

Public First SME Business Poll for Post Office

Fieldwork: 26th August - 28th August 2020
Interview method: Online Survey
Population represented: UK SME Businesses
Sample size: 1004

Methodology:

All results are weighted using Iterative Proportional Fitting, or 'Raking'. The results are weighted by business size, sector and region to nationally representative proportions.

Public First is a member of the BPC and abides by its rules. For more information please contact Seb Wride (seb@publicfirst.co.uk)

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30 If your local Post Office was to shut down, which of these services would your business be able to find an alternative provider of?Please select all services you would be able to find alternative providers of, even if your business does not use the servicePlease select all that apply 62

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45 Which of the following words do you think best describes the Post Office?: Trustworthy 92

46 Which of the following words do you think best describes the Post Office?: Modern 94

47 Which of the following words do you think best describes the Post Office?: Slow 96

48 Which of the following words do you think best describes the Post Office?: Reliable 98

49 Which of the following words do you think best describes the Post Office?: Expensive 100

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52 How did you decide the amount that you stated as the maximum tax your business would be willing to pay in order to maintain the Post Office network as it currently is?Please tick the one that applies most. 106

53 Other:How did you decide the amount that you stated as the maximum tax your business would be willing to pay in order to maintain the Post Office network as it currently is?Please tick the one that applies most. 108

54 Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £1.25 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices? 110

55 Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £2.50 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices? 112

56 Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £5 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices? 114

57 Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £10 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices? 116

58 Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £25 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices? 118

59 Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £50 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices? 120

60 Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £100 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices? 122

61 You said your business would pay a tax of one or more values in order to maintain the Post Office network. Why would your business be willing to accept this tax? Please tick the one that applies most. 124

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63 Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £12.50, or keep the network of Post Offices as it is? 128

64 Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £25, or keep the network of Post Offices as it is? 130

65 Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £50, or keep the network of Post Offices as it is? 132

66 Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £100, or keep the network of Post Offices as it is? 134

67 Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £250, or keep the network of Post Offices as it is? 136

68 Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £500, or keep the network of Post Offices as it is? 138

69 Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £1,000, or keep the network of Post Offices as it is? 140

(1.A) Which one of the following statements best describes your company’s attitude toward digital technology (software, electronic devices, media, etc.)?

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
We are early adopters of new digital technology	15%	6%	4%	19%	12%	15%	30%	24%	24%	13%	4%	13%	11%	8%	21%	10%	14%	22%	19%	2%
We adopt new digital technologies around the same time as our competitors	39%	23%	24%	33%	39%	56%	46%	51%	40%	38%	55%	24%	33%	38%	40%	60%	42%	36%	40%	19%
We tend to be conservative with adopting new digital technology	33%	41%	45%	35%	41%	19%	21%	21%	30%	37%	28%	47%	39%	27%	28%	9%	26%	29%	34%	72%
New digital technology isn't really useful for our business	11%	28%	24%	12%	3%	8%	0%	1%	5%	10%	13%	16%	12%	18%	9%	19%	14%	12%	7%	8%
Don't know	2%	2%	2%	0%	4%	1%	4%	3%	1%	2%	0%	0%	5%	9%	3%	3%	4%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(1.B) Which one of the following statements best describes your company’s attitude toward digital technology (software, electronic devices, media, etc.)?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities1	Arts, entertainment, recreation & other services1	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
We are early adopters of new digital technology	15%	9%	10%	11%	16%	19%	14%	35%	23%	10%	31%	19%	35%	16%	15%	0%	13%	14%	10%
We adopt new digital technologies around the same time as our competitors	39%	37%	62%	8%	32%	35%	42%	23%	47%	50%	52%	39%	23%	32%	36%	59%	24%	37%	37%
We tend to be conservative with adopting new digital technology	33%	30%	21%	61%	35%	32%	31%	26%	27%	25%	14%	32%	26%	35%	41%	41%	29%	38%	33%
New digital technology isn't really useful for our business	11%	21%	3%	19%	15%	9%	10%	16%	1%	13%	3%	9%	16%	15%	7%	0%	28%	10%	15%
Don't know	2%	3%	3%	0%	2%	5%	3%	0%	2%	2%	0%	2%	0%	2%	0%	0%	6%	0%	4%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(2.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Moving to a new online or delivery based sales system

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Yes have experienced this	26%	11%	8%	21%	22%	33%	46%	47%	33%	17%	32%	21%	29%	17%	24%	31%	22%	38%	27%	23%
No, have not experienced this	40%	31%	48%	40%	47%	48%	33%	37%	41%	45%	40%	42%	41%	39%	38%	47%	36%	38%	31%	48%
N/A - This does not make sense for my business	31%	56%	43%	36%	32%	18%	17%	12%	24%	36%	27%	35%	26%	42%	37%	22%	38%	23%	41%	28%
Don't Know	2%	2%	1%	3%	0%	2%	4%	5%	2%	3%	0%	2%	5%	2%	1%	0%	4%	1%	1%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(2.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Moving to a new online or delivery based sales system

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Yes have experienced this	26%	24%	31%	14%	17%	30%	35%	47%	27%	34%	43%	26%	47%	17%	23%	19%	16%	25%	23%
No, have not experienced this	40%	33%	39%	47%	43%	33%	33%	36%	45%	31%	36%	50%	36%	43%	32%	44%	34%	42%	60%
N/A - This does not make sense for my business	31%	40%	30%	39%	38%	33%	24%	17%	26%	32%	21%	24%	17%	38%	42%	22%	49%	31%	14%
Don't Know	2%	2%	0%	0%	2%	4%	8%	0%	2%	2%	0%	0%	0%	2%	3%	15%	1%	2%	3%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(3.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Restructuring workspace

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Yes have experienced this	45%	7%	16%	44%	46%	64%	72%	73%	59%	41%	50%	27%	32%	34%	43%	57%	41%	52%	67%	39%
No, have not experienced this	31%	35%	50%	27%	33%	28%	20%	24%	25%	33%	30%	39%	38%	36%	32%	24%	29%	29%	18%	36%
N/A - This does not make sense for my business	22%	56%	34%	28%	21%	6%	5%	1%	14%	23%	20%	32%	28%	31%	24%	19%	26%	18%	16%	25%
Don't Know	1%	1%	1%	1%	0%	2%	3%	2%	2%	2%	0%	2%	2%	0%	1%	0%	4%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(3.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Restructuring workspace

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Yes have experienced this	45%	50%	52%	49%	31%	43%	58%	71%	51%	69%	54%	60%	71%	31%	34%	44%	41%	35%	45%
No, have not experienced this	31%	29%	23%	35%	34%	34%	22%	18%	35%	16%	28%	29%	18%	34%	35%	41%	28%	42%	32%
N/A - This does not make sense for my business	22%	21%	25%	16%	32%	20%	17%	11%	11%	13%	18%	12%	11%	32%	31%	15%	31%	21%	21%
Don't Know	1%	0%	0%	0%	2%	4%	3%	0%	4%	2%	0%	0%	0%	2%	1%	0%	0%	2%	2%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(4.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Furloughing staff

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Yes have experienced this	44%	6%	29%	44%	50%	61%	59%	61%	47%	44%	49%	38%	38%	32%	48%	63%	52%	39%	42%	44%
No, have not experienced this	38%	33%	50%	41%	42%	36%	33%	32%	37%	42%	34%	37%	36%	47%	34%	31%	26%	49%	43%	30%
N/A - This does not make sense for my business	17%	60%	20%	13%	8%	3%	5%	4%	14%	14%	18%	22%	24%	21%	17%	6%	18%	11%	14%	26%
Don't Know	1%	1%	1%	1%	0%	0%	3%	3%	1%	1%	0%	3%	2%	0%	2%	0%	4%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(4.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Furloughing staff

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Yes have experienced this	44%	61%	38%	27%	38%	56%	34%	23%	48%	42%	37%	64%	23%	38%	36%	9%	28%	48%	49%
No, have not experienced this	38%	23%	40%	64%	34%	36%	44%	38%	45%	44%	47%	33%	38%	34%	34%	91%	48%	41%	32%
N/A - This does not make sense for my business	17%	16%	22%	9%	26%	7%	18%	39%	4%	14%	15%	3%	39%	26%	29%	0%	24%	5%	17%
Don't Know	1%	0%	0%	0%	1%	2%	4%	0%	2%	0%	0%	0%	0%	1%	1%	0%	0%	6%	2%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(5.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Making staff redundant

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Yes have experienced this	21%	2%	10%	24%	20%	27%	33%	35%	23%	28%	35%	13%	16%	11%	13%	27%	24%	25%	13%	23%
No, have not experienced this	59%	35%	69%	64%	69%	65%	57%	59%	60%	55%	52%	65%	55%	65%	66%	66%	54%	62%	56%	66%
N/A - This does not make sense for my business	18%	61%	20%	10%	10%	7%	7%	5%	14%	17%	10%	21%	27%	23%	20%	7%	23%	12%	28%	10%
Don't Know	1%	2%	1%	1%	1%	0%	3%	1%	3%	1%	3%	0%	2%	0%	1%	0%	0%	2%	3%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(5.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Making staff redundant

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Yes have experienced this	21%	33%	29%	8%	14%	23%	16%	30%	35%	11%	17%	31%	30%	14%	21%	15%	18%	32%	15%
No, have not experienced this	59%	48%	50%	69%	58%	59%	53%	37%	54%	69%	65%	60%	37%	58%	54%	66%	61%	59%	69%
N/A - This does not make sense for my business	18%	18%	19%	23%	26%	16%	29%	33%	8%	18%	17%	9%	33%	26%	24%	19%	21%	8%	13%
Don't Know	1%	1%	2%	0%	2%	1%	1%	0%	2%	2%	0%	0%	0%	2%	1%	0%	0%	2%	3%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(6.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Loss of profit

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Yes have experienced this	67%	67%	63%	66%	61%	73%	70%	70%	66%	73%	71%	60%	71%	69%	67%	65%	60%	68%	54%	61%
No, have not experienced this	27%	25%	32%	25%	35%	19%	24%	25%	27%	20%	27%	32%	22%	25%	25%	34%	32%	28%	42%	32%
N/A - This does not make sense for my business	5%	6%	4%	7%	2%	7%	5%	3%	5%	6%	2%	8%	7%	4%	4%	1%	4%	3%	3%	8%
Don't Know	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	0%	0%	0%	1%	4%	0%	4%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(6.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Loss of profit

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Yes have experienced this	67%	86%	67%	44%	73%	69%	57%	42%	74%	60%	62%	78%	42%	73%	63%	25%	70%	62%	72%
No, have not experienced this	27%	12%	32%	49%	21%	21%	25%	58%	24%	34%	32%	20%	58%	21%	27%	38%	16%	37%	26%
N/A - This does not make sense for my business	5%	1%	1%	7%	5%	7%	14%	0%	0%	4%	5%	2%	0%	5%	7%	22%	13%	0%	3%
Don't Know	1%	0%	0%	0%	0%	3%	4%	0%	2%	2%	2%	0%	0%	0%	3%	15%	0%	2%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(7.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Shutting down entirely for the duration of the pandemic

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Yes have experienced this	34%	27%	30%	35%	32%	35%	43%	36%	29%	30%	35%	35%	33%	32%	40%	52%	42%	39%	31%	20%
No, have not experienced this	49%	43%	51%	46%	53%	57%	43%	52%	53%	53%	48%	51%	46%	54%	46%	38%	41%	51%	33%	50%
N/A - This does not make sense for my business	16%	29%	19%	19%	13%	7%	13%	10%	16%	15%	17%	13%	21%	13%	14%	10%	9%	10%	37%	29%
Don't Know	1%	1%	1%	1%	2%	2%	1%	2%	2%	2%	0%	0%	0%	0%	1%	0%	8%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(7.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? Please select any which apply : Shutting down entirely for the duration of the pandemic

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Yes have experienced this	34%	81%	32%	12%	37%	41%	42%	45%	23%	36%	29%	31%	45%	37%	21%	25%	25%	17%	40%
No, have not experienced this	49%	13%	42%	65%	42%	49%	45%	44%	72%	49%	51%	63%	44%	42%	56%	41%	47%	67%	44%
N/A - This does not make sense for my business	16%	6%	26%	23%	20%	4%	10%	11%	3%	13%	20%	6%	11%	20%	22%	19%	28%	15%	15%
Don't Know	1%	0%	0%	0%	1%	6%	3%	0%	2%	2%	0%	0%	0%	1%	1%	15%	0%	2%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(8.A) Overall, how important is the Post Office to your business and your staff?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very Important	23%	20%	16%	23%	17%	22%	29%	36%	28%	10%	20%	31%	24%	25%	25%	32%	27%	25%	12%	12%
Somewhat Important	37%	26%	28%	37%	42%	41%	45%	39%	34%	45%	39%	32%	30%	34%	47%	35%	30%	34%	52%	31%
Neither important nor unimportant	23%	24%	29%	27%	28%	20%	13%	15%	19%	30%	24%	21%	22%	24%	15%	26%	28%	23%	32%	0%
Unimportant	12%	15%	17%	7%	10%	16%	12%	6%	11%	9%	17%	11%	15%	9%	5%	5%	12%	11%	2%	57%
Very Unimportant	6%	15%	10%	5%	3%	1%	2%	5%	7%	6%	1%	5%	9%	8%	8%	1%	3%	7%	2%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(8.B) Overall, how important is the Post Office to your business and your staff?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very Important	23%	19%	23%	29%	25%	22%	22%	24%	21%	16%	19%	14%	24%	25%	23%	31%	12%	20%	31%
Somewhat Important	37%	29%	49%	14%	33%	47%	32%	43%	40%	52%	39%	50%	43%	33%	28%	49%	34%	19%	41%
Neither important nor unimportant	23%	31%	15%	50%	20%	17%	24%	18%	25%	18%	17%	20%	18%	20%	26%	8%	34%	35%	17%
Unimportant	12%	11%	10%	7%	11%	7%	17%	14%	7%	8%	16%	12%	14%	11%	14%	12%	16%	20%	10%
Very Unimportant	6%	9%	3%	0%	11%	6%	5%	0%	7%	6%	10%	4%	0%	11%	10%	0%	5%	6%	1%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(9.A) And how important is it to have a Post Office physically close to your main place of work?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very Important	24%	25%	18%	23%	19%	24%	29%	33%	21%	12%	31%	40%	26%	15%	29%	35%	28%	27%	28%	26%
Somewhat Important	35%	26%	28%	33%	44%	38%	40%	34%	37%	41%	32%	22%	24%	32%	39%	31%	39%	40%	58%	3%
Neither important nor unimportant	22%	21%	22%	31%	25%	20%	16%	18%	25%	28%	14%	24%	25%	23%	20%	15%	20%	13%	8%	29%
Unimportant	11%	12%	21%	8%	6%	13%	13%	9%	10%	8%	22%	5%	17%	14%	6%	15%	8%	13%	5%	29%
Very Unimportant	8%	16%	12%	5%	7%	5%	2%	6%	7%	10%	1%	10%	8%	15%	6%	3%	5%	6%	2%	14%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(9.B) And how important is it to have a Post Office physically close to your main place of work?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very Important	24%	16%	24%	27%	26%	23%	20%	10%	18%	21%	32%	19%	10%	26%	22%	38%	15%	16%	32%
Somewhat Important	35%	41%	40%	38%	29%	47%	33%	51%	43%	39%	29%	38%	51%	29%	26%	43%	32%	20%	35%
Neither important nor unimportant	22%	21%	24%	16%	18%	16%	22%	33%	18%	23%	21%	25%	33%	18%	28%	8%	32%	35%	16%
Unimportant	11%	15%	10%	14%	14%	8%	20%	6%	12%	10%	7%	9%	6%	14%	11%	12%	18%	13%	12%
Very Unimportant	8%	7%	3%	4%	13%	6%	5%	0%	9%	8%	10%	8%	0%	13%	12%	0%	3%	16%	4%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(10.A) How much of an inconvenience would it be for you or members of your staff if you did not have access to the Post Office?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Significant inconvenience	23%	26%	23%	29%	22%	18%	26%	22%	23%	16%	22%	31%	16%	32%	24%	24%	29%	27%	36%	10%
Moderate inconvenience	43%	35%	35%	41%	45%	53%	46%	50%	45%	46%	43%	39%	47%	33%	50%	50%	38%	45%	42%	34%
Not much of an inconvenience	22%	20%	23%	21%	27%	22%	24%	19%	19%	24%	26%	19%	25%	27%	16%	17%	26%	20%	21%	42%
Not an inconvenience at all	11%	19%	19%	9%	7%	7%	4%	9%	12%	14%	10%	11%	13%	9%	10%	10%	7%	8%	1%	14%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(10.B) How much of an inconvenience would it be for you or members of your staff if you did not have access to the Post Office?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Significant inconvenience	23%	13%	26%	34%	29%	24%	22%	38%	9%	14%	13%	18%	38%	29%	24%	22%	22%	17%	32%
Moderate inconvenience	43%	42%	49%	41%	37%	51%	38%	35%	57%	53%	55%	46%	35%	37%	34%	44%	32%	37%	43%
Not much of an inconvenience	22%	36%	19%	18%	16%	17%	25%	28%	21%	26%	22%	27%	28%	16%	25%	23%	35%	21%	21%
Not an inconvenience at all	11%	9%	6%	8%	19%	8%	15%	0%	13%	8%	10%	8%	0%	19%	17%	12%	11%	26%	5%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(11.A) And how long would your business be able to function without the Post Office?

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A few days	13%	12%	6%	9%	17%	10%	15%	20%	17%	7%	18%	12%	12%	15%	13%	18%	15%	7%	19%	0%
A few weeks	19%	8%	12%	16%	14%	28%	28%	32%	20%	16%	13%	13%	18%	21%	19%	35%	13%	28%	32%	10%
A few months	11%	7%	5%	11%	14%	10%	18%	11%	13%	8%	18%	10%	14%	8%	6%	0%	18%	10%	9%	22%
Indefinitely	46%	58%	58%	48%	48%	47%	30%	31%	42%	55%	44%	48%	48%	46%	51%	39%	35%	43%	35%	66%
Don't Know	11%	15%	18%	16%	7%	5%	10%	5%	8%	14%	7%	17%	8%	11%	11%	8%	19%	11%	5%	2%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(11.B) And how long would your business be able to function without the Post Office?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities1	Arts, entertainment, recreation & other services1	Professional & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A few days	13%	12%	7%	21%	13%	13%	12%	31%	16%	14%	11%	10%	31%	13%	9%	0%	6%	21%	19%
A few weeks	19%	7%	33%	20%	16%	26%	16%	18%	29%	25%	30%	13%	18%	16%	18%	43%	0%	8%	12%
A few months	11%	7%	6%	0%	8%	10%	10%	13%	7%	13%	18%	17%	13%	8%	12%	24%	19%	7%	13%
Indefinitely	46%	55%	43%	42%	50%	38%	52%	20%	45%	46%	37%	58%	20%	50%	49%	12%	66%	56%	42%
Don't Know	11%	19%	11%	17%	13%	12%	11%	18%	3%	1%	4%	3%	18%	13%	11%	22%	10%	7%	14%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(12.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Parcels

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	34%	27%	25%	44%	30%	30%	39%	44%	39%	26%	40%	41%	29%	28%	37%	34%	39%	28%	32%	34%
Somewhat important	33%	27%	29%	32%	35%	46%	34%	32%	31%	39%	41%	31%	27%	33%	34%	42%	25%	41%	39%	10%
Not that important	18%	24%	28%	7%	21%	15%	14%	14%	16%	22%	8%	20%	17%	17%	18%	14%	26%	12%	20%	31%
Not at all important	15%	22%	19%	18%	14%	10%	12%	11%	14%	13%	12%	8%	27%	22%	11%	10%	11%	18%	9%	26%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(12.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Parcels

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	34%	20%	41%	47%	36%	29%	31%	29%	18%	36%	33%	34%	29%	36%	33%	50%	23%	26%	40%
Somewhat important	33%	37%	31%	23%	29%	38%	27%	38%	49%	35%	41%	35%	38%	29%	35%	38%	28%	32%	27%
Not that important	18%	24%	13%	26%	13%	21%	25%	27%	22%	14%	15%	19%	27%	13%	19%	12%	16%	13%	16%
Not at all important	15%	19%	15%	4%	22%	12%	17%	6%	11%	16%	12%	12%	6%	22%	13%	0%	33%	29%	16%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(13.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Letters and stamps

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	38%	34%	36%	45%	35%	38%	34%	48%	30%	34%	36%	49%	41%	43%	51%	30%	44%	33%	42%	36%
Somewhat important	37%	29%	33%	35%	44%	38%	46%	32%	44%	45%	49%	27%	26%	27%	32%	50%	24%	40%	48%	22%
Not that important	14%	17%	18%	10%	11%	17%	13%	12%	14%	9%	11%	17%	12%	18%	12%	10%	27%	13%	8%	17%
Not at all important	11%	19%	13%	10%	11%	7%	7%	8%	12%	12%	4%	7%	21%	12%	6%	10%	5%	13%	2%	26%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(13.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Letters and stamps

		Sector																	
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	38%	37%	44%	50%	42%	45%	42%	36%	31%	38%	35%	32%	36%	42%	36%	53%	39%	22%	36%
Somewhat important	37%	32%	46%	43%	26%	36%	33%	31%	42%	35%	33%	43%	31%	26%	36%	28%	41%	44%	36%
Not that important	14%	17%	5%	7%	17%	9%	15%	33%	20%	18%	20%	11%	33%	17%	16%	12%	5%	10%	16%
Not at all important	11%	13%	6%	0%	15%	9%	11%	0%	7%	9%	12%	14%	0%	15%	11%	8%	14%	24%	12%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(14.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Withdrawal or depositing of cash

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	17%	12%	15%	17%	11%	19%	27%	23%	19%	11%	27%	25%	14%	16%	13%	23%	17%	20%	26%	6%
Somewhat important	26%	15%	18%	25%	27%	37%	28%	33%	20%	24%	28%	24%	30%	19%	42%	27%	34%	29%	16%	18%
Not that important	19%	18%	22%	20%	25%	14%	13%	17%	19%	26%	17%	23%	15%	18%	12%	25%	14%	16%	33%	8%
Not at all important	38%	55%	45%	38%	37%	29%	32%	27%	42%	40%	29%	28%	42%	46%	33%	26%	35%	35%	25%	69%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(14.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Withdrawal or depositing of cash

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	17%	16%	22%	21%	18%	22%	13%	27%	11%	16%	15%	7%	27%	18%	15%	0%	14%	12%	21%
Somewhat important	26%	31%	24%	17%	18%	38%	30%	53%	29%	32%	41%	25%	53%	18%	17%	43%	25%	17%	24%
Not that important	19%	23%	18%	45%	22%	12%	19%	9%	27%	14%	11%	26%	9%	22%	23%	0%	24%	9%	12%
Not at all important	38%	30%	36%	17%	43%	29%	37%	11%	33%	38%	32%	42%	11%	43%	45%	57%	37%	62%	43%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(15.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Pensions and social benefits

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	11%	3%	1%	4%	11%	17%	22%	18%	14%	7%	5%	4%	14%	4%	14%	35%	9%	17%	0%	16%
Somewhat important	21%	7%	8%	21%	23%	31%	27%	32%	19%	21%	44%	35%	12%	17%	11%	8%	22%	26%	39%	2%
Not that important	18%	16%	28%	17%	13%	21%	15%	19%	19%	21%	9%	10%	20%	14%	22%	17%	31%	12%	20%	8%
Not at all important	50%	75%	63%	58%	52%	31%	35%	32%	48%	51%	42%	51%	53%	66%	53%	40%	38%	45%	41%	75%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(15.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Pensions and social benefits

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	11%	5%	14%	0%	6%	14%	11%	14%	13%	19%	14%	6%	14%	6%	5%	19%	15%	9%	17%
Somewhat important	21%	22%	28%	28%	15%	36%	26%	28%	24%	26%	29%	26%	28%	15%	15%	0%	3%	11%	12%
Not that important	18%	28%	18%	21%	25%	12%	16%	34%	20%	17%	22%	19%	34%	25%	15%	9%	17%	13%	17%
Not at all important	50%	46%	40%	51%	55%	37%	47%	24%	44%	38%	34%	49%	24%	55%	66%	72%	64%	67%	54%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(16.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Paying bills (e.g. utilities, council tax, local council payments)

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	18%	5%	6%	16%	17%	24%	32%	32%	20%	7%	29%	22%	19%	10%	22%	25%	18%	26%	24%	14%
Somewhat important	21%	11%	14%	22%	21%	36%	26%	21%	24%	28%	18%	18%	15%	15%	19%	23%	28%	22%	26%	9%
Not that important	18%	16%	25%	18%	20%	15%	14%	20%	16%	22%	17%	22%	15%	20%	20%	13%	28%	12%	23%	8%
Not at all important	42%	68%	54%	43%	42%	25%	28%	28%	40%	42%	37%	38%	51%	56%	39%	39%	26%	39%	27%	69%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(16.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Paying bills (e.g. utilities, council tax, local council payments)

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	18%	11%	21%	17%	16%	25%	15%	17%	15%	32%	24%	13%	17%	16%	15%	19%	19%	16%	16%
Somewhat important	21%	25%	28%	19%	13%	23%	30%	32%	27%	17%	30%	21%	32%	13%	19%	37%	13%	15%	21%
Not that important	18%	22%	13%	34%	23%	22%	14%	32%	20%	12%	20%	18%	32%	23%	16%	9%	27%	10%	14%
Not at all important	42%	42%	38%	30%	48%	31%	41%	18%	38%	39%	26%	48%	18%	48%	51%	36%	42%	58%	49%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(17.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Government savings products and postal orders

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	13%	4%	6%	8%	9%	25%	22%	24%	19%	4%	19%	8%	14%	5%	19%	26%	11%	18%	21%	0%
Somewhat important	20%	5%	7%	19%	22%	24%	34%	30%	19%	22%	25%	29%	13%	16%	17%	21%	26%	21%	11%	18%
Not that important	22%	22%	32%	28%	24%	19%	14%	14%	17%	25%	16%	21%	24%	16%	26%	17%	24%	24%	39%	13%
Not at all important	45%	69%	55%	46%	46%	33%	30%	32%	45%	49%	40%	42%	49%	63%	38%	36%	39%	37%	29%	69%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(17.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Government savings products and postal orders

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	13%	11%	15%	8%	8%	16%	13%	30%	14%	13%	20%	12%	30%	8%	10%	0%	12%	10%	17%
Somewhat important	20%	16%	30%	9%	12%	38%	24%	28%	24%	26%	26%	24%	28%	12%	10%	19%	4%	17%	16%
Not that important	22%	32%	19%	45%	27%	14%	19%	31%	25%	19%	21%	20%	31%	27%	23%	9%	27%	6%	18%
Not at all important	45%	41%	37%	38%	53%	32%	43%	11%	36%	42%	33%	44%	11%	53%	57%	72%	57%	67%	49%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(18.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Banking services (e.g. loans and savings, insurance products)

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	16%	9%	9%	11%	11%	23%	26%	24%	18%	10%	11%	9%	15%	8%	18%	28%	20%	31%	19%	6%
Somewhat important	23%	11%	16%	23%	21%	37%	32%	25%	21%	25%	38%	21%	24%	20%	25%	18%	27%	15%	22%	16%
Not that important	19%	16%	20%	19%	24%	15%	15%	20%	18%	21%	14%	24%	17%	22%	19%	12%	19%	15%	28%	13%
Not at all important	43%	64%	56%	47%	44%	25%	28%	31%	43%	45%	38%	47%	43%	51%	39%	42%	34%	39%	31%	65%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(18.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Banking services (e.g. loans and savings, insurance products)

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	16%	8%	22%	0%	17%	18%	21%	20%	12%	19%	13%	15%	20%	17%	16%	34%	14%	13%	18%
Somewhat important	23%	30%	28%	21%	19%	32%	17%	29%	27%	24%	36%	21%	29%	19%	17%	9%	4%	21%	19%
Not that important	19%	30%	9%	31%	17%	20%	27%	27%	23%	17%	24%	18%	27%	17%	20%	0%	23%	4%	14%
Not at all important	43%	31%	41%	48%	47%	30%	36%	24%	38%	41%	27%	46%	24%	47%	47%	57%	60%	62%	49%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(19.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Foreign currency

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	11%	4%	2%	4%	13%	16%	15%	19%	14%	5%	12%	5%	9%	2%	11%	23%	10%	18%	19%	16%
Somewhat important	25%	13%	18%	22%	23%	39%	34%	33%	26%	25%	26%	19%	24%	22%	31%	31%	24%	27%	29%	19%
Not that important	22%	21%	26%	27%	19%	17%	24%	21%	19%	26%	27%	31%	19%	19%	17%	14%	34%	16%	23%	19%
Not at all important	42%	63%	54%	47%	44%	27%	27%	27%	41%	43%	35%	46%	48%	57%	40%	33%	32%	39%	29%	45%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(19.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Foreign currency

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	11%	5%	4%	19%	6%	17%	13%	8%	11%	18%	17%	12%	8%	6%	7%	19%	12%	11%	7%
Somewhat important	25%	37%	36%	6%	21%	34%	20%	30%	24%	11%	40%	24%	30%	21%	21%	9%	8%	18%	25%
Not that important	22%	25%	21%	24%	23%	17%	23%	33%	30%	19%	23%	28%	33%	23%	25%	15%	24%	6%	22%
Not at all important	42%	33%	39%	51%	49%	32%	44%	29%	34%	52%	20%	36%	29%	49%	47%	57%	56%	65%	47%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(20.A) And how important are the following services that the Post Office offers to your business or your staff during their work?: Passport and driving licence applications, road tax payment and identity services

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Very important	19%	10%	13%	12%	18%	28%	20%	31%	22%	9%	20%	14%	17%	14%	25%	40%	24%	21%	21%	9%
Somewhat important	32%	22%	23%	37%	38%	33%	40%	32%	32%	38%	47%	46%	21%	30%	33%	14%	24%	30%	46%	3%
Not that important	16%	16%	23%	17%	15%	15%	15%	12%	12%	19%	10%	9%	16%	13%	21%	14%	29%	11%	13%	44%
Not at all important	33%	52%	41%	34%	29%	24%	24%	25%	34%	34%	23%	31%	45%	43%	22%	33%	23%	39%	21%	43%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(20.B) And how important are the following services that the Post Office offers to your business or your staff during their work?: Passport and driving licence applications, road tax payment and identity services

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Very important	19%	23%	22%	13%	15%	24%	20%	35%	9%	19%	24%	17%	35%	15%	14%	0%	19%	24%	16%
Somewhat important	32%	28%	40%	56%	25%	38%	33%	45%	41%	24%	32%	27%	45%	25%	26%	44%	28%	30%	30%
Not that important	16%	17%	5%	7%	17%	11%	13%	9%	22%	19%	20%	26%	9%	17%	22%	15%	19%	3%	18%
Not at all important	33%	31%	33%	25%	42%	27%	33%	11%	28%	37%	24%	30%	11%	42%	39%	41%	34%	43%	35%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(21.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Parcels

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	5%	4%	1%	2%	4%	5%	9%	8%	7%	2%	2%	1%	9%	0%	5%	5%	6%	8%	3%	0%
Daily	11%	4%	6%	6%	9%	4%	26%	24%	19%	4%	15%	5%	8%	8%	10%	8%	8%	14%	15%	22%
Multiple times a week	17%	6%	6%	10%	21%	30%	24%	22%	21%	13%	27%	18%	12%	16%	16%	22%	26%	10%	16%	2%
Weekly	13%	9%	8%	21%	13%	19%	8%	14%	5%	19%	10%	16%	6%	10%	22%	33%	9%	13%	27%	7%
Multiple times a month	11%	7%	11%	13%	16%	8%	9%	10%	7%	14%	11%	13%	15%	11%	9%	3%	7%	15%	3%	16%
Monthly	9%	13%	14%	10%	7%	10%	4%	4%	9%	13%	8%	12%	13%	11%	2%	10%	11%	1%	8%	0%
Multiple times a year	12%	19%	19%	16%	9%	8%	5%	8%	14%	14%	11%	13%	7%	14%	10%	5%	15%	13%	2%	22%
Yearly, or less often	9%	16%	18%	10%	9%	4%	5%	2%	7%	11%	3%	8%	5%	13%	10%	8%	6%	14%	13%	14%
Never	14%	23%	17%	12%	12%	12%	11%	9%	12%	10%	13%	13%	24%	18%	16%	7%	11%	12%	13%	17%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(21.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Parcels

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	5%	8%	1%	0%	1%	8%	2%	11%	6%	9%	3%	3%	11%	1%	2%	0%	1%	3%	10%
Daily	11%	2%	5%	14%	10%	9%	14%	20%	8%	8%	17%	27%	20%	10%	8%	16%	5%	9%	15%
Multiple times a week	17%	3%	31%	13%	11%	22%	10%	20%	15%	22%	19%	16%	20%	11%	12%	15%	4%	19%	22%
Weekly	13%	5%	19%	24%	15%	10%	16%	22%	14%	16%	14%	12%	22%	15%	13%	22%	0%	3%	14%
Multiple times a month	11%	26%	8%	11%	10%	12%	14%	8%	10%	10%	7%	4%	8%	10%	14%	28%	8%	20%	3%
Monthly	9%	8%	9%	15%	9%	7%	5%	0%	12%	10%	8%	9%	0%	9%	9%	0%	20%	1%	8%
Multiple times a year	12%	21%	5%	12%	15%	11%	15%	4%	12%	6%	17%	8%	4%	15%	17%	12%	16%	4%	7%
Yearly, or less often	9%	10%	10%	4%	13%	9%	10%	0%	6%	4%	4%	8%	0%	13%	13%	0%	23%	14%	4%
Never	14%	17%	12%	7%	15%	12%	15%	16%	16%	15%	11%	13%	16%	15%	12%	8%	22%	26%	16%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(22.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Letters and stamps

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	5%	3%	2%	1%	7%	5%	8%	8%	8%	2%	4%	1%	10%	2%	11%	0%	5%	3%	0%	2%
Daily	12%	2%	6%	5%	11%	15%	22%	23%	18%	3%	16%	7%	7%	13%	12%	24%	9%	16%	11%	16%
Multiple times a week	16%	9%	8%	13%	12%	28%	22%	23%	11%	19%	21%	16%	18%	14%	14%	19%	21%	13%	31%	1%
Weekly	16%	14%	15%	17%	26%	14%	13%	12%	14%	26%	16%	16%	7%	15%	23%	28%	19%	11%	2%	7%
Multiple times a month	12%	10%	12%	16%	12%	10%	13%	7%	12%	12%	8%	10%	12%	10%	8%	0%	15%	13%	26%	13%
Monthly	12%	16%	14%	21%	11%	10%	4%	10%	14%	15%	13%	24%	14%	11%	6%	15%	7%	7%	6%	18%
Multiple times a year	13%	21%	27%	10%	10%	10%	4%	7%	10%	14%	17%	7%	14%	11%	15%	3%	12%	19%	13%	17%
Yearly, or less often	6%	9%	9%	4%	5%	4%	5%	2%	5%	2%	0%	9%	5%	16%	3%	5%	3%	10%	4%	14%
Never	9%	16%	8%	11%	5%	3%	8%	7%	9%	7%	5%	10%	13%	9%	7%	7%	9%	8%	6%	12%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(22.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Letters and stamps

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	5%	5%	5%	0%	4%	6%	1%	0%	3%	6%	4%	3%	0%	4%	3%	0%	1%	9%	10%
Daily	12%	5%	7%	8%	10%	13%	15%	31%	15%	22%	25%	19%	31%	10%	7%	56%	11%	3%	11%
Multiple times a week	16%	14%	28%	13%	11%	16%	18%	30%	13%	7%	14%	19%	30%	11%	15%	0%	8%	19%	18%
Weekly	16%	18%	19%	23%	15%	27%	20%	25%	20%	23%	7%	14%	25%	15%	15%	9%	4%	21%	11%
Multiple times a month	12%	11%	12%	11%	11%	13%	5%	0%	14%	14%	9%	7%	0%	11%	11%	0%	23%	14%	11%
Monthly	12%	16%	13%	19%	17%	4%	7%	0%	3%	9%	10%	15%	0%	17%	16%	0%	22%	1%	13%
Multiple times a year	13%	14%	10%	23%	8%	7%	16%	4%	13%	8%	19%	6%	4%	8%	16%	15%	17%	5%	15%
Yearly, or less often	6%	8%	5%	0%	13%	6%	6%	0%	3%	1%	4%	4%	0%	13%	8%	12%	12%	11%	2%
Never	9%	10%	2%	3%	10%	8%	11%	9%	15%	10%	8%	13%	9%	10%	10%	8%	2%	16%	9%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(23.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Withdrawal or depositing of cash

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	3%	1%	0%	1%	3%	5%	3%	6%	4%	2%	0%	0%	4%	0%	6%	0%	1%	4%	10%	0%
Daily	7%	0%	2%	4%	7%	9%	17%	13%	10%	3%	4%	8%	0%	5%	7%	25%	13%	13%	5%	2%
Multiple times a week	8%	3%	4%	5%	5%	12%	13%	18%	11%	5%	20%	9%	5%	4%	10%	3%	8%	8%	14%	0%
Weekly	10%	4%	5%	9%	16%	9%	9%	13%	6%	9%	15%	7%	8%	13%	11%	20%	12%	12%	0%	14%
Multiple times a month	8%	1%	6%	13%	12%	10%	10%	3%	10%	7%	5%	18%	7%	6%	5%	2%	7%	5%	17%	0%
Monthly	9%	11%	9%	8%	5%	13%	6%	11%	6%	10%	14%	4%	16%	8%	10%	0%	5%	9%	9%	2%
Multiple times a year	6%	7%	12%	6%	7%	6%	4%	2%	3%	5%	9%	9%	6%	4%	8%	3%	7%	6%	9%	21%
Yearly, or less often	8%	13%	8%	10%	10%	2%	4%	4%	4%	8%	3%	10%	7%	14%	10%	2%	10%	4%	13%	15%
Never	42%	59%	55%	44%	35%	34%	33%	32%	46%	50%	29%	35%	47%	46%	34%	45%	37%	41%	23%	46%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(23.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Withdrawal or depositing of cash

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	3%	3%	8%	0%	0%	1%	1%	24%	3%	2%	4%	2%	24%	0%	0%	0%	1%	3%	6%
Daily	7%	8%	9%	0%	4%	14%	14%	37%	6%	8%	9%	9%	37%	4%	4%	15%	5%	9%	3%
Multiple times a week	8%	7%	10%	0%	6%	8%	7%	0%	5%	12%	18%	3%	0%	6%	8%	0%	4%	0%	12%
Weekly	10%	8%	5%	13%	10%	18%	2%	0%	9%	9%	11%	11%	0%	10%	5%	19%	7%	5%	13%
Multiple times a month	8%	11%	10%	28%	3%	7%	11%	0%	11%	11%	3%	4%	0%	3%	6%	9%	12%	15%	3%
Monthly	9%	6%	9%	16%	7%	6%	10%	0%	8%	11%	13%	9%	0%	7%	10%	0%	3%	0%	10%
Multiple times a year	6%	2%	7%	8%	6%	5%	6%	0%	3%	2%	2%	1%	0%	6%	14%	22%	11%	4%	4%
Yearly, or less often	8%	17%	9%	4%	15%	6%	12%	0%	9%	9%	5%	6%	0%	15%	5%	0%	7%	9%	6%
Never	42%	38%	33%	31%	49%	36%	37%	38%	45%	36%	36%	54%	38%	49%	47%	36%	50%	54%	42%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(24.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Pensions and social benefits

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	2%	1%	0%	1%	3%	1%	4%	4%	3%	2%	0%	0%	4%	0%	2%	0%	0%	7%	0%	0%
Daily	4%	0%	1%	2%	4%	7%	8%	8%	5%	1%	6%	4%	6%	4%	5%	11%	7%	3%	3%	2%
Multiple times a week	6%	0%	0%	2%	5%	14%	12%	10%	7%	3%	13%	4%	5%	5%	5%	7%	2%	8%	17%	0%
Weekly	7%	2%	2%	6%	10%	9%	13%	7%	5%	9%	7%	5%	8%	3%	3%	13%	6%	18%	14%	0%
Multiple times a month	3%	1%	1%	0%	6%	3%	3%	4%	4%	3%	4%	0%	0%	2%	4%	2%	1%	0%	0%	14%
Monthly	5%	2%	2%	6%	3%	6%	7%	11%	8%	7%	3%	5%	0%	1%	4%	12%	8%	7%	6%	0%
Multiple times a year	4%	0%	3%	6%	3%	5%	6%	4%	4%	2%	6%	6%	3%	6%	1%	3%	6%	3%	4%	0%
Yearly, or less often	8%	8%	7%	9%	9%	10%	7%	6%	4%	8%	8%	17%	10%	10%	10%	3%	8%	2%	7%	17%
Never	61%	87%	84%	67%	58%	45%	39%	45%	60%	65%	53%	58%	65%	69%	66%	51%	62%	53%	48%	67%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(24.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Pensions and social benefits

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	2%	3%	4%	0%	0%	2%	2%	0%	0%	0%	2%	2%	0%	0%	1%	0%	5%	0%	4%
Daily	4%	2%	0%	0%	1%	6%	9%	17%	8%	16%	10%	3%	17%	1%	2%	19%	0%	6%	5%
Multiple times a week	6%	2%	8%	0%	4%	12%	4%	10%	5%	5%	10%	10%	10%	4%	4%	0%	4%	0%	5%
Weekly	7%	0%	15%	11%	4%	14%	5%	35%	11%	6%	7%	5%	35%	4%	3%	0%	4%	2%	6%
Multiple times a month	3%	0%	0%	0%	4%	3%	2%	0%	4%	5%	9%	4%	0%	4%	2%	15%	3%	0%	2%
Monthly	5%	14%	7%	0%	6%	7%	2%	0%	1%	7%	5%	7%	0%	6%	4%	0%	0%	0%	5%
Multiple times a year	4%	3%	0%	9%	3%	1%	4%	0%	9%	11%	6%	2%	0%	3%	2%	0%	3%	12%	4%
Yearly, or less often	8%	8%	6%	0%	11%	11%	13%	0%	4%	6%	6%	9%	0%	11%	10%	9%	1%	13%	8%
Never	61%	69%	61%	81%	68%	45%	59%	38%	59%	44%	45%	59%	38%	68%	71%	57%	79%	67%	60%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(25.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Paying bills (e.g. utilities, council tax, local council payments)

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	4%	1%	1%	1%	8%	3%	9%	3%	4%	1%	1%	1%	7%	0%	5%	5%	0%	4%	14%	14%
Daily	4%	1%	0%	1%	2%	7%	10%	10%	8%	1%	2%	0%	1%	2%	2%	11%	6%	7%	13%	2%
Multiple times a week	8%	0%	2%	5%	7%	16%	16%	12%	9%	6%	13%	4%	11%	4%	9%	4%	8%	9%	8%	0%
Weekly	7%	2%	2%	5%	5%	12%	10%	15%	6%	4%	7%	5%	5%	4%	9%	25%	16%	13%	4%	0%
Multiple times a month	6%	1%	2%	4%	9%	9%	9%	8%	11%	6%	11%	2%	3%	3%	4%	1%	10%	6%	0%	0%
Monthly	10%	7%	6%	15%	9%	12%	9%	9%	6%	13%	8%	27%	10%	7%	10%	3%	7%	5%	15%	0%
Multiple times a year	6%	3%	9%	8%	4%	6%	4%	9%	4%	9%	16%	5%	1%	5%	6%	5%	12%	3%	4%	6%
Yearly, or less often	8%	10%	11%	8%	9%	5%	5%	4%	4%	6%	4%	10%	7%	11%	16%	0%	1%	9%	13%	17%
Never	48%	75%	68%	54%	47%	30%	28%	29%	47%	55%	37%	46%	55%	65%	39%	47%	40%	43%	29%	62%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(25.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Paying bills (e.g. utilities, council tax, local council payments)

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	4%	3%	3%	11%	1%	4%	1%	13%	2%	2%	6%	4%	13%	1%	0%	0%	1%	6%	7%
Daily	4%	0%	5%	0%	2%	9%	8%	10%	2%	13%	8%	4%	10%	2%	1%	19%	4%	3%	3%
Multiple times a week	8%	7%	11%	0%	2%	10%	5%	18%	9%	8%	14%	2%	18%	2%	8%	0%	4%	0%	12%
Weekly	7%	6%	12%	0%	6%	13%	10%	11%	15%	7%	6%	6%	11%	6%	9%	0%	0%	5%	4%
Multiple times a month	6%	5%	12%	0%	6%	9%	5%	0%	8%	10%	12%	3%	0%	6%	4%	0%	7%	8%	1%
Monthly	10%	10%	5%	17%	14%	9%	13%	28%	4%	14%	12%	14%	28%	14%	7%	0%	12%	4%	9%
Multiple times a year	6%	9%	6%	8%	4%	4%	2%	0%	4%	5%	6%	4%	0%	4%	11%	25%	8%	4%	3%
Yearly, or less often	8%	14%	12%	4%	15%	5%	13%	0%	9%	4%	2%	7%	0%	15%	4%	37%	9%	14%	8%
Never	48%	47%	35%	60%	51%	38%	44%	20%	48%	37%	34%	55%	20%	51%	56%	20%	55%	56%	55%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(26.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Government savings products and postal orders

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	1%	1%	0%	0%	1%	0%	5%	2%	1%	1%	1%	4%	0%	2%	0%	0%	0%	5%	0%	2%
Daily	5%	0%	1%	0%	6%	9%	12%	5%	7%	0%	2%	1%	0%	2%	9%	6%	0%	10%	13%	14%
Multiple times a week	8%	1%	2%	5%	11%	10%	11%	16%	13%	3%	11%	0%	17%	3%	5%	12%	16%	7%	0%	0%
Weekly	6%	1%	2%	5%	3%	12%	11%	8%	4%	8%	11%	3%	2%	5%	5%	14%	0%	12%	4%	0%
Multiple times a month	5%	1%	0%	7%	5%	7%	7%	10%	7%	4%	10%	16%	7%	2%	2%	1%	3%	2%	4%	0%
Monthly	5%	2%	4%	5%	6%	5%	5%	9%	3%	9%	6%	4%	3%	1%	5%	0%	7%	4%	24%	0%
Multiple times a year	6%	4%	3%	3%	5%	11%	5%	8%	5%	4%	12%	6%	0%	4%	7%	17%	5%	7%	8%	0%
Yearly, or less often	10%	12%	12%	13%	9%	10%	8%	5%	8%	11%	4%	5%	11%	13%	15%	0%	16%	6%	5%	17%
Never	55%	79%	75%	62%	55%	36%	36%	35%	51%	60%	43%	60%	59%	69%	51%	50%	53%	48%	41%	67%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(26.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Government savings products and postal orders

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	1%	3%	7%	0%	1%	0%	3%	0%	4%	2%	2%	1%	0%	1%	0%	0%	1%	0%	0%
Daily	5%	0%	5%	0%	1%	8%	0%	37%	4%	10%	8%	5%	37%	1%	2%	19%	4%	3%	5%
Multiple times a week	8%	2%	8%	0%	3%	12%	7%	14%	7%	5%	18%	5%	14%	3%	8%	0%	4%	3%	11%
Weekly	6%	7%	9%	0%	4%	11%	5%	10%	7%	3%	5%	11%	10%	4%	4%	0%	4%	2%	5%
Multiple times a month	5%	2%	3%	9%	5%	7%	7%	0%	10%	11%	11%	1%	0%	5%	3%	0%	3%	8%	4%
Monthly	5%	6%	1%	14%	6%	9%	8%	0%	4%	11%	4%	5%	0%	6%	3%	15%	0%	4%	4%
Multiple times a year	6%	8%	8%	8%	5%	5%	4%	0%	7%	14%	8%	2%	0%	5%	4%	9%	5%	0%	3%
Yearly, or less often	10%	18%	15%	4%	11%	5%	17%	0%	3%	0%	10%	11%	0%	11%	12%	12%	8%	16%	8%
Never	55%	54%	43%	65%	64%	43%	49%	38%	55%	44%	32%	59%	38%	64%	64%	45%	72%	64%	60%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(27.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Banking services (e.g. loans and savings, insurance products)

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	3%	1%	2%	0%	5%	0%	8%	5%	4%	1%	1%	0%	5%	2%	2%	0%	5%	7%	0%	14%
Daily	6%	1%	1%	3%	4%	11%	9%	14%	8%	2%	5%	2%	8%	2%	8%	16%	4%	7%	10%	2%
Multiple times a week	7%	2%	1%	4%	10%	5%	13%	15%	11%	5%	8%	3%	5%	2%	9%	9%	6%	8%	11%	0%
Weekly	8%	2%	5%	8%	6%	9%	14%	15%	9%	7%	13%	12%	8%	4%	5%	10%	8%	14%	9%	0%
Multiple times a month	6%	2%	2%	5%	6%	17%	8%	0%	4%	8%	16%	7%	6%	3%	4%	12%	5%	5%	0%	0%
Monthly	5%	4%	5%	4%	4%	12%	4%	3%	4%	8%	2%	5%	5%	7%	6%	2%	7%	1%	14%	0%
Multiple times a year	6%	5%	7%	5%	5%	3%	5%	9%	2%	5%	8%	7%	5%	10%	5%	4%	8%	7%	9%	0%
Yearly, or less often	9%	9%	11%	12%	10%	7%	2%	7%	5%	10%	3%	6%	9%	12%	18%	0%	10%	3%	5%	24%
Never	51%	73%	66%	59%	50%	36%	36%	32%	52%	55%	43%	59%	51%	59%	44%	47%	47%	47%	43%	60%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(27.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Banking services (e.g. loans and savings, insurance products)

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	3%	3%	5%	0%	1%	4%	0%	11%	4%	3%	6%	1%	11%	1%	1%	0%	1%	3%	4%
Daily	6%	0%	8%	0%	2%	6%	9%	13%	4%	12%	7%	0%	13%	2%	7%	0%	4%	3%	11%
Multiple times a week	7%	6%	0%	0%	4%	11%	7%	38%	8%	7%	19%	7%	38%	4%	3%	19%	4%	5%	9%
Weekly	8%	7%	13%	0%	8%	13%	6%	0%	13%	11%	3%	9%	0%	8%	11%	24%	0%	15%	4%
Multiple times a month	6%	0%	19%	9%	4%	7%	7%	0%	4%	8%	5%	4%	0%	4%	7%	0%	5%	0%	1%
Monthly	5%	7%	5%	11%	4%	4%	8%	0%	5%	0%	9%	4%	0%	4%	4%	0%	4%	4%	6%
Multiple times a year	6%	13%	8%	0%	2%	6%	14%	0%	4%	8%	6%	9%	0%	2%	6%	22%	5%	4%	2%
Yearly, or less often	9%	16%	9%	4%	18%	1%	8%	0%	7%	4%	7%	5%	0%	18%	11%	0%	4%	16%	8%
Never	51%	49%	32%	76%	56%	48%	42%	38%	51%	47%	38%	61%	38%	56%	51%	36%	74%	51%	54%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(28.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Foreign currency

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	2%	1%	0%	0%	1%	2%	5%	6%	3%	1%	1%	0%	0%	2%	5%	2%	1%	5%	0%	0%
Daily	4%	1%	1%	1%	5%	2%	14%	7%	8%	1%	4%	3%	7%	3%	1%	11%	0%	4%	8%	2%
Multiple times a week	5%	0%	0%	2%	10%	4%	7%	11%	10%	1%	4%	3%	2%	2%	3%	12%	10%	6%	0%	14%
Weekly	6%	1%	1%	4%	5%	13%	14%	9%	6%	8%	6%	5%	5%	0%	5%	7%	2%	12%	24%	0%
Multiple times a month	4%	2%	1%	2%	6%	5%	6%	4%	5%	4%	5%	5%	4%	2%	2%	0%	5%	7%	2%	0%
Monthly	6%	2%	3%	5%	3%	16%	5%	10%	4%	5%	9%	0%	13%	5%	12%	0%	4%	7%	7%	0%
Multiple times a year	12%	9%	7%	15%	11%	26%	5%	12%	10%	13%	13%	19%	5%	9%	13%	23%	17%	5%	13%	48%
Yearly, or less often	16%	21%	28%	23%	15%	6%	9%	12%	8%	24%	19%	21%	14%	23%	21%	8%	13%	9%	11%	22%
Never	44%	64%	59%	48%	44%	25%	34%	28%	46%	43%	40%	44%	51%	53%	38%	37%	46%	44%	35%	14%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(28.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Foreign currency

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	2%	3%	4%	0%	0%	0%	1%	11%	4%	2%	4%	4%	11%	0%	1%	15%	1%	3%	3%
Daily	4%	5%	0%	0%	1%	9%	7%	30%	6%	7%	5%	1%	30%	1%	3%	0%	0%	3%	7%
Multiple times a week	5%	2%	3%	0%	1%	7%	2%	4%	7%	0%	24%	1%	4%	1%	2%	0%	8%	0%	6%
Weekly	6%	5%	16%	11%	4%	11%	3%	10%	9%	9%	2%	13%	10%	4%	3%	0%	0%	2%	4%
Multiple times a month	4%	1%	6%	0%	5%	4%	4%	8%	6%	2%	6%	5%	8%	5%	6%	19%	3%	3%	1%
Monthly	6%	5%	8%	0%	4%	8%	5%	0%	2%	14%	15%	5%	0%	4%	4%	9%	0%	3%	5%
Multiple times a year	12%	19%	13%	25%	15%	7%	11%	0%	13%	10%	11%	12%	0%	15%	11%	0%	21%	6%	12%
Yearly, or less often	16%	27%	16%	9%	23%	18%	22%	0%	10%	6%	9%	18%	0%	23%	23%	12%	7%	20%	11%
Never	44%	35%	35%	56%	47%	36%	44%	38%	43%	51%	24%	41%	38%	47%	47%	45%	60%	60%	50%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(29.A) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Passport and driving licence applications, road tax payment and identity services

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Multiple times a day	2%	1%	0%	0%	1%	0%	7%	5%	3%	1%	2%	3%	0%	0%	3%	5%	3%	1%	0%	6%
Daily	5%	0%	1%	3%	3%	10%	11%	7%	6%	3%	7%	0%	1%	6%	4%	13%	0%	10%	13%	2%
Multiple times a week	5%	1%	1%	0%	7%	7%	7%	9%	8%	4%	5%	1%	4%	4%	2%	7%	6%	8%	0%	0%
Weekly	8%	1%	1%	4%	10%	12%	10%	15%	6%	6%	13%	4%	11%	4%	6%	7%	10%	9%	9%	14%
Multiple times a month	4%	0%	1%	4%	5%	10%	5%	4%	6%	3%	0%	1%	9%	1%	6%	0%	1%	6%	4%	0%
Monthly	3%	1%	1%	5%	1%	4%	3%	4%	6%	3%	0%	6%	1%	1%	0%	12%	0%	2%	1%	0%
Multiple times a year	12%	2%	5%	10%	23%	17%	15%	12%	12%	11%	19%	10%	3%	17%	19%	4%	14%	5%	21%	20%
Yearly, or less often	25%	40%	39%	37%	18%	15%	12%	17%	18%	32%	27%	38%	24%	28%	29%	10%	27%	21%	14%	29%
Never	37%	54%	50%	37%	32%	26%	30%	27%	36%	36%	28%	36%	47%	39%	32%	42%	38%	38%	37%	29%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(29.B) How often, on average, would you estimate that someone in your business uses the following services from the Post Office as part of their work?: Passport and driving licence applications, road tax payment and identity services

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Multiple times a day	2%	5%	0%	0%	2%	2%	2%	11%	3%	4%	4%	3%	11%	2%	0%	0%	1%	0%	2%
Daily	5%	0%	8%	0%	4%	7%	9%	0%	7%	14%	8%	4%	0%	4%	1%	0%	5%	3%	4%
Multiple times a week	5%	0%	10%	0%	4%	5%	1%	38%	9%	0%	4%	8%	38%	4%	4%	0%	4%	3%	6%
Weekly	8%	2%	9%	0%	3%	18%	2%	0%	10%	2%	21%	12%	0%	3%	5%	19%	0%	2%	4%
Multiple times a month	4%	0%	4%	0%	4%	4%	6%	13%	2%	6%	4%	1%	13%	4%	5%	0%	7%	3%	5%
Monthly	3%	4%	5%	9%	3%	3%	5%	0%	2%	2%	2%	1%	0%	3%	1%	9%	0%	0%	3%
Multiple times a year	12%	16%	13%	23%	4%	13%	7%	0%	11%	12%	13%	2%	0%	4%	11%	16%	15%	21%	12%
Yearly, or less often	25%	43%	20%	36%	38%	17%	32%	18%	31%	20%	15%	27%	18%	38%	27%	20%	34%	27%	22%
Never	37%	30%	31%	32%	37%	31%	36%	20%	24%	41%	29%	41%	20%	37%	46%	37%	35%	42%	42%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(30.A) If your local Post Office was to shut down, which of these services would your business be able to find an alternative provider of? Please select all services you would be able to find alternative providers of, even if your business does not use the service. Please select all that apply

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Parcels	40%	42%	37%	37%	36%	45%	38%	49%	48%	34%	35%	32%	42%	35%	42%	44%	44%	43%	36%	51%
Letters and stamps	34%	33%	43%	31%	32%	34%	33%	35%	40%	31%	37%	35%	35%	29%	42%	34%	31%	28%	36%	21%
Withdrawal or depositing of cash	32%	40%	41%	36%	28%	25%	35%	23%	40%	29%	32%	33%	44%	29%	26%	26%	17%	22%	39%	46%
Pensions and social benefits	16%	22%	18%	15%	15%	9%	17%	16%	17%	18%	17%	12%	20%	19%	8%	14%	8%	16%	14%	29%
Paying bills (e.g. utilities, council tax, local council payments)	34%	39%	33%	33%	31%	36%	36%	33%	40%	32%	20%	20%	39%	40%	30%	42%	18%	31%	51%	74%
Government savings products and postal orders	17%	17%	19%	18%	14%	9%	25%	19%	18%	17%	12%	18%	15%	15%	18%	21%	8%	19%	31%	14%
Banking services (e.g. loans and savings, insurance products)	31%	36%	38%	29%	30%	31%	29%	26%	38%	30%	31%	24%	38%	28%	21%	35%	13%	34%	29%	62%
Foreign currency	27%	26%	34%	36%	27%	24%	22%	21%	17%	35%	35%	32%	19%	33%	32%	34%	34%	26%	16%	16%
Passport and driving licence applications, road tax payment and identity services	22%	22%	29%	19%	23%	20%	25%	19%	24%	23%	18%	24%	21%	22%	18%	28%	14%	21%	37%	37%
None of the above	8%	12%	7%	8%	9%	6%	5%	6%	9%	8%	8%	4%	13%	9%	9%	7%	8%	4%	3%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(30.B) If your local Post Office was to shut down, which of these services would your business be able to find an alternative provider of? Please select all services you would be able to find alternative providers of, even if your business does not use the service Please select all that apply

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Parcels	40%	42%	28%	21%	41%	39%	39%	11%	49%	29%	48%	52%	11%	41%	43%	25%	40%	40%	46%
Letters and stamps	34%	25%	33%	30%	43%	33%	41%	38%	39%	32%	26%	38%	38%	43%	36%	25%	50%	47%	32%
Withdrawal or depositing of cash	32%	44%	22%	17%	36%	31%	37%	14%	31%	44%	29%	37%	14%	36%	31%	43%	39%	27%	38%
Pensions and social benefits	16%	22%	13%	4%	21%	15%	26%	0%	15%	24%	18%	21%	0%	21%	16%	28%	15%	15%	13%
Paying bills (e.g. utilities, council tax, local council payments)	34%	38%	35%	25%	33%	36%	32%	15%	32%	36%	42%	40%	15%	33%	33%	9%	30%	43%	30%
Government savings products and postal orders	17%	22%	18%	11%	19%	23%	23%	18%	21%	15%	14%	24%	18%	19%	14%	9%	15%	15%	14%
Banking services (e.g. loans and savings, insurance products)	31%	40%	22%	10%	38%	26%	37%	11%	31%	29%	31%	37%	11%	38%	34%	9%	33%	39%	34%
Foreign currency	27%	30%	32%	48%	29%	28%	23%	17%	22%	32%	23%	27%	17%	29%	27%	34%	23%	17%	23%
Passport and driving licence applications, road tax payment and identity services	22%	20%	24%	11%	25%	25%	28%	14%	29%	12%	20%	27%	14%	25%	22%	32%	23%	28%	23%
None of the above	8%	9%	8%	3%	10%	5%	9%	18%	8%	9%	3%	3%	18%	10%	9%	0%	16%	15%	8%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(31.A) If your business was looking to move to new offices, which of the following would be essential for you and your staff? Select any which apply

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Easy access to a Post Office	28%	16%	24%	32%	26%	19%	37%	43%	29%	24%	38%	33%	23%	32%	32%	29%	26%	26%	18%	16%
Cafes	13%	3%	6%	9%	18%	13%	13%	30%	16%	14%	25%	14%	8%	8%	17%	15%	6%	15%	6%	0%
Parking space	51%	27%	45%	60%	59%	65%	48%	55%	41%	61%	51%	51%	50%	50%	55%	50%	53%	53%	41%	65%
Public transport access	33%	12%	18%	33%	30%	45%	43%	52%	56%	25%	40%	13%	27%	27%	28%	35%	30%	27%	24%	32%
Office Kitchen	32%	14%	17%	34%	42%	38%	33%	47%	39%	35%	26%	24%	25%	34%	30%	31%	30%	31%	40%	31%
Reception desk	26%	3%	9%	21%	30%	36%	44%	42%	31%	23%	21%	23%	20%	18%	30%	29%	26%	19%	54%	46%
Access to the internet	62%	42%	52%	72%	67%	66%	68%	71%	72%	60%	50%	74%	48%	60%	64%	66%	53%	65%	66%	66%
Meeting rooms/board rooms	32%	5%	12%	25%	41%	39%	48%	55%	45%	25%	20%	27%	27%	28%	32%	26%	40%	33%	26%	49%
None of the above	3%	4%	8%	5%	2%	0%	2%	1%	1%	6%	2%	2%	5%	3%	5%	6%	0%	4%	2%	0%
N/A - my business would not need an office	17%	50%	32%	11%	11%	3%	5%	2%	8%	17%	21%	14%	25%	23%	19%	12%	26%	16%	14%	18%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(31.B) If your business was looking to move to new offices, which of the following would be essential for you and your staff? Select any which apply

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Easy access to a Post Office	28%	23%	25%	34%	27%	31%	32%	4%	23%	23%	26%	32%	4%	27%	27%	9%	18%	30%	31%
Cafes	13%	8%	18%	12%	11%	19%	13%	9%	16%	11%	21%	16%	9%	11%	10%	0%	13%	8%	11%
Parking space	51%	45%	46%	39%	49%	54%	50%	32%	56%	75%	48%	73%	32%	49%	50%	61%	60%	58%	45%
Public transport access	33%	32%	39%	30%	32%	33%	41%	13%	44%	50%	21%	44%	13%	32%	36%	22%	34%	22%	26%
Office Kitchen	32%	24%	24%	56%	32%	26%	37%	16%	43%	44%	27%	50%	16%	32%	34%	56%	30%	40%	26%
Reception desk	26%	27%	23%	28%	23%	28%	34%	27%	32%	45%	38%	45%	27%	23%	18%	37%	25%	36%	15%
Access to the internet	62%	61%	66%	62%	56%	59%	61%	51%	63%	80%	58%	74%	51%	56%	62%	77%	61%	73%	58%
Meeting rooms/board rooms	32%	19%	20%	41%	32%	30%	37%	27%	43%	44%	48%	59%	27%	32%	37%	46%	26%	32%	15%
None of the above	3%	7%	4%	7%	2%	2%	2%	0%	2%	0%	1%	7%	0%	2%	4%	0%	8%	0%	1%
N/A - my business would not need an office	17%	23%	14%	19%	29%	13%	16%	0%	11%	6%	10%	2%	0%	29%	18%	8%	18%	14%	26%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(32.A) Which of the following best explains why you use the Post Office’s services? You may select up to three

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	866	209	160	101	94	78	109	115	179	155	70	51	63	72	87	23	56	64	34	12
Weighted	897	125	111	122	167	123	115	135	172	143	67	59	83	69	92	23	63	66	37	23
Value for money	30%	23%	16%	37%	30%	30%	43%	33%	27%	23%	28%	48%	19%	23%	37%	51%	16%	41%	61%	38%
Convenience	61%	68%	66%	60%	66%	58%	53%	54%	64%	57%	42%	63%	57%	63%	73%	73%	62%	66%	63%	36%
Speed	23%	18%	10%	16%	24%	30%	29%	30%	30%	18%	19%	22%	18%	19%	12%	39%	24%	35%	27%	21%
Staff knowledge	15%	8%	10%	8%	15%	19%	28%	15%	15%	11%	11%	23%	15%	9%	16%	4%	13%	14%	25%	25%
I can trust the Post Office	35%	39%	26%	40%	32%	36%	42%	32%	34%	35%	37%	33%	37%	35%	34%	31%	35%	26%	35%	71%
Habit/have always used the Post Office	16%	19%	20%	17%	17%	13%	16%	13%	18%	16%	12%	14%	16%	21%	15%	18%	21%	8%	11%	33%
The Post Office plays an important community service	24%	31%	27%	27%	21%	20%	14%	25%	15%	22%	33%	19%	35%	39%	28%	8%	16%	19%	19%	33%
Customer service	8%	8%	6%	10%	5%	5%	8%	12%	12%	6%	11%	7%	3%	3%	12%	8%	7%	8%	2%	1%
Nowhere else provides the service	10%	14%	17%	12%	5%	11%	4%	7%	7%	12%	15%	7%	9%	18%	11%	0%	9%	3%	0%	22%
Other (Please Specify)	1%	1%	2%	1%	1%	0%	0%	2%	1%	3%	3%	1%	0%	1%	0%	0%	0%	2%	0%	0%
Don't Know	4%	4%	3%	6%	5%	6%	3%	2%	5%	4%	6%	2%	3%	3%	4%	0%	11%	2%	0%	0%

Note:

BASE: businesses who use the Post Office’s services

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(32.B) Which of the following best explains why you use the Post Office’s services? You may select up to three

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional & scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	866	45	39	15	136	64	57	10	53	37	59	59	10	136	120	6	37	23	106
Weighted	897	52	79	48	54	113	13	5	20	33	78	45	5	54	146	3	33	30	145
Value for money	30%	20%	26%	39%	33%	37%	19%	26%	22%	32%	29%	29%	26%	33%	26%	10%	23%	35%	36%
Convenience	61%	60%	53%	52%	75%	63%	65%	51%	59%	79%	50%	65%	51%	75%	61%	50%	71%	70%	58%
Speed	23%	23%	31%	13%	22%	34%	23%	19%	30%	16%	24%	27%	19%	22%	18%	0%	13%	20%	19%
Staff knowledge	15%	13%	18%	31%	12%	19%	18%	0%	12%	9%	23%	14%	0%	12%	10%	47%	0%	5%	12%
I can trust the Post Office	35%	34%	36%	23%	35%	33%	39%	7%	40%	37%	31%	44%	7%	35%	35%	51%	42%	32%	38%
Habit/have always used the Post Office	16%	29%	8%	22%	12%	14%	19%	0%	25%	9%	13%	16%	0%	12%	25%	0%	21%	12%	12%
The Post Office plays an important community service	24%	27%	25%	30%	23%	20%	25%	0%	15%	31%	22%	12%	0%	23%	30%	13%	21%	23%	21%
Customer service	8%	9%	12%	3%	10%	8%	12%	7%	13%	6%	11%	0%	7%	10%	4%	0%	5%	10%	9%
Nowhere else provides the service	10%	24%	10%	9%	13%	1%	7%	20%	10%	0%	6%	8%	20%	13%	11%	10%	12%	11%	11%
Other (Please Specify)	1%	3%	0%	4%	1%	0%	0%	0%	1%	0%	2%	0%	0%	1%	1%	0%	0%	0%	2%
Don't Know	4%	3%	4%	0%	3%	5%	1%	0%	4%	1%	3%	8%	0%	3%	5%	0%	6%	0%	6%

Note:

BASE: businesses who use the Post Office’s services

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(33.A) Where does your business typically withdraw or deposit cash?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
At an ATM	24%	36%	35%	27%	13%	22%	18%	19%	18%	23%	21%	30%	25%	20%	30%	32%	13%	37%	26%	33%
At Post Office, over the counter	22%	13%	14%	20%	27%	27%	26%	25%	19%	20%	26%	23%	14%	19%	26%	40%	33%	19%	32%	16%
At my bank, over the counter	38%	24%	31%	38%	44%	39%	44%	43%	46%	39%	40%	33%	35%	49%	34%	21%	35%	21%	30%	35%
At the retailer's counter (eg cash back)	1%	1%	0%	0%	0%	0%	3%	1%	0%	1%	1%	0%	6%	0%	0%	0%	0%	0%	0%	0%
Other (Please Specify)	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	0%
Not Applicable - we do not withdraw or deposit cash	15%	24%	20%	14%	15%	12%	8%	12%	17%	17%	12%	15%	20%	9%	10%	7%	18%	23%	12%	16%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(33.B) Where does your business typically withdraw or deposit cash?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
At an ATM	24%	28%	27%	27%	25%	28%	28%	58%	28%	18%	20%	21%	58%	25%	24%	41%	20%	12%	22%
At Post Office, over the counter	22%	23%	26%	24%	15%	26%	23%	20%	17%	19%	23%	17%	20%	15%	19%	43%	14%	8%	30%
At my bank, over the counter	38%	43%	27%	35%	42%	38%	31%	6%	33%	50%	37%	43%	6%	42%	32%	0%	55%	52%	37%
At the retailer's counter (eg cash back)	1%	2%	0%	0%	1%	0%	0%	11%	0%	2%	2%	0%	11%	1%	0%	0%	0%	0%	1%
Other (Please Specify)	0%	1%	0%	0%	1%	0%	0%	0%	0%	2%	0%	0%	0%	1%	1%	0%	0%	0%	0%
Not Applicable - we do not withdraw or deposit cash	15%	3%	20%	14%	16%	8%	18%	4%	22%	9%	18%	18%	4%	16%	23%	16%	12%	28%	9%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(34.A) Does your business ever need to send parcels to customers or clients?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Yes	73%	54%	64%	80%	68%	83%	82%	82%	79%	71%	75%	74%	66%	68%	70%	72%	67%	81%	71%	64%
No	27%	46%	36%	20%	32%	17%	18%	18%	21%	29%	25%	26%	34%	32%	30%	28%	33%	19%	29%	36%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(34.B) Does your business ever need to send parcels to customers or clients?

	Sector																		
Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles	
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Yes	73%	71%	76%	66%	76%	72%	71%	84%	70%	65%	68%	91%	84%	76%	72%	92%	49%	61%	80%
No	27%	29%	24%	34%	24%	28%	29%	16%	30%	35%	32%	9%	16%	24%	28%	8%	51%	39%	20%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(35.A) Where do you sell to your consumers online?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	702	147	122	88	73	68	101	103	160	118	51	43	48	59	70	18	40	57	28	10
Weighted	729	86	82	108	125	110	102	116	153	108	52	50	66	60	70	19	43	64	28	17
Our own website	43%	21%	28%	32%	41%	46%	56%	69%	45%	46%	45%	28%	42%	49%	40%	45%	50%	38%	43%	44%
Amazon	10%	4%	5%	8%	7%	20%	13%	11%	12%	5%	13%	9%	11%	4%	11%	3%	6%	17%	14%	9%
eBay	10%	30%	10%	14%	3%	8%	6%	2%	10%	5%	11%	17%	13%	9%	10%	11%	6%	11%	6%	6%
Other 3rd party sellers	1%	0%	5%	3%	1%	0%	1%	1%	2%	1%	1%	0%	1%	4%	2%	0%	0%	0%	7%	0%
Not Applicable - we do not sell online	36%	45%	52%	42%	49%	26%	25%	17%	31%	44%	29%	46%	34%	33%	37%	41%	39%	35%	30%	41%

Note:

BASE: Only people who responded; "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(35.B) Where do you sell to your consumers online?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	702	36	29	9	117	49	47	9	39	27	43	60	9	117	100	6	20	19	92
Weighted	729	41	64	33	49	89	11	4	15	24	57	45	4	49	126	3	18	25	124
Our own website	43%	59%	29%	31%	45%	35%	30%	41%	52%	21%	57%	54%	41%	45%	41%	17%	29%	49%	50%
Amazon	10%	7%	16%	0%	6%	20%	16%	32%	15%	20%	9%	7%	32%	6%	3%	37%	8%	0%	11%
eBay	10%	3%	2%	0%	9%	6%	15%	0%	7%	8%	12%	4%	0%	9%	8%	0%	16%	8%	23%
Other 3rd party sellers	1%	8%	0%	0%	2%	0%	0%	0%	0%	3%	0%	2%	0%	2%	0%	0%	7%	0%	3%
Not Applicable - we do not sell online	36%	23%	53%	69%	37%	40%	39%	27%	26%	47%	22%	32%	27%	37%	47%	46%	40%	43%	13%

Note:

BASE: Only people who responded: "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(36.A) Other 3rd party sellers:Where do you sell to your consumers online?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	702	147	122	88	73	68	101	103	160	118	51	43	48	59	70	18	40	57	28	10
Weighted	729	86	82	108	125	110	102	116	153	108	52	50	66	60	70	19	43	64	28	17
Our own website	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Amazon	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
eBay	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other 3rd party sellers	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not Applicable - we do not sell online	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: Only people who responded: "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(36.B) Other 3rd party sellers: Where do you sell to your consumers online?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities1	Arts, entertainment, recreation & other services1	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	702	36	29	9	117	49	47	9	39	27	43	60	9	117	100	6	20	19	92
Weighted	729	41	64	33	49	89	11	4	15	24	57	45	4	49	126	3	18	25	124
Our own website	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Amazon	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
eBay	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other 3rd party sellers	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not Applicable - we do not sell online	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: Only people who responded: "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(37.A) What proportion of these parcels do you send from the Post Office?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	702	147	122	88	73	68	101	103	160	118	51	43	48	59	70	18	40	57	28	10
Weighted	729	86	82	108	125	110	102	116	153	108	52	50	66	60	70	19	43	64	28	17
0% - None	10%	8%	10%	11%	10%	9%	9%	10%	8%	9%	11%	3%	16%	13%	8%	3%	4%	21%	0%	18%
1-10%	11%	9%	9%	16%	10%	19%	8%	7%	12%	15%	1%	7%	14%	11%	7%	18%	24%	3%	6%	26%
11-20%	7%	4%	1%	8%	13%	5%	4%	9%	10%	4%	2%	3%	3%	8%	9%	0%	13%	13%	2%	3%
21-30%	6%	1%	4%	1%	4%	12%	10%	10%	8%	7%	4%	6%	6%	4%	4%	14%	1%	9%	2%	9%
31-40%	5%	1%	3%	3%	2%	11%	9%	3%	3%	6%	11%	0%	4%	3%	4%	16%	7%	1%	14%	0%
41-50%	5%	1%	7%	3%	5%	4%	6%	7%	6%	2%	3%	0%	3%	0%	5%	21%	14%	11%	0%	0%
51-60%	5%	5%	4%	3%	1%	6%	9%	6%	5%	5%	7%	2%	9%	4%	3%	4%	0%	7%	0%	9%
61-70%	4%	1%	2%	2%	0%	1%	16%	5%	7%	4%	0%	6%	5%	2%	1%	0%	4%	6%	5%	0%
71-80%	4%	4%	1%	0%	7%	6%	4%	3%	5%	5%	5%	5%	0%	11%	2%	8%	0%	1%	3%	0%
81-90%	6%	4%	5%	3%	8%	1%	9%	8%	9%	3%	6%	1%	2%	13%	8%	2%	2%	2%	6%	0%
91-99%	3%	5%	5%	2%	6%	1%	2%	0%	3%	4%	3%	7%	1%	1%	4%	0%	0%	1%	11%	0%
100% - all of them	33%	55%	46%	40%	34%	23%	12%	27%	21%	33%	47%	46%	35%	31%	44%	14%	28%	24%	51%	35%
Don't Know	2%	2%	3%	7%	0%	1%	1%	2%	2%	3%	0%	13%	2%	0%	0%	0%	3%	1%	0%	0%

Note:

BASE: Only people who responded, "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(37.B) What proportion of these parcels do you send from the Post Office?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	702	36	29	9	117	49	47	9	39	27	43	60	9	117	100	6	20	19	92
Weighted	729	41	64	33	49	89	11	4	15	24	57	45	4	49	126	3	18	25	124
0% - None	10%	11%	14%	16%	14%	3%	6%	0%	3%	9%	8%	18%	0%	14%	6%	0%	4%	4%	13%
1-10%	11%	3%	5%	0%	10%	10%	8%	4%	9%	0%	15%	28%	4%	10%	18%	0%	4%	6%	13%
11-20%	7%	9%	0%	0%	5%	9%	10%	17%	14%	0%	18%	7%	17%	5%	3%	0%	28%	13%	5%
21-30%	6%	6%	6%	0%	3%	12%	5%	16%	2%	10%	15%	13%	16%	3%	3%	0%	0%	0%	4%
31-40%	5%	1%	11%	5%	2%	9%	8%	0%	12%	10%	0%	5%	0%	2%	3%	37%	7%	6%	1%
41-50%	5%	3%	10%	0%	6%	4%	0%	12%	6%	0%	3%	3%	12%	6%	3%	0%	9%	9%	8%
51-60%	5%	6%	5%	0%	5%	4%	2%	0%	6%	0%	13%	7%	0%	5%	4%	0%	8%	0%	5%
61-70%	4%	3%	11%	0%	1%	2%	1%	13%	6%	3%	4%	0%	13%	1%	3%	0%	2%	12%	5%
71-80%	4%	0%	0%	19%	5%	8%	4%	0%	5%	5%	2%	2%	0%	5%	2%	0%	2%	6%	3%
81-90%	6%	10%	2%	9%	5%	8%	10%	0%	10%	15%	3%	2%	0%	5%	4%	0%	0%	5%	6%
91-99%	3%	5%	0%	0%	3%	4%	3%	12%	0%	7%	0%	2%	12%	3%	2%	13%	0%	0%	7%
100% - all of them	33%	42%	34%	38%	41%	24%	41%	27%	27%	38%	16%	11%	27%	41%	46%	50%	33%	38%	29%
Don't Know	2%	0%	2%	13%	1%	2%	2%	0%	0%	3%	2%	3%	0%	1%	2%	0%	0%	0%	1%

Note:

BASE: Only people who responded; "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(38.A) And what proportion of these parcels go overseas or abroad?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	702	147	122	88	73	68	101	103	160	118	51	43	48	59	70	18	40	57	28	10
Weighted	729	86	82	108	125	110	102	116	153	108	52	50	66	60	70	19	43	64	28	17
0% - None	40%	52%	61%	54%	45%	24%	28%	25%	32%	43%	42%	48%	39%	51%	48%	33%	41%	31%	52%	26%
1-10%	23%	23%	19%	24%	25%	23%	22%	22%	19%	32%	14%	20%	23%	25%	12%	23%	28%	26%	14%	56%
11-20%	11%	6%	6%	5%	11%	15%	12%	17%	16%	7%	9%	1%	8%	5%	15%	27%	15%	16%	0%	9%
21-30%	7%	6%	3%	1%	4%	8%	13%	15%	13%	3%	13%	2%	8%	5%	7%	11%	5%	6%	3%	3%
31-40%	4%	2%	2%	1%	1%	7%	13%	4%	5%	6%	2%	0%	5%	7%	8%	3%	1%	5%	0%	0%
41-50%	5%	3%	2%	2%	3%	14%	6%	4%	4%	1%	3%	8%	6%	2%	2%	0%	6%	10%	28%	3%
51-60%	4%	1%	2%	5%	3%	5%	5%	4%	4%	0%	10%	14%	2%	0%	9%	0%	2%	0%	2%	3%
61-70%	1%	0%	0%	1%	0%	2%	0%	1%	2%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
71-80%	1%	1%	0%	2%	1%	0%	0%	2%	2%	0%	0%	0%	0%	3%	0%	0%	2%	0%	0%	0%
81-90%	1%	1%	1%	1%	1%	0%	0%	1%	0%	2%	1%	2%	0%	0%	0%	3%	0%	0%	0%	0%
91-99%	1%	0%	0%	0%	2%	1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%
100% - all of them	1%	4%	1%	1%	2%	0%	0%	2%	2%	2%	1%	0%	4%	1%	0%	0%	0%	1%	0%	0%
Don't Know	2%	2%	2%	3%	0%	1%	1%	3%	0%	3%	2%	4%	6%	1%	0%	0%	0%	1%	0%	0%

Note:

BASE: Only people who responded, "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(38.B) And what proportion of these parcels go overseas or abroad?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	702	36	29	9	117	49	47	9	39	27	43	60	9	117	100	6	20	19	92
Weighted	729	41	64	33	49	89	11	4	15	24	57	45	4	49	126	3	18	25	124
0% - None	40%	30%	39%	61%	43%	44%	47%	27%	21%	43%	30%	25%	27%	43%	46%	54%	49%	65%	34%
1-10%	23%	39%	14%	26%	26%	16%	19%	9%	19%	20%	17%	31%	9%	26%	20%	20%	12%	11%	33%
11-20%	11%	15%	9%	0%	10%	6%	6%	13%	31%	9%	20%	12%	13%	10%	12%	0%	14%	6%	10%
21-30%	7%	1%	5%	0%	6%	15%	6%	23%	7%	3%	12%	3%	23%	6%	4%	0%	7%	6%	12%
31-40%	4%	0%	12%	0%	2%	5%	8%	16%	6%	11%	11%	3%	16%	2%	1%	0%	0%	5%	2%
41-50%	5%	9%	11%	0%	6%	7%	9%	0%	9%	5%	5%	7%	0%	6%	3%	10%	10%	0%	1%
51-60%	4%	0%	11%	13%	3%	3%	0%	12%	0%	3%	5%	5%	12%	3%	2%	0%	0%	6%	3%
61-70%	1%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	4%	0%	0%	0%	7%	0%	0%	1%
71-80%	1%	2%	0%	0%	2%	0%	0%	0%	2%	0%	0%	0%	0%	2%	3%	16%	0%	0%	0%
81-90%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	3%	0%	0%	2%	0%	0%	2%	0%
91-99%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%	1%	0%	0%	0%	0%
100% - all of them	1%	3%	0%	0%	1%	2%	0%	0%	0%	0%	0%	2%	0%	1%	3%	0%	0%	0%	1%
Don't Know	2%	0%	0%	0%	2%	2%	4%	0%	0%	6%	0%	0%	0%	2%	2%	0%	0%	0%	4%

Note:

BASE: Only people who responded; "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(39.A) What proportion of your business’s revenues is dependent on parcel delivery?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	702	147	122	88	73	68	101	103	160	118	51	43	48	59	70	18	40	57	28	10
Weighted	729	86	82	108	125	110	102	116	153	108	52	50	66	60	70	19	43	64	28	17
0% - None	19%	26%	32%	14%	28%	12%	13%	14%	19%	24%	19%	9%	19%	20%	13%	24%	15%	28%	21%	28%
1-10%	25%	27%	33%	27%	25%	32%	14%	19%	18%	31%	26%	34%	25%	26%	27%	31%	32%	8%	31%	46%
11-20%	12%	5%	5%	13%	19%	12%	11%	12%	12%	14%	7%	5%	5%	19%	16%	18%	13%	6%	11%	18%
21-30%	9%	6%	6%	10%	9%	6%	14%	10%	14%	3%	3%	7%	9%	8%	7%	14%	8%	20%	4%	3%
31-40%	4%	3%	2%	0%	3%	8%	6%	4%	6%	3%	3%	5%	0%	5%	5%	0%	3%	4%	0%	0%
41-50%	6%	4%	4%	6%	0%	7%	12%	9%	2%	5%	11%	9%	5%	3%	15%	0%	4%	8%	1%	6%
51-60%	8%	2%	2%	10%	3%	14%	13%	12%	11%	4%	12%	9%	10%	4%	5%	10%	10%	12%	14%	0%
61-70%	3%	0%	2%	4%	2%	2%	5%	5%	5%	3%	3%	2%	5%	0%	1%	3%	3%	1%	5%	0%
71-80%	1%	0%	2%	2%	1%	1%	1%	2%	2%	2%	1%	0%	1%	0%	3%	0%	4%	0%	0%	0%
81-90%	2%	4%	1%	2%	2%	1%	3%	1%	1%	2%	1%	0%	1%	6%	2%	0%	0%	3%	5%	0%
91-99%	2%	6%	2%	2%	0%	0%	2%	1%	0%	1%	0%	5%	2%	2%	2%	0%	3%	3%	5%	0%
100% - all of it	7%	15%	5%	9%	8%	4%	2%	8%	7%	6%	12%	13%	14%	6%	2%	0%	4%	7%	3%	0%
Don't Know	2%	3%	3%	1%	1%	0%	5%	3%	4%	2%	0%	2%	5%	0%	2%	0%	0%	1%	0%	0%

Note:

BASE: Only people who responded, "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(39.B) What proportion of your business’s revenues is dependent on parcel delivery?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	702	36	29	9	117	49	47	9	39	27	43	60	9	117	100	6	20	19	92
Weighted	729	41	64	33	49	89	11	4	15	24	57	45	4	49	126	3	18	25	124
0% - None	19%	41%	20%	27%	23%	20%	26%	5%	9%	23%	20%	10%	5%	23%	31%	54%	24%	11%	1%
1-10%	25%	30%	27%	19%	28%	26%	21%	22%	37%	34%	21%	23%	22%	28%	25%	0%	44%	33%	19%
11-20%	12%	10%	6%	19%	9%	9%	7%	13%	12%	10%	21%	12%	13%	9%	9%	0%	9%	6%	17%
21-30%	9%	3%	14%	0%	6%	13%	7%	8%	10%	8%	11%	7%	8%	6%	4%	10%	14%	16%	11%
31-40%	4%	3%	5%	0%	3%	5%	8%	0%	7%	5%	6%	4%	0%	3%	6%	20%	0%	0%	1%
41-50%	6%	0%	12%	0%	6%	6%	10%	16%	2%	8%	8%	1%	16%	6%	7%	0%	0%	0%	8%
51-60%	8%	6%	14%	22%	4%	7%	9%	12%	10%	6%	11%	7%	12%	4%	6%	0%	8%	19%	5%
61-70%	3%	4%	0%	0%	3%	0%	5%	12%	6%	0%	2%	5%	12%	3%	5%	0%	0%	0%	6%
71-80%	1%	0%	0%	0%	1%	0%	0%	0%	1%	5%	0%	8%	0%	1%	1%	16%	0%	6%	1%
81-90%	2%	0%	0%	0%	2%	2%	0%	0%	0%	0%	0%	5%	0%	2%	1%	0%	0%	0%	5%
91-99%	2%	0%	0%	0%	2%	0%	0%	13%	3%	0%	0%	7%	13%	2%	1%	0%	0%	0%	5%
100% - all of it	7%	0%	2%	12%	7%	5%	0%	0%	3%	0%	0%	12%	0%	7%	4%	0%	0%	9%	21%
Don't Know	2%	3%	0%	0%	7%	6%	8%	0%	0%	1%	0%	0%	0%	7%	2%	0%	0%	0%	1%

Note:

BASE: Only people who responded; "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(40.A) Since the start of lockdown, how has the amount of parcels your business sends changed, if at all?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	702	147	122	88	73	68	101	103	160	118	51	43	48	59	70	18	40	57	28	10
Weighted	729	86	82	108	125	110	102	116	153	108	52	50	66	60	70	19	43	64	28	17
Significantly increased	8%	2%	4%	4%	2%	9%	17%	15%	7%	5%	1%	6%	15%	14%	6%	5%	14%	8%	7%	0%
Moderately increased	15%	8%	11%	9%	14%	26%	21%	14%	17%	7%	21%	11%	12%	21%	13%	18%	7%	19%	20%	35%
Around the same	40%	44%	54%	41%	42%	41%	25%	37%	38%	49%	33%	40%	39%	26%	42%	48%	45%	43%	54%	15%
Moderately decreased	17%	15%	12%	21%	18%	13%	20%	15%	16%	20%	21%	14%	20%	11%	20%	4%	18%	14%	8%	21%
Significantly decreased	19%	27%	17%	21%	24%	11%	16%	19%	21%	17%	24%	23%	13%	27%	19%	25%	16%	14%	12%	29%
Don't Know	1%	4%	2%	4%	0%	0%	0%	0%	0%	2%	0%	7%	2%	0%	0%	0%	0%	2%	0%	0%

Note:

BASE: Only people who responded; "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(40.B) Since the start of lockdown, how has the amount of parcels your business sends changed, if at all?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	702	36	29	9	117	49	47	9	39	27	43	60	9	117	100	6	20	19	92
Weighted	729	41	64	33	49	89	11	4	15	24	57	45	4	49	126	3	18	25	124
Significantly increased	8%	7%	8%	0%	2%	7%	5%	29%	10%	15%	6%	8%	29%	2%	8%	0%	0%	14%	11%
Moderately increased	15%	11%	21%	19%	8%	21%	8%	25%	17%	17%	26%	13%	25%	8%	7%	0%	0%	4%	19%
Around the same	40%	33%	35%	40%	43%	33%	39%	46%	41%	41%	55%	42%	46%	43%	45%	53%	55%	43%	33%
Moderately decreased	17%	13%	24%	0%	14%	19%	22%	0%	18%	14%	5%	22%	0%	14%	19%	20%	2%	13%	22%
Significantly decreased	19%	36%	10%	41%	33%	19%	22%	0%	15%	12%	8%	14%	0%	33%	19%	27%	43%	25%	13%
Don't Know	1%	0%	2%	0%	0%	2%	3%	0%	0%	1%	0%	2%	0%	0%	2%	0%	0%	0%	1%

Note:

BASE: Only people who responded; "Yes" to: Does your business ever need to send parcels to customers or clients?

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(41.A) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office is particularly important for small businesses

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Strongly Agree	34%	34%	27%	38%	29%	27%	35%	45%	27%	24%	39%	43%	39%	41%	46%	26%	39%	27%	29%	36%
Agree	38%	37%	38%	44%	32%	46%	39%	34%	41%	42%	38%	34%	27%	39%	40%	47%	33%	39%	47%	30%
Neither Agree nor Disagree	20%	21%	25%	11%	27%	23%	17%	14%	19%	24%	19%	12%	21%	17%	12%	24%	23%	23%	23%	34%
Disagree	3%	3%	5%	2%	4%	2%	4%	3%	6%	5%	1%	9%	0%	2%	1%	2%	4%	1%	2%	0%
Strongly Disagree	3%	2%	1%	4%	2%	2%	4%	3%	6%	2%	0%	0%	7%	2%	0%	0%	0%	3%	0%	0%
Don't Know	2%	3%	4%	1%	7%	0%	1%	1%	2%	3%	3%	3%	5%	0%	0%	0%	1%	7%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(41.B) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office is particularly important for small businesses

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Strongly Agree	34%	32%	42%	36%	39%	31%	37%	45%	25%	34%	24%	24%	45%	39%	35%	28%	18%	36%	39%
Agree	38%	39%	37%	25%	42%	33%	36%	25%	46%	46%	38%	45%	25%	42%	35%	49%	58%	33%	39%
Neither Agree nor Disagree	20%	22%	21%	29%	12%	25%	18%	20%	20%	19%	33%	23%	20%	12%	15%	23%	12%	25%	14%
Disagree	3%	6%	0%	0%	3%	3%	5%	9%	6%	1%	0%	5%	9%	3%	8%	0%	0%	2%	2%
Strongly Disagree	3%	0%	0%	0%	1%	8%	0%	0%	2%	0%	4%	3%	0%	1%	3%	0%	1%	0%	3%
Don't Know	2%	1%	0%	11%	3%	0%	4%	0%	1%	0%	1%	0%	0%	3%	4%	0%	11%	4%	2%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(42.A) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office is an essential part of UK culture

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Strongly Agree	44%	47%	43%	52%	43%	32%	46%	44%	34%	35%	50%	51%	46%	51%	59%	39%	44%	32%	57%	62%
Agree	39%	38%	44%	34%	37%	50%	39%	32%	40%	42%	31%	38%	37%	39%	35%	47%	34%	55%	38%	19%
Neither Agree nor Disagree	12%	11%	9%	9%	15%	13%	11%	15%	17%	16%	11%	9%	9%	8%	6%	8%	22%	6%	3%	20%
Disagree	2%	1%	2%	1%	0%	3%	1%	7%	5%	2%	3%	2%	1%	0%	0%	6%	0%	4%	2%	0%
Strongly Disagree	2%	1%	1%	3%	3%	2%	2%	1%	3%	4%	3%	0%	3%	2%	0%	0%	0%	3%	0%	0%
Don't Know	1%	1%	1%	1%	2%	0%	1%	0%	1%	1%	3%	0%	3%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(42.B) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office is an essential part of UK culture

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Strongly Agree	44%	46%	52%	65%	52%	42%	50%	25%	29%	53%	41%	28%	25%	52%	42%	28%	32%	47%	41%
Agree	39%	45%	32%	32%	37%	32%	31%	42%	49%	42%	44%	44%	42%	37%	38%	57%	53%	30%	43%
Neither Agree nor Disagree	12%	6%	10%	3%	8%	20%	17%	34%	18%	4%	9%	25%	34%	8%	12%	0%	6%	19%	11%
Disagree	2%	0%	7%	0%	2%	1%	2%	0%	2%	0%	3%	2%	0%	2%	2%	15%	0%	4%	3%
Strongly Disagree	2%	3%	0%	0%	1%	5%	0%	0%	2%	0%	2%	2%	0%	1%	3%	0%	0%	0%	2%
Don't Know	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	3%	0%	9%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(43.A) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office has been important to my business during the lockdown period

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Strongly Agree	20%	18%	11%	20%	16%	22%	22%	33%	20%	16%	31%	25%	20%	26%	19%	12%	23%	14%	26%	5%
Agree	28%	17%	20%	29%	27%	35%	38%	32%	26%	23%	17%	39%	23%	25%	32%	51%	39%	36%	23%	23%
Neither Agree nor Disagree	23%	27%	29%	22%	24%	23%	19%	16%	22%	31%	19%	11%	26%	17%	26%	20%	14%	16%	27%	54%
Disagree	13%	15%	17%	16%	12%	8%	13%	8%	15%	13%	13%	11%	7%	14%	11%	11%	13%	13%	19%	18%
Strongly Disagree	15%	21%	22%	12%	18%	11%	9%	10%	16%	15%	18%	14%	19%	18%	11%	6%	11%	21%	6%	0%
Don't Know	1%	2%	1%	1%	2%	1%	0%	0%	1%	2%	3%	0%	5%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(43.B) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office has been important to my business during the lockdown period

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Strongly Agree	20%	20%	24%	29%	18%	21%	19%	42%	15%	22%	14%	19%	42%	18%	17%	12%	10%	13%	27%
Agree	28%	27%	35%	15%	25%	39%	26%	0%	33%	26%	36%	20%	0%	25%	24%	64%	18%	32%	26%
Neither Agree nor Disagree	23%	26%	25%	16%	29%	16%	30%	34%	26%	28%	22%	25%	34%	29%	22%	0%	31%	29%	21%
Disagree	13%	11%	7%	22%	13%	11%	16%	24%	12%	12%	14%	21%	24%	13%	12%	0%	19%	5%	12%
Strongly Disagree	15%	16%	9%	18%	15%	13%	9%	0%	14%	13%	14%	14%	0%	15%	20%	24%	14%	21%	13%
Don't Know	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	7%	0%	1%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(44.A) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office is irrelevant in the modern world

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
Strongly Agree	12%	7%	4%	17%	14%	9%	16%	20%	15%	7%	20%	24%	8%	9%	6%	30%	13%	11%	10%	23%
Agree	14%	7%	13%	9%	10%	19%	25%	21%	15%	11%	20%	13%	10%	18%	13%	17%	20%	19%	13%	0%
Neither Agree nor Disagree	17%	13%	16%	11%	25%	15%	15%	20%	20%	22%	14%	21%	16%	6%	8%	12%	15%	23%	21%	20%
Disagree	23%	31%	33%	26%	14%	31%	18%	12%	24%	30%	15%	12%	22%	19%	26%	24%	25%	26%	23%	29%
Strongly Disagree	32%	40%	34%	36%	33%	26%	25%	26%	24%	29%	28%	31%	40%	49%	47%	17%	27%	21%	33%	28%
Don't Know	1%	2%	1%	1%	3%	0%	1%	1%	2%	2%	3%	0%	5%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(44.B) Do you agree or disagree with the following statements about the Post Office? Please think carefully before answering each question : The Post Office is irrelevant in the modern world

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
Strongly Agree	12%	8%	16%	17%	14%	15%	11%	32%	13%	8%	18%	13%	32%	14%	10%	15%	13%	8%	10%
Agree	14%	16%	18%	12%	14%	19%	7%	6%	22%	10%	18%	12%	6%	14%	12%	19%	13%	15%	12%
Neither Agree nor Disagree	17%	12%	10%	25%	9%	22%	23%	9%	20%	6%	20%	29%	9%	9%	16%	0%	11%	26%	14%
Disagree	23%	20%	25%	18%	22%	18%	25%	36%	26%	33%	23%	21%	36%	22%	24%	29%	25%	17%	29%
Strongly Disagree	32%	44%	31%	28%	39%	26%	34%	17%	19%	44%	19%	24%	17%	39%	36%	37%	29%	35%	33%
Don't Know	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	2%	0%	0%	1%	3%	0%	9%	0%	2%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(45.A) Which of the following words do you think best describes the Post Office?: Trustworthy

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A very good description	36%	35%	30%	43%	34%	31%	42%	34%	31%	34%	31%	45%	37%	35%	48%	46%	32%	25%	42%	27%
A good description	43%	45%	45%	39%	41%	48%	41%	39%	44%	44%	43%	35%	45%	47%	31%	41%	41%	52%	35%	45%
Neither good nor bad description	17%	16%	20%	11%	19%	15%	9%	26%	19%	15%	19%	13%	8%	18%	16%	14%	24%	19%	19%	28%
A bad description	2%	1%	1%	4%	1%	4%	5%	2%	3%	2%	4%	2%	4%	0%	4%	0%	3%	1%	0%	0%
A very bad description	2%	2%	2%	2%	4%	1%	3%	0%	2%	2%	0%	6%	6%	0%	0%	0%	0%	2%	4%	0%
Don't Know	1%	0%	2%	1%	1%	2%	0%	0%	1%	3%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(45.B) Which of the following words do you think best describes the Post Office?: Trustworthy

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A very good description	36%	47%	33%	44%	40%	39%	40%	26%	35%	47%	23%	27%	26%	40%	28%	28%	34%	42%	39%
A good description	43%	38%	53%	42%	43%	37%	40%	28%	40%	36%	49%	46%	28%	43%	46%	57%	45%	41%	38%
Neither good nor bad description	17%	13%	14%	14%	14%	18%	19%	26%	24%	15%	18%	20%	26%	14%	18%	0%	15%	18%	17%
A bad description	2%	0%	0%	0%	1%	1%	0%	19%	1%	2%	10%	4%	19%	1%	2%	15%	0%	0%	3%
A very bad description	2%	2%	0%	0%	1%	3%	0%	0%	1%	0%	0%	3%	0%	1%	3%	0%	6%	0%	2%
Don't Know	1%	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(46.A) Which of the following words do you think best describes the Post Office?: Modern

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A very good description	14%	10%	5%	15%	17%	12%	13%	22%	11%	12%	11%	18%	15%	8%	25%	29%	12%	11%	11%	10%
A good description	27%	24%	21%	25%	24%	33%	39%	28%	25%	22%	33%	20%	34%	29%	28%	31%	21%	26%	34%	52%
Neither good nor bad description	38%	44%	51%	42%	36%	33%	28%	32%	39%	40%	31%	45%	26%	43%	37%	28%	48%	41%	33%	37%
A bad description	15%	19%	20%	11%	15%	13%	17%	13%	18%	18%	22%	9%	15%	15%	9%	6%	17%	19%	20%	0%
A very bad description	5%	2%	1%	7%	7%	9%	3%	4%	6%	7%	0%	7%	11%	3%	1%	6%	2%	2%	3%	0%
Don't Know	1%	0%	1%	1%	1%	0%	0%	2%	1%	1%	3%	0%	0%	2%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(46.B) Which of the following words do you think best describes the Post Office?: Modern

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A very good description	14%	9%	12%	9%	11%	21%	22%	14%	13%	19%	11%	10%	14%	11%	12%	0%	16%	11%	16%
A good description	27%	17%	39%	28%	31%	27%	28%	13%	14%	34%	39%	27%	13%	31%	21%	40%	21%	15%	30%
Neither good nor bad description	38%	48%	31%	38%	41%	30%	25%	65%	55%	29%	32%	35%	65%	41%	42%	45%	40%	66%	36%
A bad description	15%	15%	18%	25%	14%	14%	22%	8%	17%	16%	12%	24%	8%	14%	16%	0%	16%	5%	14%
A very bad description	5%	8%	0%	0%	3%	8%	3%	0%	2%	2%	5%	4%	0%	3%	7%	0%	6%	4%	4%
Don't Know	1%	3%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	15%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(47.A) Which of the following words do you think best describes the Post Office?: Slow

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A very good description	8%	5%	6%	9%	8%	12%	10%	5%	14%	6%	3%	13%	10%	7%	2%	10%	2%	5%	14%	0%
A good description	18%	18%	17%	13%	15%	26%	21%	19%	19%	25%	20%	15%	17%	12%	11%	16%	24%	22%	7%	18%
Neither good nor bad description	32%	36%	40%	27%	35%	29%	20%	32%	33%	31%	37%	26%	28%	38%	31%	37%	32%	45%	19%	6%
A bad description	27%	25%	27%	32%	26%	24%	27%	31%	25%	31%	27%	24%	24%	29%	42%	21%	20%	17%	40%	29%
A very bad description	14%	16%	8%	17%	14%	9%	21%	12%	8%	7%	10%	24%	21%	10%	14%	17%	21%	11%	20%	48%
Don't Know	1%	1%	2%	2%	1%	0%	0%	1%	1%	1%	3%	0%	0%	4%	0%	0%	0%	0%	1%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(47.B) Which of the following words do you think best describes the Post Office?: Slow

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A very good description	8%	4%	8%	0%	7%	9%	5%	27%	6%	8%	8%	6%	27%	7%	10%	0%	11%	4%	9%
A good description	18%	11%	31%	6%	16%	16%	25%	20%	24%	23%	21%	21%	20%	16%	18%	0%	15%	18%	16%
Neither good nor bad description	32%	32%	27%	42%	29%	36%	26%	33%	36%	22%	32%	39%	33%	29%	36%	37%	29%	28%	27%
A bad description	27%	34%	24%	40%	29%	18%	29%	14%	23%	31%	35%	28%	14%	29%	21%	21%	33%	35%	29%
A very bad description	14%	17%	10%	12%	19%	19%	13%	6%	9%	16%	4%	6%	6%	19%	13%	35%	12%	16%	18%
Don't Know	1%	3%	0%	0%	1%	2%	1%	0%	2%	0%	1%	0%	0%	1%	2%	8%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(48.A) Which of the following words do you think best describes the Post Office?: Reliable

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A very good description	33%	31%	27%	40%	34%	28%	40%	33%	30%	26%	30%	39%	35%	34%	39%	41%	35%	29%	48%	33%
A good description	43%	48%	52%	39%	36%	41%	42%	45%	44%	47%	44%	39%	44%	47%	46%	48%	44%	36%	25%	39%
Neither good nor bad description	17%	15%	17%	15%	19%	27%	10%	14%	18%	19%	21%	10%	11%	14%	15%	12%	18%	25%	9%	14%
A bad description	3%	3%	2%	2%	3%	2%	6%	5%	2%	5%	2%	4%	4%	5%	1%	0%	3%	2%	14%	0%
A very bad description	3%	2%	2%	4%	7%	2%	1%	3%	3%	1%	0%	8%	7%	0%	0%	0%	0%	6%	4%	14%
Don't Know	1%	1%	2%	1%	1%	0%	1%	0%	2%	1%	3%	0%	0%	0%	0%	0%	0%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(48.B) Which of the following words do you think best describes the Post Office?: Reliable

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A very good description	33%	48%	32%	43%	36%	42%	41%	14%	29%	46%	18%	34%	14%	36%	22%	28%	35%	40%	33%
A good description	43%	32%	51%	32%	49%	35%	37%	43%	50%	41%	49%	39%	43%	49%	48%	57%	40%	34%	45%
Neither good nor bad description	17%	16%	13%	14%	10%	15%	22%	35%	19%	6%	23%	18%	35%	10%	21%	0%	14%	16%	15%
A bad description	3%	1%	0%	11%	3%	2%	0%	8%	1%	6%	5%	7%	8%	3%	2%	0%	4%	0%	6%
A very bad description	3%	2%	4%	0%	1%	5%	0%	0%	1%	0%	5%	3%	0%	1%	5%	0%	6%	9%	0%
Don't Know	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	3%	15%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(49.A) Which of the following words do you think best describes the Post Office?: Expensive

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A very good description	7%	6%	7%	6%	4%	5%	13%	9%	9%	3%	8%	7%	11%	10%	4%	0%	9%	9%	7%	0%
A good description	21%	21%	15%	22%	18%	34%	23%	17%	22%	30%	28%	13%	13%	17%	19%	32%	23%	18%	20%	4%
Neither good nor bad description	41%	46%	49%	38%	47%	34%	35%	39%	42%	41%	32%	55%	37%	40%	36%	44%	41%	50%	47%	41%
A bad description	19%	16%	23%	15%	17%	16%	17%	25%	16%	16%	24%	10%	24%	11%	31%	10%	16%	13%	23%	39%
A very bad description	10%	10%	5%	16%	12%	8%	12%	9%	10%	7%	5%	15%	14%	17%	10%	15%	11%	9%	3%	16%
Don't Know	1%	1%	2%	2%	2%	2%	0%	1%	2%	3%	3%	0%	0%	4%	0%	0%	0%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(49.B) Which of the following words do you think best describes the Post Office?: Expensive

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A very good description	7%	2%	6%	4%	8%	11%	12%	23%	3%	5%	6%	8%	23%	8%	7%	0%	9%	10%	6%
A good description	21%	18%	27%	4%	15%	20%	26%	56%	22%	17%	17%	26%	56%	15%	25%	0%	13%	16%	26%
Neither good nor bad description	41%	32%	46%	45%	47%	44%	31%	10%	53%	38%	49%	40%	10%	47%	38%	22%	51%	50%	35%
A bad description	19%	29%	10%	16%	20%	9%	24%	11%	21%	26%	20%	21%	11%	20%	18%	51%	20%	16%	24%
A very bad description	10%	16%	11%	31%	9%	10%	5%	0%	2%	13%	8%	5%	0%	9%	10%	27%	6%	9%	9%
Don't Know	1%	3%	0%	0%	0%	5%	2%	0%	0%	0%	1%	0%	0%	0%	3%	0%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(50.A) Which of the following words do you think best describes the Post Office?: Convenient

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A very good description	36%	38%	39%	43%	33%	30%	34%	35%	29%	29%	38%	42%	36%	41%	50%	35%	41%	26%	45%	59%
A good description	43%	43%	43%	42%	41%	51%	48%	36%	47%	49%	37%	44%	39%	37%	42%	54%	36%	47%	39%	27%
Neither good nor bad description	14%	13%	11%	9%	17%	13%	9%	26%	17%	16%	18%	8%	13%	11%	5%	9%	17%	22%	16%	14%
A bad description	3%	3%	5%	2%	2%	2%	6%	0%	3%	2%	4%	3%	5%	6%	3%	0%	4%	1%	0%	0%
A very bad description	2%	3%	1%	3%	6%	1%	2%	1%	3%	3%	1%	4%	3%	3%	0%	2%	2%	4%	0%	0%
Don't Know	1%	0%	1%	1%	1%	3%	0%	1%	1%	1%	3%	0%	4%	2%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(50.B) Which of the following words do you think best describes the Post Office?: Convenient

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A very good description	36%	47%	41%	41%	43%	33%	37%	25%	23%	34%	34%	28%	25%	43%	32%	28%	33%	30%	42%
A good description	43%	34%	40%	26%	43%	40%	48%	26%	56%	56%	48%	48%	26%	43%	44%	53%	50%	49%	43%
Neither good nor bad description	14%	11%	19%	25%	10%	16%	12%	35%	16%	8%	10%	17%	35%	10%	16%	19%	9%	21%	10%
A bad description	3%	2%	0%	4%	3%	4%	4%	13%	1%	2%	7%	5%	13%	3%	1%	0%	1%	0%	5%
A very bad description	2%	2%	0%	4%	1%	4%	0%	0%	4%	0%	0%	3%	0%	1%	5%	0%	6%	0%	1%
Don't Know	1%	3%	0%	0%	0%	3%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(51.A) Which of the following words do you think best describes the Post Office?: Friendly

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
A very good description	30%	28%	23%	38%	30%	27%	31%	31%	24%	25%	25%	37%	31%	32%	36%	47%	27%	25%	33%	57%
A good description	40%	45%	44%	33%	35%	47%	41%	37%	36%	42%	42%	34%	48%	33%	45%	45%	38%	43%	37%	43%
Neither good nor bad description	23%	23%	26%	17%	27%	20%	23%	22%	25%	25%	22%	21%	18%	28%	13%	7%	30%	27%	29%	0%
A bad description	5%	2%	5%	7%	2%	5%	4%	10%	9%	6%	8%	3%	1%	3%	5%	1%	5%	3%	2%	0%
A very bad description	2%	1%	2%	3%	5%	2%	0%	0%	4%	2%	0%	5%	2%	4%	0%	0%	0%	2%	0%	0%
Don't Know	1%	0%	1%	2%	1%	0%	1%	0%	2%	1%	3%	0%	0%	0%	2%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(51.B) Which of the following words do you think best describes the Post Office?: Friendly

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
A very good description	30%	35%	31%	33%	34%	31%	36%	26%	19%	37%	27%	20%	26%	34%	24%	43%	28%	23%	36%
A good description	40%	37%	50%	25%	40%	43%	37%	15%	46%	44%	40%	39%	15%	40%	39%	57%	40%	57%	35%
Neither good nor bad description	23%	19%	14%	38%	21%	19%	20%	18%	28%	15%	25%	31%	18%	21%	27%	0%	20%	19%	21%
A bad description	5%	8%	6%	4%	4%	4%	5%	41%	6%	3%	4%	7%	41%	4%	4%	0%	2%	2%	6%
A very bad description	2%	1%	0%	0%	1%	3%	2%	0%	1%	0%	3%	3%	0%	1%	3%	0%	8%	0%	1%
Don't Know	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	1%	0%	2%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(52.A) How did you decide the amount that you stated as the maximum tax your business would be willing to pay in order to maintain the Post Office network as it currently is? Please tick the one that applies most.

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	1004	275	187	112	102	83	120	125	209	176	73	61	80	89	99	27	59	79	39	13
Weighted	1004	160	127	136	183	132	124	142	193	153	69	67	100	87	99	26	65	79	39	27
This is the value of the Post Offices to my business	31%	17%	23%	33%	32%	33%	45%	38%	40%	25%	36%	17%	24%	31%	31%	23%	29%	38%	50%	20%
Post Offices are not valuable to my business	22%	22%	14%	15%	28%	33%	20%	23%	26%	22%	18%	19%	25%	26%	19%	35%	21%	19%	3%	44%
This is the tax my business can afford	19%	23%	17%	18%	16%	21%	14%	21%	15%	19%	16%	29%	17%	14%	20%	15%	24%	25%	10%	24%
My business shouldn't pay tax to support the Post Offices	20%	30%	36%	24%	15%	7%	13%	11%	12%	22%	16%	26%	26%	24%	26%	20%	22%	13%	21%	6%
I could not decide/did not understand the questions	3%	2%	3%	3%	4%	1%	5%	1%	2%	3%	0%	8%	2%	1%	0%	0%	1%	2%	14%	7%
Other	2%	4%	1%	2%	3%	0%	1%	3%	1%	4%	6%	2%	4%	1%	1%	6%	1%	0%	1%	0%
Don't know/ Prefer not to say	3%	3%	5%	5%	2%	4%	2%	3%	4%	6%	8%	0%	2%	2%	3%	1%	3%	3%	1%	0%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(52.B) How did you decide the amount that you stated as the maximum tax your business would be willing to pay in order to maintain the Post Office network as it currently is? Please tick the one that applies most.

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	1004	52	41	16	162	72	73	11	61	45	65	65	11	162	150	7	41	30	113
Weighted	1004	58	84	50	64	124	16	5	22	37	84	50	5	64	175	3	37	41	154
This is the value of the Post Offices to my business	31%	41%	36%	26%	34%	37%	33%	50%	28%	29%	24%	24%	50%	34%	27%	63%	36%	33%	30%
Post Offices are not valuable to my business	22%	9%	16%	11%	17%	28%	25%	12%	13%	36%	30%	19%	12%	17%	26%	0%	24%	26%	23%
This is the tax my business can afford	19%	22%	23%	13%	16%	15%	18%	38%	18%	13%	30%	18%	38%	16%	16%	15%	14%	14%	21%
My business shouldn't pay tax to support the Post Offices	20%	19%	21%	27%	22%	13%	14%	0%	29%	18%	12%	29%	0%	22%	24%	22%	21%	26%	16%
I could not decide/did not understand the questions	3%	3%	0%	19%	2%	1%	3%	0%	1%	0%	0%	3%	0%	2%	3%	0%	3%	1%	2%
Other	2%	1%	0%	3%	3%	2%	3%	0%	2%	1%	1%	4%	0%	3%	2%	0%	0%	0%	4%
Don't know/ Prefer not to say	3%	5%	4%	0%	6%	3%	6%	0%	8%	2%	3%	4%	0%	6%	3%	0%	3%	0%	5%

Note:

BASE: All Respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(53.A) Other:How did you decide the amount that you stated as the maximum tax your business would be willing to pay in order to maintain the Post Office network as it currently is?Please tick the one that applies most.

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	22	8	2	2	3	1	1	5	2	5	3	2	3	1	2	1	1	0	2	0
Weighted	21	6	1	3	5	0	1	5	2	6	4	1	4	1	1	1	1	0	1	0
This is the value of the Post Offices to my business	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	
Post Offices are not valuable to my business	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	
This is the tax my business can afford	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	
My business shouldn't pay tax to support the Post Offices	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	
I could not decide/did not understand the questions	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	
Don't know/ Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(53.B) Other:How did you decide the amount that you stated as the maximum tax your business would be willing to pay in order to maintain the Post Office network as it currently is?Please tick the one that applies most.

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	22	1	0	1	3	2	3	0	1	1	1	2	0	3	3	0	0	0	4
Weighted	21	1	0	2	2	3	0	0	0	0	1	2	0	2	3	0	0	0	6
This is the value of the Post Offices to my business	0%	0%		0%	0%	0%	0%		0%	0%	0%	0%		0%	0%				0%
Post Offices are not valuable to my business	0%	0%		0%	0%	0%	0%		0%	0%	0%	0%		0%	0%				0%
This is the tax my business can afford	0%	0%		0%	0%	0%	0%		0%	0%	0%	0%		0%	0%				0%
My business shouldn't pay tax to support the Post Offices	0%	0%		0%	0%	0%	0%		0%	0%	0%	0%		0%	0%				0%
I could not decide/did not understand the questions	0%	0%		0%	0%	0%	0%		0%	0%	0%	0%		0%	0%				0%
Other	0%	0%		0%	0%	0%	0%		0%	0%	0%	0%		0%	0%				0%
Don't know/ Prefer not to say	0%	0%		0%	0%	0%	0%		0%	0%	0%	0%		0%	0%				0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(54.A) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £1.25 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	422	118	83	51	38	33	45	54	83	66	30	28	37	47	35	11	26	36	17	6
Weighted	407	69	55	54	64	56	45	64	85	54	26	21	44	43	32	11	31	37	13	9
Yes, accept a tax of £1.25 per month to maintain all Post Offices	74%	63%	65%	74%	71%	85%	78%	83%	78%	76%	74%	74%	70%	70%	74%	71%	68%	68%	75%	100%
No, all Post Offices close	15%	18%	24%	13%	11%	6%	19%	10%	17%	13%	14%	14%	24%	16%	13%	11%	8%	11%	11%	0%
Don't know	12%	18%	11%	13%	18%	9%	3%	7%	5%	11%	11%	12%	6%	14%	13%	18%	25%	21%	13%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(54.B) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £1.25 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	422	24	15	2	72	32	32	1	23	22	21	29	1	72	68	4	16	10	51
Weighted	407	27	30	7	29	56	7	1	9	16	26	23	1	29	83	1	13	13	66
Yes, accept a tax of £1.25 per month to maintain all Post Offices	74%	84%	71%	25%	82%	64%	89%	100%	63%	76%	79%	82%	100%	82%	71%	100%	79%	86%	75%
No, all Post Offices close	15%	3%	21%	0%	5%	16%	6%	0%	27%	14%	16%	8%	0%	5%	18%	0%	21%	14%	17%
Don't know	12%	14%	8%	75%	13%	19%	5%	0%	10%	10%	5%	10%	0%	13%	11%	0%	0%	0%	8%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(55.A) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £2.50 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	442	125	78	46	42	43	53	55	104	72	34	27	24	43	48	10	22	36	15	7
Weighted	438	74	49	51	76	72	55	61	99	57	35	35	32	39	45	10	22	34	11	19
Yes, accept a tax of £2.50 per month to maintain all Post Offices	73%	65%	75%	62%	77%	77%	86%	67%	74%	77%	76%	71%	60%	67%	66%	78%	84%	75%	73%	81%
No, all Post Offices close	18%	21%	18%	15%	19%	15%	8%	25%	16%	17%	22%	11%	25%	25%	25%	0%	0%	14%	23%	19%
Don't know	10%	14%	7%	23%	5%	8%	6%	7%	11%	7%	2%	18%	15%	8%	9%	22%	16%	10%	4%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(55.B) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £2.50 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	442	21	18	4	61	32	35	6	31	20	33	26	6	61	66	3	21	12	53
Weighted	438	23	38	12	24	55	8	3	10	17	44	20	3	24	77	1	17	17	70
Yes, accept a tax of £2.50 per month to maintain all Post Offices	73%	74%	85%	51%	71%	80%	74%	88%	65%	61%	67%	72%	88%	71%	67%	100%	83%	65%	76%
No, all Post Offices close	18%	10%	15%	14%	10%	16%	13%	0%	17%	26%	19%	11%	0%	10%	24%	0%	7%	26%	19%
Don't know	10%	16%	0%	35%	19%	4%	13%	12%	18%	13%	14%	16%	12%	19%	8%	0%	10%	9%	5%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(56.A) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £5 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	427	108	78	45	46	40	58	52	89	74	30	25	30	39	45	13	23	35	19	5
Weighted	438	62	52	52	86	67	61	59	76	66	32	32	35	41	46	11	26	39	19	16
Yes, accept a tax of £5 per month to maintain all Post Offices	71%	60%	53%	71%	70%	81%	81%	75%	79%	71%	72%	39%	72%	79%	58%	59%	75%	66%	89%	90%
No, all Post Offices close	19%	22%	31%	11%	22%	10%	14%	24%	16%	17%	22%	33%	23%	16%	25%	21%	21%	14%	11%	10%
Don't know	10%	18%	16%	18%	8%	9%	5%	0%	5%	12%	5%	28%	5%	5%	17%	20%	4%	20%	0%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(56.B) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £5 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	427	21	12	11	70	35	30	6	32	17	28	23	6	70	67	1	21	14	39
Weighted	438	25	26	34	28	64	6	2	12	14	36	18	2	28	79	0	19	18	56
Yes, accept a tax of £5 per month to maintain all Post Offices	71%	92%	75%	55%	63%	87%	60%	87%	59%	59%	63%	53%	87%	63%	67%	100%	78%	70%	72%
No, all Post Offices close	19%	5%	20%	0%	29%	13%	26%	13%	31%	13%	26%	32%	13%	29%	27%	0%	16%	20%	18%
Don't know	10%	2%	6%	45%	8%	0%	14%	0%	11%	28%	11%	15%	0%	8%	6%	0%	5%	10%	10%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(57.A) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £10 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	425	116	82	49	50	40	42	46	80	77	29	22	39	33	43	13	31	35	19	4
Weighted	440	69	58	68	88	62	41	53	71	71	27	23	51	34	45	13	37	36	23	9
Yes, accept a tax of £10 per month to maintain all Post Offices	54%	40%	40%	60%	57%	65%	55%	62%	48%	59%	71%	29%	56%	68%	46%	63%	44%	52%	62%	81%
No, all Post Offices close	29%	37%	32%	24%	32%	26%	37%	11%	35%	26%	21%	29%	34%	26%	27%	9%	40%	19%	35%	19%
Don't know	17%	23%	27%	15%	11%	9%	8%	27%	16%	15%	8%	41%	11%	6%	27%	28%	16%	29%	3%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(57.B) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £10 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	425	21	20	7	62	32	25	4	25	19	22	34	4	62	70	5	19	11	49
Weighted	440	24	42	22	25	56	5	2	9	16	30	26	2	25	79	2	19	15	66
Yes, accept a tax of £10 per month to maintain all Post Offices	54%	50%	45%	19%	51%	58%	41%	57%	65%	67%	58%	68%	57%	51%	63%	100%	44%	67%	49%
No, all Post Offices close	29%	37%	27%	35%	31%	25%	30%	0%	25%	22%	40%	22%	0%	31%	24%	0%	36%	11%	36%
Don't know	17%	12%	28%	46%	18%	17%	29%	43%	10%	11%	2%	10%	43%	18%	14%	0%	20%	21%	15%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(58.A) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £25 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Employee Count								Region											
	Total	1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	451	131	80	52	43	31	55	59	95	78	30	28	46	36	44	13	26	36	13	6
Weighted	448	80	55	65	80	47	57	64	85	67	28	32	56	37	41	14	30	34	11	12
Yes, accept a tax of £25 per month to maintain all Post Offices	42%	21%	22%	31%	52%	46%	69%	55%	51%	37%	55%	21%	36%	49%	39%	37%	47%	49%	36%	11%
No, all Post Offices close	39%	51%	44%	37%	40%	47%	17%	35%	35%	38%	28%	29%	44%	33%	55%	38%	34%	35%	36%	89%
Don't know	19%	28%	35%	32%	9%	7%	15%	10%	14%	25%	16%	50%	20%	18%	5%	25%	19%	16%	28%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(58.B) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £25 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	451	25	21	7	73	33	34	5	27	19	32	34	5	73	54	2	14	17	54
Weighted	448	29	40	21	30	54	7	2	10	16	43	26	2	30	59	1	15	22	74
Yes, accept a tax of £25 per month to maintain all Post Offices	42%	54%	31%	45%	28%	43%	46%	48%	37%	46%	41%	46%	48%	28%	59%	100%	33%	26%	36%
No, all Post Offices close	39%	36%	45%	27%	46%	24%	34%	41%	45%	37%	52%	47%	41%	46%	24%	0%	59%	55%	42%
Don't know	19%	10%	24%	28%	27%	34%	20%	11%	18%	18%	7%	7%	11%	27%	17%	0%	8%	19%	22%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(59.A) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £50 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	418	110	76	50	39	29	56	58	90	87	28	20	28	31	44	11	26	30	18	5
Weighted	401	61	52	57	71	38	56	66	82	77	22	24	36	22	46	7	28	28	22	7
Yes, accept a tax of £50 per month to maintain all Post Offices	32%	14%	4%	18%	35%	43%	50%	54%	34%	23%	46%	33%	36%	10%	39%	38%	25%	23%	43%	70%
No, all Post Offices close	46%	66%	57%	46%	46%	40%	32%	35%	50%	47%	39%	37%	35%	72%	40%	62%	48%	57%	40%	8%
Don't know	22%	20%	39%	36%	19%	17%	18%	11%	16%	30%	16%	30%	29%	18%	21%	0%	28%	19%	17%	22%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(59.B) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £50 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	418	25	19	6	80	26	26	6	25	20	26	29	6	80	65	2	14	12	37
Weighted	401	27	39	19	30	44	6	2	10	17	33	21	2	30	75	1	11	17	48
Yes, accept a tax of £50 per month to maintain all Post Offices	32%	43%	29%	29%	28%	29%	41%	30%	13%	35%	44%	45%	30%	28%	27%	100%	48%	18%	27%
No, all Post Offices close	46%	36%	54%	51%	43%	38%	37%	48%	43%	45%	39%	44%	48%	43%	53%	0%	31%	38%	56%
Don't know	22%	21%	16%	20%	29%	33%	22%	22%	44%	20%	17%	11%	22%	29%	20%	0%	21%	44%	17%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(60.A) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £100 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	427	117	84	43	48	33	51	51	86	74	38	33	36	38	38	10	23	29	16	6
Weighted	441	67	59	61	84	54	56	59	80	66	37	34	47	45	43	11	21	29	17	10
Yes, accept a tax of £100 per month to maintain all Post Offices	24%	3%	9%	12%	33%	28%	38%	47%	25%	26%	19%	14%	26%	14%	23%	49%	24%	34%	35%	23%
No, all Post Offices close	55%	73%	67%	60%	42%	54%	48%	45%	57%	53%	68%	44%	62%	53%	57%	32%	68%	44%	41%	77%
Don't know	21%	24%	24%	28%	25%	18%	14%	8%	18%	21%	13%	42%	12%	33%	20%	20%	8%	22%	24%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(60.B) Suppose that in order to maintain the entire Post Office network as it currently is, the tax from your business that is used to support the Post Offices would be £100 per month. Or, all Post Offices would close and none of your business’s taxes would be used to support the Post Offices. Would your business be willing to pay this level of tax in order to maintain the current network of Post Offices?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	427	19	18	11	68	26	37	5	20	18	33	20	5	68	60	4	18	14	56
Weighted	441	18	37	35	27	42	8	3	7	16	40	15	3	27	73	2	17	21	81
Yes, accept a tax of £100 per month to maintain all Post Offices	24%	11%	41%	16%	16%	37%	26%	40%	15%	20%	26%	30%	40%	16%	24%	33%	0%	16%	26%
No, all Post Offices close	55%	67%	49%	26%	64%	49%	52%	48%	56%	75%	54%	47%	48%	64%	52%	67%	85%	76%	58%
Don't know	21%	22%	11%	59%	20%	14%	22%	11%	28%	5%	20%	22%	11%	20%	24%	0%	15%	8%	16%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(61.A) You said your business would pay a tax of one or more values in order to maintain the Post Office network. Why would your business be willing to accept this tax? Please tick the one that applies most.

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	738	186	127	82	79	66	101	97	154	126	54	43	60	68	69	19	44	59	30	12
Weighted	757	107	83	94	142	111	108	112	143	122	56	44	74	67	69	18	45	62	34	23
The tax matches the value my business gets from the Post Office network	21%	15%	17%	23%	28%	16%	27%	16%	24%	18%	15%	7%	17%	16%	25%	24%	22%	20%	43%	25%
My business can afford the tax	20%	18%	22%	15%	17%	27%	19%	23%	16%	27%	16%	41%	15%	18%	18%	40%	17%	22%	17%	0%
I think it is good that taxes are used to support the Post Offices	28%	23%	23%	27%	21%	36%	26%	40%	25%	25%	31%	23%	33%	29%	35%	20%	37%	25%	12%	41%
I felt like I had no choice	24%	30%	30%	22%	28%	18%	26%	16%	29%	21%	32%	22%	27%	28%	22%	8%	20%	19%	25%	18%
I could not decide/did not understand the question	2%	2%	1%	5%	4%	0%	2%	1%	3%	1%	0%	3%	0%	1%	0%	6%	1%	6%	0%	16%
Other (Please Specify)	3%	7%	5%	5%	0%	0%	1%	2%	2%	2%	0%	1%	5%	7%	1%	0%	2%	7%	1%	0%
Don't know/ Prefer not to say	2%	6%	1%	3%	1%	3%	0%	3%	3%	6%	6%	2%	3%	0%	0%	1%	0%	1%	0%	0%

Note:

BASE: businesses who would accept paying a tax to keep the post office

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(61.B) You said your business would pay a tax of one or more values in order to maintain the Post Office network. Why would your business be willing to accept this tax? Please tick the one that applies most.

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	738	43	30	8	115	55	55	9	43	33	46	50	9	115	106	7	29	22	87
Weighted	757	49	65	27	46	98	13	4	15	28	64	38	4	46	131	3	26	29	120
The tax matches the value my business gets from the Post Office network	21%	27%	30%	20%	26%	21%	23%	20%	24%	20%	15%	16%	20%	26%	17%	30%	10%	22%	19%
My business can afford the tax	20%	12%	35%	18%	16%	23%	13%	46%	13%	18%	23%	25%	46%	16%	21%	24%	9%	31%	12%
I think it is good that taxes are used to support the Post Offices	28%	22%	20%	22%	19%	32%	25%	4%	17%	31%	28%	32%	4%	19%	32%	12%	29%	33%	31%
I felt like I had no choice	24%	30%	14%	31%	29%	21%	31%	31%	34%	31%	24%	26%	31%	29%	19%	0%	37%	11%	29%
I could not decide/did not understand the question	2%	0%	0%	0%	2%	2%	3%	0%	7%	0%	7%	0%	0%	2%	1%	34%	2%	0%	4%
Other (Please Specify)	3%	4%	0%	8%	6%	0%	2%	0%	4%	0%	0%	0%	0%	6%	5%	0%	4%	3%	3%
Don't know/ Prefer not to say	2%	5%	2%	0%	2%	2%	5%	0%	0%	0%	2%	1%	0%	2%	4%	0%	8%	0%	1%

Note:

BASE: businesses who would accept paying a tax to keep the post office

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(62.A) You said your business would not pay a tax of one or more values in order to maintain the Post Office network. Why is your business not willing to accept a tax? Please tick the one that applies most.

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	549	175	111	58	58	39	56	52	109	96	43	38	48	49	55	14	33	40	19	5
Weighted	526	104	74	68	104	59	57	60	98	79	38	32	58	43	55	12	35	41	21	13
The tax was too high	27%	24%	32%	32%	19%	31%	32%	29%	25%	35%	29%	38%	23%	32%	21%	14%	24%	22%	24%	25%
The Post Offices are not valuable to my business	20%	16%	13%	21%	28%	27%	26%	10%	26%	21%	8%	17%	8%	34%	14%	7%	26%	30%	7%	29%
My business cannot afford the tax	14%	23%	16%	4%	13%	14%	6%	19%	6%	9%	26%	24%	8%	8%	22%	26%	14%	14%	46%	4%
My business shouldn't pay tax to support the Post Offices	29%	26%	30%	34%	34%	13%	25%	33%	29%	26%	29%	16%	40%	20%	37%	52%	30%	18%	16%	42%
I could not decide/did not understand the question	3%	1%	0%	4%	2%	11%	7%	2%	6%	4%	0%	3%	10%	0%	0%	0%	2%	4%	0%	0%
Other (Please Specify)	4%	8%	7%	3%	2%	0%	1%	2%	5%	3%	2%	1%	9%	3%	3%	0%	5%	4%	0%	0%
Don't know/ Prefer not to say	3%	1%	2%	2%	2%	5%	3%	5%	2%	2%	6%	1%	1%	2%	2%	0%	0%	7%	8%	0%

Note:

BASE: businesses who would not accept paying a tax to keep the post office

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(62.B) You said your business would not pay a tax of one or more values in order to maintain the Post Office network. Why is your business not willing to accept a tax? Please tick the one that applies most.

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	549	27	24	7	90	35	40	4	38	24	36	31	4	90	82	3	23	16	69
Weighted	526	26	51	22	35	54	8	2	13	20	50	23	2	35	85	1	20	23	91
The tax was too high	27%	16%	17%	24%	27%	36%	22%	28%	33%	32%	32%	28%	28%	27%	28%	57%	21%	27%	27%
The Post Offices are not valuable to my business	20%	28%	25%	25%	21%	12%	33%	20%	23%	17%	20%	18%	20%	21%	19%	0%	5%	37%	19%
My business cannot afford the tax	14%	17%	21%	34%	21%	5%	23%	0%	11%	11%	9%	12%	0%	21%	9%	0%	4%	12%	19%
My business shouldn't pay tax to support the Post Offices	29%	34%	24%	9%	21%	18%	15%	52%	28%	34%	29%	42%	52%	21%	33%	0%	61%	24%	30%
I could not decide/did not understand the question	3%	0%	0%	0%	1%	14%	5%	0%	0%	0%	10%	0%	0%	1%	1%	43%	3%	0%	3%
Other (Please Specify)	4%	5%	7%	8%	5%	8%	0%	0%	1%	0%	0%	0%	0%	5%	8%	0%	0%	0%	1%
Don't know/ Prefer not to say	3%	0%	6%	0%	4%	8%	2%	0%	4%	6%	0%	0%	0%	4%	2%	0%	6%	0%	0%

Note:

BASE: businesses who would not accept paying a tax to keep the post office

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(63.A) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £12.50, or keep the network of Post Offices as it is?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	295	80	65	30	28	29	36	27	64	53	20	16	19	31	35	7	18	23	7	2
Weighted	286	47	46	36	46	51	33	27	59	47	16	14	23	30	33	9	19	23	6	6
I would rather accept a payment of £12.50, and all Post Offices close	20%	6%	7%	29%	8%	33%	36%	34%	25%	17%	18%	5%	26%	14%	18%	60%	0%	24%	63%	0%
I would rather the current network of Post Offices is maintained	72%	85%	75%	58%	80%	67%	62%	65%	67%	70%	78%	95%	73%	78%	75%	33%	86%	60%	37%	100%
Don't know	8%	9%	18%	12%	12%	0%	2%	1%	8%	13%	4%	0%	1%	8%	7%	7%	14%	16%	0%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(63.B) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £12.50, or keep the network of Post Offices as it is?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	295	14	14	3	45	27	21	4	19	15	22	19	4	45	38	1	10	8	35
Weighted	286	15	33	6	17	45	4	2	7	14	26	13	2	17	38	1	8	9	48
I would rather accept a payment of £12.50, and all Post Offices close	20%	5%	50%	0%	16%	20%	27%	18%	6%	20%	35%	16%	18%	16%	19%	0%	0%	0%	12%
I would rather the current network of Post Offices is maintained	72%	91%	46%	38%	70%	77%	59%	82%	94%	72%	53%	84%	82%	70%	71%	100%	79%	100%	79%
Don't know	8%	4%	4%	62%	13%	2%	15%	0%	0%	8%	12%	0%	0%	13%	10%	0%	21%	0%	9%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(64.A) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £25, or keep the network of Post Offices as it is?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	287	93	38	27	30	25	38	36	68	61	20	12	18	18	26	6	15	24	12	7
Weighted	277	53	25	31	51	43	34	40	59	57	18	12	23	14	23	4	18	23	13	14
I would rather accept a payment of £25, and all Post Offices close	20%	8%	3%	22%	19%	25%	33%	32%	30%	18%	6%	22%	16%	20%	18%	0%	17%	26%	6%	31%
I would rather the current network of Post Offices is maintained	74%	79%	86%	74%	75%	73%	64%	66%	63%	76%	91%	75%	79%	76%	67%	100%	78%	67%	94%	69%
Don't know	6%	13%	11%	4%	6%	1%	2%	2%	7%	6%	3%	3%	5%	3%	16%	0%	5%	7%	0%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(64.B) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £25, or keep the network of Post Offices as it is?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	287	11	10	4	47	18	24	1	20	9	16	19	1	47	55	3	15	11	24
Weighted	277	13	20	11	18	32	5	0	7	8	20	14	0	18	65	1	14	17	32
I would rather accept a payment of £25, and all Post Offices close	20%	18%	16%	0%	8%	17%	19%	0%	28%	0%	45%	23%	0%	8%	24%	30%	19%	4%	30%
I would rather the current network of Post Offices is maintained	74%	78%	84%	65%	83%	83%	81%	100%	62%	69%	43%	71%	100%	83%	72%	70%	72%	96%	70%
Don't know	6%	4%	0%	35%	9%	0%	0%	0%	10%	31%	12%	6%	0%	9%	4%	0%	9%	0%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(65.A) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £50, or keep the network of Post Offices as it is?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	285	77	58	27	28	28	34	33	60	41	22	18	20	16	31	9	22	28	16	2
Weighted	270	41	42	29	50	33	37	38	57	34	18	15	26	14	35	8	23	24	16	1
I would rather accept a payment of £50, and all Post Offices close	21%	9%	8%	12%	24%	27%	34%	33%	19%	13%	4%	45%	14%	10%	10%	46%	24%	39%	38%	100%
I would rather the current network of Post Offices is maintained	71%	77%	83%	79%	71%	63%	57%	64%	71%	70%	87%	47%	77%	86%	85%	46%	71%	57%	57%	0%
Don't know	8%	14%	9%	9%	5%	10%	9%	3%	10%	17%	10%	8%	10%	4%	5%	8%	4%	4%	5%	0%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(65.B) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £50, or keep the network of Post Offices as it is?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	285	19	11	4	45	20	19	3	21	17	21	16	3	45	45	2	13	6	23
Weighted	270	21	21	11	20	33	4	2	7	13	27	13	2	20	45	0	12	8	34
I would rather accept a payment of £50, and all Post Offices close	21%	13%	25%	48%	14%	17%	38%	61%	3%	13%	39%	26%	61%	14%	19%	0%	12%	34%	12%
I would rather the current network of Post Offices is maintained	71%	87%	68%	37%	72%	65%	62%	39%	87%	77%	61%	59%	39%	72%	77%	100%	88%	66%	74%
Don't know	8%	0%	7%	15%	14%	18%	0%	0%	10%	10%	0%	15%	0%	14%	4%	0%	0%	0%	15%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(66.A) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £100, or keep the network of Post Offices as it is?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	279	76	49	46	19	25	27	37	55	42	19	23	27	26	29	7	12	23	11	5
Weighted	290	49	32	57	35	39	32	47	48	38	24	21	36	26	30	6	13	25	13	11
I would rather accept a payment of £100, and all Post Offices close	15%	10%	13%	13%	12%	10%	27%	25%	29%	19%	14%	14%	8%	10%	16%	10%	10%	20%	2%	0%
I would rather the current network of Post Offices is maintained	77%	84%	77%	80%	76%	85%	61%	73%	64%	74%	85%	84%	82%	90%	71%	65%	82%	77%	98%	63%
Don't know	7%	6%	10%	7%	12%	5%	12%	3%	7%	7%	1%	1%	10%	0%	12%	25%	7%	3%	0%	37%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(66.B) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £100, or keep the network of Post Offices as it is?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	279	16	9	7	43	15	18	4	11	13	15	19	4	43	49	3	14	8	35
Weighted	290	18	17	20	17	28	5	2	4	11	18	15	2	17	63	1	11	11	50
I would rather accept a payment of £100, and all Post Offices close	15%	12%	31%	0%	11%	25%	21%	9%	0%	3%	36%	22%	9%	11%	17%	0%	16%	0%	11%
I would rather the current network of Post Offices is maintained	77%	78%	61%	100%	84%	61%	75%	91%	90%	93%	45%	72%	91%	84%	75%	100%	80%	100%	84%
Don't know	7%	11%	8%	0%	5%	14%	4%	0%	10%	3%	19%	5%	0%	5%	9%	0%	4%	0%	5%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(67.A) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £250, or keep the network of Post Offices as it is?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	299	79	60	31	30	18	38	43	63	59	19	22	21	30	27	12	14	22	7	3
Weighted	299	47	42	37	53	33	36	51	59	52	21	28	24	26	26	12	16	24	5	6
I would rather accept a payment of £250, and all Post Offices close	17%	8%	19%	17%	23%	9%	30%	14%	17%	21%	13%	9%	12%	32%	12%	40%	9%	19%	0%	0%
I would rather the current network of Post Offices is maintained	73%	83%	72%	66%	66%	91%	65%	68%	68%	66%	80%	91%	74%	66%	85%	48%	60%	75%	100%	73%
Don't know	10%	9%	8%	17%	11%	0%	5%	19%	15%	13%	7%	0%	14%	2%	3%	11%	31%	6%	0%	27%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(67.B) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £250, or keep the network of Post Offices as it is?

	Total	Sector																	
		Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	299	17	15	6	47	24	23	3	20	9	23	18	3	47	38	1	9	9	37
Weighted	299	18	28	19	18	42	5	1	8	6	30	16	1	18	41	1	8	14	45
I would rather accept a payment of £250, and all Post Offices close	17%	19%	15%	10%	11%	29%	5%	0%	28%	0%	7%	13%	0%	11%	32%	0%	5%	0%	17%
I would rather the current network of Post Offices is maintained	73%	65%	85%	90%	83%	62%	82%	100%	60%	92%	85%	67%	100%	83%	56%	100%	67%	82%	71%
Don't know	10%	17%	0%	0%	6%	9%	13%	0%	11%	8%	8%	20%	0%	6%	12%	0%	28%	18%	12%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(68.A) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £500, or keep the network of Post Offices as it is?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	292	75	61	37	34	20	30	35	56	51	27	10	31	32	22	6	17	20	16	4
Weighted	292	39	41	52	61	25	34	40	54	39	20	19	37	32	25	7	20	19	11	8
I would rather accept a payment of £500, and all Post Offices close	18%	6%	17%	14%	19%	24%	32%	18%	34%	15%	21%	18%	8%	18%	10%	0%	16%	21%	11%	0%
I would rather the current network of Post Offices is maintained	70%	79%	72%	79%	66%	64%	58%	69%	57%	76%	70%	71%	82%	67%	74%	100%	69%	71%	79%	48%
Don't know	12%	15%	11%	7%	15%	12%	10%	13%	9%	8%	9%	11%	10%	16%	16%	0%	15%	8%	10%	52%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(68.B) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £500, or keep the network of Post Offices as it is?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	292	12	11	5	55	16	22	4	13	15	13	22	4	55	46	4	10	8	36
Weighted	292	13	21	20	22	26	4	2	5	14	16	16	2	22	60	2	9	10	52
I would rather accept a payment of £500, and all Post Offices close	18%	21%	26%	0%	14%	13%	8%	63%	37%	14%	21%	32%	63%	14%	12%	0%	31%	7%	24%
I would rather the current network of Post Offices is maintained	70%	59%	68%	100%	78%	60%	54%	37%	47%	71%	74%	56%	37%	78%	76%	100%	69%	79%	65%
Don't know	12%	19%	6%	0%	8%	26%	39%	0%	16%	15%	5%	12%	0%	8%	13%	0%	0%	14%	11%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(69.A) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £1,000, or keep the network of Post Offices as it is?

	Total	Employee Count							Region											
		1 - Sole trader	2-4	5-9	10-24	25-49	50-99	100-249	Greater London	South East	Yorkshire and the Humber	East Midlands	East of England	South West	North West	North East	Scotland	West Midlands	Wales	Northern Ireland
Unweighted	271	70	43	26	35	21	37	39	52	45	19	21	24	25	28	7	20	18	9	3
Weighted	293	44	25	29	69	39	42	43	52	39	19	26	31	31	26	6	22	21	12	7
I would rather accept a payment of £1,000, and all Post Offices close	26%	17%	17%	19%	23%	27%	44%	28%	36%	22%	52%	24%	11%	7%	24%	57%	10%	27%	34%	51%
I would rather the current network of Post Offices is maintained	68%	75%	69%	76%	70%	73%	50%	67%	55%	69%	42%	69%	79%	91%	76%	43%	86%	69%	66%	27%
Don't know	6%	8%	14%	5%	7%	0%	5%	5%	9%	9%	6%	7%	10%	2%	0%	0%	4%	4%	0%	22%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions

(69.B) Suppose that the Government planned to close the Post Office network, but in compensation offered your business a one off payment. Would you rather the current network of Post Offices close and you receive £1,000, or keep the network of Post Offices as it is?

	Sector																		
	Total	Accommodation & food services	Business administration & support services	Agriculture, forestry & fishing	Arts, entertainment, recreation & other services	Construction	Education	Mining, quarrying & utilities	Financial & insurance	Health	Information & communication	Manufacturing	Mining, quarrying & utilities ¹	Arts, entertainment, recreation & other services ¹	Professional, scientific & technical	Public administration & defence	Property	Transport & storage	Wholesale & retail trade including repair of motor vehicles
Unweighted	271	15	12	3	42	24	19	3	18	12	20	17	3	42	29	0	11	10	36
Weighted	293	18	27	14	17	43	4	1	6	10	30	13	1	17	37	0	12	14	47
I would rather accept a payment of £1,000, and all Post Offices close	26%	12%	29%	13%	16%	43%	22%	85%	39%	37%	46%	11%	85%	16%	8%		15%	24%	23%
I would rather the current network of Post Offices is maintained	68%	82%	71%	87%	72%	55%	71%	15%	55%	59%	52%	71%	15%	72%	86%		62%	68%	70%
Don't know	6%	6%	0%	0%	11%	2%	7%	0%	6%	4%	2%	19%	0%	11%	6%		23%	8%	8%

Note:

BASE: Question randomly assigned to respondents

Fieldwork: 26th Aug - 28th Aug 2020

Data weighted by business size, sector and region to Nationally Representative Proportions