m**	*7%*	*5%*
Not working (less than 8hrs per week) - unable to work due to disability/other	**371**	19	47	40	265	66	305	-	371	137	86	87	34	11	207	137	220
	7%	*2%*	*3%*	*3%*	**19%abc**	*3%*	**12%e**	-	**18%g**	**20%jklmn**	**13%klmn**	**7%lm**	*3%*	*1%*	**6%lm**	**20%p**	*5%*
Refused/prefer not to say	**82**	5	29	21	27	34	48	-	-	11	9	21	11	4	41	11	47
	2%	*	**2%a**	**2%a**	**2%a**	*1%*	*2%*	-	-	*2%*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*1%*
NET Working	**3071**	712	985	718	656	1697	1374	3071	-	241	285	732	877	788	1894	241	2713
	60%	**72%bcd**	**62%d**	**61%d**	*47%*	**66%f**	*53%*	**100%h**	-	*35%*	**44%i**	**56%ij**	**70%ijkn**	**86%ijkln**	**59%ij**	*35%*	**65%o**
NET Not working	**2008**	274	585	445	704	859	1148	-	2008	432	357	546	368	127	1272	437	1428
	39%	*28%*	**37%a**	**38%a**	**51%abc**	*33%*	**45%e**	-	**100%g**	**63%jklmn**	**55%klmn**	**42%lm**	**29%m**	*14%*	**40%lm**	**63%p**	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 351

QJ1. What is your working status?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Working full time (30hrs+ per week)	2135	1931	204	77	1798	172	99	66	108	249	132	156	164	173	401	282	132	29	144
	41%	**44%bc**	*28%*	*33%*	*41%*	*40%*	*40%*	**46%e**	**52%jklmopr**	**44%jp**	*31%*	**42%jp**	*36%*	*36%*	**59%ijklmopqr**	**40%jp**	*30%*	**46%jp**	**39%jp**
Working part time (8-29hrs per week)	936	797	139	39	783	85	48	19	28	94	79	69	83	74	105	144	107	12	73
	18%	*18%*	*19%*	*17%*	**18%g**	**20%g**	**19%g**	*14%*	*13%*	*17%*	*19%*	*18%*	*18%*	*16%*	*15%*	**20%h**	**24%himn**	*19%*	**20%h**
Not working (less than 8hrs per week) - retired	1023	802	221	61	843	94	59	27	33	103	108	73	77	122	66	157	106	12	82
	20%	*18%*	**31%a**	**26%a**	*19%*	*22%*	**24%d**	*19%*	**16%n**	**18%n**	**25%hln**	**19%n**	**17%n**	**26%hiln**	*10%*	**22%n**	**24%hln**	**20%n**	**22%hn**
Not working (less than 8hrs per week) - unemployed/looking for work	157	140	16	2	137	8	7	4	8	14	22	12	19	14	20	23	5	2	6
	3%	*3%*	*2%*	*1%*	*3%*	*2%*	*3%*	*3%*	**4%p**	*3%*	**5%pr**	*3%*	**4%p**	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*
Not working (less than 8hrs per week) - student	157	143	15	7	122	19	8	9	3	12	13	7	16	8	32	19	11	1	18
	3%	*3%*	*2%*	*3%*	*3%*	*4%*	*3%*	**6%df**	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*5%*	*3%*	*3%*	*1%*	**5%hikm**
Not working (less than 8hrs per week) - housewife/househusband	299	249	49	17	262	23	9	5	15	31	24	19	33	42	26	40	31	2	21
	6%	*6%*	*7%*	*7%*	**6%g**	*5%*	*4%*	*3%*	*7%*	*5%*	*6%*	*5%*	*7%*	**9%n**	*4%*	*6%*	*7%*	*4%*	*6%*
Not working (less than 8hrs per week) - unable to work due to disability/other	371	314	57	22	324	24	14	11	12	44	42	30	55	34	22	41	44	4	20
	7%	*7%*	*8%*	*9%*	*7%*	*5%*	*6%*	*7%*	*6%*	**8%n**	**10%nr**	**8%n**	**12%hnor**	**7%n**	*3%*	*6%*	**10%nr**	*6%*	*5%*
Refused/prefer not to say	82	60	22	12	70	7	4	2	3	18	6	9	8	12	6	2	6	1	6
	2%	*1%*	**3%a**	**5%a**	*2%*	*2%*	*2%*	*1%*	*1%*	**3%o**	*1%*	**2%o**	*2%*	**2%o**	*1%*	*	*1%*	*2%*	*2%*
NET Working	3071	2728	343	116	2581	258	147	85	135	344	211	226	247	248	506	426	239	41	217
	60%	**61%bc**	*47%*	*49%*	*59%*	*59%*	*60%*	*60%*	**65%jlmp**	**61%jm**	*50%*	**60%j**	*54%*	*52%*	**75%hijklmopr**	**60%j**	*54%*	**65%jm**	**59%j**
NET Not working	2008	1649	359	108	1687	168	96	56	71	204	209	141	200	220	166	279	197	21	147
	39%	*37%*	**50%a**	**46%a**	*39%*	*39%*	*39%*	*39%*	**34%n**	**36%n**	**49%hiknoqr**	**38%n**	**44%hn**	**46%hinq**	*25%*	**39%n**	**45%hn**	*33%*	**40%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Working full time (30hrs+ per week)	**2135**	705	826	340	159	85	1532	245	743	849	390	90	44	1592	134
	41%	*38%*	*42%*	*43%*	*45%*	**52%af**	*40%*	**47%af**	*40%*	**43%k**	*43%*	*34%*	*43%*	*42%*	*36%*
Working part time (8-29hrs per week)	**936**	305	380	149	66	27	685	92	316	389	148	58	13	705	71
	18%	*17%*	*19%*	*19%*	*18%*	*17%*	*18%*	*18%*	*17%*	*20%*	*16%*	*22%*	*13%*	*19%*	*19%*
Not working (less than 8hrs per week) - retired	**1023**	491	365	99	51	13	856	64	401	357	165	60	23	759	83
	20%	**27%bcdefg**	**19%ceg**	*13%*	*14%*	*8%*	**23%bcdeg**	*12%*	**22%i**	*18%*	*18%*	*22%*	*23%*	*20%*	*23%*
Not working (less than 8hrs per week) - unemployed/looking for work	**157**	24	60	43	12	9	84	21	43	47	40	12	6	90	18
	3%	*1%*	**3%a**	**6%abf**	**3%a**	**5%af**	*2%*	**4%a**	*2%*	*2%*	**4%him**	*5%*	*6%*	*2%*	**5%him**
Not working (less than 8hrs per week) - student	**157**	36	69	25	13	8	105	21	50	58	29	12	2	108	14
	3%	*2%*	**4%a**	*3%*	*4%*	*5%*	*3%*	**4%a**	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*4%*
Not working (less than 8hrs per week) - housewife/househusband	**299**	107	108	43	28	11	215	39	102	122	50	17	4	223	21
	6%	*6%*	*6%*	*6%*	*8%*	*7%*	*6%*	*8%*	*6%*	*6%*	*6%*	*6%*	*4%*	*6%*	*6%*
Not working (less than 8hrs per week) - unable to work due to disability/other	**371**	147	122	68	19	7	270	26	165	114	63	14	9	279	23
	7%	*8%*	*6%*	*9%*	*5%*	*4%*	*7%*	*5%*	**9%i**	*6%*	*7%*	*5%*	*9%*	*7%*	*6%*
Refused/prefer not to say	**82**	28	25	15	9	2	52	11	24	22	24	4	1	47	5
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**3%im**	*1%*	*1%*	*1%*	*1%*
NET Working	**3071**	1010	1207	489	225	112	2217	337	1059	1239	539	148	57	2297	206
	60%	*55%*	**62%a**	**63%a**	**63%a**	**69%af**	*58%*	**65%af**	*57%*	**63%hn**	*59%*	*56%*	*56%*	*60%*	*56%*
NET Not working	**2008**	806	724	279	123	48	1531	171	762	697	347	114	44	1459	159
	39%	**44%bcdeg**	*37%*	*36%*	*34%*	*30%*	**40%eg**	*33%*	**41%i**	*36%*	*38%*	*43%*	*43%*	*38%*	**43%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Working full time (30hrs+ per week)	**2135**	155	1939	41	467	1531	137	2080	44	7	2	2131	2
	41%	*39%*	*41%*	*48%*	*30%*	**47%d**	**42%d**	*41%*	*50%*	*33%*	*23%*	*42%*	*10%*
Working part time (8-29hrs per week)	**936**	40	893	3	287	584	65	909	18	4	1	932	3
	18%	*10%*	**19%ac**	*3%*	*18%*	*18%*	*20%*	*18%*	*20%*	*21%*	*12%*	*18%*	*13%*
Not working (less than 8hrs per week) - retired	**1023**	45	970	8	308	685	30	1015	5	2	-	1022	1
	20%	*11%*	**21%a**	*10%*	**20%f**	**21%f**	*9%*	**20%h**	*6%*	*7%*	-	**20%h**	*5%*
Not working (less than 8hrs per week) - unemployed/looking for work	**157**	8	146	3	41	102	13	146	3	2	4	151	1
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*9%*	*45%*	*3%*	*4%*
Not working (less than 8hrs per week) - student	**157**	4	153	1	46	97	15	146	6	3	-	154	4
	3%	*1%*	**3%a**	*1%*	*3%*	*3%*	*4%*	*3%*	*6%*	*13%*	-	*3%*	*16%*
Not working (less than 8hrs per week) - housewife/househusband	**299**	11	275	13	62	208	29	288	9	*	1	298	-
	6%	*3%*	**6%a**	**15%ab**	*4%*	**6%d**	**9%d**	*6%*	*11%*	*	*10%*	*6%*	-
Not working (less than 8hrs per week) - unable to work due to disability/other	**371**	131	225	15	320	39	12	363	3	4	1	370	*
	7%	**33%bc**	*5%*	**18%b**	**21%ef**	*1%*	**4%e**	*7%*	*4%*	*17%*	*10%*	*7%*	*
Refused/prefer not to say	**82**	8	73	2	25	32	25	70	-	-	-	70	12
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	**8%de**	*1%*	-	-	-	*1%*	*52%*
NET Working	**3071**	195	2832	44	753	2115	203	2989	62	11	4	3062	5
	60%	*49%*	**61%a**	*51%*	*48%*	**65%d**	**62%d**	*60%*	*70%*	*53%*	*36%*	*60%*	*23%*
NET Not working	**2008**	199	1769	40	777	1132	99	1959	27	10	6	1995	6
	39%	**49%b**	*38%*	*47%*	**50%ef**	*35%*	*30%*	*39%*	*30%*	*47%*	*64%*	*39%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Working full time (30hrs+ per week)	2135	503	585	508	539	175	136	191	192	209	184	177	178	153	194	189	157
	41%	*39%*	**45%ac**	*39%*	*42%*	*40%*	*33%*	**43%f**	**45%f**	**45%fm**	**46%fm**	*41%*	*41%*	*36%*	**42%f**	**46%fm**	*38%*
Working part time (8-29hrs per week)	936	270	182	256	227	82	93	95	62	66	54	70	81	105	82	64	81
	18%	**21%b**	*14%*	**20%b**	*18%*	*19%*	**22%hij**	**22%hij**	*14%*	*14%*	*14%*	*16%*	*19%*	**25%hijko**	*18%*	*16%*	*20%*
Not working (less than 8hrs per week) - retired	1023	251	266	245	261	97	83	71	83	102	81	77	78	90	109	77	75
	20%	*19%*	*21%*	*19%*	*20%*	*22%*	*20%*	*16%*	*19%*	*22%*	*20%*	*18%*	*18%*	*21%*	**23%g**	*19%*	*18%*
Not working (less than 8hrs per week) - unemployed/looking for work	157	47	25	48	37	15	18	14	6	6	13	22	15	10	9	12	16
	3%	*4%*	*2%*	**4%b**	*3%*	*3%*	**4%l**	*3%*	*1%*	*1%*	*3%*	**5%hl**	*4%*	*2%*	*2%*	*3%*	*4%*
Not working (less than 8hrs per week) - student	157	37	41	32	47	10	18	9	17	9	14	8	11	13	15	9	23
	3%	*3%*	*3%*	*2%*	*4%*	*2%*	*4%*	*2%*	*4%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	**6%jk**
Not working (less than 8hrs per week) - housewife/househusband	299	75	81	82	60	18	22	36	25	28	29	31	25	25	23	24	14
	6%	*6%*	*6%*	*6%*	*5%*	*4%*	*5%*	**8%p**	*6%*	*6%*	*7%*	*7%*	*6%*	*6%*	*5%*	*6%*	*3%*
Not working (less than 8hrs per week) - unable to work due to disability/other	371	94	89	94	95	31	40	23	38	29	22	40	31	23	28	29	37
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*10%*	*5%*	*9%*	*6%*	*5%*	*9%*	*7%*	*5%*	*6%*	*7%*	*9%*
Refused/prefer not to say	82	12	20	25	25	4	5	2	6	12	2	6	11	8	5	8	12
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*	*1%*	*3%*	*2%*	*1%*	*2%*	**3%gj**
NET Working	3071	773	768	765	766	257	229	287	254	275	238	247	259	258	275	252	238
	60%	*60%*	*60%*	*59%*	*59%*	*59%*	*55%*	**65%f**	*59%*	*60%*	*60%*	*57%*	*60%*	*60%*	*59%*	*61%*	*57%*
NET Not working	2008	505	502	500	501	171	180	154	170	173	159	178	160	161	184	152	165
	39%	*39%*	*39%*	*39%*	*39%*	*40%*	*43%*	*35%*	*39%*	*38%*	*40%*	*41%*	*37%*	*38%*	*40%*	*37%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
I have internet access at home, and I personally use it	**5018**	-	5018	2437	2562	649	583	1024	729	883	631	518	1232	1754	2032	1149	4548	429	5036
	97%	-	*97%*	*97%*	*98%*	*94%*	*96%*	*97%*	**98%e**	**98%ef**	**99%efg**	**98%e**	*95%*	**97%l**	**99%lm**	**99%lm**	**98%q**	*93%*	*98%*
I have internet access at home, but I don't personally use it	**89**	-	89	53	35	30	19	23	8	6	*	3	50	30	9	3	67	22	70
	2%	-	*2%*	*2%*	*1%*	**4%hijk**	**3%hijk**	**2%j**	*1%*	*1%*	*	*1%*	**4%mno**	**2%no**	*	*	*1%*	**5%p**	*1%*
I don't have internet access at home, but I use it elsewhere	**21**	-	21	12	10	3	1	6	6	5	1	-	3	12	6	1	19	2	29
	*	-	*	*	*	*	*	*1%*	*1%*	*1%*	*	-	*	*1%*	*	*	*	*	*1%*
I don't have access to the internet	**10**	-	10	2	8	1	4	2	1	2	-	-	5	3	2	-	7	3	7
	*	-	*	*	*	*	*1%*	*	*	*	-	-	*	*	*	-	*	*1%*	*
I don't know	**23**	-	23	11	12	6	2	5	2	*	2	5	8	7	8	8	13	7	19
	*	-	*	*	*	**1%l**	*	*	*	*	*	**1%l**	*1%*	*	*	*1%*	*	**2%p**	*
NET Have internet at home	**5107**	-	5107	2490	2597	679	602	1047	737	890	631	521	1282	1784	2041	1152	4615	451	5106
	99%	-	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%*	*99%*	*99%*	*99%*	**99%q**	*97%*	*99%*
NET Have internet access	**5128**	-	5128	2502	2606	682	603	1053	743	895	632	521	1285	1795	2048	1153	4634	453	5135
	99%	-	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*100%*	*100%*	*100%*	*99%*	*99%*	*99%*	*100%*	*99%*	**100%q**	*98%*	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
I have internet access at home, and I personally use it	**5018**	961	1567	1156	1334	2528	2490	2989	1959	657	638	1253	1225	899	3116	662	4078
	97%	*97%*	**98%d**	*98%*	*96%*	*98%*	*97%*	*97%*	*98%*	*96%*	*98%*	*96%*	*98%*	*98%*	*97%*	*96%*	*97%*
I have internet access at home, but I don't personally use it	**89**	24	23	17	25	47	42	62	27	9	8	33	20	17	61	9	78
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*
I don't have internet access at home, but I use it elsewhere	**21**	4	6	4	7	10	11	11	10	4	4	7	5	1	16	4	17
	*	*	*	*	*1%*	*	*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*
I don't have access to the internet	**10**	-	-	*	10	-	10	4	6	8	1	1	*	-	2	8	2
	*	-	-	*	**1%abc**	-	*e	*	*	**1%klmn**	*	*	*	-	*	**1%p**	*
I don't know	**23**	2	4	6	11	6	17	5	6	7	-	4	6	2	10	7	12
	*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	-	*	*	*	*	**1%p**	*
NET Have internet at home	**5107**	985	1590	1173	1359	2575	2532	3051	1985	666	646	1287	1244	916	3177	672	4156
	99%	**99%d**	**99%d**	*99%*	*98%*	**99%f**	*99%*	*99%*	*99%*	*97%*	**99%l**	**99%l**	**99%l**	**100%l**	**99%l**	*97%*	**99%o**
NET Have internet access	**5128**	989	1595	1177	1366	2584	2544	3062	1995	670	650	1294	1250	918	3193	676	4174
	99%	**100%d**	**100%d**	*99%*	*98%*	**100%f**	*99%*	*100%*	*99%*	*98%*	**100%l**	**100%l**	**100%l**	**100%l**	**100%l**	*98%*	**100%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
I have internet access at home, and I personally use it	**5018**	4311	706	229	4212	422	244	141	201	547	419	365	440	469	650	686	434	63	359
	97%	*97%*	*98%*	*97%*	*97%*	*97%*	*99%*	*99%*	*96%*	*97%*	*99%*	*97%*	*97%*	*98%*	*96%*	*97%*	*98%*	*100%*	*97%*
I have internet access at home, but I don't personally use it	**89**	80	9	6	78	9	1	1	2	5	5	5	13	4	21	16	7	-	9
	2%	*2%*	*1%*	*2%*	***2%f***	***2%f***	*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*3%*	*2%*	*2%*	-	*2%*
I don't have internet access at home, but I use it elsewhere	**21**	19	2	*	17	2	2	*	2	3	-	1	1	5	-	5	-	-	2
	*	*	*	*	*	*	*1%*	*	***1%jnp***	*1%*	-	*	*	*1%*	-	*1%*	-	-	*1%*
I don't have access to the internet	**10**	8	2	1	10	*	-	-	1	2	1	-	1	-	4	-	-	-	*
	*	*	*	*1%*	*	*	-	-	*1%*	*	*	-	*	-	*1%*	-	-	-	*
I don't know	**23**	19	4	-	21	1	1	1	2	8	-	5	-	2	3	2	1	-	1
	*	*	*1%*	-	*	*	*	*1%*	*1%*	*1%*	-	*1%*	-	*	*	*	*	-	*
NET Have internet at home	**5107**	4391	715	235	4290	431	245	142	204	552	424	370	453	473	671	702	442	63	368
	99%	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*97%*	*98%*	***100%hl***	*99%*	***100%h***	*99%*	*99%*	*99%*	***100%hl***	*100%*	***99%h***
NET Have internet access	**5128**	4410	718	235	4307	433	246	142	206	555	424	371	454	478	671	706	442	63	370
	99%	*99%*	*99%*	*99%*	*99%*	*100%*	*100%*	*99%*	*98%*	*98%*	*100%*	*99%*	*100%*	*100%*	*99%*	***100%h***	*100%*	*100%*	***100%h***

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
I have internet access at home, and I personally use it	**5018**	1821	1897	745	340	161	3719	500	1818	1921	854	256	97	3739	354
	97%	**99%bcdg**	*97%*	*95%*	*95%*	*99%*	**98%cd**	*96%*	**99%jkln**	**98%jn**	*94%*	*96%*	*95%*	**98%jln**	*96%*
I have internet access at home, but I don't personally use it	**89**	14	45	16	12	2	59	14	23	28	31	5	2	51	7
	2%	*1%*	**2%a**	**2%a**	**3%a**	*1%*	*2%*	**3%a**	*1%*	*1%*	**3%him**	*2%*	*2%*	*1%*	*2%*
I don't have internet access at home, but I use it elsewhere	**21**	7	6	5	2	-	13	2	3	5	5	4	3	8	7
	*	*	*	*1%*	*1%*	-	*	*	*	*	*1%*	**1%him**	**3%hijm**	*	**2%him**
I don't have access to the internet	**10**	1	1	5	-	-	2	-	*	4	3	-	-	4	-
	*	*	*	**1%abf**	-	-	*	-	*	*	*	-	-	*	-
I don't know	**23**	1	5	12	2	-	6	2	*	1	16	2	-	1	2
	*	*	*	**1%abf**	**1%a**	-	*	*	*	*	**2%him**	**1%him**	-	*	*m
NET Have internet at home	**5107**	1835	1942	761	352	163	3778	515	1841	1949	885	261	99	3790	360
	99%	**100%c**	**99%c**	*97%*	*99%*	*100%*	**99%c**	*99%*	**100%jkln**	**100%jkln**	*97%*	*98%*	*97%*	**100%jkln**	*98%*
NET Have internet access	**5128**	1843	1949	765	354	163	3791	517	1844	1954	890	265	102	3798	367
	99%	**100%c**	**100%c**	*98%*	*99%*	*100%*	**100%c**	*100%*	**100%jk**	**100%j**	*98%*	*99%*	*100%*	**100%j**	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
I have internet access at home, and I personally use it	**5018**	379	4558	80	1491	3234	292	5018	-	-	-	5018	-
	97%	*94%*	**98%a**	*95%*	**96%f**	**99%df**	*89%*	**100%hk**	-	-	-	**98%h**	-
I have internet access at home, but I don't personally use it	**89**	22	65	2	47	18	24	-	89	-	-	89	-
	2%	**5%b**	*1%*	*3%*	**3%e**	*1%*	**7%de**	-	**100%gk**	-	-	**2%g**	-
I don't have internet access at home, but I use it elsewhere	**21**	1	19	1	8	12	1	-	-	21	-	21	-
	*	*	*	*2%*	*1%*	*	*	-	-	*100%*	-	*g	-
I don't have access to the internet	**10**	-	10	-	2	7	1	-	-	-	10	-	-
	*	-	*	-	*	*	*	-	-	-	*100%*	-	-
I don't know	**23**	1	22	1	7	8	8	-	-	-	-	-	23
	*	*	*	*1%*	*	*	**3%de**	-	-	-	-	-	*100%*
NET Have internet at home	**5107**	401	4623	83	1538	3252	316	5018	89	-	-	5107	-
	99%	*100%*	*99%*	*97%*	**99%f**	**99%f**	*97%*	**100%k**	*100%*	-	-	*100%*	-
NET Have internet access	**5128**	402	4642	84	1546	3264	318	5018	89	21	-	5128	-
	99%	*100%*	*99%*	*99%*	**99%f**	**100%f**	*97%*	*100%*	*100%*	*100%*	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 352

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
I have internet access at home, and I personally use it	**5018**	1266	1254	1247	1251	429	405	432	419	448	387	416	421	411	448	400	402
	97%	*98%*	*97%*	*97%*	*97%*	***99%km***	*98%*	*97%*	*97%*	*97%*	*97%*	*96%*	*98%*	*96%*	*97%*	*97%*	*97%*
I have internet access at home, but I don't personally use it	**89**	14	22	22	30	3	7	4	8	4	10	7	1	13	12	8	10
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	***2%l***	*2%*	*	***3%el***	***3%l***	*2%*	***3%l***
I don't have internet access at home, but I use it elsewhere	**21**	2	3	11	5	*	*	2	*	2	1	3	5	2	2	2	1
	*	*	*	*1%*	*	*	*	*	*	*	*	*1%*	*1%*	*1%*	*	*	*
I don't have access to the internet	**10**	3	4	3	-	-	1	2	3	1	-	1	2	-	-	-	-
	*	*	*	*	-	-	*	*1%*	*1%*	*	-	*	*	-	-	-	-
I don't know	**23**	4	7	7	4	1	1	3	*	6	2	5	2	-	2	1	1
	*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*	*1%*	*	-	*	*	*
NET Have internet at home	**5107**	1280	1276	1269	1281	432	412	436	427	452	397	423	422	424	460	408	413
	99%	*99%*	*99%*	*98%*	*99%*	*100%*	*99%*	*98%*	*99%*	*98%*	*99%*	*98%*	*98%*	*99%*	*99%*	*99%*	*99%*
NET Have internet access	**5128**	1282	1279	1280	1286	432	412	438	427	454	397	426	427	427	462	410	414
	99%	*99%*	*99%*	*99%*	*100%*	*100%*	*99%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%*	*100%*	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
1	**1349**	-	1349	638	706	105	133	257	186	264	200	203	239	443	667	403	1224	106	1228
	26%	-	*26%*	*25%*	*27%*	*15%*	**22%e**	**24%e**	**25%e**	**29%ef**	**32%efgh**	**39%efghi**	*18%*	**25%l**	**32%lm**	**35%lm**	*26%*	*23%*	*24%*
2	**2854**	-	2854	1426	1420	274	367	663	389	478	387	294	642	1052	1160	682	2643	195	2945
	55%	-	*55%*	*57%*	*54%*	*40%*	**60%ehi**	**63%ehi**	**52%e**	**53%e**	**61%ehi**	**56%e**	*49%*	**58%l**	**56%l**	**59%l**	**57%q**	*42%*	*57%*
3	**565**	-	565	257	303	165	67	74	107	93	31	29	232	181	152	60	483	76	622
	11%	-	*11%*	*10%*	*12%*	**24%fghijk**	**11%gjk**	*7%*	**14%gjk**	**10%gjk**	*5%*	*5%*	**18%mno**	**10%no**	*7%*	*5%*	*10%*	**16%p**	*12%*
4	**303**	-	303	153	150	88	32	57	52	57	16	-	120	109	73	16	247	53	282
	6%	-	*6%*	*6%*	*6%*	**13%fghijk**	**5%k**	**5%jk**	**7%jk**	**6%jk**	**3%k**	-	**9%mno**	**6%no**	**4%o**	*1%*	*5%*	**11%p**	*5%*
5	**60**	-	60	27	31	43	3	2	8	5	-	-	45	10	5	-	45	16	53
	1%	-	*1%*	*1%*	*1%*	**6%fghijk**	*	*	*1%*	*1%*	-	-	**4%mno**	*1%*	*	-	*1%*	**3%p**	*1%*
6+	**30**	-	30	14	16	14	6	6	4	*	-	-	20	10	*	-	13	18	31
	1%	-	*1%*	*1%*	*1%*	**2%gjik**	**1%l**	*1%*	*	*	-	-	**2%mno**	**1%n**	*	-	*	**4%p**	*1%*
Mean	**2.05**	-	2.05	2.04	2.06	**2.65fghijk**	**2.08jk**	**2.06jk**	**2.09ijk**	**1.96jk**	**1.78k**	1.67	**2.38mno**	**2.07no**	**1.83o**	1.73	2.02	**2.44p**	2.07
Std Dev.	**1.40**	-	1.40	1.07	1.66	1.43	1.30	2.29	0.92	0.89	0.65	0.58	1.40	1.85	0.75	0.62	1.41	1.34	1.28
Std Error	**0.02**	-	0.02	0.02	0.03	0.06	0.05	0.07	0.03	0.03	0.02	0.03	0.04	0.04	0.02	0.02	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
1	**1349**	180	495	188	485	675	674	681	651	400	292	330	157	83	779	405	873
	26%	*18%*	**31%ac**	*16%*	**35%ac**	*26%*	*26%*	*22%*	**32%g**	**58%ijklmn**	**45%klmn**	**25%lm**	*12%*	*9%*	**24%lm**	**59%p**	*21%*
2	**2854**	624	830	734	666	1454	1400	1769	1042	203	269	712	866	607	1847	204	2490
	55%	**63%bd**	*52%*	**62%bd**	*48%*	*56%*	*54%*	**58%h**	*52%*	*30%*	**41%i**	**55%ij**	**69%ijkn**	**66%ijkn**	**58%ijl**	*30%*	**59%o**
3	**565**	102	161	158	144	263	302	356	190	52	52	149	163	104	364	53	479
	11%	*10%*	*10%*	*13%*	*10%*	*10%*	*12%*	*12%*	*9%*	*8%*	*8%*	**11%i**	**13%ij**	*11%*	**11%i**	*8%*	**11%o**
4	**303**	70	82	85	65	152	150	207	94	15	27	86	53	103	165	15	274
	6%	*7%*	*5%*	**7%d**	*5%*	*6%*	*6%*	**7%h**	*5%*	*2%*	*4%*	**7%il**	*4%*	**11%ijkln**	**5%l**	*2%*	**7%o**
5	**60**	10	13	14	24	23	38	41	19	9	6	17	16	10	39	9	49
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
6+	**30**	6	17	4	3	23	7	18	12	5	4	5	3	12	12	5	24
	1%	*1%*	**1%d**	*	*	**1%f**	*	*1%*	*1%*	*1%*	*1%*	*	*	**1%ln**	*	*1%*	*1%*
Mean	**2.05**	**2.15bd**	1.97	**2.24bd**	1.91	2.04	2.06	**2.13h**	1.93	1.61	**1.77i**	**2.06ij**	**2.15ijn**	**2.44ijkln**	**2.04ij**	1.61	**2.13o**
Std Dev.	**1.40**	1.26	1.05	2.17	0.91	1.14	1.62	1.62	0.98	0.93	0.92	1.00	1.08	2.45	1.02	0.93	1.47
Std Error	**0.02**	0.03	0.03	0.07	0.03	0.02	0.03	0.03	0.02	0.04	0.04	0.03	0.03	0.08	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 353

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
1	**1349**	1161	188	59	1168	103	54	24	54	113	146	128	128	121	201	164	113	17	86
	26%	*26%*	*26%*	*25%*	**27%fg**	**24%g**	*22%*	*17%*	*26%*	*20%*	**34%himopr**	**34%imopr**	**28%i**	*25%*	**30%i**	*23%*	*26%*	*26%*	*23%*
2	**2854**	2452	402	129	2369	255	147	82	111	333	216	189	240	267	349	413	252	35	219
	55%	*55%*	*55%*	*54%*	*55%*	*59%*	*60%*	*58%*	*53%*	*59%*	*51%*	*50%*	*53%*	*56%*	*52%*	*58%*	*57%*	*56%*	**59%jkn**
3	**565**	476	89	28	459	59	26	21	24	78	46	30	50	51	70	58	51	11	48
	11%	*11%*	*12%*	*12%*	*11%*	**14%d**	*11%*	**15%d**	*12%*	**14%ko**	*11%*	*8%*	*11%*	*11%*	*10%*	*8%*	*12%*	**17%ko**	**13%ko**
4	**303**	266	36	17	261	14	15	13	16	26	11	19	30	38	43	57	21	*	13
	6%	*6%*	*5%*	*7%*	**6%e**	*3%*	**6%e**	**9%de**	**7%jqr**	*5%*	*3%*	*5%*	**7%jq**	**8%jqr**	**6%jq**	**8%jqr**	*5%*	*	*4%*
5	**60**	54	7	1	55	1	2	2	4	14	4	5	4	2	9	10	5	-	1
	1%	*1%*	*1%*	*	**1%e**	*	*1%*	**1%e**	**2%r**	**2%r**	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*
6+	**30**	28	3	2	25	2	2	1	2	2	2	4	3	-	6	6	-	-	2
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	-	*1%*
Mean	**2.05**	2.04	2.13	**2.46a**	2.04	2.00	**2.19de**	**2.22de**	**2.09j**	**2.12j**	1.87	2.16	2.03	**2.02j**	2.02	**2.09j**	1.99	1.92	**2.02j**
Std Dev.	**1.40**	1.04	2.71	4.59	1.40	0.99	2.06	0.92	0.99	0.89	0.85	3.68	1.08	0.84	1.01	0.94	0.82	0.67	1.03
Std Error	**0.02**	0.02	0.07	0.17	0.03	0.03	0.07	0.04	0.06	0.05	0.05	0.23	0.06	0.05	0.06	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
1	**1349**	490	481	235	75	54	972	129	486	479	266	68	30	965	98
	26%	*27%*	*25%*	**30%bd**	*21%*	**33%d**	*26%*	*25%*	*26%*	*24%*	*29%*	*26%*	*30%*	*25%*	*27%*
2	**2854**	1070	1067	404	208	76	2138	283	1068	1070	478	153	44	2138	197
	55%	**58%ce**	*55%*	*52%*	*58%*	*47%*	*56%*	*55%*	**58%l**	*55%*	*53%*	*57%*	*43%*	**56%l**	*53%*
3	**565**	155	258	90	35	17	413	52	157	251	101	28	18	408	46
	11%	*8%*	**13%a**	*11%*	*10%*	*10%*	**11%a**	*10%*	*9%*	**13%h**	*11%*	*11%*	**18%h**	*11%*	*13%*
4	**303**	100	117	40	31	8	217	39	106	127	43	12	7	233	19
	6%	*5%*	*6%*	*5%*	*9%*	*5%*	*6%*	*7%*	*6%*	*7%*	*5%*	*5%*	*7%*	*6%*	*5%*
5	**60**	17	20	12	5	6	37	11	17	19	16	5	3	36	8
	1%	*1%*	*1%*	*1%*	*1%*	**4%abf**	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*
6+	**30**	11	12	2	3	2	22	5	11	12	5	*	-	23	*
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*
Mean	**2.05**	2.04	2.06	1.98	2.19	2.03	2.05	2.14	2.06	2.07	2.00	2.00	2.10	2.06	2.03
Std Dev.	**1.40**	1.86	0.90	1.03	1.58	1.08	1.45	1.44	1.95	0.95	1.04	0.87	1.00	1.52	0.91
Std Error	**0.02**	0.04	0.02	0.04	0.09	0.08	0.02	0.06	0.04	0.02	0.04	0.06	0.09	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
1	**1349**	100	1227	22	485	779	85	1309	16	12	6	1337	6
	26%	*25%*	*26%*	*25%*	**31%e**	*24%*	*26%*	*26%*	*18%*	*59%*	*64%*	*26%*	*25%*
2	**2854**	223	2580	51	782	1901	171	2779	60	4	4	2843	8
	55%	*55%*	*55%*	*60%*	*50%*	**58%d**	*52%*	*55%*	*68%*	*17%*	*36%*	*55%*	*33%*
3	**565**	44	515	6	173	344	48	550	5	2	-	557	8
	11%	*11%*	*11%*	*7%*	*11%*	*10%*	*15%*	*11%*	*6%*	*8%*	-	*11%*	*35%*
4	**303**	27	269	7	86	197	19	292	7	3	-	303	-
	6%	*7%*	*6%*	*8%*	*6%*	*6%*	*6%*	*6%*	*8%*	*16%*	-	*6%*	-
5	**60**	3	57	-	18	41	1	59	-	-	-	59	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	-	-	-	*1%*	*7%*
6+	**30**	5	25	*	11	17	2	30	1	-	-	30	-
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Mean	**2.05**	**2.31b**	2.03	1.98	2.05	2.05	2.10	2.05	2.16	1.81	1.36	2.05	2.33
Std Dev.	**1.40**	3.59	1.02	0.83	2.07	0.90	1.59	1.40	1.73	1.15	0.51	1.40	1.10
Std Error	**0.02**	0.18	0.01	0.09	0.05	0.02	0.09	0.02	0.21	0.21	0.19	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
1	**1349**	323	306	338	382	115	95	112	97	114	95	115	120	103	157	105	120
	26%	*25%*	*24%*	*26%*	**30%b**	*27%*	*23%*	*25%*	*23%*	*25%*	*24%*	*27%*	*28%*	*24%*	**34%fghijmo**	*25%*	*29%*
2	**2854**	743	742	670	699	246	258	238	243	266	233	221	215	235	238	237	224
	55%	**58%c**	**58%c**	*52%*	*54%*	*57%*	**62%kln**	*54%*	*56%*	*58%*	*58%*	*51%*	*50%*	*55%*	*51%*	*58%*	*54%*
3	**565**	121	132	183	128	46	30	45	45	50	37	71	55	57	47	37	44
	11%	*9%*	*10%*	**14%abd**	*10%*	*11%*	*7%*	*10%*	*11%*	*11%*	*9%*	**16%ijno**	*13%*	**13%f**	*10%*	*9%*	*11%*
4	**303**	83	81	81	57	17	28	38	35	21	25	17	39	24	14	25	19
	6%	*6%*	*6%*	*6%*	*4%*	*4%*	*7%*	**9%ekn**	**8%n**	*5%*	*6%*	*4%*	**9%ekn**	*6%*	*3%*	*6%*	*5%*
5	**60**	11	22	11	17	8	1	2	5	8	8	5	2	4	5	5	7
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*	*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
6+	**30**	9	7	6	8	*	1	8	5	1	1	3	1	3	3	3	2
	1%	*1%*	*1%*	*	*1%*	*	*	*2%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Mean	**2.05**	2.03	**2.15d**	2.07	1.96	1.97	2.00	**2.12n**	**2.34n**	2.03	**2.07n**	2.09	**2.06n**	**2.06n**	1.88	2.04	1.98
Std Dev.	**1.40**	0.94	2.19	1.14	0.92	0.84	0.79	1.14	3.44	1.09	1.16	1.47	0.93	0.91	0.86	1.01	0.90
Std Error	**0.02**	0.03	0.06	0.03	0.03	0.04	0.04	0.05	0.17	0.05	0.06	0.07	0.05	0.04	0.04	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
None	**3524**	-	3524	1726	1783	429	276	374	497	806	624	518	705	871	1949	1143	3246	241	3661
	68%	-	*68%*	*69%*	*68%*	**62%fg**	**45%g**	*35%*	**67%fg**	**90%efgh**	**98%efghi**	**99%efghi**	**54%m**	*48%*	**95%lm**	**98%lmn**	**70%q**	*52%*	*71%*
1	**754**	-	754	344	409	144	151	232	162	54	7	5	296	394	65	11	653	99	681
	15%	-	*15%*	*14%*	*16%*	**21%ijk**	**25%ijk**	**22%ijk**	**22%ijk**	**6%jk**	*1%*	*1%*	**23%no**	**22%no**	**3%o**	*1%*	*14%*	**21%p**	*13%*
2	**683**	-	683	356	325	69	146	361	73	31	2	2	215	434	35	4	609	71	611
	13%	-	*13%*	*14%*	*12%*	**10%ijk**	**24%ehijk**	**34%efhijk**	**10%ijk**	**3%jk**	*	*	**17%no**	**24%lno**	**2%o**	*	*13%*	*15%*	*12%*
3	**150**	-	150	70	80	34	31	67	14	3	2	-	64	81	5	2	102	46	150
	3%	-	*3%*	*3%*	*3%*	**5%hijk**	**5%hijk**	**6%hijk**	**2%ijk**	*	*	-	**5%no**	**4%no**	*	*	*2%*	**10%p**	*3%*
4	**30**	-	30	5	25	11	3	14	1	1	*	-	14	15	1	*	24	5	42
	1%	-	*1%*	*	**1%c**	**2%hijk**	*1%*	**1%hij**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	*1%*	*1%*
5	**15**	-	15	11	4	2	2	12	-	-	-	-	3	12	-	-	14	1	11
	*	-	*	*	*	*	*	**1%hij**	-	-	-	-	*	**1%no**	-	-	*	*	*
6+	**5**	-	5	4	1	*	-	*	-	4	-	1	*	*	4	1	5	-	5
	*	-	*	*	*	*	-	*	-	*	-	*	*	*	*	*	*	-	*
Mean	**0.54**	-	0.54	0.55	0.54	**0.64hijk**	**0.91ehijk**	**1.20efhijk**	**0.47ijk**	**0.18jk**	0.02	0.03	**0.77no**	**0.90lno**	**0.09o**	0.03	0.51	**0.87p**	0.51
Std Dev.	**0.94**	-	0.94	0.96	0.92	1.04	0.99	1.10	0.76	0.73	0.21	0.34	1.02	1.04	0.53	0.28	0.92	1.08	0.94
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.02	0.01	0.02	0.03	0.02	0.01	0.01	0.01	0.06	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
None	**3524**	535	1194	779	1017	1729	1795	1772	1695	569	509	930	798	438	2237	575	2724
	68%	*54%*	**75%ac**	**66%a**	**73%ac**	*67%*	*70%*	*58%*	**84%g**	**83%klmn**	**78%klmn**	**72%lm**	**64%m**	*48%*	**70%lm**	**83%p**	*65%*
1	**754**	179	210	179	187	389	365	605	139	56	76	183	217	193	476	56	671
	15%	**18%bd**	*13%*	*15%*	*13%*	*15%*	*14%*	**20%h**	*7%*	*8%*	*12%*	**14%l**	**17%ij**	**21%ijkn**	**15%l**	*8%*	**16%o**
2	**683**	242	157	171	114	399	284	564	113	43	50	133	172	254	355	43	618
	13%	**24%bcd**	*10%*	**14%bd**	*8%*	**15%f**	*11%*	**18%h**	*6%*	*6%*	*8%*	**10%l**	**14%lj**	**28%ijkln**	**11%l**	*6%*	**15%o**
3	**150**	20	29	51	51	48	102	102	41	13	11	38	56	25	105	13	132
	3%	*2%*	*2%*	**4%ab**	**4%b**	*2%*	**4%e**	**3%h**	*2%*	*2%*	*2%*	*3%*	**4%lj**	*3%*	*3%*	*2%*	*3%*
4	**30**	7	7	*	16	14	16	15	15	2	5	9	8	4	22	2	26
	1%	**1%c**	*	*	**1%c**	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
5	**15**	8	3	3	1	11	4	12	2	-	-	3	5	6	8	-	13
	*	**1%d**	*	*	*	*	*	*	*	-	-	*	*	*1%*	*	-	*
6+	**5**	1	1	1	2	1	4	3	2	1	-	3	-	-	3	1	3
	*	*	*	*	*	*	*	*	*	*	-	*	-	-	*	*	*
Mean	**0.54**	**0.80bcd**	0.41	**0.59bd**	0.47	0.56	0.53	**0.71h**	0.29	0.30	0.35	**0.50ij**	**0.62ijkn**	**0.89ijkln**	**0.52ij**	0.29	**0.60o**
Std Dev.	**0.94**	1.03	0.83	0.96	0.95	0.93	0.96	0.99	0.79	0.80	0.76	0.99	0.96	0.99	0.94	0.79	0.97
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.02	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
None	3524	2959	565	173	2930	309	189	96	140	352	317	273	321	348	336	491	351	48	262
	68%	*67%*	**78%a**	*73%*	*68%*	*71%*	**76%dg**	*68%*	**67%n**	**62%n**	**75%in**	**73%in**	**71%in**	**72%in**	*50%*	**69%n**	**79%hilnor**	**76%in**	**71%in**
1	754	672	82	31	653	52	28	21	32	103	60	53	59	65	147	95	41	11	42
	15%	**15%b**	*11%*	*13%*	**15%f**	*12%*	*11%*	*15%*	**15%p**	**18%pr**	*14%*	*14%*	*13%*	*14%*	**22%jklmopr**	*13%*	*9%*	**17%p**	*11%*
2	683	629	54	24	583	59	24	17	32	85	37	33	53	54	168	85	35	5	54
	13%	**14%b**	*7%*	*10%*	**13%f**	*13%*	*10%*	*12%*	**15%jkp**	**15%jkp**	*9%*	*9%*	*12%*	*11%*	**25%hijklmopqr**	*12%*	*8%*	*7%*	**15%jkp**
3	150	136	14	7	130	11	4	6	3	15	8	11	14	12	20	31	16	-	11
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	**4%f**	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*	*4%*	-	*3%*
4	30	22	8	2	26	1	1	2	1	3	2	4	4	-	8	5	-	-	1
	1%	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*	*1%*	*1%*	-	*1%*	*1%*	-	-	*
5	15	14	1	1	13	1	1	1	1	7	2	2	-	-	-	1	-	-	1
	*	*	*	*	*	*	*	*1%*	*	*1%*	*	*1%*	-	-	-	*	-	-	*
6+	5	5	*	-	4	*	1	*	-	-	-	-	2	1	-	-	-	-	*
	*	*	*	-	*	*	*	*	-	-	-	-	*	*	-	-	-	-	*
Mean	0.54	**0.57b**	0.37	0.46	**0.56f**	0.50	0.41	**0.59f**	**0.55pq**	**0.65jkmpq**	0.40	0.47	**0.54p**	0.46	**0.84hijklmopqr**	**0.54pq**	0.36	0.31	**0.53p**
Std Dev.	0.94	0.96	0.82	0.88	0.94	0.96	0.91	1.01	0.90	1.00	0.80	0.90	1.07	0.91	0.97	0.93	0.78	0.61	1.00
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.05	0.06	0.06	0.05	0.06	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
None	**3524**	1273	1338	530	224	121	2612	345	1217	1315	653	200	83	2532	283
	68%	*69%*	*68%*	*68%*	*63%*	*74%*	*69%*	*66%*	*66%*	*67%*	**72%hm**	**75%hm**	**81%him**	*67%*	**77%him**
1	**754**	235	290	123	74	20	526	94	281	285	123	39	13	566	52
	15%	*13%*	*15%*	*16%*	**21%abf**	*12%*	*14%*	**18%a**	*15%*	*15%*	*14%*	*15%*	*13%*	*15%*	*14%*
2	**683**	279	256	80	41	17	535	59	275	286	93	16	5	561	21
	13%	**15%c**	*13%*	*10%*	*12%*	*11%*	**14%c**	*11%*	**15%jkln**	**15%jkln**	*10%*	*6%*	*5%*	**15%jkln**	*6%*
3	**150**	46	49	40	11	3	95	14	57	50	32	9	1	108	9
	3%	*2%*	*2%*	**5%abf**	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*	*1%*	*3%*	*3%*
4	**30**	9	7	8	6	1	16	7	10	12	5	3	1	21	4
	1%	*	*	*1%*	**2%bf**	*	*	**1%f**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
5	**15**	1	11	1	-	1	12	1	2	8	4	-	-	10	-
	*	*	**1%a**	*	-	*	*	*	*	*	*	-	-	*	-
6+	**5**	1	4	*	-	-	4	-	2	3	-	*	-	5	*
	*	*	*	*	-	-	*	-	*	*	-	*	-	*	*
Mean	**0.54**	0.53	0.54	0.56	0.60	0.44	0.54	0.55	**0.58kln**	**0.57ln**	**0.49l**	0.42	0.27	**0.58kln**	0.37
Std Dev.	**0.94**	0.89	0.98	0.96	0.92	0.86	0.93	0.91	0.94	0.98	0.90	0.86	0.64	0.96	0.80
Std Error	**0.01**	0.02	0.02	0.04	0.05	0.07	0.02	0.04	0.02	0.02	0.03	0.06	0.06	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
None	3524	223	3245	56	1052	2270	201	3452	36	16	7	3505	13
	68%	*56%*	**69%a**	*66%*	*68%*	**69%f**	*62%*	**69%h**	*41%*	*76%*	*66%*	**68%h**	*57%*
1	754	73	668	13	229	466	59	725	20	5	1	749	4
	15%	*18%*	*14%*	*16%*	*15%*	*14%*	*18%*	*14%*	*22%*	*21%*	*9%*	*15%*	*19%*
2	683	91	577	15	228	401	54	650	28	*	3	678	2
	13%	**23%b**	*12%*	*18%*	*15%*	*12%*	*16%*	*13%*	**31%gk**	*2%*	*26%*	*13%*	*10%*
3	150	9	141	-	35	107	9	142	5	-	-	147	3
	3%	*2%*	*3%*	-	*2%*	*3%*	*3%*	*3%*	*5%*	-	-	*3%*	*14%*
4	30	5	25	-	10	19	1	29	1	-	-	30	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	-	-	*1%*	-
5	15	1	14	-	1	11	3	15	-	-	-	15	-
	*	*	*	-	*	*	**1%d**	*	-	-	-	*	-
6+	5	-	5	-	*	4	*	5	-	-	-	5	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
Mean	0.54	0.76b	0.53	0.52	0.54	0.54	0.65	0.54	1.03gk	0.26	0.60	0.54	0.81
Std Dev.	0.94	0.98	0.94	0.79	0.90	0.96	0.97	0.94	1.00	0.50	0.91	0.94	1.11
Std Error	0.01	0.05	0.01	0.08	0.02	0.02	0.05	0.01	0.12	0.09	0.35	0.01	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
None	**3524**	901	840	866	918	315	278	308	289	305	246	286	303	277	339	285	293
	68%	*70%*	*65%*	*67%*	**71%b**	**73%j**	*67%*	*69%*	*67%*	*66%*	*62%*	*66%*	**70%j**	*65%*	**73%jm**	*69%*	**71%j**
1	**754**	189	213	190	163	65	53	70	74	74	66	66	68	57	31	69	63
	15%	*15%*	**17%d**	*15%*	*13%*	**15%n**	**13%n**	**16%n**	**17%n**	**16%n**	**16%n**	**15%n**	**16%n**	**13%n**	*7%*	**17%n**	**15%n**
2	**683**	148	188	180	167	37	58	53	55	57	76	59	49	71	77	44	46
	13%	*11%*	*15%*	*14%*	*13%*	*9%*	*14%*	*12%*	*13%*	*12%*	**19%egilop**	*14%*	*11%*	**17%e**	**17%e**	*11%*	*11%*
3	**150**	43	31	45	31	11	23	9	8	14	9	19	9	17	12	9	11
	3%	*3%*	*2%*	*3%*	*2%*	*2%*	**6%h**	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*4%*	*3%*	*2%*	*3%*
4	**30**	6	9	4	10	2	2	2	*	9	*	1	1	2	4	3	3
	1%	*	*1%*	*	*1%*	*	*1%*	*1%*	*	**2%hj**	*	*	*	*	*1%*	*1%*	*1%*
5	**15**	2	6	5	2	2	-	1	4	2	-	1	-	4	-	2	-
	*	*	*	*	*	*	-	*	*1%*	*	-	*	-	*1%*	-	*1%*	-
6+	**5**	1	3	1	-	1	-	-	-	*	3	-	-	1	-	-	-
	*	*	*	*	-	*	-	-	-	*	*1%*	-	-	*	-	-	-
Mean	**0.54**	0.51	**0.60d**	0.57	0.50	0.46	0.60	0.49	0.53	0.60	**0.68eglp**	0.58	0.46	**0.65elp**	0.51	0.50	0.48
Std Dev.	**0.94**	0.92	1.02	0.94	0.88	0.96	0.96	0.84	0.90	1.01	1.16	0.93	0.81	1.06	0.92	0.89	0.84
Std Error	**0.01**	0.03	0.03	0.03	0.02	0.05	0.05	0.04	0.04	0.05	0.06	0.04	0.04	0.05	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
1	**1119**	-	1119	553	562	76	82	146	161	254	200	201	158	306	655	401	1031	69	1023
	22%	-	*22%*	*22%*	*21%*	*11%*	*14%*	*14%*	**22%efg**	**28%efgh**	**32%efgh**	**38%efghi**	*12%*	**17%l**	**32%lm**	**35%lm**	**22%q**	*15%*	*20%*
2	**1840**	-	1840	902	932	144	132	206	238	446	382	294	275	443	1122	676	1742	89	2032
	36%	-	*36%*	*36%*	*35%*	*21%*	*22%*	*19%*	**32%efg**	**50%efgh**	**60%efghi**	**56%efgh**	*21%*	*25%*	**55%lm**	**58%lm**	**37%q**	*19%*	*39%*
3	**938**	-	938	424	510	199	189	240	164	87	32	27	388	404	146	59	830	100	915
	18%	-	*18%*	*17%*	*19%*	**29%ghijk**	**31%ghijk**	**23%ijk**	**22%ijk**	**10%jk**	*5%*	*5%*	**30%mno**	**22%no**	*7%*	*5%*	*18%*	*22%*	*18%*
4	**872**	-	872	440	429	142	157	329	145	80	17	1	299	474	98	19	767	102	792
	17%	-	*17%*	*17%*	*16%*	**21%ijk**	**26%hijk**	**31%ehijk**	**19%ijk**	**9%jk**	**3%k**	*	**23%no**	**26%no**	**5%o**	*2%*	*16%*	**22%p**	*15%*
5	**263**	-	263	132	128	80	36	96	31	16	2	2	116	126	20	4	198	62	274
	5%	-	*5%*	*5%*	*5%*	**12%fhijk**	**6%ijk**	**9%hijk**	**4%ijk**	**2%j**	*	*	**9%no**	**7%no**	*1%*	*	*4%*	**13%p**	*5%*
6+	**129**	-	129	64	65	49	12	44	8	14	1	1	61	52	16	2	86	42	125
	2%	-	*2%*	*3%*	*2%*	**7%fhijk**	**2%jk**	**4%hijk**	*1%*	**2%j**	*	*	**5%mno**	**3%no**	*1%*	*	*2%*	**9%p**	*2%*
NET Any children	**1637**	-	1637	790	843	260	333	686	250	91	10	8	593	935	109	17	1408	222	1500
	32%	-	*32%*	*31%*	*32%*	**38%ijk**	**55%ehijk**	**65%efhijk**	**33%ijk**	**10%jk**	*2%*	*1%*	**46%no**	**52%lno**	**5%o**	*2%*	*30%*	**48%p**	*29%*
Mean	**2.60**	-	2.60	2.59	2.61	**3.29fhijk**	**2.99hijk**	**3.26hijk**	**2.56ijk**	**2.13jk**	1.81	1.70	**3.15no**	**2.97no**	**1.92o**	1.76	2.53	**3.31p**	2.58
Std Dev.	**1.72**	-	1.72	1.47	1.93	1.75	1.56	2.54	1.20	1.22	0.71	0.68	1.67	2.12	0.98	0.70	1.72	1.61	1.63
Std Error	**0.02**	-	0.02	0.03	0.04	0.07	0.06	0.08	0.04	0.04	0.03	0.03	0.05	0.05	0.02	0.02	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
1	**1119**	122	434	166	397	556	563	509	596	354	242	284	125	36	651	359	698
	22%	*12%*	**27%ac**	*14%*	**29%ac**	*21%*	*22%*	*17%*	**30%g**	**52%jklmn**	**37%klmn**	**22%lm**	**10%m**	*4%*	**20%lm**	**52%p**	*17%*
2	**1840**	320	595	440	486	915	926	919	891	179	226	487	518	277	1232	179	1535
	36%	*32%*	*37%*	*37%*	*35%*	*35%*	*36%*	*30%*	**44%g**	*26%*	**35%i**	**38%lm**	**41%ijm**	*30%*	**38%lm**	*26%*	**37%o**
3	**938**	202	266	235	234	468	469	700	221	70	91	231	281	211	602	71	822
	18%	*20%*	*17%*	*20%*	*17%*	*18%*	*18%*	**23%h**	*11%*	*10%*	*14%*	**18%i**	**22%ijkn**	**23%ijkn**	**19%ij**	*10%*	**20%o**
4	**872**	265	201	233	173	467	405	682	180	49	60	190	223	300	474	49	785
	17%	**27%bcd**	*13%*	**20%bd**	*12%*	*18%*	*16%*	**22%h**	*9%*	*7%*	*9%*	**15%ij**	**18%ij**	**33%ijkln**	**15%ij**	*7%*	**19%o**
5	**263**	44	67	84	68	111	152	180	76	21	19	77	89	48	184	21	237
	5%	*4%*	*4%*	**7%b**	*5%*	*4%*	*6%*	**6%h**	*4%*	*3%*	*3%*	**6%ij**	**7%ij**	*5%*	**6%ij**	*3%*	**6%o**
6+	**129**	38	36	26	29	74	55	81	43	11	13	30	20	48	63	11	110
	2%	*4%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	**5%ijkln**	*2%*	*2%*	*3%*
NET Any children	**1637**	456	405	405	370	862	775	1299	312	115	141	370	458	482	969	115	1464
	32%	**46%bcd**	*25%*	**34%bd**	*27%*	*33%*	*30%*	**42%h**	*16%*	*17%*	*22%*	**28%ij**	**36%ijkn**	**52%ijkln**	**30%ij**	*17%*	**35%o**
Mean	**2.60**	**2.96bd**	2.38	**2.84bd**	2.38	2.60	2.59	**2.84h**	2.21	1.90	**2.12i**	**2.55ij**	**2.78ijkn**	**3.33ijkln**	**2.55ij**	1.90	**2.73o**
Std Dev.	**1.72**	1.59	1.42	2.38	1.34	1.51	1.91	1.91	1.31	1.28	1.22	1.49	1.41	2.59	1.43	1.28	1.78
Std Error	**0.02**	0.04	0.04	0.07	0.04	0.03	0.04	0.04	0.03	0.05	0.05	0.04	0.04	0.09	0.02	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
1	**1119**	955	164	52	966	88	45	20	47	98	122	107	110	100	142	138	102	14	74
	22%	*22%*	*23%*	*22%*	**22%g**	**20%g**	*18%*	*14%*	*22%*	*17%*	**29%imnor**	**29%imnor**	**24%i**	*21%*	*21%*	*20%*	*23%*	*23%*	*20%*
2	**1840**	1520	320	91	1498	178	112	53	65	177	169	140	158	201	133	263	193	30	148
	36%	*34%*	**44%a**	*39%*	*35%*	**41%d**	**45%dg**	*37%*	**31%n**	**31%n**	**40%in**	**37%n**	**35%n**	**42%hin**	*20%*	**37%n**	**44%hiln**	**47%hiln**	**40%hin**
3	**938**	829	109	43	794	77	42	25	43	132	56	59	74	68	166	124	71	11	66
	18%	*19%*	*15%*	*18%*	*18%*	*18%*	*17%*	*18%*	**20%j**	**23%jklmp**	*13%*	*16%*	*16%*	*14%*	**24%jklmpr**	*18%*	*16%*	*17%*	*18%*
4	**872**	784	88	29	745	65	32	29	39	104	60	34	77	81	181	119	51	6	59
	17%	**18%b**	*12%*	*12%*	**17%f**	*15%*	*13%*	**20%ef**	**19%kp**	**18%kp**	*14%*	*9%*	**17%k**	**17%k**	**27%hijklmopqr**	**17%k**	*11%*	*10%*	**16%k**
5	**263**	230	32	17	220	20	10	12	9	38	13	21	24	24	36	37	20	2	18
	5%	*5%*	*4%*	*7%*	*5%*	*5%*	*4%*	**8%def**	*4%*	*7%*	*3%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*3%*	*5%*
6+	**129**	118	11	5	114	6	6	3	7	17	6	14	12	5	20	27	6	-	6
	2%	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	**4%m**	*3%*	*1%*	*4%*	*3%*	*1%*	*3%*	*4%*	*1%*	-	*2%*
NET Any children	**1637**	1478	159	64	1408	124	58	46	69	213	108	102	133	132	342	217	92	15	109
	32%	**33%b**	*22%*	*27%*	**32%f**	*29%*	*24%*	**32%f**	**33%p**	**38%jklmpqr**	*25%*	*27%*	**29%p**	*28%*	**50%hijklmopqr**	**31%p**	*21%*	*24%*	**29%p**
Mean	**2.60**	2.61	2.51	**2.92a**	2.60	2.50	2.61	**2.81de**	**2.64jpq**	**2.76jmpq**	2.27	2.63	**2.58j**	2.48	**2.86jlmpqr**	**2.63jpq**	2.35	2.23	**2.55j**
Std Dev.	**1.72**	1.44	2.88	4.74	1.71	1.57	2.23	1.34	1.39	1.33	1.19	3.85	1.54	1.28	1.38	1.33	1.18	1.02	1.65
Std Error	**0.02**	0.02	0.07	0.18	0.03	0.05	0.07	0.05	0.09	0.08	0.07	0.24	0.09	0.08	0.08	0.08	0.07	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
1	**1119**	396	415	196	50	50	811	100	387	403	227	56	28	790	84
	22%	***21%d***	***21%d***	***25%d***	*14%*	***31%abdfg***	***21%d***	*19%*	*21%*	*21%*	***25%m***	*21%*	*27%*	*21%*	*23%*
2	**1840**	719	664	257	136	48	1383	184	681	640	335	121	35	1321	157
	36%	***39%bc***	*34%*	*33%*	*38%*	*29%*	*36%*	*35%*	***37%l***	*33%*	*37%*	***46%hlm***	*34%*	*35%*	***42%lm***
3	**938**	283	395	146	75	27	678	102	321	404	142	38	19	725	57
	18%	*15%*	***20%a***	*19%*	*21%*	*17%*	*18%*	*20%*	*17%*	***21%j***	*16%*	*14%*	*19%*	*19%*	*15%*
4	**872**	337	328	109	63	22	665	85	315	373	127	30	15	688	45
	17%	***18%c***	*17%*	*14%*	*18%*	*13%*	*18%*	*16%*	*17%*	***19%jkn***	*14%*	*11%*	*15%*	***18%jkn***	*12%*
5	**263**	70	104	56	18	11	174	28	94	85	58	17	4	179	22
	5%	*4%*	*5%*	***7%af***	*5%*	*7%*	*5%*	*5%*	*5%*	*4%*	*6%*	*6%*	*4%*	*5%*	*6%*
6+	**129**	39	49	18	14	6	88	20	46	54	21	4	1	100	4
	2%	*2%*	*3%*	*2%*	*4%*	*4%*	*2%*	*4%*	*3%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*
NET Any children	**1637**	571	617	253	132	42	1188	174	628	643	257	67	19	1271	86
	32%	*31%*	*32%*	*32%*	*37%*	*26%*	*31%*	*34%*	***34%kln***	***33%ln***	*28%*	*25%*	*19%*	***33%jkln***	*23%*
Mean	**2.60**	2.57	2.61	2.55	2.78	2.47	2.59	2.68	2.64	**2.64jn**	2.49	2.42	2.37	2.64	2.40
Std Dev.	**1.72**	2.08	1.35	1.45	1.78	1.41	1.74	1.68	2.18	1.41	1.41	1.26	1.18	1.83	1.23
Std Error	**0.02**	0.05	0.03	0.05	0.10	0.11	0.03	0.07	0.05	0.03	0.05	0.08	0.11	0.03	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
1	**1119**	63	1037	19	383	669	67	1088	10	11	5	1109	4
	22%	*16%*	**22%a**	*22%*	**25%e**	*20%*	*21%*	*22%*	*11%*	*54%*	*55%*	*22%*	*19%*
2	**1840**	125	1683	32	516	1231	94	1816	17	2	2	1836	2
	36%	*31%*	*36%*	*38%*	*33%*	**38%df**	*29%*	**36%h**	*20%*	*11%*	*20%*	**36%h**	*10%*
3	**938**	89	840	9	297	573	68	903	24	2	-	929	9
	18%	*22%*	*18%*	*11%*	*19%*	*17%*	*21%*	*18%*	*27%*	*8%*	-	*18%*	*39%*
4	**872**	88	761	24	249	544	79	831	31	6	3	867	3
	17%	**22%b**	*16%*	**28%b**	*16%*	*17%*	**24%de**	*17%*	**34%gk**	*26%*	*26%*	*17%*	*11%*
5	**263**	23	238	1	70	184	8	254	6	-	-	260	3
	5%	*6%*	*5%*	*2%*	*4%*	*6%*	*3%*	*5%*	*6%*	-	-	*5%*	*14%*
6+	**129**	14	115	*	41	78	10	126	1	-	-	127	2
	2%	*4%*	*2%*	*	*3%*	*2%*	*3%*	*3%*	*1%*	-	-	*2%*	*7%*
NET Any children	**1637**	179	1429	29	503	1008	125	1566	53	5	3	1623	10
	32%	**44%b**	*31%*	*34%*	*32%*	*31%*	**38%e**	*31%*	**59%gk**	*24%*	*34%*	*32%*	*43%*
Mean	**2.60**	**3.07b**	2.56	2.50	2.59	2.58	2.74	2.59	**3.19gk**	2.07	1.96	2.60	3.13
Std Dev.	**1.72**	3.73	1.42	1.18	2.31	1.34	1.83	1.72	1.93	1.32	1.32	1.72	1.50
Std Error	**0.02**	0.19	0.02	0.12	0.06	0.02	0.10	0.02	0.23	0.25	0.50	0.02	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
1	**1119**	274	256	274	316	101	83	90	76	100	79	95	93	86	136	84	96
	22%	*21%*	*20%*	*21%*	**24%b**	*23%*	*20%*	*20%*	*18%*	*22%*	*20%*	*22%*	*22%*	*20%*	**29%fghjmo**	*20%*	*23%*
2	**1840**	492	450	424	473	177	155	161	164	152	134	131	155	138	151	163	160
	36%	**38%c**	*35%*	*33%*	*37%*	**41%k**	*37%*	*36%*	*38%*	*33%*	*34%*	*30%*	*36%*	*32%*	*33%*	**40%k**	*38%*
3	**938**	228	228	259	222	76	71	81	73	92	63	94	83	82	76	72	74
	18%	*18%*	*18%*	*20%*	*17%*	*18%*	*17%*	*18%*	*17%*	*20%*	*16%*	*22%*	*19%*	*19%*	*16%*	*18%*	*18%*
4	**872**	197	254	230	191	45	71	82	82	79	92	77	74	80	70	64	57
	17%	*15%*	**20%ad**	*18%*	*15%*	*10%*	**17%e**	**18%e**	**19%e**	**17%e**	**23%enop**	**18%e**	**17%e**	**19%e**	*15%*	*15%*	*14%*
5	**263**	65	67	67	64	24	25	16	23	22	21	27	18	23	24	19	21
	5%	*5%*	*5%*	*5%*	*5%*	*6%*	*6%*	*4%*	*5%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*
6+	**129**	33	36	35	25	9	10	14	12	14	10	9	8	18	7	9	9
	2%	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*1%*	*2%*	*2%*
NET Any children	**1637**	389	450	424	373	117	136	135	141	156	153	146	128	150	124	127	122
	32%	*30%*	**35%d**	*33%*	*29%*	*27%*	*33%*	*31%*	*33%*	*34%*	**38%elnp**	*34%*	*30%*	**35%n**	*27%*	*31%*	*29%*
Mean	**2.60**	2.54	**2.75d**	**2.63d**	2.46	2.43	2.59	2.61	**2.87n**	**2.64n**	**2.75enp**	**2.67n**	2.52	**2.71enp**	2.39	2.54	2.46
Std Dev.	**1.72**	1.35	2.48	1.48	1.29	1.35	1.29	1.40	3.58	1.52	1.82	1.73	1.23	1.41	1.28	1.35	1.24
Std Error	**0.02**	0.04	0.07	0.04	0.04	0.06	0.06	0.07	0.17	0.07	0.09	0.08	0.06	0.07	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Hearing. Poor hearing, partial hearing, or are deaf	**333**	-	333	185	148	20	25	68	18	48	58	97	45	86	202	155	311	22	346
	6%	-	*6%*	*7%*	*6%*	*3%*	*4%*	**6%eh**	*2%*	**5%h**	**9%efhi**	**18%efghij**	*3%*	*5%*	**10%lm**	**13%lmn**	*7%*	*5%*	*7%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**269**	-	269	151	117	55	29	61	30	29	32	33	84	91	94	65	228	41	237
	5%	-	*5%*	*6%*	*4%*	**8%hl**	*5%*	**6%l**	*4%*	*3%*	*5%*	**6%l**	*6%*	*5%*	*5%*	*6%*	*5%*	**9%p**	*5%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**479**	-	479	232	247	28	36	90	55	107	75	87	64	145	269	162	457	21	480
	9%	-	*9%*	*9%*	*9%*	*4%*	*6%*	**8%e**	*7%*	**12%efh**	**12%efh**	**17%efghj**	*5%*	**8%l**	**13%lm**	**14%lm**	**10%q**	*5%*	*9%*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**189**	-	189	90	98	16	18	40	32	31	25	28	34	72	83	53	174	15	221
	4%	-	*4%*	*4%*	*4%*	*2%*	*3%*	*4%*	*4%*	*3%*	*4%*	**5%e**	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*
Breathing. Breathlessness or chest pains	**305**	-	305	149	155	29	23	42	26	78	49	57	52	68	185	106	297	8	306
	6%	-	*6%*	*6%*	*6%*	*4%*	*4%*	*4%*	*4%*	**9%efgh**	**8%fgh**	**11%efgh**	*4%*	*4%*	**9%lm**	**9%lm**	**6%q**	*2%*	*6%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**182**	-	182	99	81	40	30	52	31	24	3	2	70	83	29	5	167	13	180
	4%	-	*4%*	*4%*	*3%*	**6%ijk**	**5%jk**	**5%jk**	**4%jk**	**3%jk**	*	*	**5%no**	**5%no**	*1%*	*	*4%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**178**	-	178	113	62	38	32	83	13	10	1	-	71	96	11	1	157	21	153
	3%	-	*3%*	**4%d**	*2%*	**6%hijk**	**5%hijk**	**8%hijk**	**2%jk**	*1%*	*	-	**5%no**	**5%no**	*1%*	*	*3%*	*4%*	*3%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**603**	-	603	233	355	132	81	153	88	109	29	13	213	240	150	41	554	45	668
	12%	-	*12%*	*9%*	**14%c**	**19%fhijk**	**13%jk**	**14%jk**	**12%jk**	**12%jk**	*4%*	*2%*	**16%no**	**13%no**	**7%o**	*4%*	*12%*	*10%*	*13%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**388**	-	388	152	234	21	27	67	60	93	80	42	47	126	215	122	371	17	416
	8%	-	*8%*	*6%*	**9%c**	*3%*	*4%*	**6%e**	**8%ef**	**10%efg**	**13%efgh**	**8%e**	*4%*	**7%l**	**10%lm**	**10%lm**	**8%q**	*4%*	*8%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3279**	-	3279	1632	1643	392	401	639	512	594	423	317	794	1151	1334	740	2944	315	3212
	64%	-	*64%*	*65%*	*63%*	*57%*	**66%e**	*60%*	**69%egk**	**66%eg**	**67%e**	*60%*	*61%*	*64%*	*65%*	*64%*	*63%*	*68%*	*62%*
Prefer not to say	**180**	-	180	90	89	37	21	61	20	20	14	7	58	81	41	21	150	18	179
	3%	-	*3%*	*4%*	*3%*	**5%ijk**	*3%*	**6%hijk**	*3%*	*2%*	*2%*	*1%*	**4%no**	**4%no**	*2%*	*2%*	*3%*	*4%*	*3%*
Don't know	**147**	-	147	69	77	34	32	34	16	15	11	5	66	50	31	16	122	17	145
	3%	-	*3%*	*3%*	*3%*	**5%hijk**	**5%hijk**	**3%k**	*2%*	*2%*	*2%*	*1%*	**5%mno**	**3%n**	*2%*	*1%*	*3%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Hearing. Poor hearing, partial hearing, or are deaf	333	94	90	71	79	184	149	149	175	58	42	85	48	79	174	59	254
	6%	9%bcd	6%	6%	6%	7%	6%	5%	9%g	8%lm	6%l	7%l	4%	9%lm	5%	9%	6%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	269	85	60	52	72	145	124	169	97	40	44	58	45	68	147	40	217
	5%	9%bcd	4%	4%	5%	6%	5%	5%	5%	6%	7%l	4%	4%	7%klm	5%	6%	5%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	479	99	107	97	176	206	273	165	302	80	89	123	75	90	288	82	379
	9%	10%b	7%	8%	13%bc	8%	11%e	5%	15%g	12%l	14%klm	9%l	6%	10%l	9%l	12%	9%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	189	49	37	41	61	86	103	78	110	33	36	43	34	38	113	33	152
	4%	5%b	2%	4%	4%b	3%	4%	3%	5%g	5%	6%l	3%	3%	4%	4%	5%	4%
Breathing. Breathlessness or chest pains	305	52	57	69	127	109	196	104	191	61	56	98	34	37	189	61	226
	6%	5%	4%	6%b	9%abc	4%	8%e	3%	10%g	9%lmn	9%lmn	8%lm	3%	4%	6%l	9%p	5%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	182	34	33	34	81	67	115	106	73	44	21	47	17	48	85	44	133
	4%	3%	2%	3%	6%abc	3%	4%e	3%	4%	6%jkln	3%l	4%l	1%	5%ln	3%	6%p	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**178** *3%*	65 *7%bcd*	34 *2%*	22 *2%*	57 *4%bc*	99 *4%*	79 *3%*	121 *4%*	57 *3%*	33 *5%ln*	15 *2%*	34 *3%*	20 *2%*	69 *7%jkln*	70 *2%*	33 *5%*	141 *3%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**603** *12%*	83 *8%*	122 *8%*	110 *9%*	288 *21%abc*	205 *8%*	398 *15%e*	309 *10%*	285 *14%g*	148 *22%jklmn*	103 *16%lmn*	160 *12%lm*	85 *7%*	67 *7%*	348 *11%lm*	148 *21%p*	422 *10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**388** *8%*	51 *5%*	90 *6%*	78 *7%*	169 *12%abc*	140 *5%*	248 *10%e*	145 *5%*	235 *12%g*	87 *13%klmn*	72 *11%lmn*	102 *8%l*	60 *5%*	47 *5%*	234 *7%l*	87 *13%p*	285 *7%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3279** *64%*	644 *65%d*	1128 *71%ad*	782 *66%d*	723 *52%*	1773 *68%f*	1506 *59%*	2115 *69%h*	1132 *56%*	327 *48%*	362 *56%i*	811 *62%ij*	943 *75%ijkmn*	624 *68%ij*	2116 *66%ij*	331 *48%*	2786 *67%o*
Prefer not to say	**180** *3%*	28 *3%*	46 *3%*	46 *4%*	59 *4%*	74 *3%*	106 *4%*	114 *4%*	53 *3%*	18 *3%*	27 *4%*	43 *3%*	28 *2%*	25 *3%*	99 *3%*	18 *3%*	127 *3%*
Don't know	**147** *3%*	24 *2%*	35 *2%*	33 *3%*	56 *4%b*	58 *2%*	89 *3%*	89 *3%*	46 *2%*	37 *5%klmn*	22 *3%*	27 *2%*	22 *2%*	23 *3%*	71 *2%*	37 *5%p*	95 *2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Table 356

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Hearing. Poor hearing, partial hearing, or are deaf	333 *6%*	260 *6%*	74 **10%a**	26 **11%a**	286 *7%*	23 *5%*	17 *7%*	8 *6%*	16 *8%*	32 *6%*	21 *5%*	16 *4%*	29 *6%*	22 *4%*	64 **9%km**	41 *6%*	46 **10%ljkmor**	3 *5%*	20 *5%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	269 *5%*	240 *5%*	28 *4%*	13 *6%*	226 *5%*	23 *5%*	13 *5%*	6 *4%*	12 *6%*	25 *4%*	12 *3%*	21 *6%*	30 **7%j**	17 *4%*	53 **8%jm**	35 *5%*	22 *5%*	4 *6%*	19 *5%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	479 *9%*	401 *9%*	77 *11%*	31 *13%*	411 *9%*	37 *9%*	19 *8%*	12 *8%*	24 *11%*	45 *8%*	40 *9%*	28 *7%*	50 *11%*	43 *9%*	63 *9%*	67 *9%*	52 *12%*	4 *7%*	33 *9%*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	189 *4%*	159 *4%*	30 *4%*	14 *6%*	150 *3%*	23 **5%d**	10 *4%*	5 *4%*	10 *5%*	20 *4%*	11 *3%*	12 *3%*	24 *5%*	10 *2%*	23 *3%*	24 *3%*	16 *4%*	1 *2%*	22 **6%jm**
Breathing. Breathlessness or chest pains	305 *6%*	254 *6%*	51 *7%*	14 *6%*	266 **6%f**	23 *5%*	9 *4%*	7 *5%*	16 *7%*	34 *6%*	33 *8%*	17 *5%*	36 *8%*	29 *6%*	36 *5%*	34 *5%*	31 *7%*	1 *2%*	21 *6%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	182 *4%*	161 *4%*	21 *3%*	10 *4%*	153 *4%*	10 *2%*	14 **6%de**	5 *3%*	8 **4%m**	16 **3%m**	14 **3%m**	7 **2%m**	27 **6%kmr**	- -	29 **4%m**	33 **5%m**	19 **4%m**	2 **2%m**	9 **2%m**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**178** *3%*	162 *4%*	16 *2%*	5 *2%*	155 *4%*	12 *3%*	7 *3%*	4 *3%*	3 *2%*	29 *5%*	11 *3%*	14 *4%*	16 *3%*	10 *2%*	40 *6%hm*	20 *3%*	13 *3%*	1 *2%*	10 *3%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**603** *12%*	535 *12%*	69 *9%*	31 *13%*	511 *12%*	41 *10%*	28 *12%*	22 *16%de*	29 *14%*	65 *11%*	58 *14%*	38 *10%*	59 *13%*	50 *10%*	74 *11%*	85 *12%*	53 *12%*	8 *12%*	34 *9%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**388** *8%*	326 *7%*	63 *9%*	21 *9%*	336 *8%e*	22 *5%*	19 *8%*	11 *8%*	16 *8%*	41 *7%*	34 *8%*	18 *5%*	30 *7%*	47 *10%kr*	46 *7%*	56 *8%*	48 *11%kr*	3 *5%*	19 *5%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3279** *64%*	2810 *63%*	469 *65%*	145 *61%*	2740 *63%*	291 *67%*	153 *62%*	95 *66%*	132 *63%*	368 *65%p*	267 *63%*	235 *63%*	271 *60%*	324 *68%p*	421 *62%*	471 *67%p*	250 *57%*	39 *62%*	252 *68%lp*
Prefer not to say	**180** *3%*	163 *4%*	17 *2%*	6 *3%*	151 *3%*	15 *3%*	10 *4%*	3 *2%*	4 *2%*	28 *5%*	12 *3%*	16 *4%*	18 *4%*	19 *4%*	21 *3%*	17 *2%*	16 *4%*	4 *7%ho*	11 *3%*
Don't know	**147** *3%*	133 *3%*	14 *2%*	4 *2%*	125 *3%*	12 *3%*	8 *3%*	3 *2%*	7 *4%*	18 *3%*	12 *3%*	18 *5%o*	19 *4%o*	14 *3%*	13 *2%*	10 *1%*	12 *3%*	1 *2%*	10 *3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Hearing. Poor hearing, partial hearing, or are deaf	333	170	106	34	20	2	276	22	147	117	52	14	2	263	16
	6%	9%bceg	5%	4%	6%	1%	7%ce	4%	8%	6%	6%	5%	2%	7%	4%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	269	116	84	31	25	9	200	34	107	96	41	19	*	204	19
	5%	6%b	4%	4%	7%	5%	5%	7%	6%l	5%	5%	7%l	*	5%	5%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	479	235	146	62	23	5	381	28	221	145	71	22	9	366	31
	9%	13%bcdefg	7%	8%	6%	3%	10%beg	5%	12%ijm	7%	8%	8%	9%	10%l	8%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	189	86	68	16	12	5	154	17	79	68	22	13	5	147	18
	4%	5%c	3%	2%	3%	3%	4%c	3%	4%	3%	2%	5%	5%	4%	5%
Breathing. Breathlessness or chest pains	305	120	121	34	20	7	242	27	128	114	37	12	10	242	22
	6%	7%	6%	4%	6%	4%	6%	5%	7%j	6%	4%	4%	10%j	6%	6%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	182	74	51	32	17	7	124	24	84	56	34	5	2	139	7
	4%	4%	3%	4%	5%	4%	3%	5%	5%i	3%	4%	2%	2%	4%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**178**	89	56	17	9	5	145	13	77	72	22	3	3	148	6
	3%	***5%bc***	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*	*4%*	*4%*	*2%*	*1%*	*3%*	*4%*	*2%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**603**	192	223	116	51	11	415	63	254	202	98	29	10	456	39
	12%	*10%*	*11%*	***15%aef***	*14%*	*7%*	*11%*	*12%*	***14%i***	*10%*	*11%*	*11%*	*10%*	*12%*	*10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**388**	160	140	52	18	13	300	32	160	137	60	20	7	297	27
	8%	*9%*	*7%*	*7%*	*5%*	*8%*	*8%*	*6%*	*9%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3279**	1155	1268	500	215	109	2423	324	1123	1304	562	179	65	2427	244
	64%	*63%*	*65%*	*64%*	*60%*	*67%*	*64%*	*63%*	*61%*	***67%h***	*62%*	*67%*	*63%*	*64%*	*66%*
Prefer not to say	**180**	68	69	25	7	10	137	17	64	63	41	4	4	128	8
	3%	*4%*	*4%*	*3%*	*2%*	*6%*	*4%*	*3%*	*3%*	*3%*	*5%*	*2%*	*4%*	*3%*	*2%*
Don't know	**147**	21	57	45	14	2	77	16	28	44	54	8	4	72	12
	3%	*1%*	***3%a***	***6%abf***	***4%a***	*1%*	*2%*	***3%a***	*2%*	*2%*	***6%him***	*3%*	*4%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Hearing. Poor hearing, partial hearing, or are deaf	**333**	73	254	7	333	-	-	322	4	2	-	328	6
	6%	***18%b***	*5%*	*8%*	***21%ef***	-	-	*6%*	*4%*	*8%*	-	*6%*	*24%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**269**	55	206	7	269	-	-	256	11	2	-	269	-
	5%	***14%b***	*4%*	*8%*	***17%ef***	-	-	*5%*	***12%gk***	*12%*	-	*5%*	-
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**479**	201	264	14	479	-	-	462	12	4	-	478	1
	9%	***50%bc***	*6%*	***17%b***	***31%ef***	-	-	*9%*	*13%*	*18%*	-	*9%*	*5%*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**189**	67	114	8	189	-	-	180	7	1	-	189	*
	4%	***17%b***	*2%*	***9%b***	***12%ef***	-	-	*4%*	*8%*	*7%*	-	*4%*	*
Breathing. Breathlessness or chest pains	**305**	79	208	18	305	-	-	294	*	4	1	299	6
	6%	***20%b***	*4%*	***22%b***	***20%ef***	-	-	*6%*	*	*19%*	*10%*	*6%*	*24%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**182**	59	118	5	182	-	-	165	15	*	-	180	2
	4%	***15%b***	*3%*	*6%*	***12%ef***	-	-	*3%*	***17%gk***	*2%*	-	*4%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**178**	55	119	4	178	-	-	168	9	-	1	177	-
	3%	**14%b**	*3%*	*4%*	**11%ef**	-	-	*3%*	**10%gk**	-	*12%*	*3%*	-
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**603**	136	451	16	603	-	-	587	11	2	1	599	3
	12%	**34%b**	*10%*	**19%b**	**39%ef**	-	-	*12%*	*12%*	*8%*	*12%*	*12%*	*12%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**388**	85	293	10	388	-	-	380	6	2	-	388	-
	8%	**21%b**	*6%*	*12%*	**25%ef**	-	-	*8%*	*7%*	*11%*	-	*8%*	-
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3279**	49	3200	30	-	3279	-	3234	18	12	7	3264	8
	64%	*12%*	**68%ac**	**36%a**	-	**100%df**	-	**64%h**	*20%*	*56%*	*69%*	**64%h**	*33%*
Prefer not to say	**180**	20	145	14	-	-	180	159	17	1	-	177	2
	3%	*5%*	*3%*	**17%ab**	-	-	**55%de**	*3%*	**19%gk**	*7%*	-	*3%*	*10%*
Don't know	**147**	7	135	6	-	-	147	133	7	-	1	140	6
	3%	*2%*	*3%*	**7%a**	-	-	**45%de**	*3%*	**8%gk**	-	*9%*	*3%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Hearing. Poor hearing, partial hearing, or are deaf	**333**	78	82	90	84	25	28	25	33	30	19	38	21	31	35	25	24
	6%	*6%*	*6%*	*7%*	*6%*	*6%*	*7%*	*6%*	*8%*	*6%*	*5%*	*9%*	*5%*	*7%*	*8%*	*6%*	*6%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**269**	53	72	78	67	18	15	20	21	28	23	26	27	24	31	15	21
	5%	*4%*	*6%*	*6%*	*5%*	*4%*	*4%*	*4%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*4%*	*5%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**479**	109	134	114	122	40	28	41	40	43	51	43	37	34	44	34	45
	9%	*8%*	*10%*	*9%*	*9%*	*9%*	*7%*	*9%*	*9%*	*9%*	**13%f**	*10%*	*9%*	*8%*	*9%*	*8%*	*11%*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**189**	40	59	46	44	10	10	20	19	19	20	20	16	11	10	9	26
	4%	*3%*	*5%*	*4%*	*3%*	*2%*	*2%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*3%*	*2%*	*2%*	**6%efno**
Breathing. Breathlessness or chest pains	**305**	81	83	77	64	21	23	36	20	34	29	33	24	20	19	25	20
	6%	*6%*	*6%*	*6%*	*5%*	*5%*	*6%*	*8%*	*5%*	*7%*	*7%*	*8%*	*5%*	*5%*	*4%*	*6%*	*5%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**182**	46	45	38	53	3	19	25	10	12	23	22	7	9	12	19	22
	4%	*4%*	*3%*	*3%*	*4%*	*1%*	**4%e**	**6%el**	*2%*	*3%*	**6%ehlm**	**5%el**	*2%*	*2%*	*3%*	**5%e**	**5%el**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**178**	30	70	34	44	5	13	11	24	14	32	13	19	2	14	15	15
	3%	*2%*	***5%ac***	*3%*	*3%*	*1%*	***3%m***	*3%*	***6%em***	***3%m***	***8%efgikmnop***	*3%*	***4%em***	*1%*	***3%m***	***4%m***	***4%m***
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**603**	136	134	182	151	35	47	54	53	34	48	70	48	64	41	49	60
	12%	*11%*	*10%*	***14%ab***	*12%*	*8%*	*11%*	*12%*	*12%*	*7%*	*12%*	***16%ein***	*11%*	***15%ein***	*9%*	*12%*	***14%ei***
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**388**	100	94	100	95	28	34	38	32	27	34	48	28	24	35	30	29
	8%	*8%*	*7%*	*8%*	*7%*	*6%*	*8%*	*9%*	*7%*	*6%*	*9%*	***11%lm***	*6%*	*6%*	*8%*	*7%*	*7%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3279**	852	810	819	796	285	274	293	264	310	236	265	284	270	303	251	242
	64%	*66%*	*63%*	*64%*	*62%*	*66%*	*66%*	*66%*	*61%*	***67%p***	*59%*	*61%*	*66%*	*63%*	*65%*	*61%*	*58%*
Prefer not to say	**180**	43	39	54	44	19	11	12	14	15	9	9	23	22	16	17	11
	3%	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*5%*	*5%*	*3%*	*4%*	*3%*
Don't know	**147**	31	32	38	46	10	12	9	12	12	7	15	10	13	12	18	16
	3%	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*3%*	*4%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
White - British	3186	-	3186	1503	1669	366	367	686	493	576	390	308	733	1178	1274	698	3186	-	2961
	62%	-	62%	60%	64%c	53%	60%	65%e	66%e	64%e	61%e	59%	57%	65%lo	62%l	60%	68%q	-	57%
White - English	910	-	910	484	425	44	57	138	121	208	164	178	101	259	550	342	910	-	690
	18%	-	18%	19%d	16%	6%	9%	13%e	16%ef	23%efgh	26%efgh	34%efghij	8%	14%l	27%lm	29%lm	20%q	-	13%
White - Scottish	249	-	249	118	132	32	38	41	31	50	36	20	71	72	106	56	249	-	530
	5%	-	5%	5%	5%	5%	6%	4%	4%	6%	6%	4%	5%	4%	5%	5%	5%q	-	10%
White - Welsh	106	-	106	54	51	12	11	22	12	23	15	10	24	34	48	25	106	-	319
	2%	-	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%q	-	6%
White - Irish	73	-	73	38	35	15	13	12	14	13	6	1	28	26	19	6	73	-	208
	1%	-	1%	2%	1%	2%k	2%k	1%	2%k	1%	1%	*	2%no	1%	1%	1%	2%	-	4%
Any other white background (please specify)	130	-	130	45	85	24	40	36	12	8	7	3	64	48	18	10	130	-	125
	3%	-	3%	2%	3%c	3%ijk	7%ghijk	3%ijk	2%	1%	1%	1%	5%mno	3%no	1%	1%	3%q	-	2%
Mixed - White and Black Caribbean	32	-	32	18	13	12	5	6	6	2	-	-	17	12	2	-	-	32	18
	1%	-	1%	1%	1%	2%ijk	1%	1%	1%	*	-	-	1%no	1%no	*	-	-	7%p	*
Mixed - White and Black African	14	-	14	6	8	12	2	-	*	-	-	-	14	*	-	-	-	14	13
	*	-	*	*	*	2%ghijk	*	-	*	-	-	-	1%mno	*	-	-	-	3%p	*
Mixed - White and Asian	47	-	47	28	17	15	1	18	3	5	5	-	16	21	9	5	-	47	30
	1%	-	1%	1%	1%	2%fhik	*	2%fk	*	1%	1%	-	1%	1%	*	*	-	10%p	1%
Any other mixed background (please specify)	12	-	12	3	8	1	3	4	-	*	4	-	4	4	4	4	-	12	7
	*	-	*	*	*	*	*	*	-	*	1%	-	*	*	*	*	-	3%p	*
Asian and British Asian - Indian	82	-	82	49	33	20	23	26	12	-	-	-	43	39	-	-	-	82	49
	2%	-	2%	2%	1%	3%ijk	4%ijk	2%ijk	2%ijk	-	-	-	3%no	2%no	-	-	-	18%p	1%
Asian and British Asian - Pakistani	62	-	62	32	30	18	18	19	4	-	1	2	36	23	3	3	-	62	37
	1%	-	1%	1%	1%	3%hijk	3%hijk	2%ij	1%	-	*	*	3%mno	1%no	*	*	-	13%p	1%
Asian and British Asian - Bangladeshi	28	-	28	18	10	10	3	15	-	-	-	-	13	15	-	-	-	28	15
	1%	-	1%	1%	*	1%hijk	1%	1%hij	-	-	-	-	1%no	1%no	-	-	-	6%p	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Any other Asian background (please specify)	**22**	-	22	5	16	7	3	-	9	-	-	2	10	9	2	2	-	22	14
	*	-	*	*	*1%*	**1%gl**	*	-	**1%gij**	-	-	*	**1%n**	*1%*	*	*	-	**5%p**	*
Black and Black British - Caribbean	**50**	-	50	33	18	19	5	8	14	2	-	2	24	22	4	2	-	50	25
	1%	-	*1%*	*1%*	*1%*	**3%gijk**	*1%*	*1%*	**2%j**	*	-	*	**2%no**	**1%no**	*	*	-	**11%p**	*
Black and Black British - African	**64**	-	64	32	32	47	7	10	-	-	-	-	54	10	-	-	-	64	37
	1%	-	*1%*	*1%*	*1%*	**7%fghijk**	**1%hij**	**1%l**	-	-	-	-	**4%mno**	**1%n**	-	-	-	**14%p**	*1%*
Any other Black background (please specify)	**3**	-	3	3	*	3	-	-	-	-	-	-	3	-	-	-	-	3	2
	*	-	*	*	*	*	-	-	-	-	-	-	*	-	-	-	-	**1%p**	*
Middle Eastern, including Arabic origin	**10**	-	10	3	7	4	2	-	-	4	-	-	6	-	4	-	-	10	7
	*	-	*	*	*	*1%*	*	-	-	*	-	-	*m	-	*	-	-	**2%p**	*
Chinese	**28**	-	28	14	14	13	2	2	11	-	-	-	15	13	-	-	-	28	25
	1%	-	*1%*	*1%*	*1%*	**2%fgijk**	*	*	**1%gijk**	-	-	-	**1%no**	**1%no**	-	-	-	**6%p**	*
Any other background (please specify)	**10**	-	10	2	8	2	-	4	1	*	3	-	2	5	3	3	-	10	9
	*	-	*	*	*	*	-	*	*	*	*	-	*	*	*	*	-	**2%p**	*
I prefer not to answer	**44**	-	44	27	16	11	9	12	1	6	4	-	20	13	10	4	-	-	40
	1%	-	*1%*	*1%*	*1%*	**2%hk**	**2%hk**	*1%*	*	*1%*	*1%*	-	**2%no**	*1%*	*1%*	*	-	-	*1%*
NET White	**4654**	-	4654	2241	2397	494	527	934	684	877	618	520	1021	1618	2015	1138	4654	-	4833
	90%	-	*90%*	*89%*	**91%c**	*72%*	**87%e**	**88%e**	**92%ef**	**98%efgh**	**97%efgh**	**99%efgh**	*79%*	**90%l**	**98%lm**	**98%lm**	**100%q**	-	*94%*
NET Mixed	**105**	-	105	56	46	41	10	28	10	7	8	-	51	38	15	8	-	105	68
	2%	-	*2%*	*2%*	*2%*	**6%fghijk**	**2%k**	**3%lk**	*1%*	*1%*	*1%*	-	**4%mno**	**2%no**	*1%*	*1%*	-	**23%p**	*1%*
NET Asian	**222**	-	222	119	103	69	48	63	37	-	1	4	117	99	5	5	-	222	140
	4%	-	*4%*	*5%*	*4%*	**10%ghijk**	**8%ijk**	**6%ijk**	**5%ijk**	-	*	*1%*	**9%mno**	**6%no**	*	*	-	**48%p**	*3%*
NET Black	**117**	-	117	67	49	69	12	18	14	2	-	2	81	32	4	2	-	117	64
	2%	-	*2%*	*3%*	*2%*	**10%fghijk**	**2%ij**	**2%ij**	**2%ij**	*	-	*	**6%mno**	**2%no**	*	*	-	**25%p**	*1%*
NET Other	**20**	-	20	6	14	6	2	4	1	4	3	-	8	5	7	3	-	20	16
	*	-	*	*	*1%*	*1%*	*	*	*	*	*	-	*1%*	*	*	*	-	**4%p**	*
NET EMG	**463**	-	463	247	212	184	72	113	62	14	12	6	257	175	32	18	-	463	288
	9%	-	*9%*	*10%*	*8%*	**27%fghijk**	**12%ijk**	**11%ijk**	**8%ijk**	*2%*	*2%*	*1%*	**20%mno**	**10%no**	*2%*	*2%*	-	**100%p**	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
White - British	**3186**	627	964	715	879	1591	1594	1936	1207	400	409	786	792	598	1987	404	2620
	62%	*63%*	*60%*	*60%*	*63%*	*61%*	*62%*	*63%*	*60%*	*58%*	*63%*	*61%*	*63%*	*65%*	*62%*	*59%*	*63%*
White - English	**910**	123	302	240	245	426	485	428	468	140	126	253	211	129	589	141	724
	18%	*12%*	**19%a**	**20%a**	**18%a**	*16%*	*19%*	*14%*	**23%g**	**20%m**	**19%m**	**19%m**	*17%*	*14%*	**18%m**	*20%*	*17%*
White - Scottish	**249**	71	74	49	55	145	104	150	96	32	25	64	68	43	157	33	202
	5%	**7%bcd**	*5%*	*4%*	*4%*	*6%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*
White - Welsh	**106**	28	29	21	27	57	48	65	39	10	10	26	24	30	60	11	92
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
White - Irish	**73**	21	27	12	13	49	24	49	24	6	14	13	19	16	46	6	65
	1%	*2%*	*2%*	*1%*	*1%*	**2%f**	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
Any other white background (please specify)	**130**	13	46	45	26	59	71	88	41	15	9	30	46	17	84	15	106
	3%	*1%*	*3%*	**4%ad**	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	**4%j**	*2%*	*3%*	*2%*	*3%*
Mixed - White and Black Caribbean	**32**	6	5	10	10	11	20	24	7	5	4	7	7	3	18	5	24
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Mixed - White and Black African	**14**	6	-	1	7	6	8	13	2	1	-	6	2	4	8	1	12
	*	**1%b**	-	*	*b	*	*	*	*	*	-	*	*	*	*	*	*
Mixed - White and Asian	**47**	21	18	6	2	39	8	34	13	3	5	4	3	28	11	3	41
	1%	**2%cd**	**1%d**	*	*	**2%f**	*	*1%*	*1%*	*	*1%*	*	*	**3%ijkln**	*	*	*1%*
Any other mixed background (please specify)	**12**	4	6	-	2	10	2	11	2	-	2	6	3	1	11	-	12
	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	-	*
Asian and British Asian - Indian	**82**	19	25	22	16	43	38	64	16	11	6	18	32	9	56	11	65
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*
Asian and British Asian - Pakistani	**62**	4	21	12	25	25	37	41	16	13	9	24	9	3	42	13	45
	1%	*	*1%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	**2%m**	*1%*	*	*1%*	*2%*	*1%*
Asian and British Asian - Bangladeshi	**28**	4	9	6	8	14	14	20	8	8	7	6	2	2	15	8	18
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**1%l**	**1%l**	*	*	*	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Any other Asian background (please specify)	**22**	4	10	7	1	13	8	12	9	3	2	5	3	6	10	3	17
	*	*	*1%*	*1%*	*	*1%*	*	*	*	*	*	*	*	*1%*	*	*	*
Black and Black British - Caribbean	**50**	5	11	11	23	16	34	37	13	10	4	21	10	2	36	10	40
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**1%m**	*1%*	**2%m**	*1%*	*	*1%*	*1%*	*1%*
Black and Black British - African	**64**	20	24	7	13	44	20	44	16	9	6	10	10	20	27	9	46
	1%	**2%c**	*1%*	*1%*	*1%*	**2%f**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%kn**	*1%*	*1%*	*1%*
Any other Black background (please specify)	**3**	-	*	-	3	*	3	-	3	*	-	3	-	-	3	*	3
	*	-	*	-	*	*	*	-	*	*	-	*	-	-	*	*	*
Middle Eastern, including Arabic origin	**10**	*	6	3	-	7	3	10	*	*	3	2	4	-	10	*	10
	*	*	*	*	-	*	*	*	*	*	*1%*	*	*	-	*	*	*
Chinese	**28**	5	9	8	6	14	14	18	10	5	6	7	8	2	21	5	23
	1%	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Any other background (please specify)	**10**	*	2	2	7	2	8	3	7	5	1	2	*	1	3	5	5
	*	*	*	*	*	*	*	*	*	**1%ln**	*	*	*	*	*	**1%p**	*
I prefer not to answer	**44**	9	10	6	19	19	25	25	10	7	3	6	3	3	12	7	17
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*	*1%*	*
NET White	**4654**	883	1443	1083	1245	2327	2327	2715	1875	604	592	1171	1159	833	2922	609	3809
	90%	*89%*	*90%*	*91%*	*90%*	*90%*	*91%*	*88%*	**93%g**	*88%*	*91%*	*90%*	**92%i**	*91%*	*91%*	*88%*	*91%*
NET Mixed	**105**	38	29	17	22	67	38	82	23	8	10	23	15	37	48	8	90
	2%	**4%bcd**	*2%*	*1%*	*2%*	**3%f**	*1%*	**3%h**	*1%*	*1%*	*2%*	*2%*	*1%*	**4%djkln**	*2%*	*1%*	*2%*
NET Asian	**222**	36	73	56	57	109	112	156	60	40	29	61	54	22	144	40	168
	4%	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*	**5%h**	*3%*	**6%m**	*5%*	**5%m**	*4%*	*2%*	**5%m**	*6%*	*4%*
NET Black	**117**	25	35	18	39	60	56	80	33	20	11	34	20	22	65	20	89
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*
NET Other	**20**	1	8	5	7	9	12	13	8	6	5	4	5	1	13	6	15
	*	*	*1%*	*	*	*	*	*	*	*1%*	*1%*	*	*	*	*	*1%*	*
NET EMG	**463**	99	145	95	123	245	219	330	123	73	55	122	94	83	271	73	362
	9%	*10%*	*9%*	*8%*	*9%*	*9%*	*9%*	**11%h**	*6%*	*11%*	*9%*	*9%*	*7%*	*9%*	*8%*	*11%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
White - British	**3186**	2707	478	163	2793	175	130	87	158	399	302	219	281	315	353	475	290	34	141
	62%	*61%*	**66%a**	*69%*	**64%ef**	*40%*	**53%e**	**61%ef**	**75%klmnopqr**	**71%klnqr**	**71%klnqr**	**58%r**	**62%nr**	**66%nr**	**52%r**	**67%knqr**	**66%nr**	**54%r**	*38%*
White - English	**910**	773	137	36	867	18	22	4	39	89	85	101	101	114	74	152	111	2	16
	18%	*17%*	*19%*	*15%*	**20%efg**	*4%*	**9%eg**	*3%*	**18%nqr**	**16%qr**	**20%nqr**	**27%hinqr**	**22%nqr**	**24%inqr**	**11%qr**	**22%nqr**	**25%inqr**	*3%*	*4%*
White - Scottish	**249**	211	38	11	31	212	4	2	4	2	8	1	1	2	4	2	8	24	188
	5%	*5%*	*5%*	*5%*	*1%*	**49%dfg**	**2%d**	*1%*	**2%iklmo**	*	*2%*	*	*	*	*1%*	*	*2%*	**38%hijklmnop**	**51%hijklmnopq**
White - Welsh	**106**	82	24	9	26	1	78	*	1	2	3	-	8	1	2	7	2	*	*
	2%	*2%*	**3%a**	*4%*	*1%*	*	**32%deg**	*	*	*	*1%*	-	**2%r**	*	*	*1%*	*1%*	*	*
White - Irish	**73**	59	14	7	33	2	1	37	1	7	1	-	-	-	18	1	4	-	2
	1%	*1%*	*2%*	*3%*	*1%*	*	*	**26%def**	*	*1%*	*	-	-	-	**3%jklmo**	*	*1%*	-	*1%*
Any other white background (please specify)	**130**	120	10	6	112	8	3	7	2	7	3	4	11	12	37	25	11	2	6
	3%	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	**5%def**	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	**5%hijkr**	**3%j**	*2%*	**3%j**	*2%*
Mixed - White and Black Caribbean	**32**	30	1	1	31	-	*	1	*	1	2	1	4	3	18	-	-	-	-
	1%	*1%*	*	*1%*	*1%*	-	*	*	*	*	*	*	*1%*	*1%*	**3%lopr**	-	-	-	-
Mixed - White and Black African	**14**	14	-	-	12	1	*	1	-	-	1	3	2	-	4	2	-	-	1
	*	*	-	-	*	*	*	*	-	-	*	*1%*	*	-	*1%*	*	-	-	*
Mixed - White and Asian	**47**	46	1	1	44	2	1	1	-	6	1	2	-	8	23	4	-	-	2
	1%	*1%*	*	*	*1%*	*	*	*	-	*1%*	*	*	-	**2%lp**	**3%hjklopr**	*1%*	-	-	*
Any other mixed background (please specify)	**12**	12	*	*	12	*	*	-	-	-	-	-	6	3	3	-	-	-	*
	*	*	*	*	*	*	*	-	-	-	-	-	**1%o**	*1%*	*	-	-	-	*
Asian and British Asian - Indian	**82**	73	8	-	78	2	1	1	-	10	1	16	5	3	16	21	6	-	2
	2%	*2%*	*1%*	-	**2%e**	*	*1%*	*	-	*2%*	*	**4%hjlmpr**	*1%*	*1%*	**2%h**	**3%hjr**	*1%*	-	*
Asian and British Asian - Pakistani	**62**	60	2	-	61	1	-	-	1	17	9	4	18	3	8	2	-	-	1
	1%	*1%*	*	-	**1%efg**	*	-	-	*	**3%hopr**	**2%opr**	*1%*	**4%hkmnopr**	*1%*	*1%*	*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Asian and British Asian - Bangladeshi	**28**	28	-	-	27	1	-	-	-	2	1	2	2	2	18	-	-	-	1
	1%	*1%*	-	-	*1%*	*	-	-	-	*	*	*	*	*	**3%hijopr**	-	-	-	*
Any other Asian background (please specify)	**22**	18	3	2	20	1	1	-	-	-	-	-	1	3	8	4	5	-	1
	*	*	*	*1%*	*	*	*	-	-	-	-	-	*	*1%*	*1%*	*1%*	*1%*	-	*
Black and Black British - Caribbean	**50**	50	-	-	50	-	-	-	1	5	2	5	6	1	31	-	-	-	-
	1%	**1%b**	-	-	**1%efg**	-	-	-	*	*1%*	*	**1%or**	**1%or**	*	**5%hijlmopr**	-	-	-	-
Black and Black British - African	**64**	60	4	-	60	3	1	1	1	5	2	6	2	-	36	5	2	1	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*	*	*1%*	*1%*	**2%m**	*	-	**5%hijklmopr**	*1%*	*	**2%m**	*
Any other Black background (please specify)	**3**	3	-	-	3	-	*	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-
Middle Eastern, including Arabic origin	**10**	10	-	-	9	1	*	-	-	-	-	-	5	4	-	-	-	-	1
	*	*	-	-	*	*	*	-	-	-	-	-	*1%*	*1%*	-	-	-	-	*
Chinese	**28**	28	-	-	24	2	1	1	1	7	-	3	-	-	2	8	3	-	2
	1%	*1%*	-	-	*1%*	*	*	*1%*	*1%*	*1%*	-	*1%*	-	-	*	*1%*	*1%*	-	*
Any other background (please specify)	**10**	10	*	*	9	-	1	-	1	3	-	1	-	-	4	-	-	-	-
	*	*	*	*	*	-	*	-	*1%*	*1%*	-	*	-	-	*1%*	-	-	-	-
I prefer not to answer	**44**	42	1	*	36	5	2	1	1	2	4	6	2	4	15	2	-	-	5
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	**2%p**	*1%*	*1%*	**2%op**	*	-	-	**1%p**
NET White	**4654**	3952	702	232	3861	416	239	138	204	507	401	325	401	445	489	662	427	62	354
	90%	*89%*	**97%a**	**98%a**	*89%*	**96%d**	**97%d**	**97%d**	**97%iklmn**	**90%n**	**94%kln**	**87%n**	**88%n**	**93%kn**	*72%*	**94%kln**	**96%ikln**	**98%ikln**	**96%ikln**
NET Mixed	**105**	102	3	2	99	3	1	2	*	7	5	6	12	15	49	6	-	-	3
	2%	**2%b**	*	*1%*	**2%ef**	*1%*	*1%*	*1%*	*	*1%*	*1%*	**2%p**	**3%hp**	**3%hpr**	**7%hijklmopqr**	*1%*	-	-	*1%*
NET Asian	**222**	208	14	2	211	6	3	2	2	36	12	25	26	11	52	34	14	-	6
	4%	**5%bc**	*2%*	*1%*	**5%efg**	*1%*	*1%*	*1%*	*1%*	**6%hmqr**	*3%*	**7%hjmqr**	**6%hqr**	*2%*	**8%hjmpqr**	**5%hr**	*3%*	-	*2%*
NET Black	**117**	113	4	-	113	3	1	1	1	10	4	11	8	1	69	5	2	1	2
	2%	**3%bc**	*1%*	-	**3%efg**	*1%*	*	*	*1%*	*2%*	*1%*	**3%mopr**	*2%*	*	**10%hijklmopqr**	*1%*	*	*2%*	*
NET Other	**20**	20	*	*	19	1	1	-	1	3	-	1	5	4	4	-	-	-	1
	*	*	*	*	*	*	*	-	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
NET EMG	**463**	443	21	5	441	12	6	4	5	57	20	43	51	32	174	44	16	1	11
	9%	**10%bc**	*3%*	*2%*	**10%efg**	*3%*	*3%*	*3%*	*2%*	**10%hjpqr**	*5%*	**12%hjopqr**	**11%hjopqr**	**7%hr**	**26%hijklmopqr**	**6%h**	*4%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
White - British	**3186**	1194	1178	485	215	84	2372	299	1168	1227	522	168	61	2395	229
	62%	**65%beg**	*60%*	*62%*	*60%*	*51%*	**62%e**	*58%*	**63%j**	**63%j**	*57%*	*63%*	*60%*	**63%j**	*62%*
White - English	**910**	357	343	109	64	29	700	93	331	303	185	51	23	634	73
	18%	**19%c**	*18%*	*14%*	*18%*	*18%*	**18%c**	*18%*	*18%*	*15%*	**20%l**	*19%*	*22%*	*17%*	*20%*
White - Scottish	**249**	77	98	42	19	9	175	28	86	91	44	17	5	177	22
	5%	*4%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*
White - Welsh	**106**	39	39	14	8	5	78	13	39	40	18	6	2	79	8
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
White - Irish	**73**	22	32	9	8	1	54	9	26	34	10	1	1	60	2
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*
Any other white background (please specify)	**130**	27	43	36	11	9	69	20	32	64	20	10	1	96	11
	3%	*1%*	*2%*	**5%abf**	*3%*	**6%abf**	*2%*	**4%af**	*2%*	**3%h**	*2%*	*4%*	*1%*	*3%*	*3%*
Mixed - White and Black Caribbean	**32**	7	12	5	8	-	19	8	7	20	4	-	-	27	-
	1%	*	*1%*	*1%*	**2%abf**	-	*	**2%af**	*	*1%*	*	-	-	*1%*	-
Mixed - White and Black African	**14**	2	6	3	1	2	8	3	6	1	6	-	1	7	1
	*	*	*	*	*	**1%a**	*	*1%*	*	*	**1%l**	-	**1%l**	*	*
Mixed - White and Asian	**47**	30	17	-	*	-	47	*	26	14	7	-	-	40	-
	1%	**2%cg**	*1%*	-	*	-	**1%c**	*	*1%*	*1%*	*1%*	-	-	*1%*	-
Any other mixed background (please specify)	**12**	2	6	4	-	-	8	-	2	6	4	-	-	8	-
	*	*	*	*1%*	-	-	*	-	*	*	*	-	-	*	-
Asian and British Asian - Indian	**82**	19	30	22	6	5	48	11	27	29	17	5	1	56	6
	2%	*1%*	*2%*	**3%af**	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*
Asian and British Asian - Pakistani	**62**	16	30	12	3	-	46	3	16	24	20	2	-	40	2
	1%	*1%*	*2%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	**2%h**	*1%*	-	*1%*	*
Asian and British Asian - Bangladeshi	**28**	6	14	5	1	2	20	3	11	12	5	-	-	23	-
	1%	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Any other Asian background (please specify)	**22**	2	15	4	1	-	17	1	4	13	4	-	-	17	-
	*	*	1%a	*	*	-	*	*	*	1%	*	-	-	*	-
Black and Black British - Caribbean	**50**	21	14	5	2	7	35	10	22	13	9	2	4	35	6
	1%	*1%*	*1%*	*1%*	*1%*	4%abcdf	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	4%ijm	*1%*	*2%*
Black and Black British - African	**64**	11	25	11	6	6	36	13	21	22	17	1	-	42	1
	1%	*1%*	*1%*	*1%*	*2%*	4%abf	*1%*	2%af	*1%*	*1%*	*2%*	*	-	*1%*	*
Any other Black background (please specify)	**3**	-	3	-	-	-	3	-	*	3	-	-	-	3	-
	*	-	*	-	-	-	*	-	*	*	-	-	-	*	-
Middle Eastern, including Arabic origin	**10**	*	4	6	-	-	4	-	*	10	-	-	-	10	-
	*	*	*	1%af	-	-	*	-	*	1%h	-	-	-	*	-
Chinese	**28**	4	20	2	1	*	24	2	4	13	11	-	*	17	*
	1%	*	1%a	*	*	*	*1%*	*	*	*1%*	1%h	-	*	*	*
Any other background (please specify)	**10**	*	9	-	-	1	9	1	2	6	-	*	1	8	2
	*	*	*a	-	-	1%ac	*	*	*	*	-	*	1%hj	*	*
I prefer not to answer	**44**	9	18	10	*	2	28	2	13	15	7	4	1	28	5
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET White	**4654**	1715	1734	694	325	137	3449	462	1682	1759	799	252	94	3441	345
	90%	93%bcefg	*89%*	*89%*	*91%*	*84%*	91%e	*89%*	91%j	*90%*	*88%*	94%j	*92%*	*90%*	94%j
NET Mixed	**105**	40	41	12	10	2	81	12	42	41	21	-	1	83	1
	2%	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	*1%*	*2%*	*
NET Asian	**222**	48	108	44	12	7	155	20	62	91	57	7	1	153	8
	4%	*3%*	6%a	6%a	*3%*	*5%*	4%a	*4%*	*3%*	*5%*	6%hmn	*3%*	*1%*	*4%*	*2%*
NET Black	**117**	32	42	17	9	13	74	22	43	37	26	4	4	80	8
	2%	*2%*	*2%*	*2%*	*2%*	8%abcdf	*2%*	4%abf	*2%*	*2%*	*3%*	*1%*	*4%*	*2%*	*2%*
NET Other	**20**	1	12	6	-	1	13	1	3	16	-	*	1	18	2
	*	*	1%a	1%a	-	1%a	*	*	*	1%hj	-	*	1%hj	*	*
NET EMG	**463**	120	203	78	31	24	323	55	150	184	104	11	8	334	18
	9%	*7%*	10%a	10%a	*9%*	15%af	*9%*	11%a	*8%*	9%kn	11%hkn	*4%*	*8%*	9%k	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	5161	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	2793	227	2519	48	878	1722	199	2714	48	17	5	2777	11
White - British	3186	284	2848	53	1011	1968	206	3111	48	14	4	3173	9
	62%	71%b	61%	63%	65%e	60%	63%	62%	54%	68%	36%	62%	40%
White - English	910	53	844	13	263	611	37	895	9	1	2	905	4
	18%	13%	18%	15%	17%	19%f	11%	18%	10%	4%	19%	18%	16%
White - Scottish	249	14	231	4	75	160	15	244	3	2	-	249	-
	5%	3%	5%	5%	5%	5%	4%	5%	4%	9%	-	5%	-
White - Welsh	106	6	97	2	32	68	6	101	3	1	-	105	1
	2%	2%	2%	2%	2%	2%	2%	2%	4%	3%	-	2%	3%
White - Irish	73	10	60	4	36	35	2	72	*	1	-	73	-
	1%	2%	1%	4%	2%e	1%	1%	1%	*	6%	-	1%	-
Any other white background (please specify)	130	3	126	1	22	103	6	125	4	-	1	129	-
	3%	1%	3%	2%	1%	3%d	2%	2%	4%	-	12%	3%	-
Mixed - White and Black Caribbean	32	1	30	-	7	23	1	30	-	1	-	32	-
	1%	*	1%	-	*	1%	*	1%	-	7%	-	1%	-
Mixed - White and Black African	14	-	14	-	6	7	2	10	4	-	-	14	-
	*	-	*	-	*	*	*	*	5%gk	-	-	*	-
Mixed - White and Asian	47	7	39	1	18	24	6	46	*	-	-	47	-
	1%	2%	1%	1%	1%	1%	2%	1%	1%	-	-	1%	-
Any other mixed background (please specify)	12	-	12	*	5	7	-	12	-	*	-	12	-
	*	-	*	*	*	*	-	*	-	*	-	*	-
Asian and British Asian - Indian	82	11	71	-	21	56	4	73	5	-	-	77	4
	2%	3%	2%	-	1%	2%	1%	1%	5%gk	-	-	2%	19%
Asian and British Asian - Pakistani	62	5	57	-	12	43	7	54	5	-	3	59	-
	1%	1%	1%	-	1%	1%	2%	1%	5%gk	-	32%	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Asian and British Asian - Bangladeshi	**28** *1%*	1 *	26 *1%*	1 *1%*	4 *	21 *1%*	3 *1%*	27 *1%*	1 *1%*	- -	- -	28 *1%*	- -
Any other Asian background (please specify)	**22** *	- -	20 *	1 *1%*	2 *	19 *1%*	* *	22 *	- -	- -	- -	22 *	- -
Black and Black British - Caribbean	**50** *1%*	2 *1%*	48 *1%*	- -	12 *1%*	36 *1%*	2 *1%*	48 *1%*	2 *2%*	- -	- -	50 *1%*	- -
Black and Black British - African	**64** *1%*	5 *1%*	58 *1%*	- -	20 *1%*	38 *1%*	5 *2%*	59 *1%*	2 *2%*	1 *3%*	- -	61 *1%*	3 *11%*
Any other Black background (please specify)	**3** *	- -	3 *	- -	- -	3 *	- -	3 *	- -	- -	- -	3 *	- -
Middle Eastern, including Arabic origin	**10** *	- -	10 *	- -	2 *	8 *	* *	8 *	2 **2%gk**	- -	- -	10 *	- -
Chinese	**28** *1%*	- -	28 *1%*	- -	1 *	25 **1%d**	2 *1%*	26 *1%*	2 *2%*	- -	- -	28 *1%*	- -
Any other background (please specify)	**10** *	- -	10 *	- -	1 *	6 *	3 **1%d**	10 *	- -	- -	- -	10 *	- -
I prefer not to answer	**44** *1%*	- -	39 *1%*	4 **5%ab**	5 *	20 *1%*	19 **6%de**	41 *1%*	- -	- -	- -	41 *1%*	2 *11%*
NET White	**4654** *90%*	370 *92%*	4207 *90%*	77 *91%*	1438 **92%ef**	2944 **90%f**	272 *83%*	4548 **91%h**	67 *75%*	19 *90%*	7 *68%*	4634 **90%h**	13 *59%*
NET Mixed	**105** *2%*	8 *2%*	96 *2%*	1 *1%*	36 *2%*	60 *2%*	9 *3%*	99 *2%*	5 *5%*	2 *7%*	- -	105 *2%*	- -
NET Asian	**222** *4%*	17 *4%*	202 *4%*	2 *3%*	40 *3%*	165 **5%d**	17 *5%*	202 *4%*	12 **14%gk**	- -	3 *32%*	214 *4%*	4 *19%*
NET Black	**117** *2%*	7 *2%*	109 *2%*	- -	33 *2%*	77 *2%*	7 *2%*	110 *2%*	4 *4%*	1 *3%*	- -	114 *2%*	3 *11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
NET Other	**20**	-	20	-	3	14	3	18	2	-	-	20	-
	*	-	*	-	*	*	*1%*	*	*2%*	-	-	*	-
NET EMG	**463**	33	428	3	112	315	36	429	22	2	3	453	7
	9%	*8%*	*9%*	*4%*	*7%*	**10%d**	*11%*	*9%*	**25%gk**	*10%*	*32%*	*9%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
White - British	3186	767	833	807	779	260	245	261	272	298	263	270	277	260	280	258	240
	62%	59%	65%a	63%	60%	60%	59%	59%	63%	65%	66%	63%	64%	61%	60%	63%	58%
White - English	910	246	224	202	238	85	74	86	94	64	66	58	69	75	94	75	70
	18%	19%	17%	16%	18%	20%	18%	20%	22%ik	14%	17%	14%	16%	18%	20%	18%	17%
White - Scottish	249	61	54	66	68	26	18	17	18	18	18	18	22	26	27	18	23
	5%	5%	4%	5%	5%	6%	4%	4%	4%	4%	4%	4%	5%	6%	6%	4%	6%
White - Welsh	106	30	29	24	22	11	13	7	7	14	9	8	6	9	6	6	10
	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%	1%	2%	1%	1%	2%
White - Irish	73	13	9	24	28	2	2	9	4	3	1	6	11	7	10	7	11
	1%	1%	1%	2%b	2%b	1%	*	2%	1%	1%	*	1%	3%	2%	2%	2%	3%j
Any other white background (please specify)	130	33	23	49	25	13	2	18	4	12	8	17	18	14	8	9	8
	3%	3%	2%	4%bd	2%	3%	1%	4%fh	1%	3%	2%	4%fh	4%fh	3%f	2%	2%	2%
Mixed - White and Black Caribbean	32	17	6	7	2	3	7	7	3	1	2	1	3	3	-	2	-
	1%	1%d	*	1%	*	1%	2%n	2%	1%	*	1%	*	1%	1%	-	*	-
Mixed - White and Black African	14	-	6	*	8	-	-	-	2	1	4	-	-	*	2	2	4
	*	-	*	*	1%ac	-	-	-	*	*	1%	-	-	*	*	1%	1%
Mixed - White and Asian	47	10	9	8	20	*	8	2	3	5	*	5	-	3	13	4	3
	1%	1%	1%	1%	2%	*	2%ejl	*	1%	1%	*	1%	-	1%	3%egjl	1%	1%
Any other mixed background (please specify)	12	6	2	-	4	-	2	4	*	2	-	-	-	-	3	-	1
	*	*	*	-	*	-	*	1%	*	*	-	-	-	-	1%	-	*
Asian and British Asian - Indian	82	12	18	25	26	8	4	*	*	13	5	14	7	4	6	8	12
	2%	1%	1%	2%	2%	2%	1%	*	*	3%gh	1%	3%gh	2%	1%	1%	2%gh	3%gh
Asian and British Asian - Pakistani	62	22	15	16	10	1	14	6	1	7	7	11	1	3	3	1	7
	1%	2%	1%	1%	1%	*	3%ehlno	1%	*	1%	2%	3%ehlo	*	1%	1%	*	2%
Asian and British Asian - Bangladeshi	28	10	4	9	5	3	4	2	2	2	-	-	3	6	1	2	2
	1%	1%	*	1%	*	1%	1%	*	1%	*	-	-	1%	1%	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Any other Asian background (please specify)	**22**	12	2	2	5	3	4	4	2	-	*	-	2	*	*	3	2
	*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	-	*	-	*	*	*	*1%*	*
Black and Black British - Caribbean	**50**	17	15	13	6	8	2	8	6	5	4	8	3	2	3	2	1
	1%	*1%*	*1%*	*1%*	*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*	*
Black and Black British - African	**64**	13	19	13	18	4	5	4	5	6	8	7	1	5	4	3	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*1%*	*1%*	*2%*
Any other Black background (please specify)	**3**	3	-	-	*	-	3	-	-	-	-	-	-	-	-	*	-
	*	*	-	-	*	-	*1%*	-	-	-	-	-	-	-	-	*	-
Middle Eastern, including Arabic origin	**10**	2	*	3	4	-	2	-	-	-	*	3	-	-	-	2	2
	*	*	*	*	*	-	*1%*	-	-	-	*	*1%*	-	-	-	*	*1%*
Chinese	**28**	5	12	9	2	2	2	2	6	4	2	2	-	7	1	*	1
	1%	*	**1%d**	*1%*	*	*	*	*	*1%*	*1%*	*	*	-	*2%*	*	*	*
Any other background (please specify)	**10**	-	*	3	7	-	-	-	*	-	-	3	-	-	*	4	2
	*	-	*	*	*1%*	-	-	-	*	-	-	*1%*	-	-	*	*1%*	*1%*
I prefer not to answer	**44**	14	8	8	13	4	3	7	*	6	2	*	7	1	3	4	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*	*	*2%*	*	*1%*	*1%*	*2%*
NET White	**4654**	1149	1172	1172	1160	397	354	399	399	408	365	377	404	391	424	374	362
	90%	*89%*	*91%*	*91%*	*90%*	**92%f**	*85%*	*90%*	**93%fp**	*89%*	**92%f**	*87%*	**94%fkp**	**92%f**	**92%f**	*91%*	*87%*
NET Mixed	**105**	32	23	16	34	3	17	12	8	9	6	7	3	7	18	8	9
	2%	*2%*	*2%*	*1%*	*3%*	*1%*	**4%el**	*3%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	**4%el**	*2%*	*2%*
NET Asian	**222**	60	52	61	49	17	28	14	11	26	14	27	13	21	11	14	24
	4%	*5%*	*4%*	*5%*	*4%*	*4%*	**7%hn**	*3%*	*3%*	*6%*	*4%*	**6%n**	*3%*	*5%*	*2%*	*3%*	*6%*
NET Black	**117**	33	34	26	24	12	10	12	11	12	11	15	5	7	7	6	11
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*2%*	*2%*	*1%*	*3%*
NET Other	**20**	2	1	7	11	-	2	-	*	-	*	7	-	-	*	6	4
	*	*	*	*1%*	**1%b**	-	*1%*	-	*	-	*	*2%*	-	-	*	**2%l**	*1%*
NET EMG	**463**	127	110	109	117	32	57	38	31	47	32	54	21	34	36	34	47
	9%	*10%*	*9%*	*8%*	*9%*	*7%*	**14%ehjln**	*8%*	*7%*	**10%l**	*8%*	**13%l**	*5%*	*8%*	*8%*	*8%*	**11%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Under £11,500 per year	**684**	-	684	265	413	99	70	105	108	147	82	74	169	213	303	156	604	73	633
	13%	-	*13%*	*11%*	**16%c**	**14%g**	*11%*	*10%*	**14%g**	**16%fg**	*13%*	*14%*	*13%*	*12%*	**15%m**	*13%*	*13%*	*16%*	*12%*
£11,500 - £17,499 per year	**651**	-	651	273	378	99	53	98	68	121	91	120	152	166	333	212	592	55	648
	13%	-	*13%*	*11%*	**14%c**	**14%fgh**	*9%*	*9%*	*9%*	**13%fgh**	**14%fgh**	**23%efghijl**	*12%*	*9%*	**16%lm**	**18%lm**	*13%*	*12%*	*13%*
£17,500 - £29,999 per year	**1299**	-	1299	611	685	149	162	256	174	216	176	167	311	430	558	343	1171	122	1296
	25%	-	*25%*	*24%*	*26%*	*22%*	*27%*	*24%*	*23%*	*24%*	*28%*	**32%eghl**	*24%*	*24%*	*27%*	**30%lm**	*25%*	*26%*	*25%*
£30,000 - £49,999 per year	**1256**	-	1256	632	621	156	180	251	199	215	166	89	336	450	470	255	1159	94	1313
	24%	-	*24%*	*25%*	*24%*	*23%*	**30%egk**	**24%k**	**27%k**	**24%k**	**26%k**	*17%*	*26%*	*25%*	*23%*	*22%*	*25%*	*20%*	*25%*
£50,000+ per year	**919**	-	919	602	316	112	109	310	159	131	74	24	221	469	229	98	833	83	896
	18%	-	*18%*	**24%d**	*12%*	**16%k**	**18%jk**	**29%efhijk**	**21%ijk**	**15%k**	**12%k**	*5%*	**17%no**	**26%lno**	*11%*	*8%*	*18%*	*18%*	*17%*
I don't know/ I prefer not to answer	**351**	-	351	133	213	73	34	40	39	67	45	52	108	79	165	97	295	36	375
	7%	-	*7%*	*5%*	**8%c**	**11%fgh**	*6%*	*4%*	*5%*	**7%g**	**7%g**	**10%gh**	**8%m**	*4%*	**8%m**	**8%m**	*6%*	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Under £11,500 per year	**684**	24	136	99	426	160	525	241	432	684	-	-	-	-	-	684	-
	13%	*2%*	**9%a**	**8%a**	**31%abc**	*6%*	**20%e**	*8%*	**22%g**	**100%jklmn**	-	-	-	-	-	**99%p**	-
£11,500 - £17,499 per year	**651**	58	191	127	274	250	401	285	357	-	651	-	-	-	651	-	651
	13%	*6%*	**12%a**	**11%a**	**20%abc**	*10%*	**16%e**	*9%*	**18%g**	-	**100%jklmn**	-	-	-	**20%jklm**	-	**16%o**
£17,500 - £29,999 per year	**1299**	131	469	332	367	600	699	732	546	-	-	1299	-	-	1299	-	1299
	25%	*13%*	**29%a**	**28%a**	**26%a**	*23%*	**27%e**	*24%*	**27%g**	-	-	**100%ijlmn**	-	-	**41%ijlm**	-	**31%o**
£30,000 - £49,999 per year	**1256**	229	466	380	180	695	561	877	368	-	-	-	1256	-	1256	-	1256
	24%	**23%d**	**29%ad**	**32%ad**	*13%*	**27%f**	*22%*	**29%h**	*18%*	-	-	-	**100%ijkmn**	-	**39%ijkm**	-	**30%o**
£50,000+ per year	**919**	500	218	155	46	718	201	788	127	-	-	-	-	919	-	-	919
	18%	**50%bcd**	**14%d**	**13%d**	*3%*	**28%f**	*8%*	**26%h**	*6%*	-	-	-	-	**100%ijkln**	-	-	**22%o**
I don't know/ I prefer not to answer	**351**	49	118	90	95	167	184	148	177	-	-	-	-	-	-	6	63
	7%	*5%*	*7%*	*8%*	*7%*	*6%*	*7%*	*5%*	**9%g**	-	-	-	-	-	-	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Under £11,500 per year	684	598	86	18	605	40	27	13	27	86	76	59	61	61	71	90	73	8	32
	13%	13%c	*12%*	*8%*	14%eg	*9%*	*11%*	*9%*	*13%*	15%r	18%nr	16%r	*13%*	*13%*	*10%*	*13%*	16%nr	*13%*	*9%*
£11,500 - £17,499 per year	651	541	110	31	570	37	32	11	31	73	75	59	69	75	42	81	65	5	32
	13%	*12%*	*15%*	*13%*	13%eg	*9%*	13%eg	*8%*	15%nr	13%n	18%nor	16%nr	15%nr	16%nr	*6%*	11%n	15%nr	*8%*	*9%*
£17,500 - £29,999 per year	1299	1112	187	85	1104	102	59	34	55	165	95	100	147	128	114	190	109	10	93
	25%	*25%*	*26%*	36%ab	*25%*	*24%*	*24%*	*24%*	26%n	29%nq	*22%*	27%nq	32%jnqr	27%nq	*17%*	27%nq	25%n	*15%*	25%n
£30,000 - £49,999 per year	1256	1080	176	45	1025	126	65	40	56	115	119	76	106	120	159	174	101	23	103
	24%	*24%*	*24%*	*19%*	*24%*	29%d	*26%*	*28%*	*27%*	*20%*	28%ik	*20%*	*23%*	*25%*	*23%*	*25%*	*23%*	37%iklmnop	28%ik
£50,000+ per year	919	818	101	39	748	90	46	35	34	95	33	48	46	54	231	144	63	11	79
	18%	18%b	*14%*	*17%*	*17%*	*21%*	*19%*	24%df	16%jl	17%jl	*8%*	*13%*	*10%*	*11%*	34%hijklmopqr	20%jklm	14%j	18%j	21%klmp
I don't know/ I prefer not to answer	351	287	64	19	285	37	18	11	6	32	26	33	25	41	61	28	32	5	32
	7%	*6%*	*9%*	*8%*	*7%*	*9%*	*7%*	*8%*	*3%*	*6%*	*6%*	9%ho	*6%*	9%ho	9%ho	*4%*	*7%*	9%h	9%ho

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Under £11,500 per year	684	243	223	137	40	24	466	64	253	226	135	31	19	480	50
	13%	*13%*	*11%*	**17%abdf**	*11%*	*15%*	*12%*	*12%*	*14%*	*12%*	*15%*	*11%*	*19%*	*13%*	*14%*
£11,500 - £17,499 per year	651	224	251	106	52	16	475	68	216	259	125	37	8	475	45
	13%	*12%*	*13%*	*14%*	*15%*	*10%*	*13%*	*13%*	*12%*	*13%*	*14%*	*14%*	*8%*	*13%*	*12%*
£17,500 - £29,999 per year	1299	424	498	234	96	35	922	130	429	495	238	78	37	924	115
	25%	*23%*	*25%*	**30%af**	*27%*	*21%*	*24%*	*25%*	*23%*	*25%*	*26%*	*29%*	**36%hm**	*24%*	**31%hm**
£30,000 - £49,999 per year	1256	433	511	168	90	45	944	136	429	528	201	75	18	957	93
	24%	*23%*	*26%*	*22%*	*25%*	*28%*	*25%*	*26%*	*23%*	**27%i**	*22%*	*28%*	*18%*	*25%*	*25%*
£50,000+ per year	919	410	328	90	57	32	738	89	405	325	143	31	10	730	40
	18%	**22%bc**	**17%c**	*12%*	*16%*	**19%c**	**19%c**	**17%c**	**22%ijkln**	**17%n**	*16%*	*12%*	*9%*	**19%kln**	*11%*
I don't know/ I prefer not to answer	351	110	144	47	21	11	254	31	113	125	67	16	11	238	26
	7%	*6%*	*7%*	*6%*	*6%*	*7%*	*7%*	*6%*	*6%*	*6%*	*7%*	*6%*	*10%*	*6%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Under £11,500 per year	**684**	52	618	14	303	327	55	657	9	4	8	670	7
	13%	*13%*	*13%*	*17%*	**19%e**	*10%*	**17%e**	*13%*	*11%*	*18%*	*77%*	*13%*	*30%*
£11,500 - £17,499 per year	**651**	78	566	6	240	362	49	638	8	4	1	650	-
	13%	**20%bc**	*12%*	*7%*	**15%e**	*11%*	*15%*	*13%*	*9%*	*17%*	*10%*	*13%*	-
£17,500 - £29,999 per year	**1299**	77	1205	17	418	811	71	1253	33	7	1	1294	4
	25%	*19%*	**26%a**	*20%*	*27%*	*25%*	*22%*	*25%*	*37%*	*34%*	*12%*	*25%*	*19%*
£30,000 - £49,999 per year	**1256**	65	1169	22	263	943	50	1225	20	5	*	1250	6
	24%	*16%*	**25%a**	*25%*	*17%*	**29%df**	*15%*	*24%*	*22%*	*25%*	*1%*	*24%*	*27%*
£50,000+ per year	**919**	113	794	12	247	624	49	899	17	1	-	918	2
	18%	**28%b**	*17%*	*15%*	*16%*	**19%d**	*15%*	*18%*	*19%*	*6%*	-	*18%*	*8%*
I don't know/ I prefer not to answer	**351**	16	321	13	86	212	53	346	2	-	-	347	4
	7%	*4%*	*7%*	**16%ab**	*6%*	*6%*	**16%de**	*7%*	*2%*	-	-	*7%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Under £11,500 per year	**684**	166	157	189	172	43	66	57	61	47	49	72	56	61	56	47	68
	13%	*13%*	*12%*	*15%*	*13%*	*10%*	*16%*	*13%*	*14%*	*10%*	*12%*	**17%ei**	*13%*	*14%*	*12%*	*11%*	**16%ei**
£11,500 - £17,499 per year	**651**	166	153	154	178	56	60	51	45	60	48	54	51	48	67	48	63
	13%	*13%*	*12%*	*12%*	*14%*	*13%*	*14%*	*11%*	*10%*	*13%*	*12%*	*13%*	*12%*	*11%*	*15%*	*12%*	*15%*
£17,500 - £29,999 per year	**1299**	332	318	321	328	133	99	100	107	119	91	104	103	114	102	112	115
	25%	*26%*	*25%*	*25%*	*25%*	**31%n**	*24%*	*23%*	*25%*	*26%*	*23%*	*24%*	*24%*	*27%*	*22%*	*27%*	*28%*
£30,000 - £49,999 per year	**1256**	301	306	344	305	101	87	113	95	117	94	114	123	106	112	93	100
	24%	*23%*	*24%*	*27%*	*24%*	*23%*	*21%*	*26%*	*22%*	*25%*	*23%*	*26%*	*29%*	*25%*	*24%*	*23%*	*24%*
£50,000+ per year	**919**	226	281	190	222	65	76	85	107	89	85	64	59	67	104	74	44
	18%	*18%*	**22%acd**	*15%*	*17%*	*15%*	**18%p**	**19%p**	**25%eklmp**	**19%p**	**21%lp**	*15%*	*14%*	*16%*	**22%eklp**	**18%p**	*11%*
I don't know/ I prefer not to answer	**351**	98	75	93	86	34	27	37	15	27	32	24	38	31	23	38	25
	7%	*8%*	*6%*	*7%*	*7%*	**8%h**	*6%*	**8%h**	*4%*	*6%*	**8%h**	*5%*	**9%h**	*7%*	*5%*	**9%h**	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	375	-	375	130	240	77	36	48	38	72	60	44	113	86	176	104	334	23	375
Weighted Base	351	-**	351	133*	213	73*	34**	40**	39**	67*	45**	52**	108*	79*	165*	97*	295	36**	375
Effective Base	205	-	205	74	128	41	24	28	20	39	27	29	64	47	94	55	181	18	375
Under £11,500	6	-	6	2	3	-	-	-	*	-	3	2	-	*	5	5	6	-	5
	2%	-	*2%*	*2%*	*2%*	-	-	-	*1%*	-	*7%*	*5%*	-	*	*3%*	*6%*	*2%*	-	*1%*
Over £11,500	63	-	63	20	41	17	5	7	6	9	12	8	22	13	28	19	53	8	76
	18%	-	*18%*	*15%*	*19%*	*23%*	*16%*	*18%*	*15%*	*13%*	*26%*	*15%*	*20%*	*16%*	*17%*	*20%*	*18%*	*23%*	*20%*
I don't know	36	-	36	13	21	15	3	4	2	6	2	4	19	6	12	6	31	5	43
	10%	-	*10%*	*10%*	*10%*	*21%*	*9%*	*9%*	*5%*	*9%*	*4%*	*9%*	*17%*	*7%*	*7%*	*6%*	*11%*	*13%*	*11%*
I prefer not to answer	247	-	247	97	147	41	26	29	31	53	29	37	67	61	119	66	204	23	251
	70%	-	*70%*	*73%*	*69%*	*56%*	*75%*	*73%*	*80%*	*79%e*	*64%*	*72%*	*62%*	*77%*	*72%*	*68%*	*69%*	*64%*	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**375**	99	109	88	79	208	167	139	205	-	-	-	-	-	-	5	76
Weighted Base	**351**	49*	118*	90*	95*	167*	184	148*	177	-**	-**	-**	-**	-**	-**	6**	63*
Effective Base	**205**	37	65	56	50	100	106	76	114	-	-	-	-	-	-	3	39
Under £11,500	**6**	-	-	2	3	-	6	*	5	-	-	-	-	-	-	6	-
	2%	-	-	*3%*	*3%*	-	*3%*	*	*3%*	-	-	-	-	-	-	*100%*	-
Over £11,500	**63**	15	30	12	5	45	18	31	29	-	-	-	-	-	-	-	63
	18%	**31%cd**	**26%d**	*14%*	*5%*	**27%f**	*10%*	*21%*	*16%*	-	-	-	-	-	-	-	*100%*
I don't know	**36**	3	13	6	14	16	20	12	24	-	-	-	-	-	-	-	-
	10%	*5%*	*11%*	*7%*	*15%*	*10%*	*11%*	*8%*	*14%*	-	-	-	-	-	-	-	-
I prefer not to answer	**247**	31	74	69	72	106	141	104	118	-	-	-	-	-	-	-	-
	70%	*64%*	*63%*	*77%*	*76%*	*63%*	**77%e**	*70%*	*67%*	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**375**	234	141	62	175	96	66	38	8	17	19	25	17	26	28	15	20	13	83
Weighted Base	**351**	287	64*	19**	285	37*	18**	11**	6**	32**	26**	33**	25**	41**	61**	28**	32**	5**	32*
Effective Base	**205**	164	42	19	149	40	29	16	7	16	17	21	14	23	25	13	18	7	34
Under £11,500	**6**	4	2	2	5	1	*	-	-	-	-	1	-	3	-	-	1	-	1
	2%	*1%*	*3%*	*11%*	*2%*	*2%*	*1%*	-	-	-	-	*2%*	-	*7%*	-	-	*3%*	-	*2%*
Over £11,500	**63**	52	11	1	49	4	5	4	2	4	6	3	6	4	17	5	2	*	4
	18%	*18%*	*17%*	*8%*	*17%*	*12%*	*27%*	*40%*	*25%*	*13%*	*24%*	*8%*	*25%*	*10%*	*28%*	*18%*	*8%*	*9%*	*12%*
I don't know	**36**	31	5	1	28	4	3	1	1	4	7	1	2	2	2	5	4	-	4
	10%	*11%*	*8%*	*6%*	*10%*	*11%*	*16%*	*11%*	*15%*	*14%*	*27%*	*4%*	*7%*	*4%*	*4%*	*16%*	*12%*	-	*12%*
I prefer not to answer	**247**	201	46	14	203	28	10	5	4	23	13	28	17	33	42	19	25	5	23
	70%	*70%*	*72%*	*76%*	*71%*	*76%*	*56%*	*49%*	*60%*	*73%*	*49%*	*85%*	*68%*	*79%*	*68%*	*66%*	*78%*	*91%*	*74%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**375**	127	144	53	22	11	271	33	122	141	68	17	11	263	28
Weighted Base	**351**	110*	144*	47**	21**	11**	254	31**	113*	125*	67*	16**	11**	238	26**
Effective Base	**205**	63	80	30	15	7	143	22	66	71	40	12	7	137	19
Under £11,500	**6**	*	5	1	-	-	5	-	-	2	-	1	-	2	1
	2%	*	*3%*	*1%*	-	-	*2%*	-	-	*2%*	-	*4%*	-	*1%*	*2%*
Over £11,500	**63**	23	26	5	8	1	49	8	17	24	15	3	2	41	6
	18%	*21%*	*18%*	*11%*	*38%*	*5%*	*19%*	*27%*	*15%*	*19%*	*23%*	*20%*	*23%*	*17%*	*21%*
I don't know	**36**	7	16	6	5	1	23	6	11	14	4	5	1	25	6
	10%	*6%*	*11%*	*12%*	*24%*	*12%*	*9%*	*20%*	*10%*	*11%*	*6%*	*29%*	*12%*	*10%*	*22%*
I prefer not to answer	**247**	80	98	35	8	9	178	17	85	86	48	7	7	170	14
	70%	*73%*	*68%*	*76%*	*38%*	*83%*	*70%*	*53%*	*75%*	*68%*	*71%*	*47%*	*65%*	*72%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**375**	16	345	14	98	224	53	369	1	-	-	370	5
Weighted Base	**351**	16**	321	13**	86*	212	53*	346	2**	-**	-**	347	4**
Effective Base	**205**	10	186	10	54	119	33	202	1	-	-	203	2
Under £11,500	**6**	1	5	-	2	4	-	6	-	-	-	6	-
	2%	*4%*	*2%*	-	*2%*	*2%*	-	*2%*	-	-	-	*2%*	-
Over £11,500	**63**	2	60	*	13	46	4	63	-	-	-	63	-
	18%	*14%*	*19%*	*3%*	*15%*	*22%*	*8%*	*18%*	-	-	-	*18%*	-
I don't know	**36**	1	32	3	11	22	3	36	-	-	-	36	-
	10%	*7%*	*10%*	*21%*	*13%*	*10%*	*6%*	*10%*	-	-	-	*10%*	-
I prefer not to answer	**247**	12	224	10	60	140	46	241	2	-	-	243	4
	70%	*76%*	*70%*	*75%*	*71%*	*66%*	**87%e**	*70%*	*100%*	-	-	*70%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**375**	105	85	96	89	37	35	33	22	29	34	30	33	33	22	41	26
Weighted Base	**351**	98*	75*	93*	86*	34**	27**	37**	15**	27**	32**	24**	38**	31**	23**	38**	25**
Effective Base	**205**	54	44	53	54	21	19	17	9	14	22	13	20	21	14	24	16
Under £11,500	**6**	1	-	4	1	-	1	-	-	-	-	4	-	-	*	1	-
	2%	*1%*	-	*4%*	*1%*	-	*3%*	-	-	-	-	*16%*	-	-	*1%*	*3%*	-
Over £11,500	**63**	14	9	21	18	7	3	4	1	5	4	2	13	6	6	5	6
	18%	*14%*	*13%*	*23%*	*21%*	*19%*	*11%*	*12%*	*5%*	*18%*	*12%*	*10%*	*34%*	*20%*	*27%*	*15%*	*25%*
I don't know	**36**	10	10	9	7	2	5	3	3	1	6	4	4	1	*	1	5
	10%	*10%*	*14%*	*10%*	*8%*	*5%*	*20%*	*8%*	*21%*	*2%*	*20%*	*18%*	*10%*	*3%*	*1%*	*4%*	*20%*
I prefer not to answer	**247**	73	55	59	60	26	18	30	11	22	22	13	22	24	16	30	14
	70%	*75%*	*74%*	*63%*	*70%*	*76%*	*66%*	*80%*	*74%*	*80%*	*68%*	*56%*	*57%*	*77%*	*71%*	*79%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Under £11,500 per year	**690**	-	690	267	416	99	70	105	108	147	85	77	169	213	308	161	609	73	638
	13%	-	*13%*	*11%*	**16%c**	**14%g**	*11%*	*10%*	**14%g**	**16%fg**	*13%*	**15%g**	*13%*	*12%*	**15%m**	*14%*	*13%*	*16%*	*12%*
Over £11,500 per year	**4188**	-	4188	2138	2041	533	510	922	605	692	519	408	1043	1527	1618	927	3809	362	4229
	81%	-	*81%*	**85%d**	*78%*	*77%*	**84%ei**	**87%ehijk**	*81%*	*77%*	*82%*	*78%*	*80%*	**85%lno**	*79%*	*80%*	*82%*	*78%*	*82%*
I don't know	**36**	-	36	13	21	15	3	4	2	6	2	4	19	6	12	6	31	5	43
	1%	-	*1%*	*1%*	*1%*	**2%ghij**	*1%*	*	*	*1%*	*	*1%*	**1%m**	*	*1%*	*1%*	*1%*	*1%*	*1%*
I prefer not to answer	**247**	-	247	97	147	41	26	29	31	53	29	37	67	61	119	66	204	23	251
	5%	-	*5%*	*4%*	**6%c**	**6%g**	*4%*	*3%*	*4%*	**6%g**	*5%*	**7%g**	*5%*	*3%*	**6%m**	**6%m**	*4%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Under £11,500 per year	**690**	24	136	101	429	160	530	241	437	684	-	-	-	-	-	690	-
	13%	*2%*	**9%a**	**9%a**	**31%abc**	*6%*	**21%e**	*8%*	**22%g**	**100%klmn**	-	-	-	-	-	**100%p**	-
Over £11,500 per year	**4188**	934	1375	1007	872	2309	1879	2713	1428	-	651	1299	1256	919	3206	-	4188
	81%	**94%bcd**	**86%d**	**85%d**	*63%*	**89%f**	*73%*	**88%h**	*71%*	-	**100%i**	**100%i**	**100%i**	**100%i**	**100%i**	-	**100%o**
I don't know	**36**	3	13	6	14	16	20	12	24	-	-	-	-	-	-	-	-
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*	**1%g**	-	-	-	-	-	-	-	-
I prefer not to answer	**247**	31	74	69	72	106	141	104	118	-	-	-	-	-	-	-	-
	5%	*3%*	*5%*	**6%a**	*5%*	*4%*	*5%*	*3%*	**6%g**	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Under £11,500 per year	**690**	602	88	20	609	40	28	13	27	86	76	60	61	65	71	90	74	8	32
	13%	*14%*	*12%*	*9%*	**14%eg**	*9%*	*11%*	*9%*	*13%*	**15%r**	**18%nr**	**16%r**	*13%*	*13%*	*10%*	*13%*	**17%nr**	*13%*	*9%*
Over £11,500 per year	**4188**	3603	585	201	3497	361	207	124	177	451	329	286	375	381	563	595	341	50	311
	81%	*81%*	*81%*	*85%*	*81%*	*83%*	*84%*	**87%d**	**85%jkp**	*80%*	*77%*	*76%*	*82%*	*79%*	*83%*	**84%kp**	*77%*	*79%*	**84%jkp**
I don't know	**36**	31	5	1	28	4	3	1	1	4	7	1	2	2	2	5	4	-	4
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*	*	*	*1%*	*1%*	-	*1%*
I prefer not to answer	**247**	201	46	14	203	28	10	5	4	23	13	28	17	33	42	19	25	5	23
	5%	*5%*	*6%*	*6%*	*5%*	*7%*	*4%*	*4%*	*2%*	*4%*	*3%*	**8%hjo**	*4%*	**7%ho**	**6%h**	*3%*	**6%h**	**8%hjo**	**6%hjo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Under £11,500 per year	**690**	243	228	137	40	24	471	64	253	228	135	31	19	482	51
	13%	*13%*	*12%*	**18%abdf**	*11%*	*15%*	*12%*	*12%*	*14%*	*12%*	*15%*	*12%*	*19%*	*13%*	*14%*
Over £11,500 per year	**4188**	1514	1614	604	303	129	3128	432	1495	1631	723	223	75	3126	298
	81%	**82%c**	**83%c**	*77%*	**85%c**	*79%*	**82%c**	*83%*	*81%*	**83%f**	*79%*	*84%*	*73%*	*82%*	*81%*
I don't know	**36**	7	16	6	5	1	23	6	11	14	4	5	1	25	6
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*2%*
I prefer not to answer	**247**	80	98	35	8	9	178	17	85	86	48	7	7	170	14
	5%	*4%*	*5%*	*5%*	*2%*	*5%*	*5%*	*3%*	*5%*	*4%*	*5%*	*3%*	*7%*	*4%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Under £11,500 per year	**690**	53	623	14	305	331	55	662	9	4	8	676	7
	13%	*13%*	*13%*	*17%*	**20%e**	*10%*	**17%e**	*13%*	*11%*	*18%*	*77%*	*13%*	*30%*
Over £11,500 per year	**4188**	336	3794	58	1179	2786	223	4078	78	17	2	4174	12
	81%	**84%c**	**81%c**	*68%*	**76%f**	**85%df**	*68%*	*81%*	*88%*	*82%*	*23%*	*81%*	*53%*
I don't know	**36**	1	32	3	11	22	3	36	-	-	-	36	-
	1%	*	*1%*	**3%ab**	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
I prefer not to answer	**247**	12	224	10	60	140	46	241	2	-	-	243	4
	5%	*3%*	*5%*	**12%ab**	*4%*	*4%*	**14%de**	*5%*	*2%*	-	-	*5%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Under £11,500 per year	**690**	167	157	193	173	43	67	57	61	47	49	76	56	61	57	48	68
	13%	*13%*	*12%*	*15%*	*13%*	*10%*	*16%*	*13%*	*14%*	*10%*	*12%*	**18%ei**	*13%*	*14%*	*12%*	*12%*	**16%ei**
Over £11,500 per year	**4188**	1040	1067	1030	1051	362	325	353	355	391	322	339	350	341	391	332	328
	81%	*81%*	*83%*	*80%*	*81%*	*84%*	*78%*	*80%*	*82%*	*85%*	*81%*	*78%*	*81%*	*80%*	*84%*	*81%*	*79%*
I don't know	**36**	10	10	9	7	2	5	3	3	1	6	4	4	1	*	1	5
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	**2%n**	*1%*	*1%*	*	*	*	*1%*
I prefer not to answer	**247**	73	55	59	60	26	18	30	11	22	22	13	22	24	16	30	14
	5%	*6%*	*4%*	*5%*	*5%*	*6%*	*4%*	**7%h**	*3%*	*5%*	*6%*	*3%*	*5%*	*6%*	*3%*	**7%hk**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Strongly agree (7)	798	-	798	449	349	110	104	201	86	102	99	96	214	287	297	195	716	78	769
	15%	-	15%	18%d	13%	16%i	17%hi	19%hi	11%	11%	16%	18%hi	17%	16%	14%	17%	15%	17%	15%
Agree (6)	1774	-	1774	859	912	208	203	318	226	301	275	244	411	544	819	519	1610	161	1796
	34%	-	34%	34%	35%	30%	33%	30%	30%	34%	43%efghi	46%efghi	32%	30%	40%lm	45%lmn	35%	35%	35%
Slightly agree (5)	1053	-	1053	482	568	149	127	234	146	186	114	98	276	379	398	212	939	102	1063
	20%	-	20%	19%	22%	22%	21%	22%	20%	21%	18%	19%	21%	21%	19%	18%	20%	22%	21%
Neither agree nor disagree (4)	712	-	712	342	364	118	58	142	130	134	88	42	176	272	264	129	637	55	696
	14%	-	14%	14%	14%	17%fk	10%	13%k	17%fk	15%fk	14%k	8%	14%	15%o	13%	11%	14%	12%	13%
Slightly disagree (3)	458	-	458	190	267	50	63	100	89	85	38	32	113	189	155	71	422	35	459
	9%	-	9%	8%	10%c	7%	10%j	9%	12%ejk	9%	6%	6%	9%	10%no	8%	6%	9%	7%	9%
Disagree (2)	209	-	209	117	86	35	32	42	41	41	10	9	67	82	60	19	182	22	216
	4%	-	4%	5%	3%	5%jk	5%jk	4%	5%jk	5%jk	2%	2%	5%no	5%no	3%	2%	4%	5%	4%
Strongly disagree (1)	158	-	158	77	80	19	22	24	29	49	11	5	41	53	65	16	148	10	162
	3%	-	3%	3%	3%	3%	4%k	2%	4%k	5%gjk	2%	1%	3%o	3%o	3%o	1%	3%	2%	3%
NET Agree	3624	-	3624	1790	1828	467	434	753	457	589	487	438	901	1210	1514	925	3265	342	3628
	70%	-	70%	71%	70%	68%	71%h	71%h	61%	66%	77%ehi	83%efghij	69%	67%	74%m	80%lmn	70%	74%	70%
NET Disagree	825	-	825	384	433	104	117	165	159	174	60	46	221	324	280	106	752	67	837
	16%	-	16%	15%	16%	15%jk	19%jk	16%jk	21%egjk	19%jk	9%	9%	17%no	18%no	14%o	9%	16%	14%	16%
Mean	5.09	-	5.09	5.15	5.05	5.04h	5.07h	5.15hi	4.80	4.87	5.37efghi	5.54efghi	5.06	5.01	5.19m	5.44lmn	5.09	5.19	5.08
Std Dev.	1.52	-	1.52	1.54	1.48	1.52	1.60	1.50	1.58	1.61	1.31	1.24	1.56	1.54	1.46	1.28	1.52	1.48	1.52
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.07	0.05	0.06	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Strongly agree	(7)	798	297	192	199	110	489	309	532	259	50	59	142	201	294	403	50	707
		15%	**30%bcd**	**12%d**	**17%bd**	*8%*	**19%f**	*12%*	**17%h**	*13%*	*7%*	*9%*	*11%*	**16%ijkn**	**32%ijkln**	**13%l**	*7%*	**17%o**
Agree	(6)	1774	387	604	425	359	991	783	1038	708	151	201	469	501	348	1170	151	1535
		34%	**39%d**	**38%d**	**36%d**	*26%*	**38%f**	*30%*	*34%*	*35%*	*22%*	**31%l**	**36%l**	**40%ij**	**38%ij**	**37%ij**	*22%*	**37%o**
Slightly agree	(5)	1053	150	368	233	302	517	535	653	389	139	134	265	312	132	711	143	860
		20%	*15%*	**23%a**	**20%a**	**22%a**	*20%*	*21%*	*21%*	*19%*	**20%m**	**21%m**	**20%m**	**25%klm**	*14%*	**22%m**	*21%*	*21%*
Neither agree nor disagree	(4)	712	74	211	164	263	285	427	404	281	127	98	205	140	82	443	127	530
		14%	*7%*	**13%a**	**14%a**	**19%abc**	*11%*	**17%e**	*13%*	*14%*	**19%lmn**	**15%m**	**16%lm**	*11%*	*9%*	**14%m**	**18%p**	*13%*
Slightly disagree	(3)	458	51	143	94	170	194	264	270	183	110	86	129	66	34	280	111	323
		9%	*5%*	**9%a**	*8%*	**12%abc**	*7%*	**10%e**	*9%*	*9%*	**16%klmn**	**13%lmn**	**10%lm**	*5%*	*4%*	**9%lm**	**16%p**	*8%*
Disagree	(2)	209	21	51	45	93	71	138	109	98	50	47	50	32	11	129	50	146
		4%	*2%*	*3%*	*4%*	**7%abc**	*3%*	**5%e**	*4%*	*5%*	**7%klmn**	**7%klmn**	**4%m**	*3%*	*1%*	**4%m**	**7%p**	*3%*
Strongly disagree	(1)	158	13	30	24	91	43	115	66	90	58	25	40	4	18	69	58	87
		3%	*1%*	*2%*	*2%*	**7%abc**	*2%*	**4%e**	*2%*	**4%g**	**9%jklmn**	**4%l**	**3%l**	*	**2%l**	**2%l**	**8%p**	*2%*
NET Agree		3624	833	1164	856	771	1997	1627	2222	1356	340	394	876	1014	774	2284	344	3102
		70%	**84%bcd**	**73%d**	**72%d**	*56%*	**77%f**	*63%*	**72%h**	*68%*	*50%*	**61%l**	**67%lj**	**81%ijkn**	**84%ijkn**	**71%lj**	*50%*	**74%o**
NET Disagree		825	85	224	163	353	308	517	445	371	218	158	218	102	63	479	219	556
		16%	*9%*	**14%a**	**14%a**	**25%abc**	*12%*	**20%e**	*14%*	**18%g**	**32%jklmn**	**24%klmn**	**17%lm**	*8%*	*7%*	**15%lm**	**32%p**	*13%*
Mean		5.09	**5.70bcd**	**5.14d**	**5.20d**	4.52	**5.35f**	4.83	**5.18h**	4.96	4.30	**4.70i**	**4.99ij**	**5.41ijkn**	**5.74ijkln**	**5.10ij**	4.30	**5.24o**
Std Dev.		1.52	1.33	1.38	1.45	1.64	1.39	1.59	1.46	1.59	1.69	1.59	1.48	1.22	1.33	1.43	1.69	1.44
Std Error		0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.03	0.04	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Strongly agree	(7)	**798**	696	102	36	655	73	42	27	34	91	61	57	65	57	148	74	68	12	61
		15%	*16%*	*14%*	*15%*	*15%*	*17%*	*17%*	**19%d**	*16%*	*16%*	*14%*	*15%*	*14%*	*12%*	**22%lmo**	*11%*	*15%*	**19%o**	**16%o**
Agree	(6)	**1774**	1474	300	97	1480	156	90	48	63	192	153	141	138	169	203	280	140	22	133
		34%	*33%*	**41%a**	**41%a**	*34%*	*36%*	*37%*	*34%*	*30%*	*34%*	*36%*	*38%*	*30%*	*35%*	*30%*	**40%hln**	*32%*	*36%*	*36%*
Slightly agree	(5)	**1053**	923	130	43	882	89	51	31	44	102	82	68	100	97	138	151	99	10	79
		20%	*21%*	*18%*	*18%*	*20%*	*21%*	*21%*	*22%*	*21%*	*18%*	*19%*	*18%*	*22%*	*20%*	*20%*	*21%*	*22%*	*15%*	*21%*
Neither agree nor disagree	(4)	**712**	626	86	30	617	55	24	16	36	88	57	49	73	67	85	89	72	7	48
		14%	*14%*	*12%*	*13%*	**14%f**	*13%*	*10%*	*11%*	*17%*	*16%*	*13%*	*13%*	*16%*	*14%*	*13%*	*13%*	*16%*	*12%*	*13%*
Slightly disagree	(3)	**458**	399	59	16	393	38	19	8	19	45	34	34	49	55	55	68	35	6	31
		9%	*9%*	*8%*	*7%*	**9%g**	*9%*	*8%*	*6%*	*9%*	*8%*	*8%*	*9%*	*11%*	*11%*	*8%*	*10%*	*8%*	*10%*	*8%*
Disagree	(2)	**209**	184	25	5	179	14	10	6	6	30	24	18	17	18	27	21	18	3	11
		4%	*4%*	*4%*	*2%*	*4%*	*3%*	*4%*	*4%*	*3%*	*5%*	*6%*	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*3%*
Strongly disagree	(1)	**158**	136	23	9	133	9	10	6	7	18	14	8	12	16	23	24	10	2	7
		3%	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*
NET Agree		**3624**	3093	531	176	3017	318	183	107	141	384	296	266	303	323	489	506	308	44	274
		70%	*70%*	*73%*	*74%*	*70%*	*73%*	*74%*	**75%d**	*68%*	*68%*	*70%*	*71%*	*67%*	*67%*	*72%*	*71%*	*69%*	*70%*	**74%l**
NET Disagree		**825**	718	107	31	705	61	39	20	32	93	72	60	79	89	104	113	63	12	49
		16%	*16%*	*15%*	*13%*	*16%*	*14%*	*16%*	*14%*	*15%*	*16%*	*17%*	*16%*	*17%*	*19%*	*15%*	*16%*	*14%*	*19%*	*13%*
Mean		**5.09**	5.08	5.18	5.23	5.07	5.21	5.17	5.20	5.05	5.06	5.05	5.14	4.99	4.98	5.20	5.06	5.09	5.13	**5.23lm**
Std Dev.		**1.52**	1.52	1.48	1.49	1.52	1.45	1.57	1.57	1.51	1.57	1.56	1.50	1.50	1.52	1.58	1.46	1.46	1.63	1.41
Std Error		**0.02**	0.03	0.04	0.05	0.03	0.04	0.05	0.06	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Strongly agree	(7)	798	503	195	58	20	19	698	39	457	218	82	23	12	675	36
		15%	**27%bcdefg**	*10%*	*7%*	*6%*	*11%*	**18%bcdg**	*7%*	**25%ijklmn**	*11%*	*9%*	*9%*	*12%*	**18%ijkn**	*10%*
Agree	(6)	1774	669	752	174	128	40	1421	168	651	720	251	96	36	1371	132
		34%	**36%ce**	**38%ce**	*22%*	**36%c**	*25%*	**37%ce**	**32%c**	**35%j**	**37%j**	*28%*	*36%*	*35%*	**36%j**	**36%j**
Slightly agree	(5)	1053	271	461	195	77	38	732	115	288	476	197	57	17	764	74
		20%	*15%*	**24%af**	**25%af**	**22%a**	**24%a**	**19%a**	**22%a**	*16%*	**24%hm**	**22%h**	*21%*	*17%*	**20%h**	*20%*
Neither agree nor disagree	(4)	712	163	237	235	38	25	400	63	165	241	246	31	12	406	43
		14%	*9%*	**12%a**	**30%abdefg**	*11%*	**15%a**	*11%*	*12%*	*9%*	**12%h**	**27%hiklmn**	*12%*	*12%*	*11%*	*12%*
Slightly disagree	(3)	458	125	183	64	54	21	308	75	139	182	81	36	11	321	47
		9%	*7%*	**9%a**	*8%*	**15%abcf**	**13%a**	*8%*	**14%abcf**	*8%*	*9%*	*9%*	**14%hm**	*10%*	*8%*	**13%hm**
Disagree	(2)	209	51	91	32	22	9	142	32	83	80	28	9	5	163	15
		4%	*3%*	**5%a**	*4%*	**6%a**	*6%*	*4%*	**6%a**	*5%*	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*
Strongly disagree	(1)	158	62	37	25	18	10	99	28	62	42	25	14	9	104	23
		3%	**3%b**	*2%*	*3%*	**5%b**	**6%bf**	*3%*	**5%bf**	*3%*	*2%*	*3%*	**5%l**	**9%hijm**	*3%*	**6%hijm**
NET Agree		3624	1443	1408	426	225	97	2851	322	1396	1414	530	176	65	2810	241
		70%	**78%bcdeg**	**72%cdeg**	*55%*	**63%c**	*60%*	**75%cdeg**	**62%c**	**76%jkln**	**72%jn**	*58%*	*66%*	*64%*	**74%jkn**	*65%*
NET Disagree		825	239	310	121	94	40	549	134	284	304	134	60	25	588	85
		16%	*13%*	*16%*	*15%*	**26%abcf**	**25%abcf**	*14%*	**26%abcf**	*15%*	*16%*	*15%*	**22%hijm**	**24%hijm**	*15%*	**23%hijm**
Mean		5.09	**5.47bcdefg**	**5.06cdeg**	4.65	4.68	4.65	**5.26bcdeg**	4.67	**5.34ijklmn**	**5.07jn**	4.80	4.83	4.76	**5.20ijkln**	4.81
Std Dev.		1.52	1.54	1.41	1.38	1.60	1.66	1.49	1.62	1.60	1.42	1.39	1.58	1.79	1.52	1.64
Std Error		0.02	0.04	0.03	0.05	0.09	0.13	0.02	0.07	0.04	0.03	0.05	0.10	0.17	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Strongly agree	(7)	**798**	98	687	12	230	523	45	779	14	5	-	798	*
		15%	**24%b**	*15%*	*14%*	*15%*	*16%*	*14%*	*16%*	*16%*	*22%*	-	*16%*	*1%*
Agree	(6)	**1774**	96	1649	29	397	1300	76	1732	38	2	-	1772	2
		34%	*24%*	**35%a**	*34%*	*26%*	**40%df**	*23%*	*35%*	*42%*	*10%*	-	*35%*	*7%*
Slightly agree	(5)	**1053**	56	981	16	284	704	65	1038	12	3	*	1052	1
		20%	*14%*	**21%a**	*19%*	*18%*	*21%*	*20%*	*21%*	*13%*	*12%*	*1%*	*21%*	*3%*
Neither agree nor disagree	(4)	**712**	61	639	12	242	389	81	663	18	5	5	686	20
		14%	*15%*	*14%*	*14%*	**16%e**	*12%*	**25%de**	*13%*	*21%*	*23%*	*52%*	*13%*	*89%*
Slightly disagree	(3)	**458**	41	411	6	191	230	36	445	5	4	4	454	-
		9%	*10%*	*9%*	*6%*	**12%e**	*7%*	**11%e**	*9%*	*6%*	*17%*	*35%*	*9%*	-
Disagree	(2)	**209**	23	181	5	106	86	17	208	1	*	-	209	-
		4%	*6%*	*4%*	*6%*	**7%e**	*3%*	**5%e**	*4%*	*1%*	*	-	*4%*	-
Strongly disagree	(1)	**158**	28	126	5	106	47	6	153	*	3	1	157	*
		3%	**7%b**	*3%*	*6%*	**7%ef**	*1%*	*2%*	*3%*	*	*16%*	*12%*	*3%*	*1%*
NET Agree		**3624**	249	3318	57	911	2527	187	3549	64	9	*	3622	2
		70%	*62%*	**71%a**	*68%*	*59%*	**77%df**	*57%*	*71%*	*72%*	*44%*	*1%*	*71%*	*10%*
NET Disagree		**825**	92	717	16	403	363	59	806	7	7	5	820	*
		16%	**23%b**	*15%*	*18%*	**26%ef**	*11%*	**18%e**	*16%*	*8%*	*33%*	*48%*	*16%*	*1%*
Mean		**5.09**	4.92	5.11	4.94	4.67	**5.32df**	4.81	5.10	5.37	4.34	3.29	5.10	4.15
Std Dev.		**1.52**	1.84	1.48	1.68	1.76	1.34	1.48	1.52	1.25	2.04	1.03	1.52	0.67
Std Error		**0.02**	0.09	0.02	0.18	0.04	0.02	0.08	0.02	0.15	0.38	0.39	0.02	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Strongly agree	(7)	798	202	251	139	205	61	73	68	101	72	79	55	47	37	81	73	51
		15%	**16%c**	**19%c**	*11%*	**16%c**	*14%*	**18%lm**	**15%m**	**23%egiklmp**	**16%m**	**20%klmp**	*13%*	*11%*	*9%*	**17%lm**	**18%lm**	*12%*
Agree	(6)	1774	418	438	467	451	136	130	153	145	149	143	152	166	149	174	135	143
		34%	*32%*	*34%*	*36%*	*35%*	*31%*	*31%*	*34%*	*34%*	*32%*	*36%*	*35%*	*39%*	*35%*	*37%*	*33%*	*34%*
Slightly agree	(5)	1053	258	260	283	252	90	89	79	72	117	72	80	93	110	94	67	91
		20%	*20%*	*20%*	*22%*	*19%*	*21%*	*21%*	*18%*	*17%*	**25%hjo**	*18%*	*19%*	*22%*	**26%ghjo**	*20%*	*16%*	*22%*
Neither agree nor disagree	(4)	712	216	155	191	149	80	69	67	55	62	38	70	54	68	42	64	43
		14%	**17%bd**	*12%*	*15%*	*12%*	**19%jnp**	**17%jnp**	**15%n**	*13%*	*13%*	*10%*	**16%jn**	*13%*	**16%jn**	*9%*	**16%jn**	*10%*
Slightly disagree	(3)	458	117	90	124	126	33	31	53	29	24	38	40	44	40	35	46	45
		9%	*9%*	*7%*	*10%*	*10%*	*8%*	*8%*	**12%l**	*7%*	*5%*	*10%*	*9%*	**10%l**	*9%*	*7%*	**11%l**	**11%l**
Disagree	(2)	209	48	60	46	55	19	12	16	16	28	16	19	13	14	17	15	23
		4%	*4%*	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*6%*	*4%*	*4%*	*3%*	*3%*	*4%*	*4%*	*5%*
Strongly disagree	(1)	158	30	35	39	53	13	10	8	13	10	13	16	14	9	22	11	20
		3%	*2%*	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*5%*	*3%*	*5%*
NET Agree		3624	878	949	889	908	287	291	300	318	338	294	287	306	296	348	275	285
		70%	*68%*	**74%a**	*69%*	*70%*	*66%*	*70%*	*68%*	*74%*	*73%*	*74%*	*66%*	*71%*	*69%*	**75%eko**	*67%*	*68%*
NET Disagree		825	196	185	210	234	65	54	77	57	61	67	75	71	63	73	72	88
		16%	*15%*	*14%*	*16%*	**18%b**	*15%*	*13%*	*17%*	*13%*	*13%*	*17%*	*17%*	*17%*	*15%*	*16%*	*18%*	**21%fhi**
Mean		5.09	5.08	**5.22c**	5.01	5.06	5.01	5.16	5.08	**5.31ekmp**	5.13	**5.22p**	4.98	5.05	4.99	5.19	5.08	4.91
Std Dev.		1.52	1.48	1.53	1.46	1.59	1.50	1.46	1.48	1.55	1.47	1.57	1.54	1.47	1.37	1.59	1.55	1.63
Std Error		0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.07	0.08	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base		**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base		**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Strongly agree	(7)	**748**	-	748	427	320	137	113	194	84	91	68	61	250	279	220	129	660	84	696
		15%	-	*15%*	**17%d**	*12%*	**20%hijk**	**18%hijk**	**18%hijk**	*11%*	*10%*	*11%*	*12%*	**19%mno**	**15%no**	*11%*	*11%*	*14%*	*18%*	*13%*
Agree	(6)	**1450**	-	1450	740	709	175	164	278	182	224	227	201	339	460	652	427	1312	133	1493
		28%	-	*28%*	*29%*	*27%*	*25%*	*27%*	*26%*	*24%*	*25%*	**36%efghi**	**38%efghi**	*26%*	*25%*	**32%lm**	**37%lmn**	*28%*	*29%*	*29%*
Slightly agree	(5)	**1145**	-	1145	516	626	155	155	240	157	192	144	101	310	397	437	245	1020	108	1121
		22%	-	*22%*	*21%*	**24%c**	*23%*	*26%*	*23%*	*21%*	*21%*	*23%*	*19%*	*24%*	*22%*	*21%*	*21%*	*22%*	*23%*	*22%*
Neither agree nor disagree	(4)	**907**	-	907	421	480	110	86	190	148	170	112	91	196	338	373	203	827	73	896
		18%	-	*18%*	*17%*	*18%*	*16%*	*14%*	*18%*	**20%f**	*19%*	*18%*	*17%*	*15%*	*19%*	*18%*	*17%*	*18%*	*16%*	*17%*
Slightly disagree	(3)	**494**	-	494	222	272	67	42	92	87	107	49	51	109	179	207	100	450	41	529
		10%	-	*10%*	*9%*	*10%*	*10%*	*7%*	*9%*	**12%f**	**12%fj**	*8%*	*10%*	*8%*	*10%*	*10%*	*9%*	*10%*	*9%*	*10%*
Disagree	(2)	**242**	-	242	111	130	26	27	39	53	62	18	18	53	92	98	36	221	17	255
		5%	-	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	**7%egjk**	**7%egjk**	*3%*	*3%*	*4%*	*5%*	*5%*	*3%*	*5%*	*4%*	*5%*
Strongly disagree	(1)	**173**	-	173	78	89	19	22	26	35	51	17	4	40	61	71	20	164	7	171
		3%	-	*3%*	*3%*	*3%*	*3%*	**4%k**	*2%*	**5%k**	**6%egjk**	*3%*	*1%*	*3%*	**3%o**	**3%o**	*2%*	*4%*	*2%*	*3%*
NET Agree		**3344**	-	3344	1683	1655	468	431	712	423	507	438	363	899	1136	1309	801	2992	325	3310
		65%	-	*65%*	**67%d**	*63%*	**68%hi**	**71%hi**	**67%hi**	*57%*	*57%*	**69%hi**	**69%hi**	**69%mn**	*63%*	*64%*	**69%mn**	*64%*	*70%*	*64%*
NET Disagree		**910**	-	910	411	491	111	91	157	175	220	84	72	202	332	376	156	835	65	955
		18%	-	*18%*	*16%*	*19%*	*16%*	*15%*	*15%*	**23%efgjk**	**25%efgjk**	*13%*	*14%*	*16%*	**18%o**	**18%o**	*13%*	*18%*	*14%*	*19%*
Mean		**4.93**	-	4.93	**5.03d**	4.84	**5.08hi**	**5.08hi**	**5.07hi**	4.64	4.59	**5.05hi**	**5.12hi**	**5.08mn**	4.89	4.87	**5.08mn**	4.91	**5.14p**	4.90
Std Dev.		**1.54**	-	1.54	1.55	1.52	1.54	1.55	1.50	1.62	1.64	1.40	1.35	1.54	1.56	1.51	1.37	1.55	1.45	1.54
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Strongly agree	(7)	748	281	182	168	117	463	285	535	207	62	52	135	183	271	370	62	647
		15%	**28%bcd**	**11%d**	**14%d**	*8%*	**18%f**	*11%*	**17%h**	*10%*	*9%*	*8%*	*10%*	**15%ijkn**	**29%ijkln**	*12%*	*9%*	**15%o**
Agree	(6)	1450	358	448	369	276	805	645	853	573	96	162	359	420	317	941	96	1276
		28%	**36%bd**	**28%d**	**31%d**	*20%*	**31%f**	*25%*	*28%*	*29%*	*14%*	**25%l**	**28%l**	**33%ijkn**	**34%ijkn**	**29%l**	*14%*	**30%o**
Slightly agree	(5)	1145	164	405	275	301	569	576	704	433	143	147	314	319	157	780	144	953
		22%	*17%*	**25%a**	**23%a**	**22%a**	*22%*	*22%*	*23%*	*22%*	*21%*	**23%m**	**24%m**	**25%m**	*17%*	**24%m**	*21%*	*23%*
Neither agree nor disagree	(4)	907	88	308	190	321	396	511	492	391	166	114	247	214	102	575	170	688
		18%	*9%*	**19%a**	**16%a**	**23%ac**	*15%*	**20%e**	*16%*	**19%g**	**24%jklmn**	**18%m**	**19%m**	**17%m**	*11%*	**18%m**	**25%p**	*16%*
Slightly disagree	(3)	494	66	169	94	165	236	259	283	199	97	95	148	79	40	321	97	365
		10%	*7%*	**11%a**	*8%*	**12%ac**	*9%*	*10%*	*9%*	*10%*	**14%lmn**	**15%lmn**	**11%lm**	*6%*	*4%*	**10%lm**	**14%p**	*9%*
Disagree	(2)	242	21	55	52	115	76	167	128	113	56	51	62	29	17	143	56	168
		5%	*2%*	*3%*	**4%a**	**8%abc**	*3%*	**6%e**	*4%*	*6%*	**8%klmn**	**8%klmn**	**5%lm**	*2%*	*2%*	**4%lm**	**8%p**	*4%*
Strongly disagree	(1)	173	14	32	35	92	46	128	77	93	66	29	35	12	14	75	66	92
		3%	*1%*	*2%*	*3%*	**7%abc**	*2%*	**5%e**	*3%*	**5%g**	**10%jklmn**	**4%lmn**	**3%l**	*1%*	*2%*	**2%l**	**10%p**	*2%*
NET Agree		3344	802	1035	813	694	1837	1507	2091	1213	300	361	808	923	745	2091	301	2875
		65%	**81%bcd**	**65%d**	**69%d**	*50%*	**71%f**	*59%*	**68%h**	*60%*	*44%*	**55%l**	**62%lj**	**73%ijkn**	**81%ijkln**	**65%lj**	*44%*	**69%o**
NET Disagree		910	101	256	181	372	357	553	488	404	219	176	244	119	72	540	219	625
		18%	*10%*	**16%a**	**15%a**	**27%abc**	*14%*	**22%e**	*16%*	**20%g**	**32%klmn**	**27%klmn**	**19%lm**	*10%*	*8%*	**17%lm**	**32%p**	*15%*
Mean		4.93	**5.59bcd**	**4.92d**	**5.03d**	4.38	**5.18f**	4.68	**5.06h**	4.74	4.17	**4.53i**	**4.82ij**	**5.22ijkn**	**5.62ijkln**	**4.92ij**	4.17	**5.07o**
Std Dev.		1.54	1.39	1.40	1.49	1.64	1.43	1.60	1.51	1.57	1.70	1.59	1.47	1.28	1.36	1.45	1.69	1.46
Std Error		0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5161	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		5161	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		2793	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Strongly agree	(7)	748	668	80	34	622	70	32	23	33	90	49	53	53	54	153	87	49	13	57
		15%	15%b	11%	15%	14%	16%	13%	16%	16%	16%	12%	14%	12%	11%	23%jklmopr	12%	11%	21%jlmop	15%
Agree	(6)	1450	1220	230	69	1187	135	81	48	51	141	110	116	127	127	188	204	122	16	118
		28%	28%	32%	29%	27%	31%	33%d	33%d	24%	25%	26%	31%	28%	27%	28%	29%	28%	26%	32%hi
Slightly agree	(5)	1145	982	163	58	974	89	55	28	40	117	113	79	108	98	130	191	98	13	76
		22%	22%	23%	25%	22%	20%	22%	19%	19%	21%	27%n	21%	24%	20%	19%	27%n	22%	20%	21%
Neither agree nor disagree	(4)	907	788	119	36	785	72	30	20	42	111	62	66	91	104	108	107	94	10	62
		18%	18%	16%	15%	18%f	17%f	12%	14%	20%	20%	15%	17%	20%	22%j	16%	15%	21%	16%	17%
Slightly disagree	(3)	494	430	64	23	416	40	25	13	28	61	41	31	37	55	60	60	44	6	34
		10%	10%	9%	10%	10%	9%	10%	9%	13%	11%	10%	8%	8%	12%	9%	8%	10%	10%	9%
Disagree	(2)	242	202	40	7	207	16	13	6	8	25	34	19	24	25	23	30	18	3	13
		5%	5%	5%	3%	5%	4%	5%	4%	4%	5%	8%nr	5%	5%	5%	3%	4%	4%	5%	4%
Strongly disagree	(1)	173	146	27	10	148	10	10	5	8	20	16	11	14	16	17	28	17	1	9
		3%	3%	4%	4%	3%	2%	4%	4%	4%	4%	4%	3%	3%	3%	2%	4%	4%	2%	2%
NET Agree		3344	2870	474	161	2783	294	169	99	124	348	272	248	289	279	471	482	269	42	252
		65%	65%	65%	68%	64%	68%	68%	69%	59%	62%	64%	66%	63%	58%	69%hmp	68%hm	61%	67%	68%hm
NET Disagree		910	779	131	40	771	67	49	24	43	107	91	62	75	97	99	118	79	11	56
		18%	18%	18%	17%	18%	15%	20%	17%	21%	19%	21%nr	16%	16%	20%	15%	17%	18%	17%	15%
Mean		4.93	4.94	4.88	4.98	4.91	5.08d	4.94	5.07d	4.83	4.88	4.76	4.98	4.87	4.75	5.19hijlmop	4.93	4.81	5.08	5.07jmp
Std Dev.		1.54	1.54	1.54	1.53	1.54	1.49	1.59	1.57	1.59	1.57	1.59	1.53	1.49	1.53	1.53	1.52	1.51	1.57	1.48
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.10	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Strongly agree	(7)	748	416	223	60	22	21	639	43	437	205	74	14	13	641	27
		15%	**23%bcdefg**	**11%cd**	*8%*	*6%*	*13%*	**17%bcdg**	*8%*	**24%ijklmn**	*10%*	*8%*	*5%*	*13%*	**17%ijkn**	*7%*
Agree	(6)	1450	573	593	130	109	37	1165	146	530	601	196	77	29	1131	106
		28%	**31%c**	**30%c**	*17%*	**31%c**	*23%*	**31%c**	**28%c**	**29%j**	**31%j**	*22%*	*29%*	*29%*	**30%j**	**29%j**
Slightly agree	(5)	1145	345	478	204	74	36	822	110	330	514	213	59	18	844	77
		22%	*19%*	**24%a**	**26%af**	*21%*	*22%*	*22%*	*21%*	*18%*	**26%hm**	**23%h**	*22%*	*17%*	**22%h**	*21%*
Neither agree nor disagree	(4)	907	229	311	247	69	31	540	100	231	293	275	61	15	525	76
		18%	*12%*	**16%a**	**32%abdefg**	**19%a**	*19%*	*14%*	**19%af**	*13%*	*15%*	**30%hilmn**	**23%him**	*15%*	*14%*	**21%him**
Slightly disagree	(3)	494	148	205	78	40	16	353	57	152	211	81	33	11	363	44
		10%	*8%*	*10%*	*10%*	*11%*	*10%*	*9%*	*11%*	*8%*	**11%h**	*9%*	*13%*	*11%*	*10%*	*12%*
Disagree	(2)	242	67	97	37	22	15	164	37	99	85	37	8	9	184	17
		5%	*4%*	*5%*	*5%*	*6%*	**9%af**	*4%*	**7%af**	*5%*	*4%*	*4%*	*3%*	*9%*	*5%*	*5%*
Strongly disagree	(1)	173	67	48	27	20	7	115	26	65	50	32	14	7	115	21
		3%	*4%*	*2%*	*3%*	**5%b**	*4%*	*3%*	**5%b**	*4%*	*3%*	*4%*	*5%*	**7%l**	*3%*	**6%lm**
NET Agree		3344	1333	1294	394	205	94	2627	299	1297	1319	484	150	60	2616	210
		65%	**72%bcdeg**	**66%cdg**	*50%*	*58%*	*58%*	**69%cdeg**	*58%*	**70%jkln**	**67%jkn**	*53%*	*56%*	*59%*	**69%jkn**	*57%*
NET Disagree		910	282	350	141	82	38	632	120	316	346	151	55	27	662	82
		18%	*15%*	*18%*	*18%*	**23%af**	**23%a**	*17%*	**23%abf**	*17%*	*18%*	*17%*	*21%*	**25%j**	*17%*	*22%*
Mean		4.93	**5.22bcdefg**	**4.91cdg**	4.53	4.60	4.66	**5.06bcdeg**	4.62	**5.17ijklmn**	**4.92jkn**	4.63	4.62	4.64	**5.04ijkln**	4.62
Std Dev.		1.54	1.59	1.47	1.39	1.58	1.64	1.54	1.60	1.65	1.45	1.42	1.49	1.78	1.55	1.57
Std Error		0.02	0.04	0.03	0.05	0.09	0.13	0.02	0.07	0.04	0.03	0.05	0.10	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Strongly agree	(7)	**748**	79	650	20	221	480	47	723	23	3	-	748	*
		15%	**20%b**	*14%*	*24%*	*14%*	*15%*	*14%*	*14%*	**25%gk**	*13%*	-	*15%*	*1%*
Agree	(6)	**1450**	95	1340	15	312	1064	75	1428	18	3	-	1448	2
		28%	*24%*	*29%*	*18%*	*20%*	**32%df**	*23%*	*28%*	*20%*	*14%*	-	*28%*	*9%*
Slightly agree	(5)	**1145**	63	1060	22	281	801	63	1114	30	1	-	1145	*
		22%	*16%*	**23%a**	*26%*	*18%*	**24%d**	*19%*	*22%*	*34%*	*7%*	-	*22%*	*
Neither agree nor disagree	(4)	**907**	63	833	12	300	533	74	866	14	4	8	884	15
		18%	*16%*	*18%*	*14%*	*19%*	*16%*	**23%e**	*17%*	*16%*	*19%*	*78%*	*17%*	*65%*
Slightly disagree	(3)	**494**	42	445	8	184	264	46	479	4	7	-	489	5
		10%	*10%*	*10%*	*9%*	**12%e**	*8%*	**14%e**	*10%*	*4%*	*32%*	-	*10%*	*24%*
Disagree	(2)	**242**	33	209	*	143	87	12	240	1	1	1	241	-
		5%	**8%b**	*4%*	*	**9%ef**	*3%*	*4%*	*5%*	*1%*	*2%*	*10%*	*5%*	-
Strongly disagree	(1)	**173**	27	138	8	114	49	11	169	-	3	1	172	*
		3%	**7%b**	*3%*	**9%b**	**7%ef**	*1%*	*3%*	*3%*	-	*13%*	*12%*	*3%*	*1%*
NET Agree		**3344**	237	3050	57	814	2345	184	3264	71	7	-	3342	2
		65%	*59%*	*65%*	*67%*	*52%*	**72%df**	*56%*	*65%*	**79%gk**	*34%*	-	*65%*	*10%*
NET Disagree		**910**	102	791	16	441	400	69	888	4	10	2	902	6
		18%	**25%b**	*17%*	*19%*	**28%ef**	*12%*	**21%e**	**18%h**	*5%*	*48%*	*22%*	**18%h**	*25%*
Mean		**4.93**	4.75	4.94	4.94	4.49	**5.15df**	**4.77d**	4.93	**5.44gk**	3.98	3.44	4.94	3.94
Std Dev.		**1.54**	1.83	1.51	1.79	1.78	1.36	1.55	1.54	1.20	1.89	1.14	1.54	0.89
Std Error		**0.02**	0.09	0.02	0.19	0.04	0.02	0.09	0.02	0.14	0.35	0.43	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Strongly agree	(7)	**748**	199	245	136	169	62	64	72	95	71	79	46	48	43	68	56	45
		15%	**15%c**	**19%cd**	*11%*	*13%*	*14%*	*15%*	**16%m**	**22%eklmnop**	*15%*	**20%klmp**	*11%*	*11%*	*10%*	*15%*	*14%*	*11%*
Agree	(6)	**1450**	347	378	384	342	112	103	132	123	126	129	132	141	111	146	108	88
		28%	*27%*	*29%*	*30%*	*26%*	*26%*	*25%*	**30%p**	*28%*	*27%*	**32%p**	**31%p**	**33%p**	*26%*	**31%p**	*26%*	*21%*
Slightly agree	(5)	**1145**	280	259	303	303	90	98	92	72	107	80	101	82	120	96	97	109
		22%	*22%*	*20%*	*23%*	*23%*	*21%*	*24%*	*21%*	*17%*	*23%*	*20%*	*23%*	*19%*	**28%hjl**	*21%*	*24%*	**26%h**
Neither agree nor disagree	(4)	**907**	239	207	230	231	86	81	73	73	84	50	75	80	76	74	73	84
		18%	*19%*	*16%*	*18%*	*18%*	**20%j**	**19%j**	*16%*	*17%*	*18%*	*13%*	*17%*	*19%*	*18%*	*16%*	*18%*	**20%j**
Slightly disagree	(3)	**494**	127	95	134	138	41	41	45	31	38	25	44	50	41	47	40	51
		10%	*10%*	*7%*	**10%b**	**11%b**	*9%*	*10%*	*10%*	*7%*	*8%*	*6%*	*10%*	**12%j**	*9%*	*10%*	*10%*	**12%j**
Disagree	(2)	**242**	65	65	55	57	28	18	19	21	20	24	13	15	27	18	23	17
		5%	*5%*	*5%*	*4%*	*4%*	*6%*	*4%*	*4%*	*5%*	*4%*	*6%*	*3%*	*3%*	*6%*	*4%*	*6%*	*4%*
Strongly disagree	(1)	**173**	34	41	47	51	15	10	10	15	14	12	22	16	9	15	15	21
		3%	*3%*	*3%*	*4%*	*4%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*5%*	*4%*	*2%*	*3%*	*4%*	*5%*
NET Agree		**3344**	825	882	823	814	264	265	296	290	304	288	278	271	274	310	261	243
		65%	*64%*	**68%d**	*64%*	*63%*	*61%*	*64%*	*67%*	**67%p**	*66%*	**72%eiop**	*64%*	*63%*	*64%*	*67%*	*63%*	*58%*
NET Disagree		**910**	226	201	236	247	83	69	74	68	72	61	79	80	76	80	78	89
		18%	*18%*	*16%*	*18%*	*19%*	*19%*	*17%*	*17%*	*16%*	*16%*	*15%*	*18%*	*19%*	*18%*	*17%*	*19%*	*21%*
Mean		**4.93**	4.94	**5.09cd**	4.85	4.84	4.83	4.94	**5.04p**	**5.12mp**	**4.98p**	**5.17eklmop**	4.84	4.88	4.82	**5.00p**	4.85	4.66
Std Dev.		**1.54**	1.53	1.57	1.50	1.55	1.58	1.49	1.50	1.62	1.51	1.58	1.54	1.52	1.45	1.53	1.56	1.55
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.08	0.07	0.07	0.08	0.07	0.08	0.07	0.07	0.07	0.07	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		5161	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base		5161	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base		2793	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Strongly agree	(7)	928	-	928	444	474	159	115	224	118	137	86	89	274	342	312	175	827	96	892
		18%	-	*18%*	*18%*	*18%*	**23%hij**	*19%*	**21%hij**	*16%*	*15%*	*14%*	*17%*	**21%no**	**19%no**	*15%*	*15%*	*18%*	*21%*	*17%*
Agree	(6)	1460	-	1460	663	793	201	168	264	199	223	215	189	369	464	627	404	1290	160	1502
		28%	-	*28%*	*26%*	**30%c**	*29%*	*28%*	*25%*	*27%*	*25%*	**34%ghi**	**36%fghi**	*28%*	*26%*	**30%m**	**35%lm**	*28%*	**35%p**	*29%*
Slightly agree	(5)	1166	-	1166	535	626	137	179	258	195	188	124	86	316	452	398	210	1056	94	1192
		23%	-	*23%*	*21%*	*24%*	*20%*	**29%eijk**	**24%k**	**26%ejk**	*21%*	*20%*	*16%*	**24%no**	**25%no**	*19%*	*18%*	*23%*	*20%*	*23%*
Neither agree nor disagree	(4)	1319	-	1319	716	602	141	121	237	183	300	185	154	262	419	638	338	1227	81	1277
		26%	-	*26%*	**28%d**	*23%*	*20%*	*20%*	*22%*	*25%*	**33%efgh**	**29%efg**	**29%efg**	*20%*	*23%*	**31%lm**	**29%lm**	**26%q**	*17%*	*25%*
Slightly disagree	(3)	153	-	153	85	69	34	16	36	29	25	9	5	50	64	39	14	137	15	152
		3%	-	*3%*	*3%*	*3%*	**5%jk**	*3%*	**3%k**	**4%jk**	*3%*	*1%*	*1%*	**4%no**	**4%no**	*2%*	*1%*	*3%*	*3%*	*3%*
Disagree	(2)	85	-	85	53	31	12	5	28	14	15	10	2	16	42	26	12	75	9	85
		2%	-	*2%*	*2%*	*1%*	*2%*	*1%*	**3%k**	*2%*	*2%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
Strongly disagree	(1)	50	-	50	20	30	5	6	14	9	10	5	2	11	23	17	7	42	9	61
		1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Agree		3553	-	3553	1642	1894	498	461	746	511	548	426	363	959	1258	1337	789	3173	350	3586
		69%	-	*69%*	*65%*	**72%c**	**72%kl**	**76%hij**	**70%kl**	**69%kl**	*61%*	*67%*	**69%kl**	**74%no**	**70%n**	*65%*	*68%*	*68%*	**76%p**	*69%*
NET Disagree		288	-	288	158	130	51	26	77	52	49	24	9	77	129	82	33	254	33	298
		6%	-	*6%*	*6%*	*5%*	**7%jk**	*4%*	**7%jk**	**7%k**	**5%k**	*4%*	*2%*	**6%o**	**7%no**	*4%*	*3%*	*5%*	*7%*	*6%*
Mean		5.24	-	5.24	5.17	5.30c	5.37hi	5.34hi	5.25i	5.15	5.07	5.21	5.36hi	5.36mn	5.21	5.19	5.28	5.23	5.39	5.23
Std Dev.		1.27	-	1.27	1.30	1.25	1.32	1.20	1.35	1.28	1.27	1.21	1.15	1.27	1.32	1.23	1.19	1.27	1.35	1.28
Std Error		0.02	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5161	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		5161	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		2793	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Strongly agree	(7)	928	258	276	192	201	535	393	575	343	94	107	205	233	239	545	94	800
		18%	**26%bcd**	*17%*	*16%*	*14%*	**21%f**	*15%*	*19%*	*17%*	*14%*	*16%*	*16%*	**19%i**	**26%ijkln**	*17%*	*14%*	**19%o**
Agree	(6)	1460	315	435	362	347	750	709	840	600	180	174	346	365	291	885	182	1193
		28%	**32%d**	*27%*	**31%d**	*25%*	*29%*	*28%*	*27%*	*30%*	*26%*	*27%*	*27%*	*29%*	*32%*	*28%*	*26%*	*28%*
Slightly agree	(5)	1166	183	396	264	323	579	587	724	421	142	151	323	292	176	766	142	960
		23%	*19%*	**25%a**	*22%*	**23%a**	*22%*	*23%*	*24%*	*21%*	*21%*	*23%*	**25%m**	*23%*	*19%*	**24%m**	*21%*	*23%*
Neither agree nor disagree	(4)	1319	171	418	303	428	589	731	740	553	223	176	359	303	156	837	226	1003
		26%	*17%*	**26%a**	**26%a**	**31%abc**	*23%*	**28%e**	*24%*	**28%g**	**33%lmn**	**27%m**	**28%m**	**24%m**	*17%*	**26%m**	**33%p**	*24%*
Slightly disagree	(3)	153	28	50	36	39	78	75	103	46	18	24	28	38	36	91	18	126
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*
Disagree	(2)	85	26	10	22	26	36	49	62	23	15	14	25	15	15	54	15	69
		2%	**3%b**	*1%*	**2%b**	**2%b**	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Strongly disagree	(1)	50	10	13	4	23	23	27	27	23	14	6	14	9	6	29	14	36
		1%	*1%*	*1%*	*	**2%c**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%p**	*1%*
NET Agree		3553	756	1108	818	871	1864	1689	2140	1363	415	431	873	891	706	2195	417	2953
		69%	**76%bcd**	**69%d**	**69%d**	*63%*	**72%f**	*66%*	*70%*	*68%*	*61%*	*66%*	**67%l**	**71%i**	**77%ijkln**	**68%l**	*60%*	**71%o**
NET Disagree		288	64	73	63	88	137	151	192	92	47	44	67	63	57	174	47	232
		6%	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*7%*	*7%*	*5%*	*5%*	*6%*	*5%*	*7%*	*6%*
Mean		5.24	**5.49bcd**	**5.24d**	**5.24d**	5.05	**5.34f**	5.14	5.24	5.24	5.01	5.15	5.16	**5.29ik**	**5.51ijkln**	**5.21i**	5.01	**5.28o**
Std Dev.		1.27	1.34	1.22	1.23	1.30	1.27	1.27	1.29	1.26	1.33	1.29	1.26	1.24	1.30	1.26	1.33	1.27
Std Error		0.02	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Strongly agree	(7)	**928**	828	100	38	775	77	43	32	36	128	74	69	68	71	175	100	55	12	66
		18%	**19%b**	*14%*	*16%*	*18%*	*18%*	*17%*	**23%def**	*17%*	**23%lmop**	*18%*	*18%*	*15%*	*15%*	**25%hijlmopr**	*14%*	*12%*	*18%*	*18%*
Agree	(6)	**1460**	1227	232	85	1220	118	76	46	54	140	131	105	122	146	179	226	117	19	99
		28%	*28%*	*32%*	**36%a**	*28%*	*27%*	*31%*	*32%*	*26%*	*25%*	*31%*	*28%*	*27%*	*30%*	*26%*	*32%*	*26%*	*30%*	*27%*
Slightly agree	(5)	**1166**	1015	151	46	978	101	58	29	52	114	89	78	121	86	168	165	106	11	90
		23%	*23%*	*21%*	*19%*	*23%*	*23%*	*24%*	*20%*	*25%*	*20%*	*21%*	*21%*	**27%m**	*18%*	*25%*	*23%*	*24%*	*17%*	**24%m**
Neither agree nor disagree	(4)	**1319**	1119	201	56	1129	113	50	27	54	160	109	109	122	151	101	182	142	15	98
		26%	*25%*	*28%*	*23%*	**26%fg**	**26%fg**	*20%*	*19%*	**26%n**	**28%n**	**26%n**	**29%n**	**27%n**	**31%n**	*15%*	**26%n**	**32%n**	**24%n**	**26%n**
Slightly disagree	(3)	**153**	133	20	8	126	11	12	4	5	12	14	7	14	17	28	19	9	1	9
		3%	*3%*	*3%*	*3%*	*3%*	*2%*	**5%de**	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*4%*	*4%*	*3%*	*2%*	*2%*	*3%*
Disagree	(2)	**85**	73	11	1	69	7	6	3	5	9	6	3	6	6	16	11	6	2	5
		2%	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*
Strongly disagree	(1)	**50**	41	9	2	40	7	2	1	3	4	2	4	2	3	12	4	6	4	4
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	**6%hijklmnopr**	*1%*
NET Agree		**3553**	3071	483	169	2974	296	177	107	142	381	294	252	311	302	521	491	278	41	255
		69%	*69%*	*67%*	*72%*	*69%*	*68%*	*72%*	**75%de**	*68%*	*67%*	*69%*	*67%*	*68%*	*63%*	**77%hijklmpqr**	*69%*	*63%*	*65%*	*69%*
NET Disagree		**288**	248	40	11	235	25	20	8	13	24	22	14	21	27	56	34	22	7	18
		6%	*6%*	*6%*	*5%*	*5%*	*6%*	**8%d**	*6%*	*6%*	*4%*	*5%*	*4%*	*5%*	*6%*	**8%k**	*5%*	*5%*	**11%iklor**	*5%*
Mean		**5.24**	5.25	5.17	5.33	5.24	5.20	5.24	**5.43def**	5.16	**5.30p**	**5.27p**	5.25	5.19	5.15	**5.41hmp**	5.22	5.05	5.07	5.23
Std Dev.		**1.27**	1.28	1.26	1.21	1.27	1.31	1.31	1.30	1.32	1.29	1.24	1.25	1.18	1.25	1.39	1.20	1.24	1.61	1.26
Std Error		**0.02**	0.02	0.03	0.04	0.03	0.04	0.04	0.05	0.08	0.08	0.07	0.08	0.07	0.07	0.08	0.07	0.07	0.12	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Strongly agree	(7)	928	518	244	90	44	25	761	69	513	256	100	30	17	770	47
		18%	**28%bcdefg**	*12%*	*12%*	*12%*	*15%*	**20%bcdg**	*13%*	**28%ijklmn**	*13%*	*11%*	*11%*	*17%*	**20%ijkn**	*13%*
Agree	(6)	1460	537	623	153	96	40	1160	136	581	585	190	67	20	1165	87
		28%	**29%c**	**32%c**	*20%*	**27%c**	*25%*	**31%c**	**26%c**	**31%jln**	**30%j**	*21%*	*25%*	*20%*	**31%jn**	*24%*
Slightly agree	(5)	1166	320	516	177	107	32	836	138	302	548	213	67	22	850	89
		23%	*17%*	**26%af**	**23%a**	**30%acf**	*19%*	**22%a**	**27%a**	*16%*	**28%hm**	**23%h**	**25%h**	*21%*	**22%h**	**24%h**
Neither agree nor disagree	(4)	1319	371	476	324	79	46	847	126	349	474	347	81	35	823	116
		26%	*20%*	**24%a**	**41%abdefg**	*22%*	*28%*	*22%*	*24%*	*19%*	**24%h**	**38%him**	**30%hm**	**34%hm**	*22%*	**32%him**
Slightly disagree	(3)	153	42	61	24	16	8	103	24	51	62	26	10	3	113	12
		3%	*2%*	*3%*	*3%*	*4%*	*5%*	*3%*	**5%a**	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*
Disagree	(2)	85	31	30	6	10	7	61	16	28	28	20	5	1	56	6
		2%	*2%*	*2%*	*1%*	*3%*	**4%c**	*2%*	**3%c**	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
Strongly disagree	(1)	50	26	5	9	5	5	32	9	21	5	13	7	4	26	12
		1%	**1%b**	*	**1%b**	**1%b**	**3%bf**	*1%*	**2%b**	**1%i**	*	**1%i**	**3%im**	**4%him**	*1%*	**3%him**
NET Agree		3553	1374	1383	420	247	97	2757	343	1396	1389	503	164	59	2785	223
		69%	**74%ceg**	**71%ce**	*54%*	**69%c**	*59%*	**73%ceg**	**66%c**	**76%ijkln**	**71%jkln**	*55%*	*61%*	*58%*	**73%jkln**	*60%*
NET Disagree		288	99	97	39	30	20	196	50	100	95	59	22	8	195	30
		6%	*5%*	*5%*	*5%*	**8%b**	**12%abcf**	*5%*	**10%abcf**	*5%*	*5%*	*6%*	*8%*	*8%*	*5%*	*8%*
Mean		5.24	**5.50bcdefg**	**5.20ceg**	4.88	5.07	4.93	**5.35bcdeg**	5.03	**5.54ijklmn**	**5.20jkn**	4.87	4.93	4.95	**5.36ijkln**	4.94
Std Dev.		1.27	1.36	1.15	1.20	1.27	1.47	1.26	1.34	1.33	1.15	1.25	1.32	1.45	1.25	1.36
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Strongly agree	(7)	**928**	115	792	21	365	517	46	908	14	2	1	925	2
		18%	**29%b**	*17%*	*25%*	**23%ef**	*16%*	*14%*	*18%*	*16%*	*11%*	*12%*	*18%*	*7%*
Agree	(6)	**1460**	84	1358	18	400	968	92	1430	23	7	-	1459	1
		28%	*21%*	**29%a**	*21%*	*26%*	**30%d**	*28%*	*28%*	*26%*	*31%*	-	*28%*	*3%*
Slightly agree	(5)	**1166**	91	1054	21	313	774	79	1127	27	2	*	1156	9
		23%	*23%*	*23%*	*24%*	*20%*	**24%d**	*24%*	*22%*	*31%*	*12%*	*1%*	*23%*	*41%*
Neither agree nor disagree	(4)	**1319**	91	1206	23	391	837	91	1277	16	6	9	1300	11
		26%	*23%*	*26%*	*27%*	*25%*	*26%*	*28%*	*25%*	*18%*	*31%*	*87%*	*25%*	*48%*
Slightly disagree	(3)	**153**	7	143	2	41	99	14	149	4	*	-	153	-
		3%	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	-	*3%*	-
Disagree	(2)	**85**	8	76	*	23	58	4	82	3	-	-	85	-
		2%	*2%*	*2%*	*	*1%*	*2%*	*1%*	*2%*	*3%*	-	-	*2%*	-
Strongly disagree	(1)	**50**	5	45	*	24	25	2	46	2	3	-	50	*
		1%	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*2%*	*14%*	-	*1%*	*1%*
NET Agree		**3553**	290	3204	60	1078	2259	216	3465	64	11	1	3540	12
		69%	*72%*	*69%*	*70%*	*69%*	*69%*	*66%*	*69%*	*72%*	*54%*	*13%*	*69%*	*51%*
NET Disagree		**288**	21	265	3	87	182	19	276	8	3	-	288	*
		6%	*5%*	*6%*	*3%*	*6%*	*6%*	*6%*	*6%*	*10%*	*16%*	-	*6%*	*1%*
Mean		**5.24**	**5.40b**	5.22	5.38	**5.32e**	5.21	5.14	5.25	5.13	4.64	4.37	5.24	4.66
Std Dev.		**1.27**	1.37	1.27	1.22	1.35	1.24	1.21	1.27	1.37	1.83	1.04	1.27	0.94
Std Error		**0.02**	0.07	0.02	0.13	0.03	0.02	0.07	0.02	0.16	0.34	0.39	0.02	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		5161	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		5161	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		2793	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Strongly agree	(7)	928	219	282	205	222	64	86	69	115	65	103	76	76	53	114	45	62
		18%	*17%*	**22%acd**	*16%*	*17%*	*15%*	**21%mo**	*16%*	**27%egiklmop**	*14%*	**26%egiklmop**	**18%o**	**18%o**	*12%*	**25%egimop**	*11%*	*15%*
Agree	(6)	1460	350	351	389	370	115	117	118	93	144	114	128	114	146	115	143	112
		28%	*27%*	*27%*	*30%*	*29%*	*27%*	*28%*	*27%*	*22%*	**31%h**	*29%*	**30%h**	*27%*	**34%hn**	*25%*	**35%hn**	*27%*
Slightly agree	(5)	1166	309	262	301	294	95	92	122	76	110	75	79	124	98	100	90	105
		23%	*24%*	*20%*	*23%*	*23%*	*22%*	*22%*	**26%hjk**	*18%*	*24%*	*19%*	*18%*	**29%hjk**	*23%*	*21%*	*22%*	**25%h**
Neither agree nor disagree	(4)	1319	344	329	323	323	136	96	113	117	124	88	121	93	109	109	108	105
		26%	*27%*	*25%*	*25%*	*25%*	**31%jl**	*23%*	*25%*	*27%*	*27%*	*22%*	*28%*	*22%*	*26%*	*24%*	*26%*	*25%*
Slightly disagree	(3)	153	41	27	36	49	7	20	14	10	6	10	11	16	9	18	13	18
		3%	*3%*	*2%*	*3%*	*4%*	*2%*	**5%l**	*3%*	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	*4%*	*3%*	**4%l**
Disagree	(2)	85	15	29	23	18	10	2	3	15	9	5	8	5	10	3	5	10
		2%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**3%fgn**	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*
Strongly disagree	(1)	50	12	11	13	15	6	1	4	5	2	4	9	3	1	5	7	4
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*1%*
NET Agree		3553	878	895	895	886	274	295	309	284	319	292	284	314	297	328	279	278
		69%	*68%*	*69%*	*69%*	*69%*	*63%*	*71%*	*70%*	*66%*	*69%*	**73%e**	*66%*	**73%e**	*70%*	*71%*	*68%*	*67%*
NET Disagree		288	67	67	72	83	22	24	21	30	17	20	27	24	20	26	25	32
		6%	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*7%*	*4%*	*5%*	*6%*	*6%*	*5%*	*6%*	*6%*	*8%*
Mean		5.24	5.21	5.31	5.22	5.21	5.09	**5.34e**	5.20	5.28	5.22	**5.45egikmop**	5.18	5.27	5.21	**5.37ep**	5.14	5.12
Std Dev.		1.27	1.24	1.31	1.25	1.28	1.29	1.24	1.20	1.43	1.18	1.31	1.36	1.22	1.18	1.31	1.24	1.29
Std Error		0.02	0.03	0.04	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base		**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base		**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Strongly agree	(7)	**403**	-	403	229	171	88	61	132	53	30	19	19	149	186	68	38	342	59	331
		8%	-	*8%*	**9%d**	*7%*	**13%hijk**	**10%ijk**	**12%hijk**	**7%ij**	*3%*	*3%*	*4%*	**11%no**	**10%no**	*3%*	*3%*	*7%*	**13%p**	*6%*
Agree	(6)	**969**	-	969	498	469	161	111	212	121	149	107	108	272	333	364	215	871	93	945
		19%	-	*19%*	*20%*	*18%*	**23%hij**	*18%*	*20%*	*16%*	*17%*	*17%*	*20%*	*21%*	*18%*	*18%*	*19%*	*19%*	*20%*	*18%*
Slightly agree	(5)	**1699**	-	1699	807	890	187	176	310	265	321	246	194	363	575	762	440	1555	135	1766
		33%	-	*33%*	*32%*	*34%*	*27%*	*29%*	*29%*	**35%eg**	**36%efg**	**39%efg**	**37%efg**	*28%*	*32%*	**37%lm**	**38%lm**	*33%*	*29%*	*34%*
Neither agree nor disagree	(4)	**1412**	-	1412	647	760	166	165	274	205	265	194	142	331	479	602	336	1287	107	1398
		27%	-	*27%*	*26%*	*29%*	*24%*	*27%*	*26%*	*27%*	*30%*	*31%*	*27%*	*25%*	*27%*	*29%*	*29%*	*28%*	*23%*	*27%*
Slightly disagree	(3)	**369**	-	369	170	194	48	51	75	51	68	40	37	99	126	145	77	329	35	404
		7%	-	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*8%*	*6%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*
Disagree	(2)	**188**	-	188	85	102	20	24	37	42	33	17	16	43	79	66	33	164	19	196
		4%	-	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	**6%j**	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*
Strongly disagree	(1)	**122**	-	122	80	41	19	21	20	9	30	11	11	40	29	52	22	107	15	121
		2%	-	*2%*	**3%d**	*2%*	*3%*	**3%h**	*2%*	*1%*	**3%h**	*2%*	*2%*	**3%m**	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*
NET Agree		**3071**	-	3071	1533	1529	436	348	655	439	500	372	320	784	1093	1193	693	2768	287	3042
		60%	-	*60%*	*61%*	*58%*	**63%l**	*57%*	**62%l**	*59%*	*56%*	*59%*	*61%*	*60%*	*61%*	*58%*	*60%*	*59%*	*62%*	*59%*
NET Disagree		**679**	-	679	335	336	87	96	131	103	131	68	64	183	234	263	131	600	69	721
		13%	-	*13%*	*13%*	*13%*	*13%*	**16%j**	*12%*	*14%*	*15%*	*11%*	*12%*	*14%*	*13%*	*13%*	*11%*	*13%*	*15%*	*14%*
Mean		**4.72**	-	4.72	4.76	4.69	**4.91fhijk**	4.69	**4.87hij**	4.67	4.54	4.65	4.69	**4.81n**	**4.79n**	4.61	4.67	4.72	4.82	4.68
Std Dev.		**1.30**	-	1.30	1.36	1.24	1.40	1.42	1.35	1.26	1.25	1.11	1.19	1.41	1.32	1.19	1.15	1.28	1.45	1.28
Std Error		**0.02**	-	0.02	0.03	0.02	0.06	0.06	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.09	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base		**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base		**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Strongly agree	(7)	**403**	167	74	81	80	242	161	316	83	34	21	81	73	169	176	34	351
		8%	**17%bcd**	*5%*	*7%*	*6%*	**9%f**	*6%*	**10%h**	*4%*	*5%*	*3%*	**6%j**	*6%*	**18%ijkln**	*5%*	*5%*	**8%o**
Agree	(6)	**969**	245	313	224	186	559	410	612	337	111	113	219	254	221	585	111	817
		19%	**25%bcd**	**20%d**	**19%d**	*13%*	**22%f**	*16%*	**20%h**	*17%*	*16%*	*17%*	*17%*	*20%*	**24%ijkn**	*18%*	*16%*	*19%*
Slightly agree	(5)	**1699**	275	597	387	441	871	828	949	737	213	218	450	425	292	1093	214	1408
		33%	*28%*	**37%ad**	*33%*	*32%*	*34%*	*32%*	*31%*	**37%g**	*31%*	*34%*	*35%*	*34%*	*32%*	*34%*	*31%*	*34%*
Neither agree nor disagree	(4)	**1412**	190	406	342	473	596	815	795	585	234	190	374	326	165	890	237	1075
		27%	*19%*	**25%a**	**29%a**	**34%abc**	*23%*	**32%e**	*26%*	*29%*	**34%lmn**	**29%m**	**29%m**	**26%m**	*18%*	**28%m**	**34%p**	*26%*
Slightly disagree	(3)	**369**	54	125	87	103	179	190	227	134	44	65	98	101	32	264	44	298
		7%	*5%*	*8%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	**10%m**	**8%m**	**8%m**	*3%*	**8%m**	*6%*	*7%*
Disagree	(2)	**188**	42	53	29	65	95	93	106	78	27	26	47	47	26	120	27	148
		4%	*4%*	*3%*	*2%*	**5%c**	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*
Strongly disagree	(1)	**122**	17	31	34	39	48	73	67	55	22	16	31	30	14	77	23	91
		2%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*
NET Agree		**3071**	688	984	692	707	1672	1399	1876	1156	358	353	750	752	682	1855	359	2576
		60%	**69%bcd**	**62%d**	**58%d**	*51%*	**65%f**	*54%*	*61%*	*58%*	*52%*	*54%*	*58%*	**60%i**	**74%ijkln**	**58%i**	*52%*	**62%o**
NET Disagree		**679**	114	209	150	207	322	356	400	266	93	108	175	178	72	461	94	537
		13%	*11%*	*13%*	*13%*	*15%*	*12%*	*14%*	*13%*	*13%*	**14%m**	**17%m**	**14%m**	**14%m**	*8%*	**14%m**	*14%*	*13%*
Mean		**4.72**	**5.09bcd**	**4.70d**	**4.70d**	4.51	**4.85f**	4.60	**4.81h**	4.60	4.54	4.53	4.65	**4.69j**	**5.21ijkln**	4.64	4.54	**4.77o**
Std Dev.		**1.30**	1.41	1.21	1.28	1.28	1.30	1.28	1.34	1.23	1.28	1.24	1.26	1.28	1.32	1.27	1.28	1.30
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.05	0.04	0.04	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base		**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base		**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Strongly agree	(7)	**403**	373	30	18	348	28	15	12	14	50	34	35	25	27	111	29	23	7	21
		8%	**8%b**	*4%*	*8%*	*8%*	*6%*	*6%*	*8%*	*7%*	**9%o**	*8%*	**9%o**	*6%*	*6%*	**16%hijklmopr**	*4%*	*5%*	**10%o**	*6%*
Agree	(6)	**969**	846	123	42	810	72	56	31	29	103	92	80	73	75	159	135	63	8	64
		19%	*19%*	*17%*	*18%*	*19%*	*17%*	**23%de**	**22%e**	*14%*	*18%*	**22%hp**	**21%hp**	*16%*	*16%*	**24%hlmpq**	*19%*	*14%*	*13%*	*17%*
Slightly agree	(5)	**1699**	1450	249	70	1423	147	86	44	74	165	131	130	171	180	194	227	152	23	124
		33%	*33%*	*34%*	*30%*	*33%*	*34%*	*35%*	*31%*	*35%*	*29%*	*31%*	*35%*	**38%in**	**37%in**	*29%*	*32%*	*34%*	*37%*	*33%*
Neither agree nor disagree	(4)	**1412**	1190	221	61	1195	123	60	34	65	162	121	87	127	131	126	233	142	16	107
		27%	*27%*	*31%*	*26%*	*28%*	*28%*	*24%*	*24%*	**31%n**	**29%n**	**28%n**	*23%*	**28%n**	**27%n**	*19%*	**33%kn**	**32%kn**	*26%*	**29%n**
Slightly disagree	(3)	**369**	315	54	27	302	37	18	13	14	49	23	29	38	46	31	40	31	5	33
		7%	*7%*	*8%*	**11%a**	*7%*	*9%*	*7%*	*9%*	*7%*	*9%*	*5%*	*8%*	*8%*	**10%n**	*5%*	*6%*	*7%*	*7%*	**9%n**
Disagree	(2)	**188**	161	26	12	159	18	6	4	7	18	16	10	12	15	33	26	22	3	16
		4%	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*5%*	*4%*	*5%*	*4%*	*4%*
Strongly disagree	(1)	**122**	102	20	5	102	8	6	6	7	19	9	4	8	6	22	18	9	2	6
		2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	**4%de**	*3%*	*3%*	*2%*	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*
NET Agree		**3071**	2669	402	131	2580	246	157	87	117	318	257	245	269	281	465	391	238	38	209
		60%	*60%*	*56%*	*55%*	*59%*	*57%*	**64%e**	*61%*	*56%*	*56%*	*60%*	**65%hiopr**	*59%*	*59%*	**69%hilmopr**	*55%*	*54%*	*60%*	*56%*
NET Disagree		**679**	578	101	44	563	64	30	22	27	86	48	43	59	67	87	84	62	9	55
		13%	*13%*	*14%*	**19%a**	*13%*	*15%*	*12%*	*15%*	*13%*	*15%*	*11%*	*11%*	*13%*	*14%*	*13%*	*12%*	*14%*	*14%*	*15%*
Mean		**4.72**	**4.75b**	4.58	4.60	4.73	4.64	4.79	4.74	4.61	4.67	**4.79p**	**4.89hlmopr**	4.67	4.66	**5.01hilmopr**	4.62	4.56	4.70	4.62
Std Dev.		**1.30**	1.31	1.24	1.37	1.30	1.26	1.26	1.40	1.28	1.37	1.29	1.24	1.19	1.19	1.49	1.23	1.24	1.35	1.25
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.08	0.08	0.08	0.07	0.07	0.09	0.07	0.07	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

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Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5161	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base		5161	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base		2793	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Strongly agree	(7)	403	238	91	41	14	13	329	27	234	100	46	13	5	334	17
		8%	**13%bcdfg**	*5%*	*5%*	*4%*	*8%*	**9%bcdg**	*5%*	**13%ijklmn**	*5%*	*5%*	*5%*	*5%*	**9%ijn**	*5%*
Agree	(6)	969	382	383	97	76	26	764	101	384	395	125	35	23	779	58
		19%	**21%c**	**20%c**	*12%*	**21%c**	*16%*	**20%c**	**19%c**	**21%jk**	**20%jk**	*14%*	*13%*	*22%*	**20%jk**	*16%*
Slightly agree	(5)	1699	586	728	206	123	45	1315	167	589	703	270	97	27	1292	124
		33%	**32%c**	**37%ac**	*26%*	**34%c**	*27%*	**35%c**	*32%*	*32%*	**36%j**	*30%*	*36%*	*26%*	*34%*	*34%*
Neither agree nor disagree	(4)	1412	408	521	327	83	48	929	130	398	517	353	83	25	915	108
		27%	*22%*	**27%a**	**42%abdefg**	*23%*	*29%*	*24%*	*25%*	*22%*	**26%h**	**39%hilmn**	**31%h**	*24%*	*24%*	**29%h**
Slightly disagree	(3)	369	110	140	60	36	18	250	54	116	137	65	27	14	252	41
		7%	*6%*	*7%*	*8%*	**10%a**	**11%a**	*7%*	**10%af**	*6%*	*7%*	*7%*	*10%*	**14%him**	*7%*	**11%him**
Disagree	(2)	188	70	59	28	21	7	129	28	72	71	34	5	5	143	10
		4%	*4%*	*3%*	*4%*	**6%b**	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	*2%*	*5%*	*4%*	*3%*
Strongly disagree	(1)	122	51	34	23	5	6	84	11	53	36	17	7	4	88	11
		2%	*3%*	*2%*	*3%*	*1%*	*4%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*
NET Agree		3071	1206	1202	345	212	84	2408	296	1207	1198	441	145	54	2405	199
		60%	**65%ceg**	**61%ce**	*44%*	**60%c**	*51%*	**63%ceg**	**57%c**	**65%ijkln**	**61%j**	*48%*	*54%*	*53%*	**63%jkn**	*54%*
NET Disagree		679	230	232	111	61	32	463	93	240	243	116	39	23	484	62
		13%	*12%*	*12%*	*14%*	**17%bf**	**19%abf**	*12%*	**18%abf**	*13%*	*12%*	*13%*	*15%*	**22%hijm**	*13%*	*17%*
Mean		4.72	**4.90bcdeg**	**4.72c**	4.43	4.63	4.52	**4.81ceg**	4.60	**4.89ijkln**	**4.72jn**	4.52	4.55	4.50	**4.80jkn**	4.54
Std Dev.		1.30	1.40	1.18	1.24	1.27	1.42	1.30	1.32	1.41	1.22	1.19	1.20	1.42	1.32	1.26
Std Error		0.02	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base		**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base		**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Strongly agree	(7)	**403**	69	321	13	174	198	31	384	16	2	-	402	*
		8%	***17%b***	*7%*	***15%b***	***11%e***	*6%*	*10%*	*8%*	***18%gk***	*11%*	-	*8%*	*2%*
Agree	(6)	**969**	86	866	17	309	596	63	940	23	3	-	967	2
		19%	*21%*	*19%*	*20%*	*20%*	*18%*	*19%*	*19%*	*26%*	*13%*	-	*19%*	*9%*
Slightly agree	(5)	**1699**	103	1574	22	443	1174	83	1669	20	6	2	1695	2
		33%	*26%*	***34%a***	*26%*	*28%*	***36%df***	*25%*	*33%*	*22%*	*29%*	*23%*	*33%*	*11%*
Neither agree nor disagree	(4)	**1412**	89	1303	20	409	896	107	1367	21	6	5	1394	12
		27%	*22%*	*28%*	*23%*	*26%*	*27%*	*33%*	*27%*	*24%*	*30%*	*52%*	*27%*	*53%*
Slightly disagree	(3)	**369**	19	344	7	93	252	25	358	4	1	3	362	4
		7%	*5%*	*7%*	*8%*	*6%*	*8%*	*8%*	*7%*	*4%*	*2%*	*26%*	*7%*	*19%*
Disagree	(2)	**188**	14	169	4	66	107	15	180	5	1	-	186	2
		4%	*3%*	*4%*	*5%*	*4%*	*3%*	*5%*	*4%*	*5%*	*7%*	-	*4%*	*7%*
Strongly disagree	(1)	**122**	22	97	2	63	56	2	120	-	2	-	122	-
		2%	***6%b***	*2%*	*2%*	***4%ef***	*2%*	*1%*	*2%*	-	*8%*	-	*2%*	-
NET Agree		**3071**	258	2760	52	926	1967	178	2994	59	11	2	3064	5
		60%	*64%*	*59%*	*62%*	*60%*	*60%*	*54%*	*60%*	*66%*	*53%*	*23%*	*60%*	*22%*
NET Disagree		**679**	55	610	13	221	415	42	658	9	4	3	670	6
		13%	*14%*	*13%*	*15%*	*14%*	*13%*	*13%*	*13%*	*10%*	*17%*	*26%*	*13%*	*26%*
Mean		**4.72**	***4.92b***	4.70	4.87	4.75	4.71	4.74	4.72	***5.12gk***	4.50	3.97	4.73	4.02
Std Dev.		**1.30**	1.59	1.27	1.48	1.45	1.22	1.29	1.30	1.37	1.65	0.73	1.30	1.07
Std Error		**0.02**	0.08	0.02	0.16	0.04	0.02	0.07	0.02	0.16	0.31	0.28	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Quarter				Month											
			Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base		**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base		**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base		**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Strongly agree	(7)	**403**	89	128	76	109	22	31	36	49	36	44	24	25	26	57	27	25
		8%	*7%*	**10%ac**	*6%*	*8%*	*5%*	*8%*	*8%*	**11%eklmp**	*8%*	**11%ekl**	*6%*	*6%*	*6%*	**12%eklmop**	*7%*	*6%*
Agree	(6)	**969**	245	258	239	227	79	98	68	98	75	85	84	71	84	99	57	72
		19%	*19%*	*20%*	*19%*	*18%*	*18%*	**24%glo**	*15%*	**23%go**	*16%*	**21%o**	*19%*	*16%*	*20%*	**21%o**	*14%*	*17%*
Slightly agree	(5)	**1699**	441	427	432	400	147	130	164	126	176	124	102	164	166	142	118	139
		33%	*34%*	*33%*	*33%*	*31%*	**34%k**	*31%*	**37%k**	*29%*	**38%hko**	*31%*	*24%*	**38%hko**	**39%hko**	*31%*	*29%*	**34%k**
Neither agree nor disagree	(4)	**1412**	367	328	362	353	140	100	128	113	121	95	146	105	111	107	137	110
		27%	*28%*	*25%*	*28%*	*27%*	**32%jn**	*24%*	*29%*	*26%*	*26%*	*24%*	**34%fjln**	*24%*	*26%*	*23%*	**33%fjln**	*26%*
Slightly disagree	(3)	**369**	74	83	89	124	24	32	18	22	27	33	38	33	17	34	46	44
		7%	*6%*	*6%*	*7%*	**10%ab**	*6%*	*8%*	*4%*	*5%*	*6%*	**8%m**	**9%gm**	*8%*	*4%*	*7%*	**11%eghim**	**10%ghm**
Disagree	(2)	**188**	44	39	58	46	14	12	18	9	14	16	17	26	16	11	20	16
		4%	*3%*	*3%*	*5%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	**6%hn**	*4%*	*2%*	*5%*	*4%*
Strongly disagree	(1)	**122**	29	27	34	32	7	11	11	12	12	2	21	6	7	15	6	11
		2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*1%*	**5%j**	*2%*	*2%*	**3%j**	*2%*	*3%*
NET Agree		**3071**	775	813	746	736	248	260	268	273	287	252	210	260	276	297	203	236
		60%	*60%*	**63%cd**	*58%*	*57%*	*57%*	**63%ko**	**60%ko**	**64%ko**	**62%ko**	**63%ko**	*49%*	**60%ko**	**65%ko**	**64%ko**	*49%*	*57%*
NET Disagree		**679**	147	149	181	201	46	54	47	44	53	52	76	66	40	59	72	70
		13%	*11%*	*12%*	*14%*	**16%ab**	*11%*	*13%*	*11%*	*10%*	*12%*	*13%*	**18%eghm**	*15%*	*9%*	*13%*	**17%eghm**	**17%hm**
Mean		**4.72**	4.74	**4.84cd**	4.64	4.68	4.68	**4.80ko**	4.72	**4.91klop**	**4.74ko**	**4.88klop**	4.48	4.64	**4.80ko**	**4.88klop**	4.51	4.61
Std Dev.		**1.30**	1.26	1.30	1.30	1.33	1.18	1.32	1.27	1.34	1.27	1.29	1.40	1.27	1.19	1.39	1.27	1.30
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
I am satisfied with my life	**3624**	-	3624	1790	1828	467	434	753	457	589	487	438	901	1210	1514	925	3265	342	3628
	70%	-	*70%*	*71%*	*70%*	*68%*	**71%h**	**71%h**	*61%*	*66%*	**77%ehi**	**83%efghij**	*69%*	*67%*	**74%m**	**80%lmn**	*70%*	*74%*	*70%*
I feel very positive about my future	**3344**	-	3344	1683	1655	468	431	712	423	507	438	363	899	1136	1309	801	2992	325	3310
	65%	-	*65%*	**67%d**	*63%*	**68%hi**	**71%hi**	**67%hi**	*57%*	*57%*	**69%hi**	**69%hi**	**69%mn**	*63%*	*64%*	**69%mn**	*64%*	*70%*	*64%*
I don't like people to think badly of me	**3553**	-	3553	1642	1894	498	461	746	511	548	426	363	959	1258	1337	789	3173	350	3586
	69%	-	*69%*	*65%*	**72%c**	**72%i**	**76%hij**	**70%i**	**69%i**	*61%*	*67%*	**69%i**	**74%no**	**70%n**	*65%*	*68%*	*68%*	**76%p**	*69%*
White lies are acceptable to avoid hurting people's feelings	**3071**	-	3071	1533	1529	436	348	655	439	500	372	320	784	1093	1193	693	2768	287	3042
	60%	-	*60%*	*61%*	*58%*	**63%i**	*57%*	**62%i**	*59%*	*56%*	*59%*	*61%*	*60%*	*61%*	*58%*	*60%*	*59%*	*62%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
I am satisfied with my life	**3624**	833	1164	856	771	1997	1627	2222	1356	340	394	876	1014	774	2284	344	3102
	70%	**84%bcd**	**73%d**	**72%d**	*56%*	**77%f**	*63%*	**72%h**	*68%*	*50%*	**61%i**	**67%ij**	**81%ijkn**	**84%ijkn**	**71%ij**	*50%*	**74%o**
I feel very positive about my future	**3344**	802	1035	813	694	1837	1507	2091	1213	300	361	808	923	745	2091	301	2875
	65%	**81%bcd**	**65%d**	**69%d**	*50%*	**71%f**	*59%*	**68%h**	*60%*	*44%*	**55%i**	**62%ij**	**73%ijkn**	**81%ijkln**	**65%ij**	*44%*	**69%o**
I don't like people to think badly of me	**3553**	756	1108	818	871	1864	1689	2140	1363	415	431	873	891	706	2195	417	2953
	69%	**76%bcd**	**69%d**	**69%d**	*63%*	**72%f**	*66%*	*70%*	*68%*	*61%*	*66%*	**67%i**	**71%i**	**77%ijkln**	**68%i**	*60%*	**71%o**
White lies are acceptable to avoid hurting people's feelings	**3071**	688	984	692	707	1672	1399	1876	1156	358	353	750	752	682	1855	359	2576
	60%	**69%bcd**	**62%d**	**58%d**	*51%*	**65%f**	*54%*	*61%*	*58%*	*52%*	*54%*	*58%*	**60%i**	**74%ijkln**	**58%i**	*52%*	**62%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
I am satisfied with my life	**3624**	3093	531	176	3017	318	183	107	141	384	296	266	303	323	489	506	308	44	274
	70%	*70%*	*73%*	*74%*	*70%*	*73%*	*74%*	**75%d**	*68%*	*68%*	*70%*	*71%*	*67%*	*67%*	*72%*	*71%*	*69%*	*70%*	**74%l**
I feel very positive about my future	**3344**	2870	474	161	2783	294	169	99	124	348	272	248	289	279	471	482	269	42	252
	65%	*65%*	*65%*	*68%*	*64%*	*68%*	*68%*	*69%*	*59%*	*62%*	*64%*	*66%*	*63%*	*58%*	**69%hmp**	**68%hm**	*61%*	*67%*	**68%hm**
I don't like people to think badly of me	**3553**	3071	483	169	2974	296	177	107	142	381	294	252	311	302	521	491	278	41	255
	69%	*69%*	*67%*	*72%*	*69%*	*68%*	*72%*	**75%de**	*68%*	*67%*	*69%*	*67%*	*68%*	*63%*	**77%hijklmpqr**	*69%*	*63%*	*65%*	*69%*
White lies are acceptable to avoid hurting people's feelings	**3071**	2669	402	131	2580	246	157	87	117	318	257	245	269	281	465	391	238	38	209
	60%	*60%*	*56%*	*55%*	*59%*	*57%*	**64%e**	*61%*	*56%*	*56%*	*60%*	**65%hiopr**	*59%*	*59%*	**69%hilmopr**	*55%*	*54%*	*60%*	*56%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
I am satisfied with my life	**3624**	1443	1408	426	225	97	2851	322	1396	1414	530	176	65	2810	241
	70%	**78%bcdeg**	**72%cdeg**	*55%*	**63%c**	*60%*	**75%cdeg**	**62%c**	**76%jkln**	**72%jn**	*58%*	*66%*	*64%*	**74%jkn**	*65%*
I feel very positive about my future	**3344**	1333	1294	394	205	94	2627	299	1297	1319	484	150	60	2616	210
	65%	**72%bcdeg**	**66%cdg**	*50%*	*58%*	*58%*	**69%cdeg**	*58%*	**70%jkln**	**67%jkn**	*53%*	*56%*	*59%*	**69%jkn**	*57%*
I don't like people to think badly of me	**3553**	1374	1383	420	247	97	2757	343	1396	1389	503	164	59	2785	223
	69%	**74%ceg**	**71%ce**	*54%*	**69%c**	*59%*	**73%ceg**	**66%c**	**76%jkln**	**71%jkln**	*55%*	*61%*	*58%*	**73%jkln**	*60%*
White lies are acceptable to avoid hurting people's feelings	**3071**	1206	1202	345	212	84	2408	296	1207	1198	441	145	54	2405	199
	60%	**65%ceg**	**61%ce**	*44%*	**60%c**	*51%*	**63%ceg**	**57%c**	**65%jkln**	**61%j**	*48%*	*54%*	*53%*	**63%jkn**	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
I am satisfied with my life	**3624**	249	3318	57	911	2527	187	3549	64	9	*	3622	2
	70%	*62%*	***71%a***	*68%*	*59%*	***77%df***	*57%*	*71%*	*72%*	*44%*	*1%*	*71%*	*10%*
I feel very positive about my future	**3344**	237	3050	57	814	2345	184	3264	71	7	-	3342	2
	65%	*59%*	*65%*	*67%*	*52%*	***72%df***	*56%*	*65%*	***79%gk***	*34%*	-	*65%*	*10%*
I don't like people to think badly of me	**3553**	290	3204	60	1078	2259	216	3465	64	11	1	3540	12
	69%	*72%*	*69%*	*70%*	*69%*	*69%*	*66%*	*69%*	*72%*	*54%*	*13%*	*69%*	*51%*
White lies are acceptable to avoid hurting people's feelings	**3071**	258	2760	52	926	1967	178	2994	59	11	2	3064	5
	60%	*64%*	*59%*	*62%*	*60%*	*60%*	*54%*	*60%*	*66%*	*53%*	*23%*	*60%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_AGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
I am satisfied with my life	**3624**	878	949	889	908	287	291	300	318	338	294	287	306	296	348	275	285
	70%	*68%*	**74%a**	*69%*	*70%*	*66%*	*70%*	*68%*	*74%*	*73%*	*74%*	*66%*	*71%*	*69%*	**75%eko**	*67%*	*68%*
I feel very positive about my future	**3344**	825	882	823	814	264	265	296	290	304	288	278	271	274	310	261	243
	65%	*64%*	**68%d**	*64%*	*63%*	*61%*	*64%*	*67%*	**67%p**	*66%*	**72%elop**	*64%*	*63%*	*64%*	*67%*	*63%*	*58%*
I don't like people to think badly of me	**3553**	878	895	895	886	274	295	309	284	319	292	284	314	297	328	279	278
	69%	*68%*	*69%*	*69%*	*69%*	*63%*	*71%*	*70%*	*66%*	*69%*	**73%e**	*66%*	**73%e**	*70%*	*71%*	*68%*	*67%*
White lies are acceptable to avoid hurting people's feelings	**3071**	775	813	746	736	248	260	268	273	287	252	210	260	276	297	203	236
	60%	*60%*	**63%cd**	*58%*	*57%*	*57%*	**63%ko**	**60%ko**	**64%ko**	**62%ko**	**63%ko**	*49%*	**60%ko**	**65%ko**	**64%ko**	*49%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
I am satisfied with my life	**825**	-	825	384	433	104	117	165	159	174	60	46	221	324	280	106	752	67	837
	16%	-	*16%*	*15%*	*16%*	**15%jk**	**19%jk**	**16%jk**	**21%egjk**	**19%jk**	*9%*	*9%*	**17%no**	**18%no**	**14%o**	*9%*	*16%*	*14%*	*16%*
I feel very positive about my future	**910**	-	910	411	491	111	91	157	175	220	84	72	202	332	376	156	835	65	955
	18%	-	*18%*	*16%*	*19%*	*16%*	*15%*	*15%*	**23%efgjk**	**25%efgjk**	*13%*	*14%*	*16%*	**18%o**	**18%o**	*13%*	*18%*	*14%*	*19%*
I don't like people to think badly of me	**288**	-	288	158	130	51	26	77	52	49	24	9	77	129	82	33	254	33	298
	6%	-	*6%*	*6%*	*5%*	**7%jk**	*4%*	**7%jk**	**7%k**	**5%k**	*4%*	*2%*	**6%o**	**7%no**	*4%*	*3%*	*5%*	*7%*	*6%*
White lies are acceptable to avoid hurting people's feelings	**679**	-	679	335	336	87	96	131	103	131	68	64	183	234	263	131	600	69	721
	13%	-	*13%*	*13%*	*13%*	*13%*	**16%j**	*12%*	*14%*	*15%*	*11%*	*12%*	*14%*	*13%*	*13%*	*11%*	*13%*	*15%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
I am satisfied with my life	**825**	85	224	163	353	308	517	445	371	218	158	218	102	63	479	219	556
	16%	*9%*	**14%a**	**14%a**	**25%abc**	*12%*	**20%e**	*14%*	**18%g**	**32%jklmn**	**24%klmn**	**17%lm**	*8%*	*7%*	**15%lm**	**32%p**	*13%*
I feel very positive about my future	**910**	101	256	181	372	357	553	488	404	219	176	244	119	72	540	219	625
	18%	*10%*	**16%a**	**15%a**	**27%abc**	*14%*	**22%e**	*16%*	**20%g**	**32%klmn**	**27%klmn**	**19%lm**	*10%*	*8%*	**17%lm**	**32%p**	*15%*
I don't like people to think badly of me	**288**	64	73	63	88	137	151	192	92	47	44	67	63	57	174	47	232
	6%	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*7%*	*7%*	*5%*	*5%*	*6%*	*5%*	*7%*	*6%*
White lies are acceptable to avoid hurting people's feelings	**679**	114	209	150	207	322	356	400	266	93	108	175	178	72	461	94	537
	13%	*11%*	*13%*	*13%*	*15%*	*12%*	*14%*	*13%*	*13%*	**14%m**	**17%m**	**14%m**	**14%m**	*8%*	**14%m**	*14%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
I am satisfied with my life	**825**	718	107	31	705	61	39	20	32	93	72	60	79	89	104	113	63	12	49
	16%	*16%*	*15%*	*13%*	*16%*	*14%*	*16%*	*14%*	*15%*	*16%*	*17%*	*16%*	*17%*	*19%*	*15%*	*16%*	*14%*	*19%*	*13%*
I feel very positive about my future	**910**	779	131	40	771	67	49	24	43	107	91	62	75	97	99	118	79	11	56
	18%	*18%*	*18%*	*17%*	*18%*	*15%*	*20%*	*17%*	*21%*	*19%*	**21%nr**	*16%*	*16%*	*20%*	*15%*	*17%*	*18%*	*17%*	*15%*
I don't like people to think badly of me	**288**	248	40	11	235	25	20	8	13	24	22	14	21	27	56	34	22	7	18
	6%	*6%*	*6%*	*5%*	*5%*	*6%*	**8%d**	*6%*	*6%*	*4%*	*5%*	*4%*	*5%*	*6%*	**8%k**	*5%*	*5%*	**11%klor**	*5%*
White lies are acceptable to avoid hurting people's feelings	**679**	578	101	44	563	64	30	22	27	86	48	43	59	67	87	84	62	9	55
	13%	*13%*	*14%*	**19%a**	*13%*	*15%*	*12%*	*15%*	*13%*	*15%*	*11%*	*11%*	*13%*	*14%*	*13%*	*12%*	*14%*	*14%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
I am satisfied with my life	**825**	239	310	121	94	40	549	134	284	304	134	60	25	588	85
	16%	*13%*	*16%*	*15%*	**26%abcf**	**25%abcf**	*14%*	**26%abcf**	*15%*	*16%*	*15%*	**22%hijm**	**24%hijm**	*15%*	**23%hijm**
I feel very positive about my future	**910**	282	350	141	82	38	632	120	316	346	151	55	27	662	82
	18%	*15%*	*18%*	*18%*	**23%af**	**23%a**	*17%*	**23%abf**	*17%*	*18%*	*17%*	*21%*	**26%j**	*17%*	*22%*
I don't like people to think badly of me	**288**	99	97	39	30	20	196	50	100	95	59	22	8	195	30
	6%	*5%*	*5%*	*5%*	**8%b**	**12%abcf**	*5%*	**10%abcf**	*5%*	*5%*	*6%*	*8%*	*8%*	*5%*	*8%*
White lies are acceptable to avoid hurting people's feelings	**679**	230	232	111	61	32	463	93	240	243	116	39	23	484	62
	13%	*12%*	*12%*	*14%*	**17%bf**	**19%abf**	*12%*	**18%abf**	*13%*	*12%*	*13%*	*15%*	**22%hijm**	*13%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
I am satisfied with my life	**825**	92	717	16	403	363	59	806	7	7	5	820	*
	16%	**23%b**	*15%*	*18%*	**26%ef**	*11%*	**18%e**	*16%*	*8%*	*33%*	*48%*	*16%*	*1%*
I feel very positive about my future	**910**	102	791	16	441	400	69	888	4	10	2	902	6
	18%	**25%b**	*17%*	*19%*	**28%ef**	*12%*	**21%e**	**18%h**	*5%*	*48%*	*22%*	**18%h**	*25%*
I don't like people to think badly of me	**288**	21	265	3	87	182	19	276	8	3	-	288	*
	6%	*5%*	*6%*	*3%*	*6%*	*6%*	*6%*	*6%*	*10%*	*16%*	-	*6%*	*1%*
White lies are acceptable to avoid hurting people's feelings	**679**	55	610	13	221	415	42	658	9	4	3	670	6
	13%	*14%*	*13%*	*15%*	*14%*	*13%*	*13%*	*13%*	*10%*	*17%*	*26%*	*13%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_NET_DISAGREE. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Disagree Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
I am satisfied with my life	**825**	196	185	210	234	65	54	77	57	61	67	75	71	63	73	72	88
	16%	*15%*	*14%*	*16%*	**18%b**	*15%*	*13%*	*17%*	*13%*	*13%*	*17%*	*17%*	*17%*	*15%*	*16%*	*18%*	**21%fhi**
I feel very positive about my future	**910**	226	201	236	247	83	69	74	68	72	61	79	80	76	80	78	89
	18%	*18%*	*16%*	*18%*	*19%*	*19%*	*17%*	*17%*	*16%*	*16%*	*15%*	*18%*	*19%*	*18%*	*17%*	*19%*	*21%*
I don't like people to think badly of me	**288**	67	67	72	83	22	24	21	30	17	20	27	24	20	26	25	32
	6%	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*7%*	*4%*	*5%*	*6%*	*6%*	*5%*	*6%*	*6%*	*8%*
White lies are acceptable to avoid hurting people's feelings	**679**	147	149	181	201	46	54	47	44	53	52	76	66	40	59	72	70
	13%	*11%*	*12%*	*14%*	**16%ab**	*11%*	*13%*	*11%*	*10%*	*12%*	*13%*	**18%eghm**	*15%*	*9%*	*13%*	**17%eghm**	**17%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
I am satisfied with my life	**5.09**	-	5.09	**5.15d**	5.05	**5.04hi**	**5.07hi**	**5.15ehi**	4.80	4.87	**5.37efghi**	**5.54efghij**	5.06	5.01	**5.19lm**	**5.44lmn**	5.09	**5.19p**	5.08
I feel very positive about my future	**4.93**	-	4.93	**5.03d**	4.84	**5.08hi**	**5.08hi**	**5.07hi**	4.64	4.59	**5.05hi**	**5.12hi**	**5.08mn**	4.89	4.87	**5.08mn**	4.91	**5.14p**	4.90
I don't like people to think badly of me	**5.24**	-	5.24	5.17	**5.30c**	**5.37hi**	**5.34hi**	**5.25i**	5.15	5.07	5.21	**5.36hi**	**5.36mn**	5.21	5.19	5.28	5.23	5.39	5.23
White lies are acceptable to avoid hurting people's feelings	**4.72**	-	4.72	4.76	4.69	**4.91fhijk**	4.69	**4.87hij**	4.67	4.54	4.65	4.69	**4.81n**	**4.79n**	4.61	4.67	4.72	4.82	4.68

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
I am satisfied with my life	**5.09**	**5.70bcd**	**5.14d**	**5.20d**	4.52	**5.35f**	4.83	**5.18h**	4.96	4.30	**4.70i**	**4.99ij**	**5.41ijkn**	**5.74ijkln**	**5.10ijk**	4.30	**5.24o**
I feel very positive about my future	**4.93**	**5.59bcd**	**4.92d**	**5.03bd**	4.38	**5.18f**	4.68	**5.06h**	4.74	4.17	**4.53i**	**4.82ij**	**5.22ijkn**	**5.62ijkln**	**4.92ijk**	4.17	**5.07o**
I don't like people to think badly of me	**5.24**	**5.49bcd**	**5.24d**	**5.24d**	5.05	**5.34f**	5.14	5.24	5.24	5.01	5.15	5.16	**5.29ik**	**5.51ijkln**	**5.21i**	5.01	**5.28o**
White lies are acceptable to avoid hurting people's feelings	**4.72**	**5.09bcd**	**4.70d**	**4.70d**	4.51	**4.85f**	4.60	**4.81h**	4.60	4.54	4.53	4.65	**4.69j**	**5.21ijkln**	4.64	4.54	**4.77o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
I am satisfied with my life	**5.09**	5.08	**5.18a**	5.23	5.07	5.21	5.17	5.20	5.05	5.06	5.05	**5.14m**	4.99	4.98	**5.20ijlmo**	5.06	5.09	5.13	**5.23lm**
I feel very positive about my future	**4.93**	4.94	4.88	4.98	4.91	**5.08d**	4.94	5.07	4.83	4.88	4.76	**4.98jmp**	4.87	4.75	**5.19hijklmop**	**4.93jm**	4.81	5.08	**5.07jlmp**
I don't like people to think badly of me	**5.24**	5.25	5.17	5.33	5.24	5.20	5.24	**5.43def**	5.16	**5.30p**	**5.27p**	5.25	5.19	5.15	**5.41hmp**	5.22	5.05	5.07	5.23
White lies are acceptable to avoid hurting people's feelings	**4.72**	**4.75b**	4.58	4.60	4.73	4.64	4.79	4.74	4.61	4.67	**4.79p**	**4.89hlmopr**	4.67	4.66	**5.01hilmopr**	4.62	4.56	4.70	4.62

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
I am satisfied with my life	**5.09**	**5.47bcdefg**	**5.06cdeg**	4.65	4.68	4.65	**5.26bcdeg**	4.67	**5.34ijklmn**	**5.07jkln**	4.80	4.83	4.76	**5.20ijkln**	4.81
I feel very positive about my future	**4.93**	**5.22bcdefg**	**4.91cdeg**	4.53	4.60	4.66	**5.06bcdeg**	4.62	**5.17ijklmn**	**4.92jkln**	4.63	4.62	4.64	**5.04ijkln**	4.62
I don't like people to think badly of me	**5.24**	**5.50bcdefg**	**5.20ceg**	4.88	5.07	4.93	**5.35bcdeg**	5.03	**5.54ijklmn**	**5.20jkn**	4.87	4.93	4.95	**5.36ijkln**	4.94
White lies are acceptable to avoid hurting people's feelings	**4.72**	**4.90bcdeg**	**4.72c**	4.43	4.63	4.52	**4.81ceg**	4.60	**4.89ijkln**	**4.72jn**	4.52	4.55	4.50	**4.80jkn**	4.54

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
I am satisfied with my life	**5.09**	4.92	**5.11a**	4.94	4.67	**5.32df**	4.81	**5.10l**	**5.37gkl**	4.34	3.29	**5.10l**	4.15
I feel very positive about my future	**4.93**	4.75	**4.94a**	4.94	4.49	**5.15df**	**4.77d**	**4.93l**	**5.44gkl**	3.98	3.44	**4.94l**	3.94
I don't like people to think badly of me	**5.24**	**5.40b**	5.22	5.38	**5.32e**	5.21	5.14	5.25	5.13	4.64	4.37	5.24	4.66
White lies are acceptable to avoid hurting people's feelings	**4.72**	**4.92b**	4.70	4.87	4.75	4.71	4.74	4.72	**5.12gk**	4.50	3.97	4.73	4.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

Table 367

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
I am satisfied with my life	**5.09**	5.08	**5.22acd**	5.01	5.06	5.01	**5.16ekmp**	**5.08p**	**5.31efgiklmop**	**5.13kmp**	**5.22eklmp**	4.98	5.05	4.99	**5.19ekmp**	**5.08p**	4.91
I feel very positive about my future	**4.93**	**4.94cd**	**5.09acd**	4.85	4.84	**4.83p**	**4.94p**	**5.04eklmop**	**5.12efklmop**	**4.98emp**	**5.17efiklmnop**	**4.84p**	**4.88p**	**4.82p**	**5.00ekmp**	**4.85p**	4.66
I don't like people to think badly of me	**5.24**	5.21	5.31	5.22	5.21	5.09	**5.34e**	5.20	5.28	5.22	**5.45egikmop**	5.18	5.27	5.21	**5.37ep**	5.14	5.12
White lies are acceptable to avoid hurting people's feelings	**4.72**	4.74	**4.84cd**	4.64	4.68	4.68	**4.80ko**	4.72	**4.91klop**	**4.74ko**	**4.88klop**	4.48	4.64	**4.80ko**	**4.88kop**	4.51	4.61

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5161**	-	5161	2463	2682	603	596	1010	717	1009	752	474	1199	1727	2235	1226	4833	288	5161
Weighted Base	**5161**	-**	5161	2515	2626	689	608	1060	746	897	634	526	1297	1806	2057	1160	4654	463	5161
Effective Base	**2793**	-	2793	1337	1445	342	346	571	398	533	346	266	684	969	1141	612	2574	207	5161
Yes	**4079**	-	4079	1975	2091	444	457	871	591	737	537	442	901	1462	1716	979	3725	327	4012
	79%	-	*79%*	*79%*	*80%*	*64%*	**75%e**	**82%ef**	**79%e**	**82%ef**	**85%ef**	**84%ef**	*69%*	**81%l**	**83%l**	**84%l**	**80%q**	*71%*	*78%*
No	**1082**	-	1082	540	535	245	151	189	155	160	97	84	397	344	341	181	929	136	1149
	21%	-	*21%*	*21%*	*20%*	**36%fghijk**	**25%gijk**	*18%*	*21%*	*18%*	*15%*	*16%*	**31%mno**	*19%*	*17%*	*16%*	*20%*	**29%p**	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5161**	1303	1558	1044	1256	2861	2300	2651	2430	633	648	1296	1313	896	3257	638	4229
Weighted Base	**5161**	991	1599	1184	1387	2590	2571	3071	2008	684	651	1299	1256	919	3206	690	4188
Effective Base	**2793**	542	881	612	759	1423	1370	1498	1305	370	371	717	678	458	1765	372	2257
Yes	**4079**	802	1245	954	1078	2047	2032	2421	1605	510	530	1058	990	755	2578	515	3380
	79%	*81%*	*78%*	*81%*	*78%*	*79%*	*79%*	*79%*	*80%*	*75%*	**81%i**	**81%i**	*79%*	**82%i**	**80%i**	*75%*	**81%o**
No	**1082**	189	354	230	309	543	539	650	403	174	121	242	266	165	628	175	808
	21%	*19%*	*22%*	*19%*	*22%*	*21%*	*21%*	*21%*	*20%*	**25%jkmn**	*19%*	*19%*	*21%*	*18%*	*20%*	**25%p**	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5161**	3445	1716	731	2539	1068	908	646	263	286	281	266	297	280	286	295	285	168	900
Weighted Base	**5161**	4437	724	236	4338	433	247	143	209	566	425	375	455	480	678	708	443	63*	370
Effective Base	**2793**	2343	463	161	2096	509	434	404	235	256	248	235	261	252	256	257	256	83	427
Yes	**4079**	3509	570	188	3466	315	190	108	178	441	346	312	366	393	505	571	354	47	268
	79%	*79%*	*79%*	*80%*	**80%e**	*73%*	*77%*	*76%*	**85%inqr**	*78%*	**81%r**	**83%nr**	**81%r**	**82%nr**	*74%*	**81%r**	**80%r**	*75%*	*72%*
No	**1082**	928	154	48	872	119	57	34	31	124	80	63	89	87	173	137	88	16	103
	21%	*21%*	*21%*	*20%*	*20%*	**27%d**	*23%*	*24%*	*15%*	**22%h**	*19%*	*17%*	*19%*	*18%*	**26%hkm**	*19%*	*20%*	**25%h**	**28%hjklmop**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5161**	1855	1996	743	334	171	3851	505	1923	1991	815	243	115	3914	358
Weighted Base	**5161**	1844	1955	782	356	163	3800	519	1844	1959	910	266	102*	3803	369
Effective Base	**2793**	990	1050	422	197	100	2039	296	1012	1045	473	149	70	2057	217
Yes	**4079**	1551	1561	548	261	119	3113	380	1542	1545	667	195	74	3087	269
	79%	**84%bcdeg**	**80%cdg**	*70%*	*73%*	*73%*	**82%cdeg**	*73%*	**84%ijkln**	**79%j**	*73%*	*73%*	*73%*	**81%jkn**	*73%*
No	**1082**	293	394	234	95	44	687	139	302	414	242	71	28	716	99
	21%	*16%*	**20%a**	**30%abf**	**27%abf**	**27%af**	*18%*	**27%abf**	*16%*	**21%h**	**27%him**	**27%hm**	**27%h**	*19%*	**27%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5161**	393	4678	90	1625	3212	324	5036	70	29	7	5135	19
Weighted Base	**5161**	402	4674	85*	1555	3279	327	5018	89*	21**	10**	5128	23**
Effective Base	**2793**	227	2519	48	878	1722	199	2714	48	17	5	2777	11
Yes	**4079**	343	3669	66	1286	2556	238	3979	65	19	1	4063	15
	79%	**85%b**	*79%*	*78%*	**83%ef**	*78%*	*73%*	*79%*	*73%*	*91%*	*13%*	*79%*	*66%*
No	**1082**	59	1004	18	270	723	89	1039	24	2	9	1065	8
	21%	*15%*	**21%a**	*22%*	*17%*	**22%d**	**27%d**	*21%*	*27%*	*9%*	*87%*	*21%*	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2021 to June 2022 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

	Total	Quarter				Month											
		Q3 2021 (a)	Q4 2021 (b)	Q1 2022 (c)	Q2 2022 (d)	Jul 2021 (e)	Aug 2021 (f)	Sep 2021 (g)	Oct 2021 (h)	Nov 2021 (i)	Dec 2021 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)
Unweighted Base	**5161**	1290	1290	1290	1291	430	430	430	430	430	430	430	430	430	430	430	431
Weighted Base	**5161**	1290	1290	1290	1291	433	414	443	430	461	399	432	431	427	464	412	416
Effective Base	**2793**	659	750	661	732	221	216	222	248	249	257	215	220	226	251	240	242
Yes	**4079**	1040	1073	961	1005	339	347	355	367	373	333	322	307	332	371	320	315
	79%	**81%c**	**83%cd**	*75%*	*78%*	*78%*	**84%klp**	**80%l**	**85%eklmop**	**81%l**	**83%klp**	*75%*	*71%*	*78%*	**80%l**	*78%*	*76%*
No	**1082**	250	217	329	286	93	68	89	63	88	66	110	124	95	93	92	101
	21%	*19%*	*17%*	**25%ab**	**22%b**	**22%h**	*16%*	*20%*	*15%*	*19%*	*17%*	**25%fhj**	**29%fghijn**	**22%h**	*20%*	**22%h**	**24%fhj**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p