

The FSB-ICM 'Voice of Small Business' Panel – June 2010 Survey

Fieldwork dates: 21st June – 5th July 2010

Interview Method: Online

Population effectively sampled: All members of the FSB-ICM 'Voice of Small Business Panel' recruited from the membership of the Federation of Small Businesses (FSB)

Sampling Method: All 4,426 members of the FSB-ICM 'Voice of Small Business Panel' were invited to take part in the research

Sample size: 1,216

Data Weighting: Data have been weighted by gender and region/nation to reflect the known profile of the FSB membership

Questions: The computer tables attached in PDF format show each question, in full, in the order they were put to respondents, all response codes and the weighted and un-weighted bases for all questions which have been published

ICM Contacts: gregor@icmresearch.co.uk; annabel.hudson@icmresearch.co.uk

Guided Insight Contact: matt@guidedinsight.co.uk

FSB Contacts:

Stephen Alambritis: 020 7592 8112 / 07788 422155

Sophie Kummer: 020 7592 8128 / 07917 628998 sophie.kummer@fsb.org.uk

Prue Watson: 020 7592 8121 / 07825 125695 prue.watson@fsb.org.uk

Sara Lee: 020 7592 8113 / 07595 067068 sara.lee@fsb.org.uk

Study undertaken by Guided Insight and ICM on behalf the FSB

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q1 Considering your overall business performance, and ignoring any normal seasonal variations at this time of the year, how do you view business prospects over the next three months, compared with the previous three months?

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed					Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)	
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7	
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**	
NET: Improve	391 32%	282 32%	109 34%	13 31%	74 35%	127 29%	143 33%	32 33%	244 29%	60 32%	27 38%	17 45%h	32 27%	310 32%	29 41%	13 34%	1 14%	
Much improved	(5) 66 5%	50 6%	15 5%	4 8%	12 6%	27 6%	19 4%	5 5%	35 4%	9 5%	10 13%hi	3 7%	2 2%	51 5%	5 7%	4 10%l	1 14%	
Slightly improved	(4) 325 27%	232 26%	93 29%	10 23%	63 30%	101 23%	125 29%e	27 28%	209 25%	51 27%	17 24%	14 38%	29 25%	259 27%	24 34%	10 25%	- -	
Approximately the same	(3) 483 40%	358 40%	124 38%	16 38%	81 39%	170 39%	174 41%	40 41%	359 43%k	67 36%	26 37%	8 20%	45 39%	391 40%	23 32%	16 42%	5 62%	
Slightly worse	(2) 258 21%	186 21%	72 22%	11 26%	42 20%	100 23%	88 21%	16 17%	174 21%	45 24%	13 19%	10 27%	33 28%	200 21%	17 25%	7 19%	1 11%	
Much worse	(1) 84 7%	66 7%	19 6%	2 4%	12 6%	39 9%f	23 5%	9 9%	55 7%	13 7%	5 7%	3 8%	7 6%	72 7%	2 3%	2 5%	1 14%	
NET: Worsen	342 28%	252 28%	90 28%	13 30%	54 26%	139 32%	111 26%	25 26%	229 28%	59 32%	18 26%	13 35%	40 34%	272 28%	19 27%	9 23%	2 24%	
Mean	3.02	3.02	3.05	3.05	3.10	2.94	3.07	3.04	2.99	2.98	3.19	3.09	2.88	3.02	3.18l	3.16	2.89	
Standard Error	0.03	0.03	0.05	0.16	0.07	0.05	0.05	0.10	0.03	0.07	0.13	0.19	0.09	0.03	0.11	0.16	0.45	

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q1 Considering your overall business performance, and ignoring any normal seasonal variations at this time of the year, how do you view business prospects over the next three months, compared with the previous three months?

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
NET: Improve	391 32%	45 44% _f _g _i m	36 35%	15 42%	8 33%	36 31%	67 29%	49 27%	40 38% _g	24 29%	322 33%	42 34%	10 21%	16 27%	391 100% _p	-	392 32%
Much improved	(5) 66 5%	7 7%	7 7%	3 8%	3 13%	8 7%	8 4%	9 5%	6 6%	6 8%	57 6%	7 6%	-	2 3%	66 17% _p	-	67 6%
Slightly improved	(4) 325 27%	39 38% _f _g _i	30 29%	12 34%	5 21%	28 25%	59 26%	41 22%	34 33%	17 21%	265 27%	35 29%	10 21%	14 23%	325 83% _p	-	325 27%
Approximately the same	(3) 483 40%	35 34%	37 36%	12 32%	12 46%	50 44%	99 43%	72 39%	34 33%	35 42%	385 39%	47 39%	24 50%	26 43%	-	-	479 39%
Slightly worse	(2) 258 21%	19 19%	23 22%	8 21%	2 8%	24 21%	47 21%	46 25%	26 25%	18 22%	213 22%	22 18%	10 21%	12 20%	-	258 75% _o	259 21%
Much worse	(1) 84 7%	3 3%	7 7%	2 5%	3 13%	4 3%	17 7%	17 9% _a	5 4%	6 8%	64 6%	11 9%	3 7%	6 10%	-	84 25% _o	86 7%
NET: Worsen	342 28%	22 22%	30 29%	10 26%	5 21%	28 25%	64 28%	63 34% _a	31 29%	25 30%	277 28%	33 27%	14 29%	18 30%	-	342 100% _o	345 28%
Mean	3.02 m	3.26 _f _g m	3.07	3.18	3.12	3.10	2.98	2.88	3.10	2.99	3.04	3.04	2.86	2.90	4.17 _p	1.75	3.02
Standard Error	0.03	0.09	0.09	0.17	0.24	0.10	0.06	0.07	0.10	0.11	0.03	0.09	0.16	0.13	0.02	0.02	0.03

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q1 Considering your overall business performance, and ignoring any normal seasonal variations at this time of the year, how do you view business prospects over the next three months, compared with the previous three months?

Base: All respondents

	Sector																		
	Total	Bus- ser- vices (a)	Retail- ing (b)	Constr- uction & build- ing related activ- ities (c)	Manufac- turing (d)	Hotels, restaur- ants, bars and cater- ing (e)	Trans- port and activ- ities related to trans- port (f)	Creat- ive ser- vices (g)	Comput- er and related activi- ties (h)	Fin- ancial ser- vices (i)	Agri- culture , fores- try, fish- ing (j)	Whole- sale trade (k)	Sale/ main- tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- cation (n)	Person- al ser- vices (o)	Leisure/ sports/ Entert- ainment (p)	Real estate activit- ies (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
NET: Improve	391 32%	83 36%gk	38 27%	44 34%g	43 36%gk	31 37%gk	23 42%bkg	6 13%	15 26%	20 48%bghj k	10 25%	8 19%	8 27%	9 31%	11 37%	5 23%	5 20%	3 14%	25 44%bghk
Much improved	(5) 66 5%	13 5%	3 2%	11 8%b	11 9%b	2 2%	6 11%be	2 4%	2 3%	1 2%	3 6%	2 4%	2 6%	2 7%	2 6%	1 6%	- -	- -	4 7%
Slightly improved	(4) 325 27%	71 30%gk	35 25%g	33 26%g	32 27%g	29 35%gk	17 31%g	4 10%	13 22%	19 45%bcdg hjk	8 18%	6 14%	6 21%	7 24%	10 31%	4 17%	5 20%	3 14%	21 37%gk
Approximately the same	(3) 483 40%	89 38%	65 45%ef	45 35%	49 41%	25 30%	15 28%	23 53%cef	24 41%	13 31%	21 49%ef	22 50%ef	16 55%	14 47%	12 40%	9 42%	9 33%	9 47%	22 37%
Slightly worse	(2) 258 21%	49 21%	25 18%	26 20%	26 21%	25 30%bjr	13 24%	14 32%bjr	14 23%	8 19%	5 13%	10 23%	4 14%	4 15%	5 17%	7 30%	10 36%	5 28%	7 11%
Much worse	(1) 84 7%	13 5%	15 10%d	15 11%ade	3 2%	3 3%	4 7%	1 2%	6 10%d	1 2%	6 13%de	4 9%	1 4%	2 7%	2 6%	1 5%	3 12%	2 11%	5 8%
NET: Worsen	342 28%	61 26%	40 28%	41 31%	29 24%	28 33%	16 30%	15 34%	20 33%	9 21%	11 26%	14 32%	5 18%	7 22%	7 22%	8 35%	13 47%	7 39%	11 19%
Mean	3.02	3.09	2.90	3.00	3.19bgh k	3.04	3.16	2.82	2.86	3.26bgh k	2.92	2.82	3.12	3.08	3.14	2.89	2.62	2.64	3.24bghk
Standard Error	0.03	0.06	0.08	0.10	0.09	0.10	0.15	0.12	0.13	0.14	0.17	0.14	0.16	0.18	0.17	0.20	0.18	0.20	0.13

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q2 Over the last three months, has your business been running at capacity or above or below capacity?

Base: All respondents

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Above capacity	81 7%	51 6%	30 9%a	8 18%ef	22 10%ef	23 5%	20 5%	8 8%	59 7%	9 5%	4 6%	2 6%	8 6%	64 7%	3 4%	5 12%	1 14%
At capacity	332 27%	239 27%	92 29%	14 31%	62 30%	122 28%	112 26%	21 22%	235 28%	49 26%	15 21%	10 27%	34 29%	260 27%	19 26%	11 29%	2 27%
Below capacity	804 66%	603 68%	201 62%	22 51%	126 60%	292 67%c	295 69%cd	68 70%c	539 65%	127 69%	51 73%	26 67%	75 64%	649 67%	49 69%	23 59%	4 60%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q2 Over the last three months, has your business been running at capacity or above or below capacity?

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Above capacity	81 7%	10 9%	5 5%	1 3%	1 4%	6 6%	17 7%	15 8%	7 7%	7 9%	69 7%	6 5%	3 7%	2 3%	35 9%p	17 5%	81 7%
At capacity	332 27%	27 26%	28 27%	13 37%	5 21%	30 26%	56 24%	43 23%	29 27%	21 25%	251 25%	36 30%	23 46%	22 37%g	119 31%p	61 18%	327 27%
Below capacity	804 66%	65 64%	71 68%	22 61%	19 75%	78 69%	157 68%	127 69%	70 66%	54 66%	664 67%	80 66%	23 46%	36 60%	236 60%	265 77%o	808 66%

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

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q2 Over the last three months, has your business been running at capacity or above or below capacity?

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build -ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- ants, bars and cater- -ing (e)	Trans- port and activ- -ities related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Above capacity	81 7%	18 8%b	4 3%	9 7%	9 7%	3 3%	3 6%	5 11%b	4 6%	5 11%b	5 11%b	1 2%	4 13%	- -	2 6%	1 5%	1 3%	1 7%	7 11%b
At capacity	332 27%	63 27%	34 23%	39 30%	35 29%	16 20%	15 28%	14 31%	21 35%e	11 26%	15 37%e	11 25%	8 27%	9 31%	10 33%	5 22%	2 7%	6 33%	16 27%
Below capacity	804 66%	153 65%	106 74%ghj	81 63%	77 63%	65 77%acd	36 66%	25 57%	35 59%	27 64%	22 52%	32 72%	17 60%	20 69%	19 61%	16 73%	24 90%	11 60%	36 62%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q3 Over the next three months, do you expect your business to be running at capacity or above or below capacity?

Base: All respondents

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Above capacity	95 8%	64 7%	31 9%	5 11%	25 12%ef	29 7%	27 6%	8 9%	62 7%	12 7%	6 9%	3 7%	10 8%	72 7%	6 8%	4 10%	1 14%
At capacity	407 33%	284 32%	123 38%a	21 48%e	77 37%e	125 29%	151 35%e	33 34%	286 34%	53 29%	19 27%	15 40%	38 33%	323 33%	25 35%	14 36%	2 27%
Below capacity	715 59%	545 61%b	170 53%	17 41%	108 51%	283 65%cd	250 58%c	56 58%	485 58%	120 65%	45 64%	20 53%	69 59%	578 59%	41 57%	21 54%	4 60%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q3 Over the next three months, do you expect your business to be running at capacity or above or below capacity?

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Above capacity	95 8%	10 9%	7 7%	5 13%	2 8%	8 7%	18 8%	14 7%	6 6%	8 10%	77 8%	11 9%	2 4%	5 8%	66 17%p	7 2%	96 8%
At capacity	407 33%	42 42%fi	38 37%	12 32%	11 42%	40 35%	64 28%	57 31%	33 31%	23 27%	319 32%	44 36%	19 39%	24 40%	179 46%p	36 11%	406 33%
Below capacity	715 59%	50 49%	58 56%	20 55%	13 50%	67 58%	148 64%a	114 62%a	67 63%	52 63%	588 60%	67 55%	28 57%	31 52%	145 37%	299 87%o	714 59%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q3 Over the next three months, do you expect your business to be running at capacity or above or below capacity?

Base: All respondents

	Sector																		
	Total	Business services (a)	Retailing (b)	Construction & building related activities (c)	Manufacturing (d)	Hotels, restaurants, bars and catering (e)	Transport and activities related to transport (f)	Creative services (g)	Computer and related activities (h)	Financial services (i)	Agriculture, forestry, fishing (j)	Wholesale trade (k)	Sale/maintenance/repair of motor vehicles (l)	Health and social work (m)	Education (n)	Personal services (o)	Leisure/sports/Entertainment (p)	Real estate activities (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Above capacity	95 8%	24 10%b	6 4%	12 9%	11 9%	5 6%	2 3%	5 11%	3 5%	9 21%bdefh jk	2 6%	2 4%	1 3%	1 3%	3 10%	1 6%	1 3%	1 5%	7 11%
At capacity	407 33%	75 32%	36 25%	51 39%bi	46 38%bi	25 30%	21 38%i	13 30%	22 38%i	8 18%	20 47%bik	11 24%	13 47%	11 38%	10 32%	6 26%	7 25%	5 28%	23 39%i
Below capacity	715 59%	135 58%	101 70%acdj	67 51%	64 53%	54 64%	32 59%	26 59%	34 57%	26 61%	20 47%	32 71%cdjr	14 50%	17 59%	18 58%	15 68%	20 72%	13 67%	29 49%

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Summary

Base: All respondents

Q15 Summary

	Abolish the Saturday delivery and move to mail deliveries 5 days a week	Abolish separate 1st and 2nd class mail, replacing it with a single 2 to 3 day service, while retaining the existing 'next day guaranteed' service	Retain the single, UK-wide pricing structure	Ensure that every part of the UK receives a postal service	Replace delivery to individual doors with delivery to appointed mail-boxes	Ensure mail delivery and final collection times are sufficiently far apart to allow reply to mail by return	Rather than collecting undelivered Royal Mail parcels at the Delivery Office, make it possible to collect them from the local post office	Allow carriers other than Royal Mail to leave parcels / packets which cannot be delivered	Introduce a wider range of new 'business mail' services and tariffs
Unweighted base	1216	1216	1216	1216	1216	1216	1216	1216	1216
Weighted base	1216	1216	1216	1216	1216	1216	1216	1216	1216
Support	235 19%	390 32%	994 82%	1145 94%	58 5%	689 57%	927 76%	649 53%	565 46%
Neither support nor oppose	243 20%	220 18%	156 13%	52 4%	126 10%	422 35%	216 18%	305 25%	410 34%
Oppose	714 59%	577 47%	28 2%	4 *	1004 83%	35 3%	52 4%	164 13%	128 11%
Don't know	24 2%	29 2%	38 3%	15 1%	28 2%	70 6%	20 2%	98 8%	113 9%

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Abolish the Saturday delivery and move to mail deliveries 5 days a week

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	235 19%	186 21%b	48 15%	7 16%	31 15%	84 19%	94 22%d	18 19%	151 18%	39 21%	11 16%	15 39%hij	21 18%	180 18%	22 31%lm	11 29%	1 12%
Neither support nor oppose	243 20%	181 20%	62 19%	7 17%	50 24%	88 20%	79 18%	19 19%	164 20%	40 22%	20 28%	6 16%	18 16%	202 21%	16 22%	6 15%	1 11%
Oppose	714 59%	508 57%	206 64%a	29 67%	121 58%	258 59%	246 57%	59 61%	502 60%	103 56%	37 53%	17 44%	75 64%n	572 59%n	33 46%	21 53%	6 77%
Don't know	24 2%	18 2%	7 2%	- -	8 4%	7 2%	9 2%	1 1%	15 2%	3 2%	3 4%	- -	3 2%	19 2%	- -	1 2%	- -

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Abolish the Saturday delivery and move to mail deliveries 5 days a week

Base: All respondents

	Total	Region								Nation				Q1 Business Performance		Unweighted Total	
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-Ireland (l)	Wales (m)	Improv-ed (o)		Worsen-ed (p)
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	235 19%	14 14%	16 15%	8 21%	5 21%	22 19%	47 21%	31 17%	17 16%	21 25%a	181 18%	27 22%	16 32%	11 18%	77 20%	61 18%	231 19%
Neither support nor oppose	243 20%	26 25%fkm	29 28%fgk m	7 18%	4 17%	28 25%	37 16%	34 18%	27 26%fkm	23 27%fk	215 22%	18 15%	3 7%	7 12%	77 20%	67 20%	247 20%
Oppose	714 59%	61 59%	58 56%	22 61%	15 58%	60 53%	139 61%i	115 62%i	58 55%	39 47%	568 58%	77 63%i	26 54%	43 70%ei	229 59%	211 62%	716 59%
Don't know	24 2%	1 1%	1 1%	- -	1 4%	4 3%	6 3%	4 2%	4 3%	- -	21 2%	- -	3 7%	- -	8 2%	3 1%	22 2%

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Abolish the Saturday delivery and move to mail deliveries 5 days a week

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Enter- -tainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	235 19%	52 22% ^b	19 14%	27 21%	38 31% ^{befi} j	14 17%	7 12%	7 17%	11 19%	6 13%	5 12%	14 32% ^{bfi} j	2 7%	4 14%	5 16%	2 9%	6 21%	3 16%	13 22%
Neither support nor oppose	243 20%	43 18%	24 17%	24 18%	32 27%	13 15%	13 25%	9 19%	21 35% ^{abce} r	8 20%	7 18%	8 19%	6 20%	6 21%	8 27%	5 24%	3 11%	2 11%	10 17%
Oppose	714 59%	134 57% ^{dh}	97 68% ^{adhk}	75 58% ^d	50 41%	56 67% ^{dhk}	34 63% ^{dh}	26 59%	25 43%	27 64% ^{dh}	28 68% ^{dh}	21 47%	21 73%	19 65%	17 57%	13 59%	18 67%	14 73%	33 56%
Don't know	24 2%	4 2%	2 2%	4 3%	1 1%	1 1%	- -	2 5%	2 3%	1 3%	1 3%	1 2%	- -	- -	- -	2 8%	- -	- -	3 5%

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Abolish separate 1st and 2nd class mail, replacing it with a single 2 to 3 day service, while retaining the existing 'next day guaranteed' service

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	390 32%	311 35%b	79 24%	12 29%	61 29%	144 33%	140 33%	31 32%	268 32%	52 28%	30 42%i	17 46%i	38 32%	303 31%	29 40%	15 38%	3 46%
Neither support nor oppose	220 18%	156 17%	64 20%	11 25%	36 17%	73 17%	82 19%	18 18%	156 19%	32 17%	12 17%	3 8%	20 17%	180 19%	12 17%	6 16%	-
Oppose	577 47%	407 46%	170 52%a	20 46%	101 48%	213 49%	198 46%	45 47%	387 46%	97 53%	29 41%	16 43%	52 44%	471 48%	28 40%	17 44%	4 54%
Don't know	29 2%	19 2%	11 3%	-	11 5%ef	7 2%	8 2%	3 3%	22 3%	4 2%	-	1 3%	7 6%m	18 2%	2 3%	1 2%	-

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Abolish separate 1st and 2nd class mail, replacing it with a single 2 to 3 day service, while retaining the existing 'next day guaranteed' service

Base: All respondents

	Total	Region								Nation				Q1 Business Performance		Unweighted Total	
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-Ireland (l)	Wales (m)	Improv-ed (o)		Worsen-ed (p)
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	390 32%	30 29%	26 25%	12 34%	9 33%	35 30%	64 28%	57 31%	36 34%	36 44%abf g	304 31%	48 39%bf	19 39%	18 30%	122 31%	106 31%	387 32%
Neither support nor oppose	220 18%	19 19%	19 19%	7 18%	4 17%	23 20%	42 18%	37 20%	15 15%	12 14%	179 18%	17 14%	9 18%	15 25%	65 17%	57 17%	221 18%
Oppose	577 47%	52 51%	57 55%i	16 45%	12 46%	54 47%	116 51%	85 46%	51 48%	34 41%	477 48%	55 45%	17 36%	27 45%	196 50%	171 50%	580 48%
Don't know	29 2%	1 1%	2 2%	1 3%	1 4%	3 2%	7 3%	5 3%	4 3%	1 1%	24 2%	2 2%	3 7%	- -	8 2%	8 2%	28 2%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Abolish separate 1st and 2nd class mail, replacing it with a single 2 to 3 day service, while retaining the existing 'next day guaranteed' service

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	390 32%	76 33%	44 31%	42 33%	36 30%	37 44%dg	16 30%	9 21%	23 39%	13 30%	11 26%	12 27%	11 40%	8 29%	11 37%	8 36%	8 30%	5 26%	17 29%
Neither support nor oppose	220 18%	41 17%	18 13%	15 11%	31 25%bc	12 15%	13 24%c	8 17%	9 16%	9 21%	11 27%bc	9 21%	5 16%	7 22%	8 27%	5 23%	6 21%	3 18%	12 20%
Oppose	577 47%	111 48%	77 54%e	67 52%	54 45%	33 39%	25 46%	26 60%e	27 45%	19 46%	16 38%	21 46%	13 45%	13 46%	10 33%	9 42%	13 49%	11 56%	28 49%
Don't know	29 2%	6 3%	4 3%	6 4%d	- -	2 2%	- -	1 2%	- -	1 3%	4 10%adfh	3 6%d	- -	1 3%	1 3%	- -	- -	- -	1 1%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Retain the single, UK-wide pricing structure

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	994 82%	740 83%	253 78%	33 77%	164 78%	362 83%	355 83%	78 81%	671 81%	157 85%	61 85%	29 76%	95 81%	804 83%	53 75%	30 76%	7 89%
Neither support nor oppose	156 13%	107 12%	49 15%	10 23%ef	31 15%	50 12%	50 12%	15 15%	108 13%	21 11%	10 13%	9 24%hi	14 12%	121 12%	14 20%	6 15%	1 11%
Oppose	28 2%	24 3%	5 1%	- -	6 3%	11 3%	9 2%	2 2%	20 2%	7 4%	- -	- -	4 4%	22 2%	2 2%	1 2%	- -
Don't know	38 3%	22 2%	17 5%a	- -	8 4%	14 3%	14 3%	2 2%	34 4%i	- -	1 1%	- -	5 4%	27 3%	2 3%	3 7%	- -

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Retain the single, UK-wide pricing structure

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	994 82%	81 79%	82 80%	24 66%	17 67%	101 89% _c	187 81% _c	150 81% _c	87 82% _c	65 79%	794 81%	106 86% _c	43 89%	51 83% _c	301 77%	293 85% _o	989 81%
Neither support nor oppose	156 13%	12 11%	18 17% _e	10 26% _{ae} hk	5 21%	9 8%	34 15%	23 12%	11 10%	13 15%	133 14%	12 10%	2 4%	9 15%	66 17% _p	36 11%	161 13%
Oppose	28 2%	6 6%	2 2%	2 5%	- -	1 1%	5 2%	4 2%	4 3%	3 3%	26 3%	2 2%	- -	- -	13 3%	5 1%	29 2%
Don't know	38 3%	4 4%	2 2%	1 3%	3 12%	3 2%	4 2%	8 4%	5 4%	2 2%	31 3%	3 2%	3 7%	1 2%	12 3%	9 3%	37 3%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Retain the single, UK-wide pricing structure

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	994 82%	188 80%	115 80%	108 83%	104 86%	68 81%	45 83%	39 87%	48 82%	37 88%	32 77%	36 81%	23 79%	23 79%	23 76%	12 54%	25 90%	14 75%	51 87%
Neither support nor oppose	156 13%	35 15%	20 14%	14 11%	13 11%	8 10%	5 10%	3 7%	9 16%	4 9%	6 14%	5 11%	4 14%	5 17%	4 14%	8 35%	2 6%	4 20%	6 11%
Oppose	28 2%	6 3%	3 2%	3 2%	2 2%	3 3%	1 2%	- -	1 1%	- -	2 4%	2 4%	1 4%	- -	1 3%	2 8%	- -	1 5%	1 2%
Don't know	38 3%	5 2%	5 3%	5 4%	2 2%	4 5%	3 5%	3 6%	1 1%	1 3%	2 4%	2 4%	1 4%	1 4%	2 7%	1 3%	1 4%	- -	- -

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Ensure that every part of the UK receives a postal service

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	1145 94%	837 94%	308 95%	42 98%	194 92%	414 95%	403 94%	91 94%	783 94%	172 93%	69 97%	38 100%	112 95%	921 95%	64 89%	35 90%	6 82%
Neither support nor oppose	52 4%	39 4%	12 4%	1 2%	13 6%	17 4%	17 4%	4 4%	37 4%	11 6%	1 1%	-	4 4%	38 4%	7 10% _m	3 7%	-
Oppose	4 *	4 *	-	-	-	2 *	1 *	1 1%	3 *	1 1%	-	-	1 1%	2 *	-	1 2% _m	-
Don't know	15 1%	12 1%	3 1%	-	3 1%	4 1%	7 2%	1 1%	10 1%	1 1%	1 2%	-	-	12 1%	1 1%	-	1 18%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Ensure that every part of the UK receives a postal service

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	1145 94%	94 92% ^c	99 95% ^c	28 76%	24 96%	109 96% ^c	220 96% ^{ch}	175 95% ^c	94 89%	78 95% ^c	922 94%	121 98% ^{achj}	45 93%	58 95% ^c	371 95%	320 93%	1146 94%
Neither support nor oppose	52 4%	4 4%	4 4%	7 18% ^{abefghikm}	- -	4 3%	7 3%	9 5%	7 7% ^k	5 5% ^k	46 5% ^k	1 1%	2 4%	3 5%	15 4%	17 5%	52 4%
Oppose	4 *	1 1%	- -	1 3% ^{fg}	- -	- -	- -	- -	1 1%	- -	3 *	1 1%	- -	- -	1 *	1 *	4 *
Don't know	15 1%	3 3%	1 1%	1 3%	1 4%	1 1%	2 1%	1 *	4 3%	- -	13 1%	- -	2 4%	- -	4 1%	4 1%	14 1%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Ensure that every part of the UK receives a postal service

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Enter- -tainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	1145 94%	218 93%	139 97%k	122 94%	114 94%	79 94%	51 94%	42 96%	55 93%	41 97%	39 93%	40 90%	28 96%	27 94%	25 83%	22 96%	25 92%	16 86%	58 100%ajk
Neither support nor oppose	52 4%	10 4%	4 3%	3 2%	7 6%	4 5%	2 4%	2 4%	3 5%	1 3%	- -	4 10%bcjr	1 4%	2 6%	4 13%	1 4%	2 8%	2 9%	- -
Oppose	4 *	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	1 5%	- -
Don't know	15 1%	5 2%	- -	5 4%bd	- -	1 1%	1 2%	- -	- -	- -	2 5%bd	- -	- -	- -	1 3%	- -	- -	- -	- -

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Replace delivery to individual doors with delivery to appointed mail-boxes

Base: All respondents

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	58 5%	46 5%	12 4%	3 6%	8 4%	21 5%	21 5%	6 6%	31 4%	18 10%h	2 3%	3 8%	9 8%	46 5%	2 3%	1 3%	-
Neither support nor oppose	126 10%	100 11%	26 8%	4 8%	20 10%	41 9%	52 12%	10 10%	77 9%	24 13%	12 17%h	5 13%	11 9%	101 10%	7 10%	5 14%	1 18%
Oppose	1004 83%	725 81%	278 86%	35 81%	174 83%	369 84%	345 81%	80 82%	702 84%i	141 76%	56 78%	30 79%	97 83%	801 82%	60 84%	32 83%	6 82%
Don't know	28 2%	21 2%	7 2%	2 4%	8 4%	6 1%	11 3%	2 2%	23 3%	2 1%	1 1%	-	-	25 3%	2 3%	-	-

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Replace delivery to individual doors with delivery to appointed mail-boxes

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	58 5%	5 5%	1 1%	3 8%b	1 4%	4 3%	8 4%	8 4%	8 8%b	5 5%b	42 4%	7 6%b	7 14%	2 3%	20 5%	14 4%	55 5%
Neither support nor oppose	126 10%	10 9%	12 11%	8 21%k	1 4%	10 9%	25 11%	19 10%	11 10%	10 12%	105 11%	9 7%	5 11%	7 12%	44 11%	33 10%	127 10%
Oppose	1004 83%	86 84%c	87 84%c	24 66%	22 88%	99 87%c	190 83%c	152 82%c	85 81%	68 82%c	813 83%	106 86%c	33 68%	52 85%c	320 82%	288 84%	1006 83%
Don't know	28 2%	2 2%	4 4%	2 5%i	1 4%	1 1%	6 3%	6 3%	1 1%	- -	24 2%	1 1%	3 7%	- -	7 2%	7 2%	28 2%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Replace delivery to individual doors with delivery to appointed mail-boxes

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Enter- -tainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	58 5%	7 3%	4 3%	6 4%	7 5%	4 5%	2 4%	2 5%	6 11%ab	1 2%	3 7%	4 9%	2 7%	2 7%	1 3%	2 8%	2 8%	1 5%	3 5%
Neither support nor oppose	126 10%	25 11%	17 12%	9 7%	16 13%	9 11%	5 10%	3 7%	6 9%	5 12%	3 7%	5 12%	4 13%	3 10%	1 3%	4 16%	4 13%	4 23%	4 7%
Oppose	1004 83%	195 83%	120 84%	110 85%	97 80%	70 83%	45 83%	38 87%	47 79%	35 83%	33 80%	34 77%	21 73%	24 83%	28 94%	17 76%	22 79%	14 72%	50 86%
Don't know	28 2%	7 3%	2 1%	5 4%	2 1%	1 1%	2 3%	1 2%	1 1%	1 3%	3 7%	1 2%	2 6%	- -	- -	- -	- -	- -	2 3%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Ensure mail delivery and final collection times are sufficiently far apart to allow reply to mail by return

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed					Number of Full Time Staff			
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	689 57%	503 56%	186 57%	22 52%	114 54%	227 52%	260 61%e	65 67%de	459 55%	106 57%	42 59%	30 78%hi	62 53%	552 57%	40 56%	26 67%	3 37%
Neither support nor oppose	422 35%	309 35%	113 35%	15 35%	81 38%g	164 38%g	137 32%	25 25%	299 36%k	61 33%	26 37%	7 19%	38 33%	342 35%	29 41%	9 24%	2 32%
Oppose	35 3%	26 3%	9 3%	1 2%	3 1%	19 4%f	8 2%	4 4%	24 3%	6 3%	- -	1 3%	6 5%	25 3%	- -	3 9%mn	1 14%
Don't know	70 6%	54 6%	16 5%	4 10%	12 6%	26 6%	22 5%	4 4%	51 6%	11 6%	3 4%	- -	10 9%	55 6%	2 3%	- -	1 18%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Ensure mail delivery and final collection times are sufficiently far apart to allow reply to mail by return

Base: All respondents

	Total	Region								Nation					Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	689 57%	51 50%	66 64%ak	20 55%	14 54%	76 66%ak	134 58%k	108 59%k	62 58%k	49 59%k	580 59%k	51 42%	21 43%	37 62%k	221 56%	194 57%	692 57%
Neither support nor oppose	422 35%	43 42%e	34 33%	12 34%	10 37%	31 27%	72 32%	60 32%	34 33%	25 31%	322 33%	59 48%bfg hij	17 36%	23 38%	135 34%	121 35%	423 35%
Oppose	35 3%	3 3%	1 1%	- -	1 4%	1 1%	10 5%	8 4%	1 1%	3 3%	28 3%	5 4%	2 4%	- -	12 3%	11 3%	35 3%
Don't know	70 6%	5 5%	2 2%	4 11%bm	1 4%	6 6%	13 5%	9 5%	8 8%rn	5 7%rn	54 6%	7 6%	9 18%	- -	24 6%	16 5%	66 5%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Ensure mail delivery and final collection times are sufficiently far apart to allow reply to mail by return

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	689 57%	137 58%e	81 56%	81 62%e	66 54%	37 44%	34 63%e	23 52%	38 63%e	28 67%e	25 59%	30 67%e	14 50%	17 58%	11 37%	11 48%	14 51%	12 63%	30 52%
Neither support nor oppose	422 35%	79 34%	46 32%	37 29%	48 40%	38 45%c	17 32%	16 37%	22 37%	11 27%	12 29%	13 28%	13 47%	6 21%	16 54%	9 40%	11 40%	5 26%	22 38%
Oppose	35 3%	8 4%	5 4%	3 2%	3 2%	4 5%	2 3%	1 2%	-	-	-	1 2%	-	3 11%	1 3%	-	1 3%	-	3 5%
Don't know	70 6%	10 4%	12 8%h	8 6%h	4 3%	5 6%	1 2%	4 9%h	-	2 6%	5 12%adfh	1 2%	1 3%	3 11%	2 7%	3 12%	2 6%	2 11%	3 5%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Rather than collecting undelivered Royal Mail parcels at the Delivery Office, make it possible to collect them from the local post office

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	927	674	253	32	160	329	335	71	642	135	51	32	89	746	53	28	4
	76%	75%	78%	74%	76%	75%	78%	73%	77%	73%	71%	83%	77%	77%	75%	72%	54%
Neither support nor oppose	216	167	50	10	35	79	73	20	136	38	18	6	16	169	16	11	3
	18%	19%	15%	23%	16%	18%	17%	20%	16%	21%	26%h	17%	14%	17%	22%	28%	46%
Oppose	52	36	17	1	11	21	13	6	40	9	1	-	10	39	2	-	-
	4%	4%	5%	2%	5%	5%	3%	6%	5%	5%	1%	-	9% ^m	4%	3%	-	-
Don't know	20	16	4	-	4	8	7	1	15	3	1	-	1	18	-	-	-
	2%	2%	1%	-	2%	2%	2%	1%	2%	2%	1%	-	1%	2%	-	-	-

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Rather than collecting undelivered Royal Mail parcels at the Delivery Office, make it possible to collect them from the local post office

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-Ireland (l)	Wales (m)	Improved (o)	Worsened (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	927 76%	76 75%	75 72%	26 71%	14 54%	90 79%	171 74%	145 78%	83 79%	74 89% abc fgk	752 76%	91 74%	36 75%	48 78%	301 77%	270 79%	927 76%
Neither support nor oppose	216 18%	20 20% i	27 26% him	8 21% i	9 33%	21 18% i	41 18% i	35 19% i	14 13%	6 8%	180 18%	21 17% i	9 18%	6 10%	67 17%	55 16%	219 18%
Oppose	52 4%	6 6%	2 2%	3 8% b	2 8%	3 2%	12 5%	4 2%	5 4%	2 2%	37 4%	9 7% bg	- -	6 10% begi	17 4%	12 3%	52 4%
Don't know	20 2%	-	-	-	1 4%	1 1%	6 3%	1 *	4 3%	1 1%	14 1%	2 2%	3 7%	1 2%	6 1%	6 2%	18 1%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Rather than collecting undelivered Royal Mail parcels at the Delivery Office, make it possible to collect them from the local post office

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	927 76%	177 75%	112 78%	95 74%	92 76%	59 71%	46 86%eg	30 68%	43 72%	32 76%	34 83%	33 74%	22 77%	22 76%	24 79%	19 84%	24 89%	13 71%	46 79%
Neither support nor oppose	216 18%	43 19%	22 16%	25 20%	28 23%	18 21%	6 10%	8 18%	14 23%	6 13%	5 12%	9 20%	4 15%	4 13%	5 18%	3 12%	1 3%	3 18%	11 19%
Oppose	52 4%	10 4%d	8 6%d	4 3%	- -	5 6%d	2 3%d	3 7%d	3 5%d	2 5%d	1 3%	3 7%d	2 7%	2 8%	1 3%	1 5%	2 9%	2 10%	1 2%
Don't know	20 2%	4 2%	1 1%	5 4%	1 1%	2 2%	- -	3 7%bdh	- -	2 5%	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Allow carriers other than Royal Mail to leave parcels / packets which cannot be delivered

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	649 53%	474 53%	174 54%	27 62%	109 52%	237 54%	231 54%	45 46%	439 53%	102 55%	37 52%	22 59%	72 62%	509 52%	42 59%	22 56%	2 24%
Neither support nor oppose	305 25%	225 25%	80 25%	6 13%	62 29% ^c	111 25%	102 24%	24 25%	214 26%	43 23%	18 25%	9 24%	23 20%	249 26%	17 24%	10 26%	2 28%
Oppose	164 13%	125 14%	39 12%	4 9%	21 10%	54 12%	66 15%	20 20% ^d	114 14%	25 13%	8 11%	5 14%	10 8%	140 14%	9 13%	3 8%	2 30%
Don't know	98 8%	68 8%	30 9%	7 16% ^f	19 9%	35 8%	28 7%	9 9%	66 8%	16 9%	8 11%	1 3%	12 10%	76 8%	3 4%	4 10%	1 18%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Allow carriers other than Royal Mail to leave parcels / packets which cannot be delivered

Base: All respondents

	Total	Region								Nation				Q1 Business Performance		Unweighted Total	
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)		Worsen-ed (p)
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	649 53%	51 50%	53 51%	18 50%	12 46%	62 54%	116 51%	102 55%	68 64%fk	52 63%k	533 54%	59 48%	26 54%	30 50%	235 60%p	180 53%	648 53%
Neither support nor oppose	305 25%	31 30%	27 26%	11 29%	11 42%	23 20%	51 22%	46 25%	24 22%	15 19%	239 24%	39 32%i	9 18%	18 30%	88 22%	84 24%	308 25%
Oppose	164 13%	13 13%	15 14%	4 11%	1 4%	17 15%	41 18%h	23 12%	8 8%	10 12%	132 13%	14 11%	7 14%	11 18%	46 12%	47 14%	164 13%
Don't know	98 8%	7 7%	9 8%	4 11%	2 8%	13 11%m	21 9%	14 7%	6 6%	5 7%	80 8%	10 8%	7 14%	1 2%	22 6%	32 9%	96 8%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
 -Allow carriers other than Royal Mail to leave parcels / packets which cannot be delivered

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	649 53%	135 58%e	69 49%	65 50%	72 59%e	36 42%	30 56%	22 49%	33 56%	21 49%	23 54%	21 47%	11 37%	20 69%	21 71%	13 58%	18 67%	12 63%	26 44%
Neither support nor oppose	305 25%	53 22%	40 28%	36 28%	25 21%	28 33%	9 18%	14 32%	14 23%	13 32%	11 27%	12 27%	11 39%	4 14%	5 18%	5 21%	4 16%	6 30%	13 22%
Oppose	164 13%	31 13%	19 13%	22 17%	16 13%	12 14%	5 9%	4 10%	6 10%	3 6%	5 11%	6 13%	7 24%	5 17%	3 11%	2 10%	5 18%	1 7%	11 18%
Don't know	98 8%	15 7%	15 11%	6 4%	9 7%	9 10%	9 17%ac	4 9%	6 10%	5 13%	3 7%	6 13%	- -	- -	- -	3 12%	- -	- -	9 15%ac

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Introduce a wider range of new 'business mail' services and tariffs

Base: All respondents

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
Support	565 46%	421 47%	143 44%	24 56%	84 40%	214 49% ^d	190 44%	52 53% ^d	361 43%	95 52% ^h	37 53%	21 57%	48 41%	444 46%	42 59% ^{lm}	23 58%	2 23%
Neither support nor oppose	410 34%	301 34%	109 34%	13 30%	80 38% ^g	139 32%	151 35%	26 26%	300 36%	56 31%	18 26%	11 29%	43 37%	332 34%	18 26%	13 32%	3 42%
Oppose	128 11%	96 11%	32 10%	1 2%	16 8%	51 12%	51 12%	10 10%	91 11%	20 11%	9 13%	2 4%	9 7%	110 11%	8 11%	1 2%	1 18%
Don't know	113 9%	74 8%	39 12%	5 12%	29 14% ^{ef}	33 8%	36 8%	10 11%	81 10%	13 7%	6 8%	4 11%	16 14% ⁿ	87 9%	3 4%	3 8%	1 18%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Introduce a wider range of new 'business mail' services and tariffs

Base: All respondents

	Total	Region								Nation				Q1 Business Performance		Unweighted Total	
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)		Worsen-ed (p)
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
Support	565 46%	35 34%	43 41%	18 50%	16 62%	51 45%	111 48%a	85 46%a	53 51%a	46 56%abk	459 47%	46 38%	31 64%	28 47%	176 45%	159 46%	559 46%
Neither support nor oppose	410 34%	46 45%cefh	40 38%	10 26%	6 25%	36 31%	67 29%	68 37%	31 29%	26 32%	330 34%	53 43%fhj	5 11%	21 35%	131 34%	113 33%	419 34%
Oppose	128 11%	12 11%	15 14%g	5 13%	- -	12 10%	30 13%g	12 6%	11 10%	5 7%	101 10%	12 10%	5 11%	10 17%g	43 11%	43 13%	128 11%
Don't know	113 9%	10 9%	6 6%	4 11%	3 12%	15 13% ^m	21 9%	20 11% ^m	11 10%	5 5%	94 10% ^m	11 9%	7 14%	1 2%	40 10%	27 8%	110 9%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q15 Royal Mail's universal service obligation is going to come under review. For each of the following proposals, please tell me if you would support or oppose it, if at all.
-Introduce a wider range of new 'business mail' services and tariffs

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Support	565 46%	112 48%	62 43%	66 51%	58 48%	34 41%	26 48%	20 45%	28 47%	16 39%	20 48%	24 53%	12 41%	9 32%	16 54%	9 41%	16 58%	7 37%	28 47%
Neither support nor oppose	410 34%	85 36%j	48 34%	35 27%	40 33%	34 40%cj	16 29%	14 33%	21 35%	16 38%	8 20%	15 34%	13 46%	11 36%	9 31%	4 20%	11 39%	10 51%	19 32%
Oppose	128 11%	20 9%	13 9%	21 16%afk	12 10%	8 9%	2 4%	6 13%	7 11%	6 15%	10 23%abdef k	2 3%	3 10%	6 22%	2 6%	5 20%	-	1 5%	6 10%
Don't know	113 9%	16 7%	20 14%ac	7 5%	11 9%	8 9%	10 19%ac	4 9%	4 7%	3 8%	4 9%	4 9%	1 3%	3 9%	3 8%	4 19%	1 3%	1 7%	6 11%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q17 Approximately how many items do you despatch in an average week (e.g. letters and parcels)?

Base: All respondents

	Total	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
		Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1216	893	323	42	206	437	433	97	831	186	72	37	117	973	73	38	7
Weighted base	1216	893	323	43*	210	437	428	97*	833	185	71*	38*	117	973	71*	39*	7**
None / Not applicable	30 2%	28 3% ^b	2 1%	-	3 1%	8 2%	15 4%	5 5%	23 3%	5 3%	-	-	2 2%	28 3%	-	-	-
1-5 items	359 30%	253 28%	106 33%	17 40%	60 28%	138 32%	117 27%	28 28%	270 32% ^{ik}	39 21% ^k	18 26% ^k	2 6%	57 48% ^{lmno}	296 30% ^{no}	3 4%	-	-
6-10 items	197 16%	143 16%	55 17%	1 2%	38 18% ^c	80 18% ^c	60 14% ^c	18 18% ^c	135 16%	34 18%	8 11%	7 17%	20 17% ⁿ	169 17% ⁿ	4 5%	4 10%	-
11-15 items	121 10%	86 10%	35 11%	9 21% ^{ef}	22 11%	39 9%	41 9%	10 10%	81 10%	17 9%	5 8%	8 22% ^{hij}	9 8%	104 11%	5 7%	1 2%	1 14%
16-20 items	99 8%	78 9%	21 6%	3 7%	19 9% ^e	19 4%	45 11% ^e	11 11% ^e	70 8%	14 8%	5 7%	3 8%	6 5%	88 9%	4 6%	-	-
21-25 items	77 6%	52 6%	25 8%	1 2%	18 9%	26 6%	29 7%	3 3%	57 7%	11 6%	2 3%	5 13% ^j	3 3%	66 7%	6 8%	3 7%	-
26-50 items	126 10%	90 10%	36 11%	5 11%	20 10%	32 7%	60 14% ^e	10 10%	81 10%	24 13%	10 13%	3 8%	10 8%	92 9%	17 23% ^{lm}	6 16%	-
51-75 items	49 4%	41 5%	8 2%	3 6%	6 3%	16 4%	22 5%	2 2%	30 4%	10 5%	7 9% ^h	1 3%	2 2%	33 3%	3 4%	9 24% ^{lmn}	1 18%
76-100 items	86 7%	65 7%	21 6%	2 4%	12 6%	42 10% ^f	23 5%	7 7%	44 5%	19 10% ^h	6 9%	6 15% ^h	4 4%	52 5%	18 25% ^{lm}	8 22% ^{lm}	2 26%
More than 100 items	61 5%	46 5%	15 5%	3 7%	11 5%	33 8% ^f	11 3%	3 3%	34 4%	12 6%	10 14% ^h	2 5%	3 2%	39 4%	10 14% ^{lm}	6 15% ^{lm}	3 42%
Don't know / Can't remember	11 1%	11 1%	-	-	1 1%	3 1%	5 1%	1 1%	9 1%	-	-	1 3% ⁱ	2 2%	5 1%	2 3% ^m	1 3%	-
Mean	44.58	49.74	30.52	34.23	61.41	53.58 ^f	31.20	31.19	33.14	78.76 ^h	88.80 ^h	51.55	25.10	36.68	119.55 lm	142.69 lm	208.30
Standard Error	5.59	7.52	3.54	10.04	25.02	8.44	4.98	7.91	3.59	29.19	32.47	19.42	9.19	5.93	34.46	55.98	85.87

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q17 Approximately how many items do you despatch in an average week (e.g. letters and parcels)?

Base: All respondents

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	Northern Ireland (l)	Wales (m)	Improved (o)	Worsened (p)	
Unweighted base	1216	106	133	38	24	89	219	217	89	91	1006	122	28	60	392	345	1216
Weighted base	1216	102	103	36*	26**	114*	230	185	106*	83*	984	123	49**	61*	391	342	1216
None / Not applicable	30 2%	2 2%	3 3%	1 3%	-	-	7 3%	3 2%	-	3 3%	19 2%	5 4%eh	2 4%	4 7%ehj	7 2%	8 2%	31 3%
1-5 items	359 30%	30 29%	30 29%	13 37%	10 37%	35 30%	67 29%	59 32%	25 24%	25 30%	293 30%	37 30%	16 32%	13 22%	117 30%	104 30%	360 30%
6-10 items	197 16%	16 16%	16 15%	5 13%	3 12%	13 11%	47 21%	30 16%	20 19%	11 13%	161 16%	18 15%	10 21%	8 13%	61 16%	57 17%	196 16%
11-15 items	121 10%	10 9%	12 11%	2 5%	2 8%	12 10%	22 10%	18 10%	10 9%	10 12%	96 10%	10 10%	3 7%	9 15%	39 10%	33 10%	122 10%
16-20 items	99 8%	13 13%b	5 5%	2 5%	-	12 10%	17 7%	20 11%	11 10%	5 5%	84 9%	10 8%	2 4%	3 5%	32 8%	30 9%	99 8%
21-25 items	77 6%	9 8%	7 7%	2 5%	-	8 7%	12 5%	10 6%	8 8%	7 9%	63 6%	6 5%	2 4%	7 12%	26 7%	20 6%	78 6%
26-50 items	126 10%	7 7%	15 14%h	3 8%	5 21%	15 13%h	23 10%	17 9%	5 4%	8 10%	98 10%	14 11%	7 14%	7 12%	40 10%	31 9%	126 10%
51-75 items	49 4%	2 2%	1 1%	2 5%	1 4%	12 10%abfg km	7 3%	6 3%	7 7%bm	4 4%	41 4%	4 3%	3 7%	-	18 5%	10 3%	45 4%
76-100 items	86 7%	9 8%	9 9%	1 3%	3 12%	4 3%	15 6%	11 6%	12 11%e	8 10%	72 7%	10 8%	2 4%	2 3%	29 7%	26 7%	87 7%
More than 100 items	61 5%	5 5%	5 5%	5 13%hik	1 4%	5 4%	12 5%	10 6%	4 3%	3 3%	49 5%	4 3%	2 4%	6 10%	17 4%	22 6%	62 5%
Don't know / Can't remember	11 1%	-	-	1 3%	-	-	1 *	1 *	5 4%abef g	-	8 1%	2 2%	-	1 2%	5 1%	1 *	10 1%
Mean	44.58	81.80	60.86	55.65h	30.59	34.78	43.62	35.71	28.78	32.13	44.50	30.42	71.45	52.58	38.33	59.42	44.77
Standard Error	5.59	47.66	21.15	18.18	7.85	7.30	11.15	6.27	3.96	7.72	6.40	5.64	52.67	19.19	6.06	16.56	5.65

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

*** small base; ** very small base (under 30) ineligible for sig testing**

**Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q17 Approximately how many items do you despatch in an average week (e.g. letters and parcels)?

Base: All respondents

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Finan- -cial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Educa- -tion (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	1216	236	142	130	122	84	54	44	60	41	40	45	28	29	31	22	28	19	58
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
None / Not applicable	30 2%	5 2%	1 1%	3 2%	-	6 7%abd	2 4%d	-	6 11%abcdg ijr	-	-	1 2%	3 10%	-	1 3%	1 4%	1 4%	-	1 2%
1-5 items	359 30%	76 32%cdik	43 30%dik	26 20%k	23 19%k	34 40%cdik	16 30%ik	16 36%cdik	19 32%ik	4 9%	14 34%ik	3 6%	14 50%	9 32%	12 39%	10 43%	10 36%	6 31%	23 39%cdik
6-10 items	197 16%	36 15%	19 13%	39 30%abdf ir	16 13%	15 18%	6 11%	12 28%abdf i	11 18%	3 7%	11 26%i	8 17%	4 16%	2 7%	1 3%	-	3 11%	2 11%	9 15%
11-15 items	121 10%	23 10%	14 10%	13 10%	18 15%f	9 11%	1 2%	3 6%	6 10%	5 12%	2 5%	3 7%	-	4 14%	5 16%	6 25%	3 10%	2 11%	4 7%
16-20 items	99 8%	26 11%	12 9%	9 7%	10 8%	6 7%	6 12%	2 5%	3 4%	4 10%	3 7%	2 5%	2 6%	1 4%	4 13%	1 4%	1 3%	2 11%	5 8%
21-25 items	77 6%	13 6%	8 5%	10 8%	8 6%	4 5%	4 7%	4 8%	1 2%	8 19%abcde hr	3 8%	3 6%	2 6%	-	1 3%	2 9%	3 11%	1 5%	3 5%
26-50 items	126 10%	21 9%	15 10%	13 10%	21 18%aegh	4 4%	6 11%	2 5%	2 3%	6 14%	6 13%	9 20%aegh	1 4%	3 10%	4 13%	3 12%	2 6%	4 21%	5 8%
51-75 items	49 4%	5 2%	4 3%	2 2%	7 6%	3 4%	7 13%abcer	1 2%	4 7%a	5 12%abcr	1 3%	2 5%	-	4 15%	1 4%	-	-	-	1 2%
76-100 items	86 7%	14 6%	13 9%	6 4%	12 10%	3 4%	4 8%	3 7%	4 7%	3 7%	2 5%	8 19%ace	2 8%	1 4%	2 5%	1 3%	2 8%	1 5%	4 7%
More than 100 items	61 5%	12 5%e	13 9%dej	5 4%	4 3%	-	2 3%	1 2%	3 5%e	4 9%e	-	5 12%cdej	-	4 14%	-	-	3 11%	1 5%	4 7%e
Don't know / Can't remember	11 1%	4 2%	1 1%	5 4%	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q17 Approximately how many items do you despatch in an average week (e.g. letters and parcels)?

Base: All respondents

	Sector																		
	Total	Bus- ness- ser- vices (a)	Retail- ing (b)	Constr- uction & build- ing related activ- ities (c)	Manufac- turing (d)	Hotels, restaur- ants, bars and cater- ing (e)	Trans- port and activit- ies related to trans- port (f)	Creat- ive ser- vices (g)	Comput- er and related activi- ties (h)	Fin- ancial ser- vices (i)	Agri- culture , fores- try, fish- ing (j)	Whole- sale trade (k)	Sale/ main- tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- cation (n)	Person- al ser- vices (o)	Leisure/ sports/ Entert- ainment (p)	Real estate activit- ies (q)	Other (r)
Weighted base	1216	234	143	130	121	84*	54*	44*	59*	42*	42*	45*	29**	29**	30*	22**	27**	19**	58*
Mean	44.58	55.85	49.20e	43.00	33.00e	13.56	36.01e	19.43	53.33e	98.94de	17.41	115.98bde	13.61	57.62	18.59	14.36	35.89	31.36	48.23e
Standard Error	5.59	22.06	9.13	18.50	4.63	2.16	9.75	4.60	21.46	46.37	3.32	47.00	4.39	16.53	4.07	3.86	11.50	13.11	19.54

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q18 What proportion of these items are parcels or express items? Please exclude catalogues ordered by an end consumer or company. By express delivery we mean next day delivery.

Base: All sending items weekly

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1185	864	321	42	203	430	417	92	808	181	72	37	115	944	73	38	7
Weighted base	1186	864	322	43*	207	429	413	93*	810	180	71*	38*	115	945	71*	39*	7**
None	362 31%	251 29%	111 34%	11 25%	67 32%g	136 32%g	128 31%g	19 20%	268 33%i	32 18%	19 27%	11 30%	51 44% mno	287 30% n	10 15%	9 23%	2 26%
1% - 5%	356 30%	255 30%	101 32%	14 33%	67 32%	121 28%	127 31%	27 29%	243 30%	64 36%	20 29%	11 29%	35 30%	273 29%	29 41% m	11 28%	5 74%
6% - 10%	108 9%	90 10% b	18 5%	2 5%	16 8%	35 8%	42 10%	12 13%	66 8%	16 9%	12 16% h	3 9%	6 5%	83 9%	11 16% l	5 13%	-
11% - 15%	35 3%	27 3%	8 2%	2 4%	6 3%	12 3%	8 2%	7 8% ef	23 3%	6 3%	3 4%	1 2%	4 3%	26 3%	5 7% m	-	-
16% - 20%	48 4%	33 4%	15 5%	4 9%	9 5%	14 3%	17 4%	3 4%	30 4%	7 4%	2 3%	5 5%	3 3%	40 4%	2 3%	2 6%	-
21% - 25%	37 3%	33 4% b	4 1%	-	6 3%	14 3%	13 3%	4 4%	24 3%	5 3%	2 3%	1 3%	1 1%	33 3%	2 3%	1 2%	-
26% - 50%	115 10%	80 9%	35 11%	2 4%	16 8%	48 11%	37 9%	12 13%	76 9%	20 11%	7 10%	3 7%	6 5%	94 10%	8 12%	7 18% l	-
Over 50%	104 9%	75 9%	29 9%	8 20% def	18 9%	37 9%	33 8%	8 8%	62 8%	27 15% h	6 9%	6 15%	8 7%	90 10% n	2 3%	4 10%	-
Don't know	22 2%	20 2%	2 1%	-	1 1%	12 3%	8 2%	1 1%	18 2%	3 1%	-	-	2 2%	19 2%	1 2%	-	-
Mean	14.83	14.92	14.60	20.75	13.73	15.01	14.06	17.26	13.75	20.87h	14.63	16.74	10.10	15.74l	11.16	18.40	2.21
Standard Error	0.73	0.85	1.42	4.76	1.72	1.20	1.22	2.73	0.86	2.24	2.82	4.20	2.03	0.85	1.88	4.13	0.54

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q18 What proportion of these items are parcels or express items? Please exclude catalogues ordered by an end consumer or company. By express delivery we mean next day delivery.

Base: All sending items weekly

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	Northern Ireland (l)	Wales (m)	Improved (o)	Worsened (p)	
Unweighted base	1185	104	129	37	24	89	212	213	89	88	985	117	27	56	385	336	1185
Weighted base	1186	100	100	35*	26**	114*	222	181	106*	80*	965	118	47**	57*	384	334	1185
None	362 31%	34 34%	29 29%	8 22%	10 37%	27 24%	67 30%	57 31%	28 27%	24 30%	284 29%	38 32%	26 56%	14 25%	122 32%	103 31%	359 30%
1% - 5%	356 30%	37 37%	29 29%	10 27%	5 21%	37 33%	66 30%	49 27%	27 26%	34 43% bfg hk	295 31%	34 29%	5 11%	22 39%	119 31%	103 31%	360 30%
6% - 10%	108 9%	4 4%	10 10%	2 5%	3 13%	12 10%	24 11% a	15 8%	13 12% a	6 8%	89 9%	6 5%	7 15%	5 9%	35 9%	23 7%	105 9%
11% - 15%	35 3%	5 5%	3 3%	3 8% fhm	- -	6 6%	4 2%	4 2%	1 1%	4 5%	30 3%	4 3%	- -	- -	13 3%	6 2%	35 3%
16% - 20%	48 4%	3 3%	2 2%	2 5% i	- -	5 4%	10 5% i	6 3%	8 8% i	- -	37 4%	7 6% i	2 4%	2 4%	15 4%	15 5%	46 4%
21% - 25%	37 3%	2 2%	2 2%	1 3%	- -	- -	8 4%	9 5% e	5 4% e	1 1%	28 3%	6 5% e	- -	3 5% e	7 2%	13 4%	38 3%
26% - 50%	115 10%	7 7%	12 12%	3 8%	5 21%	14 12%	17 8%	23 13%	7 7%	8 10%	97 10%	11 9%	3 7%	4 7%	36 9%	28 8%	117 10%
Over 50%	104 9%	9 9% i	11 11% i	6 16% i	1 4%	13 11% i	22 10% i	15 8% i	12 11% i	1 1%	89 9%	7 6%	3 7%	4 7%	29 7%	38 11%	103 9%
Don't know	22 2%	1 1%	1 1%	2 5% e	1 4%	- -	3 1%	3 1%	4 3%	2 2%	16 2%	4 3%	- -	2 4%	7 2%	6 2%	22 2%
Mean	14.83	13.32	16.82i	20.66i	14.30	17.40i	15.37i	15.90i	16.87i	7.93	15.36	13.01	11.30	12.47	13.59	16.25	14.84
Standard Error	0.73	2.52	2.33	4.91	5.01	2.86	1.82	1.77	2.88	1.60	0.82	2.05	4.54	2.93	1.24	1.47	0.73

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q18 What proportion of these items are parcels or express items? Please exclude catalogues ordered by an end consumer or company. By express delivery we mean next day delivery.

Base: All sending items weekly

	Sector																		
	Total	Bus- ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activ- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	1185	231	141	127	122	78	52	44	53	41	40	44	26	29	30	21	27	19	57
Weighted base	1186	229	142	127	121	78*	52*	44*	53*	42*	42*	44*	26**	29**	29*	22**	26**	19**	57*
None	362 31%	65 28% ^d	38 27% ^d	42 33% ^{dk}	19 16%	33 42% ^{abd}	21 40% ^{dk}	14 33% ^d	15 28%	15 35% ^d	17 42% ^{dk}	7 17%	6 23%	13 44%	5 18%	12 57%	10 40%	12 63%	17 30% ^d
1% - 5%	356 30%	78 34% ^b	33 23%	41 32%	29 24%	25 32%	16 31%	9 20%	15 28%	19 46% ^{bdgk}	18 43% ^{bdg}	10 24%	10 39%	5 18%	12 40%	5 24%	7 27%	6 31%	15 26%
6% - 10%	108 9%	21 9%	18 13%	10 8%	10 9%	4 5%	3 6%	5 11%	6 11%	3 7%	6 14%	4 8%	3 12%	3 11%	2 6%	-	2 9%	-	7 12%
11% - 15%	35 3%	4 2%	3 2%	4 3%	6 5%	1 1%	-	1 2%	1 2%	1 3%	-	2 5%	1 4%	-	3 9%	2 9%	1 3%	-	3 6%
16% - 20%	48 4%	9 4%	4 3%	6 5%	6 5%	4 5%	3 7%	1 3%	3 5%	-	-	3 7%	2 8%	3 11%	-	1 5%	-	-	1 2%
21% - 25%	37 3%	17 7% ^c	4 3%	1 1%	6 5%	2 3%	1 2%	1 2%	1 2%	1 2%	-	-	-	1 3%	1 3%	-	-	-	2 3%
26% - 50%	115 10%	16 7%	15 10%	10 8%	25 21% ^{abcef}	5 7%	3 6%	6 13%	7 12%	1 2%	1 2%	7 15% ^{ij}	-	3 10%	6 20%	-	3 10%	-	9 16% ^{aij}
Over 50%	104 9%	12 5%	27 19% ^{acefi}	7 6%	18 15% ^{aceij}	4 6%	3 6%	6 14% ^{aij}	6 10% ^j	1 2%	-	10 22% ^{acefij}	2 8%	1 3%	-	1 5%	3 11%	1 5%	2 4%
Don't know	22 2%	7 3%	1 1%	4 4%	2 2%	-	1 2%	1 2%	-	1 3%	-	1 2%	2 7%	-	1 3%	-	-	-	1 2%
Mean	14.83	11.85 ^j	24.07 ^{ace}	11.24 ^j	24.29 ^{ace}	9.93 ^j	10.61 ^j	20.06 ^{ace}	17.26 ^{ij}	5.78	3.16	27.21 ^{ace}	11.42	10.27	11.37	7.45	14.86	4.02	13.79 ^j
Standard Error	0.73	1.38	2.89	1.91	2.55	2.23	2.97	4.61	3.77	2.37	0.91	4.90	4.74	3.18	2.69	4.56	5.18	3.08	2.97

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

*** small base; ** very small base (under 30) ineligible for sig testing**

**Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q19 What is the weight of a typical parcel or express item your business sends? For example an average letter / postcard weighs 20g, a CD weighs 100g-150g.

Base: All sending parcel/ express items

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
10g-50g	255 31%	193 32%	62 29%	12 38%	48 35%	78 28%	87 31%	29 39%	170 32%	42 29%	19 38%	7 27%	22 35%	193 30%	23 38%	10 35%	5 100%
50g-100g	134 16%	102 17%	31 15%	4 12%	18 13%	52 18%	48 17%	11 15%	84 16%	28 19%	6 12%	4 15%	8 13%	107 17%	16 26%	2 6%	-
100g-500g	169 21%	111 18%	58 28%a	7 21%	19 14%	73 26%dg	59 21%	11 15%	110 21%	29 20%	8 16%	8 30%	10 16%	148 23%n	6 10%	4 13%	-
500g-750g	62 8%	41 7%	21 10%	2 5%	16 11%	21 7%	18 6%	6 8%	35 7%	13 9%	7 14%	-	6 9%	49 8%	3 5%	3 9%	-
750g-1.5 kg	42 5%	29 5%	14 7%	1 4%	7 5%	15 5%	15 5%	4 5%	29 5%	8 6%	4 7%	1 5%	1 1%	37 6%	4 6%	1 3%	-
1.5 Kg-2 Kg	24 3%	21 4%	3 1%	1 3%	3 2%	11 4%	6 2%	2 3%	13 2%	5 3%	2 4%	2 7%	6 9%mn	18 3%	-	-	-
A package larger than 2 Kg	91 11%	76 13%b	15 7%	6 17%	20 14%	29 10%	29 10%	8 11%	63 12%	18 13%	4 9%	4 16%	7 11%	70 11%	7 12%	7 24%	-
Don't know	34 4%	28 5%	6 3%	-	7 5%	5 2%	18 7%e	3 4%	28 5%	3 2%	1 2%	-	4 6%	24 4%	2 3%	3 10%	-

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q19 What is the weight of a typical parcel or express item your business sends? For example an average letter / postcard weighs 20g, a CD weighs 100g-150g.

Base: All sending parcel/ express items

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
10g-50g	255 31%	21 32%	23 33%	6 22%	2 14%	26 29%	43 28%	43 35%	20 27%	23 42%	207 31%	27 35%	5 25%	15 37%	79 31%	67 30%	259 32%
50g-100g	134 16%	13 19%	10 14%	7 26%	1 7%	18 21%	30 20%	17 14%	15 21%	7 13%	118 18%	9 12%	- -	6 15%	52 20%	35 15%	133 16%
100g-500g	169 21%	17 26%	14 20%	4 15%	5 36%	15 18%	31 20%	25 20%	17 22%	11 20%	139 21%	14 18%	5 25%	10 24%	54 21%	51 23%	169 21%
500g-750g	62 8%	7 10%	7 10%	5 19%	1 7%	9 10%	10 7%	9 8%	5 6%	2 3%	55 8%	4 5%	2 8%	1 2%	19 7%	24 11%	62 8%
750g-1.5 kg	42 5%	- -	4 6%a	1 4%	1 7%	6 7%a	5 3%	4 3%	7 10%a	5 8%a	33 5%	6 8%a	2 8%	1 2%	7 3%	18 8%o	41 5%
1.5 Kg-2 Kg	24 3%	2 3%	- -	2 7%	1 7%	1 1%	5 3%	9 8%bhik	- -	- -	21 3%	1 1%	- -	2 5%	6 2%	7 3%	25 3%
A package larger than 2 Kg	91 11%	6 9%	9 13%	1 4%	2 14%	10 12%	22 14%	11 9%	6 8%	5 10%	73 11%	10 13%	5 25%	3 7%	28 11%	18 8%	90 11%
Don't know	34 4%	- -	2 3%	1 4%	1 7%	1 1%	6 4%	4 3%	5 6%a	2 3%	23 3%	6 8%a	2 8%	3 7%a	14 5%	7 3%	33 4%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q19 What is the weight of a typical parcel or express item your business sends? For example an average letter / postcard weighs 20g, a CD weighs 100g-150g.

Base: All sending parcel/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build -ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- ants, bars and cater- -ing (e)	Trans- port and activ- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
10g-50g	255 31%	49 30%b	16 15%	37 45%abd	21 21%	22 50%abdh	14 45%	6 22%	10 28%	8 29%	12 48%	10 29%	6 31%	5 31%	8 36%	4 44%	5 29%	3 41%	17 43%bd
50g-100g	134 16%	27 17%	12 12%	12 14%	11 11%	9 19%	10 32%	6 22%	7 19%	8 29%	8 32%	3 8%	2 12%	2 13%	3 14%	2 23%	3 19%	2 25%	7 17%
100g-500g	169 21%	42 26%cer	34 32%cd	11 14%	18 18%	3 7%	4 13%	8 29%	6 16%	10 38%	3 13%	8 22%	3 15%	5 32%	5 22%	-	5 29%	1 19%	3 8%
500g-750g	62 8%	14 9%	10 9%	10 12%	10 10%	3 7%	-	2 6%	3 8%	-	-	1 2%	-	2 12%	4 17%	-	1 5%	-	2 4%
750g-1.5 kg	42 5%	11 7%c	17 17%acd	-	3 3%	2 5%c	-	2 8%	2 5%	-	-	-	1 6%	1 6%	-	1 11%	1 5%	-	1 3%
1.5 Kg-2 Kg	24 3%	1 1%	4 4%a	2 3%	5 5%a	1 2%	1 4%	1 4%	4 11%ar	-	1 4%	3 8%a	-	-	-	-	1 6%	-	-
A package larger than 2 Kg	91 11%	12 7%	7 6%	6 7%	27 27%abce	1 2%	2 7%	3 10%	5 14%e	-	-	11 31%abce	2 10%	1 6%	2 7%	1 11%	1 5%	1 15%	9 22%abce
Don't know	34 4%	6 4%	4 4%	5 6%	6 6%	3 7%	-	-	-	1 4%	1 4%	-	5 26%	-	1 4%	1 10%	-	-	1 3%

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q20a Please tell us approximately what proportion of your parcels or express items are sent to other businesses (as opposed to consumer home addresses)?

Base: All sending parcels/ express items

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
None	85 11%	56 9%	29 14%	1 4%	12 9%	35 12%	34 12%	4 5%	61 11%	16 11%	2 3%	1 4%	13 21% ^{mn}	68 11%	3 5%	-	-
1% - 5%	121 15%	72 12%	49 23% ^a	8 23%	22 16%	36 13%	40 14%	15 20%	84 16%	23 16%	4 8%	4 14%	15 24% ^m	93 14%	10 17%	1 3%	1 19%
6% - 10%	39 5%	28 5%	12 6%	1 3%	6 4%	12 4%	17 6%	3 5%	20 4%	13 9% ^h	2 4%	-	5 8%	28 4%	3 4%	-	-
11% - 15%	21 3%	15 3%	6 3%	2 6%	3 2%	7 2%	6 2%	3 4%	14 3%	3 2%	4 7%	-	1 2%	20 3%	-	-	-
16% - 20%	26 3%	19 3%	7 3%	1 3%	5 3%	9 3%	7 2%	4 6%	18 3%	3 2%	-	3 11%	3 5%	20 3%	-	2 7%	1 14%
21% - 25%	24 3%	16 3%	8 4%	-	2 1%	7 3%	12 4%	3 4%	13 2%	6 4%	2 3%	-	2 3%	19 3%	2 3%	1 4%	-
26% - 50%	112 14%	89 15%	23 11%	3 9%	23 17%	41 15%	35 13%	9 13%	80 15%	14 10%	7 13%	2 7%	5 8%	94 15%	9 15%	3 9%	1 24%
51%-75%	39 5%	30 5%	9 4%	3 9%	9 6%	14 5%	11 4%	2 2%	23 4%	5 4%	2 4%	4 14%	2 3%	28 4%	6 9%	2 6%	1 24%
76%-100%	316 39%	255 42% ^b	61 29%	14 44%	52 38%	114 40%	108 39%	26 36%	198 37%	58 40%	30 57% ^{hi}	12 46%	12 18%	258 40% ^l	27 46% ^l	18 60%	1 19%
Don't know	27 3%	21 3%	6 3%	-	4 3%	8 3%	11 4%	4 6%	20 4%	4 3%	-	1 4%	6 9% ^{mn}	18 3%	-	3 11%	-
Mean	49.75	53.63 ^b	38.63	53.87	49.91	51.05	48.75	46.21	48.09	48.69	65.44 ^h	60.74	27.47	50.30 ⁱ	58.07 ⁱ	76.59	45.87
Standard Error	1.46	1.68	2.80	7.31	3.43	2.46	2.52	4.92	1.80	3.54	5.43	7.69	4.73	1.63	5.13	6.17	16.32

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q20a Please tell us approximately what proportion of your parcels or express items are sent to other businesses (as opposed to consumer home addresses)?

Base: All sending parcels/ express items

	Total	Region								Nation				Q1 Business Performance		Unweighted Total	
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)		Worsen-ed (p)
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
None	85 11%	4 6%	3 4%	1 4%	3 21%	9 10%	14 9%	19 15%b	9 13%	7 13%	69 10%	8 10%	-	8 19%ab	25 10%	32 14%	86 11%
1% - 5%	121 15%	12 18%	9 13%	1 4%	1 7%	19 22%gh	26 17%	14 11%	6 8%	6 12%	94 14%	17 22%gh	3 17%	6 15%	47 18%	29 13%	119 15%
6% - 10%	39 5%	2 3%	3 4%	-	1 7%	4 4%	5 3%	9 7%	5 6%	4 7%	32 5%	5 6%	-	2 5%	10 4%	13 6%	40 5%
11% - 15%	21 3%	2 3%	2 2%	2 7%	-	1 1%	4 3%	3 2%	2 3%	1 2%	17 2%	4 5%	-	-	3 1%	3 1%	21 3%
16% - 20%	26 3%	1 1%	2 2%	2 7%	-	5 6%	3 2%	7 6%	4 5%	-	23 3%	2 3%	-	1 2%	9 4%	10 4%	26 3%
21% - 25%	24 3%	2 3%	5 7%e	-	-	-	5 3%	3 3%	5 6%e	2 3%	22 3%	1 1%	-	1 2%	9 3%	6 2%	25 3%
26% - 50%	112 14%	13 19%e	8 11%	8 30%	-	6 7%	20 13%	19 15%	13 17%	5 10%	92 14%	10 13%	3 17%	7 17%	38 15%	26 12%	113 14%
51%-75%	39 5%	5 7%h	3 4%	4 15%	-	5 6%	7 5%	6 5%	-	4 7%h	34 5%	4 5%	-	1 2%	13 5%	8 4%	40 5%
76%-100%	316 39%	25 38%	35 50%gk	9 33%	10 64%	35 40%	63 41%	40 32%	26 35%	25 45%	266 40%	23 30%	12 58%	14 34%	94 36%	97 43%	316 39%
Don't know	27 3%	1 1%	1 1%	-	-	3 3%	6 4%	5 4%	5 6%	1 2%	21 3%	3 4%	2 8%	1 2%	12 5%p	3 1%	26 3%
Mean	49.75	52.03	58.19g k	54.60	64.03	48.00	51.69	44.95	45.33	54.30	50.63	40.93	66.55	43.80	47.99	50.01	49.78
Standard Error	1.46	4.89	4.24	6.40	12.78	5.27	3.49	3.44	5.08	5.53	1.59	4.67	11.45	6.60	2.59	2.76	1.46

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q20a Please tell us approximately what proportion of your parcels or express items are sent to other businesses (as opposed to consumer home addresses)?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail- ing (b)	Constr- uction & build- ing related activi- ties (c)	Manufac- turing (d)	Hotels, restaur- ants, bars and cater- ing (e)	Trans- port and activi- ties related to trans- port (f)	Creat- ive ser- vices (g)	Comput- er and related activi- ties (h)	Fin- ancial ser- vices (i)	Agri- culture , fores- try, fish- ing (j)	Whole- -sale trade (k)	Sale/ main- tenance/ repair of motor vehicles (l)	Health and social work (m)	Educa- tion (n)	Person- -al ser- vices (o)	Leisure/ sports/ Entert- ainment (p)	Real estate activi- ties (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
None	85 11%	13 8%	18 17% ^{adhk}	7 9%	3 3%	15 34% ^{abcd}	4 12%	2 6%	1 3%	2 7%	2 9%	1 2%	3 15%	2 14%	2 8%	3 34%	4 23%	1 19%	2 4%
1% - 5%	121 15%	13 8%	27 26% ^{ad}	12 14%	12 12%	8 18%	4 14%	3 11%	4 11%	3 13%	4 17%	4 12%	3 19%	2 13%	9 40%	2 17%	4 23%	1 11%	7 17%
6% - 10%	39 5%	6 4%	13 12% ^{adehk}	4 5%	3 3%	- -	1 3%	2 7%	- -	1 4%	3 13%	- -	- -	- -	- -	2 18%	1 5%	- -	3 7%
11% - 15%	21 3%	3 2%	7 7% ^{ad}	4 5%	1 1%	1 2%	- -	1 3%	- -	1 5%	1 4%	- -	- -	1 6%	1 5%	- -	- -	- -	- -
16% - 20%	26 3%	3 2%	3 3%	3 3%	1 1%	3 7% ^d	3 11%	- -	2 5%	- -	1 5%	- -	1 5%	2 13%	- -	- -	1 6%	- -	3 8% ^d
21% - 25%	24 3%	5 3%	4 3%	- -	4 4%	2 4%	- -	3 11%	1 3%	- -	- -	2 5%	- -	- -	1 3%	- -	2 13%	- -	1 3%
26% - 50%	112 14%	21 13%	12 12%	11 13%	13 13%	9 20%	7 23%	1 4%	6 15%	6 24%	5 22%	6 16%	4 21%	2 11%	- -	1 9%	3 17%	2 27%	5 12%
51%-75%	39 5%	12 7%	4 3%	3 4%	4 4%	1 2%	- -	- -	3 7%	3 11%	- -	3 8%	- -	1 6%	2 7%	1 10%	- -	- -	4 10%
76%-100%	316 39%	80 49% ^{be}	14 13%	37 45% ^{be}	56 55% ^{be}	5 11%	11 37%	14 50%	19 50% ^{be}	10 36%	5 20%	20 57% ^{be}	6 35%	6 38%	8 36%	1 11%	2 12%	3 43%	15 39% ^{be}
Don't know	27 3%	7 4%	4 4%	2 3%	6 6%	1 2%	- -	2 8%	2 5%	- -	2 9%	- -	1 5%	- -	- -	- -	- -	- -	- -
Mean	49.75	61.34 ^{be}	23.92	52.76 ^{be}	65.53 ^{bc}	23.08	47.01	56.59	64.72 ^{be}	53.20	33.82	67.25 ^{be}	46.10	46.15	42.54	22.47	23.12	49.17	52.08 ^{be}
Standard Error	1.46	3.13	3.23	4.58	3.92	4.70	7.44	8.12	6.22	7.76	8.01	6.12	10.58	9.91	9.29	10.79	7.49	15.67	6.55

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q20b Please tell us approximately what proportion of your letters (e.g. invoices and bills) are sent to other businesses (as opposed to consumer home addresses)?

Base: All sending items weekly

	Total	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
		Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	1185	864	321	42	203	430	417	92	808	181	72	37	115	944	73	38	7
Weighted base	1186	864	322	43*	207	429	413	93*	810	180	71*	38*	115	945	71*	39*	7**
None	56 5%	31 4%	25 8%a	2 4%	9 5%	21 5%	20 5%	4 4%	44 5%	4 2%	1 1%	2 6%	10 9%	43 5%	2 3%	1 3%	-
1% - 5%	144 12%	84 10%	60 19%a	4 8%	30 15%	52 12%	44 11%	13 14%	111 14%	18 10%	5 6%	2 5%	27 24%mo	106 11%o	9 12%o	-	-
6% - 10%	61 5%	45 5%	16 5%	4 9%	7 4%	22 5%	19 4%	9 10%df	35 4%	16 9%h	6 8%	-	7 6%	52 5%	1 1%	1 3%	-
11% - 15%	22 2%	16 2%	6 2%	2 5%	4 2%	5 1%	10 2%	1 1%	15 2%	1 *	2 3%	3 9%hi	1 1%	19 2%	1 2%	1 3%	-
16% - 20%	25 2%	21 2%	4 1%	1 2%	5 2%	11 3%	6 1%	2 2%	14 2%	5 3%	4 6%h	-	4 3%	16 2%	2 3%	3 7% m	-
21% - 25%	25 2%	19 2%	6 2%	1 2%	2 1%	12 3%	10 2%	-	14 2%	5 3%	3 4%	1 3%	1 1%	19 2%	1 2%	2 5%	-
26% - 50%	207 17%	148 17%	59 18%	5 11%	38 18%	75 17%	74 18%	16 17%	150 18%	24 13%	12 17%	6 16%	22 19%	167 18%	12 17%	2 5%	2 31%
51%-75%	81 7%	56 6%	25 8%	3 7%	23 11%ef	26 6%	23 6%	6 6%	62 8%	7 4%	4 5%	2 6%	9 7%	66 7%	3 4%	2 4%	1 11%
76%-100%	535 45%	422 49%b	113 35%	21 49%	85 41%	193 45%	197 48%	39 42%	345 43%	95 53%h	35 49%	21 56%	30 26%	433 46%l	39 55%l	27 70%lm	4 58%
Don't know	29 2%	23 3%	7 2%	1 3%	3 1%	12 3%	10 2%	4 4%	20 3%	4 2%	1 1%	-	5 4%	24 3%	1 1%	-	-
Mean	57.54	60.84b	48.73	59.05	56.40	57.40	58.91	53.49	56.02	61.54	60.38	63.99	40.70	58.42l	63.43l m	73.64l	72.53
Standard Error	1.14	1.31	2.24	6.15	2.72	1.91	1.91	4.20	1.39	2.94	4.50	5.93	3.67	1.27	4.48	5.52	10.19

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q20b Please tell us approximately what proportion of your letters (e.g. invoices and bills) are sent to other businesses (as opposed to consumer home addresses)?

Base: All sending items weekly

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	Northern Ireland (l)	Wales (m)	Improved (o)	Worsened (p)	
Unweighted base	1185	104	129	37	24	89	212	213	89	88	985	117	27	56	385	336	1185
Weighted base	1186	100	100	35*	26**	114*	222	181	106*	80*	965	118	47**	57*	384	334	1185
None	56 5%	4 4%	3 3%	3 8%	2 8%	4 3%	10 5%	12 7%	2 2%	2 2%	42 4%	8 7%	2 4%	4 7%	18 5%	18 5%	57 5%
1% - 5%	144 12%	10 10%	9 9%	1 3%	4 17%	14 12%	30 14%	21 12%	13 12%	10 12%	113 12%	16 14%	9 19%	6 11%	46 12%	46 14%	141 12%
6% - 10%	61 5%	4 4%	5 5%	3 8%	- -	4 3%	15 7%	10 6%	6 6%	4 5%	50 5%	4 3%	5 11%	1 2%	13 3%	22 7%o	60 5%
11% - 15%	22 2%	2 2%	- -	1 3%	- -	3 2%	4 2%	3 2%	4 3%	2 2%	18 2%	2 2%	- -	2 4%	9 2%	5 2%	22 2%
16% - 20%	25 2%	1 1%	3 3%	1 3%	- -	3 2%	4 2%	6 3%	4 3%	1 1%	22 2%	1 1%	2 4%	- -	15 4%p	2 1%	25 2%
21% - 25%	25 2%	- -	1 1%	- -	1 4%	1 1%	4 2%	4 2%	4 3%	3 3%	18 2%	6 5%aj	- -	1 2%	7 2%	11 3%	25 2%
26% - 50%	207 17%	19 19%	18 18%	10 27%	5 21%	18 16%	38 17%	34 19%	15 15%	12 15%	169 18%	18 15%	7 15%	13 23%	69 18%	50 15%	209 18%
51%-75%	81 7%	4 4%	8 8%	3 8%	- -	9 8%	9 4%	17 9%f	6 6%	8 10%f	64 7%	11 9%	2 4%	4 7%	28 7%	22 7%	83 7%
76%-100%	535 45%	56 56%gk	51 51%g	14 41%	13 50%	58 51%g	102 46%g	66 36%	50 47%	38 48%	447 46%	46 39%	17 37%	24 43%	167 43%	150 45%	534 45%
Don't know	29 2%	1 1%	2 2%	- -	- -	1 1%	5 2%	8 4%	2 2%	1 1%	20 2%	5 4%	3 7%	1 2%	12 3%	8 2%	29 2%
Mean	57.54 k	64.92g	63.54g	56.26	58.06	61.92g	55.83	52.17	57.35	61.72	58.38	54.25	49.09	56.57	57.01	56.15	57.65
Standard Error	1.14	3.74	3.33	6.14	8.59	4.12	2.75	2.66	4.12	4.15	1.25	3.69	8.23	5.10	2.00	2.19	1.14

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q20b Please tell us approximately what proportion of your letters (e.g. invoices and bills) are sent to other businesses (as opposed to consumer home addresses)?

Base: All sending items weekly

	Sector																		
	Total	Bus- ser- vices (a)	Retail- ing (b)	Construc- & build- ing related activi- ties (c)	Manufac- turing (d)	Hotels, restaur- ants, bars and cater- ing (e)	Trans- port and activi- ties related to trans- port (f)	Creat- ive ser- vices (g)	Comput- er and related activi- ties (h)	Fin- ancial ser- vices (i)	Agri- culture , fores- try, fish- ing (j)	Whole- sale trade (k)	Sale/ main- tenance/ repair of motor vehicles (l)	Health and social work (m)	Educa- tion (n)	Person- al ser- vices (o)	Leisure/ sports/ Entert- ainment (p)	Real estate activi- ties (q)	Other (r)
Unweighted base	1185	231	141	127	122	78	52	44	53	41	40	44	26	29	30	21	27	19	57
Weighted base	1186	229	142	127	121	78*	52*	44*	53*	42*	42*	44*	26**	29**	29*	22**	26**	19**	57*
None	56 5%	5 2%	13 9%adjk	6 5%	2 2%	4 5%	3 5%	3 7%	1 2%	1 2%	- -	- -	1 3%	- -	4 14%	4 17%	5 18%	1 5%	3 6%
1% - 5%	144 12%	11 5%	29 21%acdh k	13 10%a	7 6%	20 25%acdfg hikr	5 9%	4 10%	3 6%	4 9%	9 22%adhk	2 4%	9 34%	2 7%	4 13%	6 30%	7 28%	2 10%	6 10%
6% - 10%	61 5%	9 4%	12 9%ch	3 2%	4 3%	4 6%	3 7%	- -	- -	4 10%cghk	4 10%cghk	- -	1 4%	3 11%	3 10%	2 8%	4 14%	- -	4 6%
11% - 15%	22 2%	3 1%	2 1%	3 2%	- -	1 1%	1 2%	- -	- -	1 2%	1 3%	- -	- -	5 18%	- -	1 5%	2 7%	- -	2 3% ^d
16% - 20%	25 2%	4 2%	1 1%	4 3%	2 1%	5 6%b	3 5%	1 2%	1 2%	2 5%	- -	- -	- -	1 4%	- -	- -	1 5%	- -	1 1%
21% - 25%	25 2%	2 1%	4 3%	4 3%	3 2%	2 3%	1 2%	- -	1 2%	- -	3 8%ar	1 2%	- -	2 7%	- -	- -	1 5%	1 5%	- -
26% - 50%	207 17%	43 19%	24 17%	21 17%	13 11%	13 16%	9 16%	8 18%	10 19%	11 27% ^d	5 13%	5 11%	4 15%	8 27%	4 13%	5 21%	3 13%	9 47%	12 20%
51%-75%	81 7%	20 9%g	6 4%	14 11%bg	7 6%	4 5%	2 4%	- -	4 8%	7 16%bdefg	3 7%	3 7%	- -	2 7%	- -	- -	1 4%	2 11%	6 11% ^g
76%-100%	535 45%	122 53%beij	46 32%	55 43%	81 67%abce fijr	25 31%	26 50%bei	25 56%beij	32 60%bcei j	12 28%	14 33%	32 73%abcef ijr	11 44%	6 21%	14 47%	3 12%	2 8%	4 21%	24 42%
Don't know	29 2%	9 4%	5 3%	4 3%	3 2%	1 1%	- -	3 7%	- -	- -	2 4%	1 2%	- -	- -	1 3%	1 6%	- -	- -	- -
Mean	57.54	67.79bc eijr	43.09	58.59be	75.47bc efijr	42.45	57.74be	65.14be j	72.59bc efijr	50.93	47.10	81.22abc efgijr	48.57	38.75	51.37	22.73	19.83	47.81	57.12be
Standard Error	1.14	2.32	3.37	3.33	3.10	4.44	5.43	6.06	4.56	5.57	6.50	4.17	8.55	5.75	8.03	6.78	5.50	7.26	5.17

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

*** small base; ** very small base (under 30) ineligible for sig testing**

**Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21a What is the average price you pay for postage when despatching your typical parcels or express items to other businesses ?

Base: All sending parcels/ express items

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
Under £1	181 22%	135 22%	46 22%	7 23%	38 27%	61 22%	60 21%	14 19%	128 24%	29 20%	9 16%	4 14%	18 28%	142 22%	13 21%	6 19%	1 24%
£1 - £2	121 15%	81 14%	40 19%	4 13%	20 14%	38 13%	46 16%	14 19%	79 15%	23 16%	6 12%	1 3%	11 18%	96 15%	6 10%	2 7%	3 57%
£2 - £3	79 10%	59 10%	20 10%	3 8%	10 7%	35 12%	26 9%	5 7%	52 10%	14 10%	7 13%	4 14%	5 8%	66 10%	4 7%	4 12%	-
£3 - £4	63 8%	52 9%	11 5%	3 8%	8 6%	19 7%	23 8%	11 15%de	37 7%	13 9%	4 8%	2 7%	4 6%	52 8%	5 8%	-	1 19%
£4 - £5	59 7%	47 8%	12 6%	-	9 6%	21 8%	23 8%	5 7%	30 6%	16 11%h	5 9%	6 21%	1 2%	51 8%	5 8%	2 7%	-
£5 - £6	75 9%	57 9%	18 9%	4 12%	11 8%	36 13%f	20 7%	4 6%	41 8%	12 8%	12 23%hi	5 20%	5 8%	56 9%	13 21%lm	2 5%	-
£6 - £7	25 3%	23 4%	3 1%	1 3%	3 2%	6 2%	10 3%	5 7%e	17 3%	3 2%	-	2 7%	1 2%	20 3%	2 3%	2 7%	-
£7 - £8	25 3%	20 3%	6 3%	3 9%f	4 3%	10 4%	7 2%	1 1%	18 3%	7 5%	-	-	1 2%	20 3%	1 2%	3 10%	-
£8 - £9	28 3%	22 4%	6 3%	-	6 5%	7 3%	12 4%	2 3%	16 3%	8 5%	2 3%	-	3 4%	21 3%	4 7%	-	-
£9 - £10	31 4%	23 4%	8 4%	1 3%	5 3%	8 3%	14 5%	3 4%	25 5%	2 1%	2 4%	1 3%	4 6%	24 4%	2 4%	1 3%	-
Over £10	36 4%	26 4%	9 5%	2 6%	9 6%	13 4%	8 3%	4 6%	28 5%	4 3%	2 4%	2 7%	1 1%	33 5%	1 2%	1 3%	-
Don't know	87 11%	57 9%	31 15%a	5 15%	16 12%	31 11%	31 11%	4 6%	61 12%	15 11%	4 7%	1 4%	11 17%	64 10%	4 7%	8 27%	-
Mean	4.06	4.13	3.86	5.39	4.33	3.94	3.85	4.30	4.19	3.72	4.39	4.60	3.16	4.19	4.05	4.20	1.67
Standard Error	0.17	0.19	0.36	1.67	0.51	0.25	0.23	0.62	0.24	0.29	0.63	0.62	0.43	0.20	0.39	0.78	0.48

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21a What is the average price you pay for postage when despatching your typical parcels or express items to other businesses ?

Base: All sending parcels/ express items

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
Under £1	181 22%	20 31%bk	12 17%	5 19%	3 21%	24 28%k	32 21%	24 19%	17 22%	15 28%k	153 23%	11 14%	7 33%	10 24%	61 23%	52 23%	178 22%
£1 - £2	121 15%	11 16%	7 10%	1 4%	1 7%	17 19%	22 14%	21 17%	12 16%	9 17%	101 15%	12 16%	2 8%	7 17%	43 17%	35 16%	121 15%
£2 - £3	79 10%	4 6%	11 16%	1 4%	3 21%	6 7%	13 8%	11 9%	9 13%	6 12%	65 10%	9 12%	2 8%	3 7%	25 10%	20 9%	80 10%
£3 - £4	63 8%	8 12%	4 6%	6 22%	1 7%	4 4%	14 9%	9 7%	4 5%	2 3%	50 7%	4 5%	5 25%	4 10%	20 8%	18 8%	62 8%
£4 - £5	59 7%	3 4%	8 11%k	2 7%	3 21%	8 9%	15 10%	10 8%	5 6%	3 5%	56 8%	2 3%	- -	1 2%	11 4%	23 10%o	60 7%
£5 - £6	75 9%	8 12%	9 12%	1 4%	- -	6 7%	10 7%	16 13%	7 10%	5 8%	62 9%	9 12%	2 8%	2 5%	25 10%	21 9%	77 9%
£6 - £7	25 3%	1 1%	2 3%	- -	- -	1 1%	6 4%	2 1%	1 2%	4 7%g	17 3%	4 5%	- -	4 10%egj	5 2%	3 1%	26 3%
£7 - £8	25 3%	1 1%	2 2%	1 4%	1 7%	- -	8 5%e	6 5%e	4 5%	- -	22 3%	3 4%	- -	- -	9 3%	5 2%	26 3%
£8 - £9	28 3%	2 3%	2 3%	4 15%	- -	4 4%	3 2%	3 3%	2 3%	2 3%	23 3%	5 6%	- -	- -	14 5%	6 3%	28 3%
£9 - £10	31 4%	1 1%	5 7%	1 4%	- -	3 3%	8 5%	5 4%	4 5%	1 2%	27 4%	1 1%	2 8%	1 2%	10 4%	5 2%	31 4%
Over £10	36 4%	3 4%	3 4%	2 7%	- -	8 9%g	7 5%	3 2%	2 3%	3 5%	31 5%	4 5%	- -	1 2%	10 4%	10 5%	35 4%
Don't know	87 11%	5 7%	6 9%	3 11%	2 14%	6 7%	15 10%	14 11%	8 11%	5 10%	64 10%	13 17%j	2 8%	8 20%j	27 10%	29 13%	88 11%
Mean	4.06	3.27	4.64a	4.98	2.94	4.13	4.33	3.88	4.18	3.43	4.06	4.88	2.90	3.30	3.94	3.80	4.08
Standard Error	0.17	0.42	0.52	0.78	0.60	0.63	0.40	0.34	0.77	0.48	0.18	0.79	0.81	0.67	0.28	0.30	0.17

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21a What is the average price you pay for postage when despatching your typical parcels or express items to other businesses ?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Finan- -cial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Educa- -tion (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
Under £1	181 22%	41 26%bdr	16 15%	23 28%bdr	12 12%	15 34%bdkr	13 43%	6 21%	8 21%	5 18%	9 37%	4 12%	6 33%	3 21%	8 33%	3 27%	5 31%	- -	3 9%
£1 - £2	121 15%	18 11%	18 17% ^d	15 18% ^d	6 6%	10 23% ^{ad}	5 17%	4 13%	5 14%	9 35%	4 18%	5 13%	1 7%	3 17%	4 18%	- -	4 26%	2 31%	6 14%
£2 - £3	79 10%	19 12%	10 10%	11 13%	8 8%	6 12%	1 4%	1 4%	5 12%	4 16%	- -	3 9%	4 20%	2 13%	1 5%	2 18%	- -	1 14%	1 2%
£3 - £4	63 8%	16 10%	8 7%	3 4%	8 8%	3 8%	1 3%	6 21%	2 5%	3 10%	1 5%	2 6%	2 11%	- -	2 7%	2 22%	1 6%	- -	4 9%
£4 - £5	59 7%	19 12% ^{cd}	8 8%	3 4%	2 2%	1 3%	4 12%	4 13%	1 3%	3 13%	2 7%	5 15% ^{cde}	- -	- -	- -	- -	- -	- -	7 19% ^{cdeh}
£5 - £6	75 9%	16 10%	10 9%	7 8%	13 13%	3 7%	- -	- -	3 8%	1 4%	2 7%	4 10%	- -	4 24%	3 15%	1 8%	4 27%	1 15%	4 10%
£6 - £7	25 3%	- -	2 2%	- -	5 5% ^a	1 2%	2 7%	1 4%	4 10% ^{abc}	- -	1 4%	2 6% ^{ac}	2 10%	2 12%	- -	- -	- -	- -	4 10% ^{abc}
£7 - £8	25 3%	3 2%	8 8% ^a	3 4%	5 5%	- -	- -	1 3%	2 6%	- -	- -	2 6%	1 5%	- -	- -	- -	- -	- -	- -
£8 - £9	28 3%	3 2%	3 3%	2 2%	6 6%	1 2%	1 3%	2 8%	2 6%	- -	1 4%	3 9% ^a	- -	- -	1 4%	- -	- -	1 14%	1 2%
£9 - £10	31 4%	5 3%	6 5%	1 2%	11 11% ^{aceh}	- -	- -	1 3%	- -	- -	- -	2 5%	- -	- -	1 6%	1 11%	- -	1 15%	2 6%
Over £10	36 4%	5 3%	1 1%	5 6% ^b	12 12% ^{abe}	- -	1 3%	1 4%	3 8% ^b	- -	1 4%	2 6%	- -	- -	1 4%	- -	- -	- -	4 11% ^{abe}
Don't know	87 11%	17 11%	16 15%	9 11%	13 13%	4 9%	2 7%	2 7%	3 8%	1 3%	3 13%	1 3%	3 15%	2 14%	2 7%	1 13%	2 11%	1 11%	3 8%

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21a What is the average price you pay for postage when despatching your typical parcels or express items to other businesses ?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ser- vices (a)	Retail -ing (b)	Constr- uction & build- ing related activ- ities (c)	Manufac- turing (d)	Hotels, restaur- ants, bars and cater- ing (e)	Trans- port and activit- ies related to trans- port (f)	Creat- ive ser- vices (g)	Comput- er and related activi- ties (h)	Fin- ancial ser- vices (i)	Agri- culture , fores- try, fish- ing (j)	Whole- sale trade (k)	Sale/ main- tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- cation (n)	Person- al ser- vices (o)	Leisure/ sports/ Entert- ainment (p)	Real estate activit- ies (q)	Other (r)
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
Mean	4.06	3.38e	4.02e	3.51e	6.42abc e	2.14	2.99	4.16	5.54ae	2.27	2.90	5.07ae	2.59	3.23	3.35	3.35	2.53	4.76	7.00abce
Standard Error	0.17	0.26	0.41	0.48	0.54	0.30	0.92	0.81	1.33	0.29	0.73	0.64	0.60	0.63	0.78	1.00	0.56	1.45	1.52

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21b What is the average price you pay for postage when despatching your typical parcels or express items to other consumers ?

Base: All sending parcels/ express items

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
Under £1	164 20%	122 20%	42 20%	6 17%	28 20%	54 19%	59 21%	17 23%	115 22%	27 18%	10 20%	2 8%	15 23%	125 19%	16 27%	5 16%	3 48%
£1 - £2	127 16%	84 14%	43 21%a	5 17%	21 15%	46 16%	41 15%	13 18%	83 16%	24 17%	5 10%	5 19%	7 12%	108 17%	7 12%	2 7%	2 33%
£2 - £3	69 9%	46 8%	24 11%	4 11%	13 9%	22 8%	26 9%	4 6%	47 9%	11 7%	3 6%	3 12%	7 11%	56 9%	3 6%	1 3%	- -
£3 - £4	61 8%	46 8%	15 7%	1 4%	9 7%	25 9%	18 6%	9 12%	39 7%	7 5%	7 13%i	3 10%	4 6%	52 8%	3 5%	- -	1 19%
£4 - £5	50 6%	35 6%	15 7%	- -	7 5%	19 7%	18 6%	5 7%	26 5%	13 9%	5 10%	3 10%	5 8%	39 6%	4 6%	2 6%	- -
£5 - £6	57 7%	43 7%	15 7%	3 9%	9 7%	25 9%	17 6%	3 5%	32 6%	11 8%	6 12%	4 16%	6 9%	43 7%	8 13%	1 3%	- -
£6 - £7	28 3%	22 4%	6 3%	2 6%	2 1%	11 4%	8 3%	5 6% ^d	17 3%	4 3%	2 3%	2 7%	- -	24 4%	2 3%	2 7%	- -
£7 - £8	13 2%	13 2%	1 *	1 3%	2 2%	4 1%	5 2%	1 1%	8 1%	5 3%	- -	- -	1 2%	10 2%	- -	2 6%	- -
£8 - £9	19 2%	14 2%	5 2%	1 3%	6 4%	6 2%	5 2%	1 1%	12 2%	5 4%	- -	1 3%	3 4%	14 2%	1 2%	1 4%	- -
£9 - £10	21 3%	20 3% ^b	1 *	1 3%	3 2%	5 2%	7 3%	4 6%	16 3%	3 2%	- -	1 3%	2 3%	16 2%	1 1%	2 6%	- -
Over £10	24 3%	15 3%	9 4%	2 6%	7 5%	8 3%	7 2%	1 1%	20 4%i	- -	3 6%i	1 4%	1 2%	20 3%	2 3%	1 3%	- -
Don't know	177 22%	142 24% ^b	34 16%	7 22%	30 22%	60 21%	70 25%	10 14%	117 22%	35 24%	9 18%	2 8%	13 20%	138 21%	13 22%	12 39%	- -
Mean	3.76	3.77	3.75	5.51	4.34	3.73	3.41	3.35	3.92	3.27	4.08	4.14	3.34	3.81	3.72	4.88	1.46
Standard Error	0.19	0.21	0.44	1.80	0.59	0.32	0.25	0.38	0.27	0.25	0.71	0.57	0.43	0.22	0.80	0.96	0.53

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21b What is the average price you pay for postage when despatching your typical parcels or express items to other consumers ?

Base: All sending parcels/ express items

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
Under £1	164 20%	21 32% bfg hk	10 14%	5 19%	2 14%	22 25%	30 20%	24 19%	10 13%	10 18%	134 20%	11 14%	7 33%	12 29% h	51 20%	46 20%	162 20%
£1 - £2	127 16%	13 19%	9 12%	2 7%	- -	17 19%	26 17%	17 14%	13 17%	9 17%	105 16%	13 17%	2 8%	7 17%	40 15%	33 14%	126 16%
£2 - £3	69 9%	5 7%	9 12% g	2 7%	3 21%	8 9%	16 10%	6 5%	11 14% g	3 5%	61 9%	5 6%	2 8%	1 2%	26 10%	20 9%	68 8%
£3 - £4	61 8%	4 6%	2 2%	3 11%	1 7%	6 7%	10 7%	10 8%	5 6%	5 8%	46 7%	8 10% b	3 17%	4 10%	19 7%	19 8%	60 7%
£4 - £5	50 6%	3 4%	6 9%	1 4%	1 7%	4 4%	13 8%	8 6%	6 8%	4 7%	45 7%	4 5%	- -	1 2%	14 5%	18 8%	51 6%
£5 - £6	57 7%	4 6%	8 11%	2 7%	- -	6 7%	10 7%	8 6%	6 8%	4 7%	48 7%	5 6%	2 8%	3 7%	19 7%	19 9%	58 7%
£6 - £7	28 3%	- -	1 1%	1 4%	1 7%	- -	5 3%	7 6% ae	1 2%	3 5% e	19 3%	7 9% abej	- -	2 5%	10 4%	7 3%	29 4%
£7 - £8	13 2%	- -	2 3%	- -	- -	- -	3 2%	7 6% aeh	- -	- -	12 2%	1 1%	- -	- -	2 1%	4 2%	15 2%
£8 - £9	19 2%	1 1%	2 2%	- -	- -	1 1%	3 2%	3 3%	4 5%	1 2%	15 2%	4 5%	- -	- -	8 3%	5 2%	19 2%
£9 - £10	21 3%	1 1%	3 4% e	1 4%	- -	- -	3 2%	5 4%	4 5%	1 2%	18 3%	2 3%	- -	1 2%	10 4% p	2 1%	22 3%
Over £10	24 3%	1 1%	2 2%	2 7%	- -	5 6%	3 2%	3 2%	1 2%	2 3%	18 3%	3 4%	2 8%	1 2%	9 4%	5 2%	23 3%
Don't know	177 22%	13 21%	18 26%	8 30%	6 43%	18 21%	30 20%	26 21%	15 21%	15 27%	150 22%	14 18%	3 17%	9 22%	52 20%	49 22%	179 22%
Mean	3.76	2.33	4.46a	4.73	2.90	3.40	3.32a	4.38a	4.16a	3.50	3.70	4.64a	3.89	3.05	3.88	3.60	3.80
Standard Error	0.19	0.34	0.71	1.34	0.69	0.64	0.29	0.55	0.82	0.52	0.20	0.77	1.82	0.68	0.32	0.35	0.19

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21b What is the average price you pay for postage when despatching your typical parcels or express items to other consumers ?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Finan- -cial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ -Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
Under £1	164 20%	34 21% ^d	13 13%	18 22% ^d	10 10%	10 23% ^d	14 46%	2 7%	6 15%	4 14%	13 53%	4 11%	6 31%	5 31%	11 50%	3 27%	5 30%	1 14%	4 10%
£1 - £2	127 16%	23 14%	13 12%	15 18%	13 13%	11 24% ^r	6 21%	3 12%	7 17%	9 35%	3 14%	6 16%	1 6%	4 24%	3 13%	1 9%	3 19%	2 31%	3 7%
£2 - £3	69 9%	17 10% ^{dh}	17 16% ^{dh}	10 13% ^{dh}	2 2%	4 10% ^d	2 7%	1 4%	- -	3 13%	- -	3 8%	2 11%	1 6%	1 5%	2 20%	- -	1 14%	2 6%
£3 - £4	61 8%	9 6%	12 11%	4 5%	7 7%	2 4%	1 4%	4 14%	5 12%	4 14%	2 9%	3 9%	1 5%	- -	- -	1 11%	2 11%	- -	5 12%
£4 - £5	50 6%	9 6%	14 13% ^{acd}	4 4%	4 4%	3 7%	2 8%	4 13%	1 3%	1 5%	- -	4 11%	- -	- -	- -	- -	1 8%	- -	2 6%
£5 - £6	57 7%	15 9%	11 11%	5 6%	6 6%	2 5%	- -	- -	3 8%	1 4%	- -	4 11%	- -	1 6%	1 4%	1 8%	2 16%	1 15%	4 9%
£6 - £7	28 3%	1 1%	4 4%	- -	3 3%	2 4%	- -	1 4%	5 13% ^{acd}	- -	1 4%	1 3%	3 17%	3 18%	1 3%	- -	- -	- -	4 10% ^{ac}
£7 - £8	13 2%	1 1%	2 2%	2 2%	5 5% ^a	- -	1 3%	1 3%	- -	- -	- -	1 3%	- -	- -	- -	- -	1 5%	- -	- -
£8 - £9	19 2%	3 2%	3 3%	1 1%	3 3%	1 2%	- -	1 3%	1 3%	- -	- -	2 7%	1 6%	- -	1 4%	- -	1 6%	- -	1 2%
£9 - £10	21 3%	2 1%	5 5%	1 1%	8 8% ^{ac}	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	1 15%	3 8% ^a
Over £10	24 3%	3 2%	2 2%	3 4%	4 4%	1 2%	- -	2 7%	3 7%	- -	1 4%	1 4%	- -	- -	- -	1 11%	- -	- -	3 7%
Don't know	177 22%	45 28% ^b	9 8%	19 24% ^b	35 34% ^{bk}	9 19%	3 10%	10 33%	8 21% ^b	4 15%	4 17%	6 16%	5 26%	2 14%	5 22%	1 13%	1 5%	1 11%	9 24% ^b

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q21b What is the average price you pay for postage when despatching your typical parcels or express items to other consumers ?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activit- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Enter- -tainment (p)	Real estate activit- -ies (q)	Other (r)
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
Mean	3.76	3.01	3.98a	3.23	5.64abc e	3.06	1.67	5.50	6.37abc	2.19	1.94	4.33	3.06	2.58	1.73	3.45	3.14	3.51	6.61
Standard Error	0.19	0.26	0.34	0.49	0.83	0.78	0.31	1.42	1.80	0.29	0.68	0.64	0.80	0.66	0.52	1.29	0.66	1.38	1.53

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q22 Which suppliers do you use to despatch your parcels or express items?

Base: All sending parcels/ express items

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
Royal Mail / Post Office	683 84%	490 82%	193 92%a	28 86%	119 86%	245 86%	232 82%	59 80%	442 83%	124 85%	44 85%	25 93%	53 83%	544 84%	51 86%	23 77%	5 100%
Parcelforce	164 20%	126 21%	38 18%	3 9%	28 20%	59 21%	61 22%	13 18%	107 20%	30 21%	11 21%	4 16%	20 32% _m	121 19%	13 23%	8 26%	1 24%
DHL	97 12%	72 12%	25 12%	3 9%	20 15%	25 9%	41 15% _e	7 10%	51 10%	24 16% _h	11 22% _h	5 20%	8 13%	74 11%	7 12%	7 22%	1 24%
TNT	80 10%	63 10%	18 8%	1 3%	16 12%	26 9%	27 9%	11 15%	42 8%	20 13% _h	8 16% _h	7 26%	3 4%	58 9%	11 18% _{lm}	8 27%	1 14%
FedEx	76 9%	61 10%	16 7%	1 3%	6 5%	27 10%	36 13% _d	5 7%	36 7%	18 12% _h	13 24% _{hi}	3 11%	3 4%	59 9%	9 15% _l	4 12%	2 43%
City Link	57 7%	43 7%	14 7%	1 3%	18 13% _{ef}	16 6%	15 5%	6 8%	33 6%	16 11% _h	2 4%	1 5%	5 7%	42 7%	4 7%	5 18%	-
UPS	56 7%	45 8%	10 5%	1 3%	9 6%	18 6%	26 9%	2 3%	32 6%	16 11%	4 7%	1 3%	5 8%	42 7%	2 3%	5 17%	1 19%
APC Overnight	44 5%	37 6%	7 3%	2 6%	7 5%	12 4%	17 6%	6 8%	28 5%	8 5%	4 7%	1 4%	2 3%	38 6%	1 2%	2 8%	-
Interlink/Interlink Express	20 3%	15 3%	5 2%	2 7% _{dg}	1 1%	8 3%	9 3%	-	14 3%	3 2%	4 7%	-	2 3%	16 2%	2 3%	1 3%	-
UK Mail Ltd	17 2%	15 3%	2 1%	-	5 4%	9 3%	3 1%	1 1%	11 2%	1 1%	1 2%	-	2 3%	12 2%	4 6% _m	-	-
Fastway	14 2%	12 2%	2 1%	-	4 3%	4 1%	7 2%	-	6 1%	5 3%	2 3%	1 4%	1 2%	11 2%	1 2%	1 3%	-
Local/independent couriers	10 1%	7 1%	3 1%	1 3% _f	2 1%	6 2%	1 *	1 1%	5 1%	1 1%	-	3 10%	-	8 1%	1 2%	1 3%	-
Interparcel	8 1%	6 1%	2 1%	1 3%	2 1%	1 *	3 1%	1 1%	5 1%	2 1%	-	-	1 1%	6 1%	-	-	-
Tuffnells	5 1%	5 1%	-	-	-	2 1%	3 1%	-	1 *	2 1%	1 2% _h	1 3%	-	3 *	1 2%	-	1 19%

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q22 Which suppliers do you use to despatch your parcels or express items?**Base: All sending parcels/ express items**

	Gender			Age					Number of Businesses Owned/ Managed				Number of Full Time Staff				
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
DPD	4 1%	4 1%	-	-	2 2%e	-	2 1%	-	2 *	1 1%	1 2%	-	-	3 *	1 2%	-	-
Nightfreight	3 *	-	3 2%a	-	2 1%f	1 *	-	-	2 *	1 1%	-	-	-	1 *	-	2 7%	-
HDNL	3 *	3 1%	-	-	2 2%f	1 *	-	-	1 *	1 1%	-	1 5%	-	3 1%	-	-	-
Parcel2go/p2go	2 *	2 *	-	-	-	1 *	1 *	-	1 *	1 1%	-	-	-	2 *	-	-	-
SPDS	2 *	2 *	-	-	-	-	2 1%	-	2 *	-	-	-	-	2 *	-	-	-
Lewis Day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	32 4%	23 4%	9 4%	4 11%e	6 5%	7 2%	12 4%	4 5%	21 4%	4 3%	2 4%	1 5%	-	25 4%	5 9%l	2 6%	-
Don't know	29 4%	25 4%	4 2%	-	2 2%	9 3%	14 5%	3 5%	23 4%	3 2%	-	1 3%	4 6%	24 4%	1 2%	-	-

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q22 Which suppliers do you use to despatch your parcels or express items?

Base: All sending parcels/ express items

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
Royal Mail / Post Office	683 84%	57 87%	57 82%	22 85%	12 79%	80 91%fk	124 80%	108 88%	62 83%	45 83%	566 85%	61 79%	17 83%	37 90%	212 82%	194 86%	684 84%
Parcelforce	164 20%	18 28%i	14 20%	6 22%	5 36%	17 19%	30 20%	26 21%	11 14%	6 12%	133 20%	14 18%	9 42%	8 20%	45 17%	44 19%	163 20%
DHL	97 12%	7 10%	13 19%i	5 19%	2 14%	8 9%	23 15%	13 10%	8 11%	3 5%	81 12%	7 9%	3 17%	5 12%	33 13%	26 11%	98 12%
TNT	80 10%	7 10%	10 14% <i>m</i>	5 19%	1 7%	12 13%	13 8%	12 10%	8 11%	5 8%	72 11%	6 8%	2 8%	1 2%	27 10%	24 11%	81 10%
FedEx	76 9%	7 10%	9 12%	6 22%	3 21%	9 10%	17 11%	9 7%	7 10%	2 3%	67 10%	4 5%	2 8%	3 7%	31 12%	17 7%	76 9%
City Link	57 7%	4 6%	6 9% <i>g</i>	4 15%	- -	10 12% <i>gi</i>	13 8% <i>g</i>	3 3%	2 3%	1 2%	43 6%	5 6%	5 25%	3 7%	15 6%	17 7%	54 7%
UPS	56 7%	4 6%	4 6%	3 11%	1 7%	8 9%	13 8%	8 6%	4 5%	4 7%	47 7%	5 6%	2 8%	2 5%	14 5%	11 5%	55 7%
APC Overnight	44 5%	4 6%	8 11% <i>eg</i>	- -	- -	1 1%	12 7%	3 3%	5 6%	7 13% <i>egk</i>	40 6%	3 4%	- -	1 2%	12 5%	13 6%	46 6%
Interlink/Interlink Express	20 3%	3 4%	2 3%	1 4%	1 7%	- -	4 3%	7 6% <i>e</i>	1 2%	- -	19 3%	1 1%	- -	- -	7 3%	7 3%	22 3%
UK Mail Ltd	17 2%	- -	1 1%	- -	1 7%	- -	2 1%	5 4%	2 3%	1 2%	12 2%	2 3%	- -	3 7% <i>aefj</i>	5 2%	8 3%	18 2%
Fastway	14 2%	3 4% <i>g</i>	3 4% <i>egk</i>	- -	1 7%	- -	4 3%	- -	- -	1 2%	12 2%	- -	2 8%	- -	5 2%	4 2%	14 2%
Local/independent couriers	10 1%	1 1%	1 1%	1 4%	- -	- -	3 2%	3 3%	- -	1 2%	10 2%	- -	- -	- -	5 2%	3 2%	11 1%
Interparcel	8 1%	1 1%	1 1%	- -	1 7%	1 1%	- -	1 1%	- -	2 3% <i>f</i>	7 1%	- -	- -	1 2%	1 *	2 1%	8 1%
Tuffnells	5 1%	- -	- -	1 4%	- -	- -	2 1%	- -	- -	2 3% <i>g</i>	5 1%	- -	- -	- -	3 1%	- -	5 1%

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q22 Which suppliers do you use to despatch your parcels or express items?

Base: All sending parcels/ express items

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
DPD	4 1%	-	-	-	-	-	3 2%	-	1 2%	-	4 1%	-	-	-	1 *	-	4 *
Nightfreight	3 *	-	1 1%	-	-	3 3%	-	-	-	-	3 *	-	-	-	1 *	1 1%	3 *
HDNL	3 *	1 1%	-	-	-	1 1%	-	-	-	-	2 *	1 1%	-	-	2 1%	-	3 *
Parcel2go/p2go	2 *	-	-	-	1 7%	-	-	-	-	-	1 *	1 1%	-	-	1 *	-	2 *
SPDS	2 *	-	-	-	-	-	-	-	-	-	-	2 3% ^{ij}	-	-	-	2 1%	2 *
Lewis Day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	32 4%	3 4%	2 3%	3 11%	-	4 4%	4 3%	8 6%	5 6%	1 2%	29 4%	1 1%	2 8%	-	10 4%	6 3%	32 4%
Don't know	29 4%	2 3%	2 2%	1 4%	1 7%	1 1%	6 4%	5 4%	4 5%	2 3%	24 4%	4 5%	-	1 2%	8 3%	9 4%	29 4%

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q22 Which suppliers do you use to despatch your parcels or express items?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Finan- -cial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activi- -ties (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
Royal Mail / Post Office	683 84%	133 82% ^d	91 87% ^{dk}	73 89% ^{dk}	69 69%	43 95% ^{adkr}	25 81%	24 83%	35 92% ^{dk}	24 92%	21 87%	24 69%	17 94%	15 94%	22 96%	8 92%	16 100%	7 100%	31 79%
Parcelforce	164 20%	25 15%	27 26% ^a	16 19%	23 22%	8 17%	9 30%	8 27%	10 25%	3 13%	2 10%	9 25%	8 43%	3 19%	1 3%	1 8%	3 17%	2 26%	8 20%
DHL	97 12%	29 18% ^e	16 15% ^e	8 10%	15 14% ^e	1 2%	4 14%	2 7%	4 11%	-	1 5%	5 13%	3 17%	1 6%	-	-	2 12%	1 14%	6 15% ^e
TNT	80 10%	17 10% ^e	5 4%	5 7%	27 26% ^{abce}	-	2 8%	4 12%	4 11% ^e	-	-	7 19% ^{bce}	-	1 6%	-	1 8%	-	-	8 21% ^{bce}
FedEx	76 9%	10 6%	9 9%	3 4%	17 17% ^{ac}	3 7%	7 22%	3 12%	5 13%	-	1 4%	2 7%	1 6%	1 6%	2 9%	-	2 13%	1 14%	6 15% ^c
City Link	57 7%	15 9% ^b	3 3%	5 6%	5 4%	1 3%	1 3%	3 10%	4 11%	-	-	8 22% ^{abcde}	7 39%	-	-	1 8%	-	1 14%	2 5%
UPS	56 7%	11 7%	5 5%	4 5%	11 11%	1 2%	3 10%	2 8%	2 6%	-	1 4%	4 12%	1 5%	1 6%	-	-	4 22%	1 14%	4 10%
APC Overnight	44 5%	9 6%	1 1%	2 2%	14 14% ^{abceh}	-	2 8%	2 6%	-	-	-	6 16% ^{abceh}	-	1 6%	-	1 11%	2 11%	-	5 12% ^{bceh}
Interlink/Interlink Express	20 3%	3 2%	6 6%	2 2%	5 5%	-	-	-	3 7%	-	1 4%	-	-	1 4%	-	-	-	-	-
UK Mail Ltd	17 2%	1 1%	3 2%	-	5 5% ^{ac}	-	2 5%	2 7%	1 3%	-	-	2 6% ^{ac}	-	-	-	-	1 5%	-	1 3%
Fastway	14 2%	2 1%	1 1%	-	7 7% ^{abc}	-	1 3%	-	-	-	-	2 6% ^c	-	1 6%	-	-	-	-	-
Local/independent couriers	10 1%	3 2%	-	2 2%	2 2%	1 2%	-	1 4%	-	-	-	-	-	-	-	-	-	-	1 2%

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q22 Which suppliers do you use to despatch your parcels or express items?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activ- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activ- -ities (h)	Finan- -cial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
Interparcel	8 1%	2 1%	3 3%	-	-	-	-	-	-	-	1 4%	1 2%	-	-	-	-	-	-	1 2%
Tuffnells	5 1%	-	-	1 1%	2 2%	-	-	-	-	-	-	2 5%ab	-	-	-	-	-	-	-
DPD	4 1%	-	1 1%	1 1%	1 1%	1 2%	-	-	-	-	-	-	-	-	-	-	-	-	-
Nightfreight	3 *	-	-	-	3 3%a	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HDNL	3 *	1 1%	2 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel2go/p2go	2 *	-	-	-	-	-	-	1 3%a	-	1 4%	-	-	-	-	-	-	-	-	-
SPDS	2 *	-	1 1%	-	-	-	-	-	-	-	-	1 3%a	-	-	-	-	-	-	-
Lewis Day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	32 4%	7 5%	4 4%	1 1%	6 6%	-	4 13%	2 7%	1 3%	-	-	4 12%ce	-	1 6%	-	-	-	-	1 3%
Don't know	29 4%	13 8%b	2 2%	3 4%	3 3%	1 2%	-	1 4%	-	2 8%	1 5%	-	-	-	1 4%	-	-	-	2 5%

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q23 Approximately what proportion of your parcels or express items are sent via Royal Mail?

Base: All sending parcels/ express items

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
None	42 5%	40 7%b	3 1%	2 6%	3 2%	16 6%	17 6%	4 6%	25 5%	13 9%	4 9%	1 3%	3 4%	30 5%	5 8%	5 17%	-
1% - 5%	69 8%	49 8%	20 10%	2 6%	14 10%	22 8%	22 8%	9 13%	48 9%	9 6%	5 9%	3 11%	4 6%	50 8%	11 19%lm	4 12%	-
6% - 10%	31 4%	25 4%	6 3%	-	7 5%	12 4%	11 4%	1 1%	20 4%	6 4%	3 5%	2 6%	4 6%	24 4%	3 5%	1 3%	-
11% - 15%	13 2%	12 2%	2 1%	-	4 3%	4 1%	5 2%	-	6 1%	3 2%	-	2 8%	1 1%	8 1%	2 4%	2 6%	-
16% - 20%	26 3%	20 3%	6 3%	2 5%	7 5%	6 2%	8 3%	3 4%	14 3%	8 6%	2 4%	1 3%	-	24 4%	1 1%	1 4%	-
21% - 25%	16 2%	12 2%	4 2%	-	6 4%	6 2%	4 1%	1 1%	7 1%	4 3%	3 5%h	1 4%	3 4%	11 2%	-	3 9%	-
26% - 50%	106 13%	86 14%	20 10%	2 6%	17 13%	33 12%	46 16%	8 11%	60 11%	25 17%	12 23%h	2 8%	4 7%	83 13%	11 18%	5 15%	2 34%
51%-75%	43 5%	26 4%	17 8%a	3 9%	10 7%	14 5%	11 4%	5 7%	24 4%	7 5%	4 8%	2 8%	3 5%	34 5%	3 6%	1 4%	1 24%
76%-100%	428 53%	304 51%	125 60%a	22 68%d	65 47%	158 56%	146 52%	37 50%	301 57%ij	66 45%	19 37%	13 49%	35 55%	357 55%n	23 39%	7 25%	2 42%
Don't know	34 4%	27 5%	7 3%	-	5 3%	14 5%	10 4%	5 7%	27 5%	5 4%	-	-	8 12%mn	25 4%	-	1 3%	-
Mean	64.31	61.92	71.11a	75.13d	59.69	66.73	63.25	62.90	67.16i	57.37	52.53	57.57	69.08n	66.57n	48.97	36.82	65.29
Standard Error	1.40	1.65	2.59	6.17	3.39	2.37	2.38	4.89	1.74	3.27	5.24	7.76	5.13	1.55	5.13	6.83	11.27

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q23 Approximately what proportion of your parcels or express items are sent via Royal Mail?

Base: All sending parcels/ express items

	Total	Region								Nation				Q1 Business Performance		Unweighted Total	
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	Northern Ireland (l)	Wales (m)	Improved (o)		Worsened (p)
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
None	42 5%	4 6%	7 10%g	- -	1 7%	4 4%	8 5%	2 1%	6 8%g	4 7%g	35 5%	5 6%g	- -	2 5%	15 6%	11 5%	43 5%
1% - 5%	69 8%	2 3%	4 6%	1 4%	3 21%	10 12%	13 8%	9 8%	8 11%	7 13%a	58 9%	8 10%	- -	3 7%	23 9%	18 8%	68 8%
6% - 10%	31 4%	2 3%	5 7%i	2 7%	- -	1 1%	4 3%	9 7%i	2 3%	- -	25 4%	2 3%	3 17%	1 2%	12 5%	11 5%	32 4%
11% - 15%	13 2%	1 1%	2 3%	- -	- -	1 1%	3 2%	3 3%	1 2%	1 2%	13 2%	- -	- -	- -	6 2%	2 1%	14 2%
16% - 20%	26 3%	4 6%	1 1%	1 4%	- -	3 3%	7 5%	3 2%	4 5%	1 2%	23 3%	1 1%	2 8%	1 2%	4 1%	10 4%	25 3%
21% - 25%	16 2%	1 1%	3 4%e	- -	1 7%	- -	3 2%	4 3%	- -	1 2%	13 2%	2 3%	- -	1 2%	3 1%	6 3%	18 2%
26% - 50%	106 13%	9 13%	12 18%	5 19%	2 14%	8 9%	19 12%	19 15%	7 10%	5 10%	86 13%	13 17%	3 17%	4 10%	39 15%	28 12%	109 13%
51%-75%	43 5%	7 10%im	5 7%	4 15%	1 7%	4 4%	7 5%	8 6%	4 5%	1 2%	40 6%	3 4%	- -	- -	17 7%	8 3%	44 5%
76%-100%	428 53%	36 54%	30 42%	12 44%	5 36%	54 62%b	83 54%	60 49%	42 56%	32 58%	352 53%	39 51%	10 50%	26 63%b	129 50%	123 54%	425 52%
Don't know	34 4%	1 1%	2 2%	2 7%	1 7%	3 3%	6 4%	7 6%	1 2%	3 5%	25 4%	4 5%	2 8%	3 7%	11 4%	10 4%	34 4%
Mean	64.31	67.66	56.22	64.64	50.60	69.66b	64.87	62.74	63.00	65.57	64.00	62.90	63.64	72.50b	62.17	64.19	63.99
Standard Error	1.40	4.44	4.28	6.69	11.63	4.86	3.32	3.23	5.22	5.42	1.52	4.66	12.14	6.34	2.48	2.66	1.40

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q23 Approximately what proportion of your parcels or express items are sent via Royal Mail?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activ- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activ- -ities (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
None	42 5%	8 5%	2 2%	2 3%	12 12%abc	1 2%	3 9%	- -	3 8%	- -	1 4%	5 14%bc	1 6%	- -	- -	- -	- -	- -	5 13%bc
1% - 5%	69 8%	8 5%	5 5%	6 7%	21 21%abcdeh	1 2%	3 10%	2 6%	1 3%	- -	3 12%	6 16%abe	4 22%	1 7%	1 6%	- -	3 18%	- -	4 11%
6% - 10%	31 4%	8 5%	5 5%	1 1%	9 9%ce	- -	- -	1 3%	1 3%	- -	- -	3 8%	- -	- -	- -	1 11%	- -	- -	3 7%
11% - 15%	13 2%	2 1%	- -	- -	4 4%b	1 2%	- -	- -	1 3%	- -	- -	2 5%bc	1 6%	- -	- -	1 9%	- -	- -	1 3%
16% - 20%	26 3%	10 6%c	4 4%	- -	5 5%c	- -	- -	2 8%	1 2%	- -	- -	3 8%c	- -	- -	- -	- -	- -	1 14%	- -
21% - 25%	16 2%	2 1%	3 3%	- -	4 4%	- -	2 6%	- -	3 8%ac	- -	1 4%	2 5%c	- -	- -	- -	- -	- -	- -	- -
26% - 50%	106 13%	18 11%	16 15%	11 13%	14 14%	5 11%	4 13%	3 11%	4 10%	1 4%	2 9%	10 27%a	3 19%	4 24%	3 11%	1 8%	3 17%	- -	6 15%
51%-75%	43 5%	7 4%	7 7%	5 7%	6 6%	2 4%	4 12%	3 9%	4 10%r	- -	- -	1 4%	2 10%	- -	1 4%	- -	1 7%	1 14%	- -
76%-100%	428 53%	91 56%dk	60 57%dk	52 63%dk	22 22%	34 75%abdh kr	14 45%	15 54%	20 54%dk	23 89%	16 67%	4 12%	6 33%	10 62%	17 76%	7 71%	9 59%	5 72%	18 47%dk
Don't know	34 4%	8 5%	3 3%	5 7%	4 3%	2 4%	2 6%	2 8%	- -	2 8%	1 4%	- -	1 5%	1 6%	1 4%	- -	- -	- -	2 5%
Mean	64.31	66.99dk	69.30dk	76.23dk r	35.40	82.96ab dhkr	60.28	68.33	66.36dk	96.00	73.45	28.85	49.91	74.51	84.95	72.72	68.52	82.38	54.72dk
Standard Error	1.40	3.09	3.55	3.89	3.71	4.34	7.29	6.75	6.22	2.65	8.38	5.20	9.98	8.96	6.20	12.02	9.44	11.18	7.14

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

* small base; ** very small base (under 30) ineligible for sig testing

Prepared for The Federation of Small Businesses
by Guided Insight & ICM Research

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q24 Would you say you are despatching more or fewer parcels and express items this year compared to last year, or is it about the same?

Base: All sending parcels/ express items

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
More	134 17%	94 16%	40 19%	9 28%fg	30 22%fg	48 17%	39 14%	8 11%	77 15%	27 19%	10 20%	9 32%	8 13%	106 16%	13 22%	3 9%	-
Fewer	257 32%	195 32%	62 30%	9 27%	35 25%	85 30%	100 36%d	29 39%d	169 32%	51 35%	13 25%	8 29%	22 35%	210 32%	16 27%	7 24%	1 19%
About the same	386 48%	286 48%	100 48%	14 42%	70 50%	140 49%	131 47%	32 43%	261 49%	63 43%	29 55%	9 35%	29 46%	304 47%	30 50%	18 60%	4 81%
Don't know	33 4%	25 4%	8 4%	1 3%	4 3%	12 4%	11 4%	5 7%	24 5%	5 3%	-	1 4%	4 6%	26 4%	1 1%	2 7%	-

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q24 Would you say you are despatching more or fewer parcels and express items this year compared to last year, or is it about the same?

Base: All sending parcels/ express items

	Total	Region								Nation				Q1 Business Performance		Unweighted Total	
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	Northern Ireland (l)	Wales (m)	Improved (o)		Worsened (p)
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
More	134 17%	12 18%	9 12%	3 11%	2 14%	21 24%k	29 19%k	16 13%	13 17%	15 27%b gk m	119 18%k	6 8%	5 25%	4 10%	61 23%p	26 11%	131 16%
Fewer	257 32%	24 37%	22 31%	13 52%	5 36%	24 28%	49 32%	37 30%	21 29%	15 28%	212 32%	27 35%	5 25%	12 29%	74 29%	96 43%o	259 32%
About the same	386 48%	28 43%	37 53%	9 33%	6 43%	40 46%	70 46%	61 50%	38 51%	22 40%	311 46%	41 53%	10 50%	23 56%	114 44%	94 42%	388 48%
Don't know	33 4%	2 3%	2 3%	1 4%	1 7%	3 3%	5 3%	9 7%	2 3%	3 5%	28 4%	3 4%	- -	2 5%	11 4%	10 4%	34 4%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q24 Would you say you are despatching more or fewer parcels and express items this year compared to last year, or is it about the same?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activit- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ -sports/ -Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
More	134 17%	25 15% ^c	27 26% ^{acer}	4 5%	28 27% ^{acer}	2 4%	6 19%	6 21%	7 19% ^{ce}	3 11%	-	9 26% ^{cer}	1 7%	2 12%	7 31%	2 24%	2 11%	-	3 7%
Fewer	257 32%	45 28% ^e	29 28%	39 48% ^{abde}	29 29% ^e	6 13%	8 27%	15 53%	19 51% ^{abde}	9 32%	6 25%	11 31%	8 42%	3 21%	3 13%	3 29%	5 31%	3 45%	15 37% ^e
About the same	386 48%	82 51% ^h	46 45%	33 40%	40 40%	34 76% ^{abcd}	15 51%	6 23%	11 28%	14 53%	18 75%	15 43%	8 47%	11 67%	11 49%	4 39%	9 58%	4 55%	21 53% ^h
Don't know	33 4%	9 6%	2 2%	6 7%	4 4%	3 7%	1 3%	1 4%	1 2%	1 4%	-	-	1 5%	-	2 7%	1 8%	-	-	1 3%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q25 How much choice would you say you have when deciding which supplier to use when sending parcels or express items?

Base: All sending parcels/ express items

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
A lot of choice	249 31%	207 34%b	42 20%	7 21%	38 27%	86 30%	92 33%	26 35%	152 29%	51 35%	22 42%h	10 37%	11 18%	197 31%l	22 36%l	15 49%	1 24%
Some choice	321 40%	229 38%	92 44%	15 45%	66 48%eg	105 37%	113 40%	22 30%	203 38%	63 43%	20 38%	12 45%	31 49%	246 38%	26 44%	12 39%	3 62%
Hardly any choice	167 21%	111 19%	56 27%a	8 26%	28 20%	64 22%	48 17%	19 26%	122 23%i	22 15%	8 16%	4 15%	13 20%	143 22%	8 13%	3 10%	1 14%
No choice at all	56 7%	38 6%	19 9%	3 8%	4 3%	25 9%d	20 7%	4 5%	41 8%	7 5%	2 4%	1 3%	5 7%	46 7%	4 7%	-	-
Don't know	17 2%	16 3%	1 *	-	2 1%	5 2%	7 2%	3 5%	13 2%	2 1%	-	-	4 6%m	12 2%	-	1 3%	-

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q25 How much choice would you say you have when deciding which supplier to use when sending parcels or express items?

Base: All sending parcels/ express items

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
A lot of choice	249 31%	23 35% ^m	23 33%	8 30%	6 43%	24 28%	55 35% ^m	32 26%	24 32%	18 33%	214 32% ^m	19 25%	9 42%	7 17%	84 33%	59 26%	248 31%
Some choice	321 40%	28 43%	32 46%	8 30%	6 43%	40 46%	55 35%	49 39%	27 37%	20 37%	264 39%	29 38%	7 33%	21 51%	106 41%	99 44%	323 40%
Hardly any choice	167 21%	12 18%	9 12%	9 33%	2 14%	12 13%	30 20%	28 23% ^b	19 25% ^b	12 22%	132 20%	20 26% ^b	5 25%	10 24%	51 20%	48 21%	167 21%
No choice at all	56 7%	3 4%	5 8%	1 4%	- -	12 13%	12 7%	9 7%	4 5%	3 5%	47 7%	7 9%	- -	2 5%	12 5%	14 6%	56 7%
Don't know	17 2%	- -	1 1%	1 4%	- -	- -	3 2%	6 5% ^e	1 2%	2 3%	14 2%	2 3%	- -	1 2%	6 2%	7 3%	18 2%

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

* small base; ** very small base (under 30) ineligible for sig testing

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q25 How much choice would you say you have when deciding which supplier to use when sending parcels or express items?

Base: All sending parcels/ express items

Sector

	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build -ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activit- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
A lot of choice	249 31%	51 31%e	26 25%e	26 31%e	42 42%be	4 9%	13 43%	6 23%	12 33%e	4 15%	3 13%	15 41%e	6 32%	5 32%	4 18%	2 23%	4 28%	2 28%	18 46%be
Some choice	321 40%	62 38%	47 45%	33 40%	40 40%	22 48%	9 31%	10 36%	18 47%	5 20%	10 43%	12 35%	10 53%	6 37%	12 53%	3 27%	6 41%	4 61%	11 27%
Hardly any choice	167 21%	31 19%	18 17%	18 22%	16 15%	12 27%	5 17%	9 32%	5 13%	8 31%	9 36%	7 21%	3 16%	3 18%	5 21%	3 31%	5 31%	1 11%	10 25%
No choice at all	56 7%	11 7%d	11 10%cd	2 2%	1 1%	7 16%cdr	3 9%	2 6%	3 8%	8 30%	2 8%	1 3%	-	2 13%	1 4%	2 19%	-	-	1 2%
Don't know	17 2%	6 4%	3 3%	3 4%	2 2%	-	-	1 4%	-	1 4%	-	-	-	-	1 4%	-	-	-	-

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q26 How often do you use another supplier which is not Royal Mail to despatch your parcels or express items?

Base: All sending parcels/ express items

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	812	603	209	33	137	287	282	73	531	147	53	27	64	647	61	30	5
Weighted base	810	601	209	32*	138	284	281	74*	531	146	52*	27**	64*	645	60*	30**	5**
Daily	106 13%	88 15%b	18 9%	3 9%	18 13%	29 10%	47 17%e	9 13%	60 11%	28 19%h	8 15%	7 25%	2 3%	78 12%l	16 26%lm	11 35%	-
Weekly	111 14%	86 14%	25 12%	4 12%	19 14%	38 13%	39 14%	11 15%	60 11%	23 16%	9 17%	5 19%	6 10%	85 13%	8 14%	9 31%	1 19%
Fortnightly	35 4%	29 5%	6 3%	2 6%	7 5%	14 5%	8 3%	4 5%	22 4%	7 5%	3 6%	2 7%	4 6%	24 4%	4 6%	2 7%	1 24%
Monthly	44 5%	31 5%	13 6%	2 6%	7 5%	14 5%	14 5%	7 10%	26 5%	9 6%	5 9%	2 9%	1 1%	39 6%	2 3%	-	2 42%
Less than once a month	194 24%	139 23%	55 26%	11 33%g	45 33%efg	62 22%	65 23%	11 15%	128 24%	34 23%	14 28%	8 29%	18 27%	155 24%	15 25%	4 13%	1 14%
Never	272 34%	190 32%	82 39%	10 31%	34 24%	117 41%df	88 31%	23 32%	199 37%ij	40 27%	10 20%	3 11%	26 40%n	231 36%n	11 19%	2 7%	-
Don't know	49 6%	38 6%	11 5%	1 3%	9 6%	11 4%	20 7%	8 10%e	36 7%	5 4%	3 5%	-	8 12%m	34 5%	4 7%	2 7%	-

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)
Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q26 How often do you use another supplier which is not Royal Mail to despatch your parcels or express items?

Base: All sending parcels/ express items

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	812	68	90	27	14	68	147	145	63	60	682	77	12	41	260	230	812
Weighted base	810	65*	70*	26**	15**	87*	154	123	75*	54*	670	77*	21**	42*	260	227	812
Daily	106 13%	8 12%	12 18%	3 11%	2 14%	9 10%	24 16%	15 12%	11 14%	6 12%	91 14%	9 12%	3 17%	3 7%	30 12%	30 13%	107 13%
Weekly	111 14%	10 15%	10 14%	6 22%	1 7%	12 13%	18 12%	21 17%	12 16%	5 10%	95 14%	10 13%	3 17%	3 7%	37 14%	30 13%	112 14%
Fortnightly	35 4%	5 7%	5 7%	- -	2 14%	5 6%	6 4%	3 3%	1 2%	1 2%	29 4%	4 5%	- -	2 5%	8 3%	11 5%	35 4%
Monthly	44 5%	3 4%	5 7%	2 7%	3 21%	5 6%	4 3%	6 5%	2 3%	4 7%	34 5%	6 8%	- -	4 10% ^f	18 7%	14 6%	45 6%
Less than once a month	194 24%	13 19%	18 26%	9 33%	2 14%	21 24%	40 26%	32 26%	15 21%	19 35% ^{ak}	168 25%	12 16%	5 25%	8 20%	69 27%	53 23%	196 24%
Never	272 34%	21 32%	18 26%	4 15%	3 21%	33 38%	52 34%	38 31%	25 33%	15 28%	210 31%	34 44% ^{bj}	7 33%	20 49% ^{bgj}	77 30%	80 35%	269 33%
Don't know	49 6%	7 10%	2 3%	3 11%	1 7%	3 3%	9 6%	7 6%	8 11% ^k	4 7%	44 7%	2 3%	2 8%	1 2%	20 8%	9 4%	48 6%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q26 How often do you use another supplier which is not Royal Mail to despatch your parcels or express items?

Base: All sending parcels/ express items

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activi- ties (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activi- -ties related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Fin- -ancial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ -main- -tenance/ -repair of motor vehicles (l)	Health and social work (m)	Edu- -cation (n)	Person- -al ser- -vices (o)	Leisure/ -sports/ -Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	812	163	103	83	104	45	30	29	39	25	23	35	18	16	23	10	17	7	39
Weighted base	810	161	104	82*	101	45*	30**	29**	38*	26**	24**	36*	18**	16**	23*	9**	16**	7**	39*
Daily	106 13%	12 7%	13 12% ^c	2 2%	39 39% ^{abceh}	1 2%	4 14%	1 4%	3 8%	-	-	20 57% ^{abceh}	2 12%	2 12%	-	1 11%	1 5%	-	5 14% ^c
Weekly	111 14%	24 15% ^e	22 21% ^{ce}	5 6%	24 24% ^{ce}	-	5 15%	5 17%	4 11% ^e	-	2 7%	7 20% ^{ce}	1 6%	3 20%	1 4%	-	1 6%	1 14%	5 13% ^e
Fortnightly	35 4%	9 6%	7 7%	3 4%	3 3%	1 2%	2 7%	3 11%	4 10%	-	-	1 2%	-	-	-	-	1 5%	-	1 3%
Monthly	44 5%	3 2%	6 6%	4 4%	6 6%	2 5%	2 7%	3 11%	5 13% ^{ak}	-	3 14%	-	1 5%	-	-	1 8%	1 5%	1 14%	5 13% ^{ak}
Less than once a month	194 24%	44 27% ^{dk}	22 21%	30 37% ^{bdk}	14 14%	14 31% ^{dk}	7 23%	9 31%	8 21%	2 9%	4 18%	3 9%	6 35%	3 18%	7 29%	2 22%	6 37%	1 11%	9 24%
Never	272 34%	52 32% ^{dk}	31 30% ^{dk}	32 39% ^{dk}	9 9%	27 60% ^{abcd}	8 28%	5 19%	13 33% ^{dk}	21 80%	13 53%	4 12%	7 37%	7 43%	15 63%	4 48%	7 41%	4 61%	11 29% ^d
Don't know	49 6%	17 11% ^{bek}	3 3%	6 7%	6 6%	-	2 7%	2 8%	1 2%	3 12%	2 9%	-	1 5%	1 7%	1 4%	1 10%	-	-	2 6%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q27 When using another supplier which is not Royal Mail, what service do you tend to use to despatch your parcels or express items?

Base: All sending parcels/ express items with supplier other than Royal Mail

	Gender		Age					Number of Businesses Owned/ Managed				Number of Full Time Staff					
	Total	Male (a)	Female (b)	16-34 (c)	35-44 (d)	45-54 (e)	55-64 (f)	65+ (g)	1 (h)	2 (i)	3 (j)	4+ (k)	None (l)	Up to 10 (m)	11-20 (n)	21-50 (o)	51+ (p)
Unweighted base	543	416	127	22	103	170	197	51	336	106	42	24	38	419	50	28	5
Weighted base	538	411	128	22**	105*	168	193	51*	332	106	42*	24**	38*	415	48*	28**	5**
Same day delivery	35 6%	22 5%	13 10%a	2 8%	6 6%	12 7%	11 6%	3 6%	13 4%	11 10%h	3 8%	2 10%	3 8%	22 5%	5 9%	4 14%	1 19%
Next day guaranteed delivery by 9am / 10am / 10.30am	106 20%	85 21%	22 17%	7 32%	14 13%	41 24%dg	41 21%g	3 7%	58 18%	26 24%	7 17%	6 24%	11 27%	71 17%	15 32%am	7 24%	2 34%
Next day guaranteed delivery by lunchtime	104 19%	79 19%	25 19%	6 27%	17 16%	28 17%	36 19%	17 33%def	58 17%	25 23%	11 27%	1 5%	9 24%	84 20%	5 10%	4 14%	2 38%
Next day guaranteed delivery by close of business	221 41%	175 43%	45 36%	10 44%	49 46%	66 40%	81 42%	15 30%	144 43%	42 40%	14 34%	10 42%	10 25%	173 42%	20 41%	13 48%	3 62%
Two to three day service	119 22%	88 21%	32 25%	6 26%	23 22%	34 20%	42 22%	14 28%	70 21%	29 28%	8 20%	6 26%	7 19%	101 24%	6 13%	3 12%	-
Courier/ international courier	2 *	2 1%	-	-	-	1 1%	1 1%	-	1 *	1 1%	-	-	-	1 *	1 2%	-	-
Other	7 1%	3 1%	5 4%a	-	2 2%	1 1%	4 2%	1 2%	6 2%	2 2%	-	-	3 7% m	5 1%	-	-	-
Don't know	19 3%	17 4%	2 1%	-	2 2%	6 3%	8 4%	3 7%	15 5%	2 2%	-	-	4 10% n	14 3%	-	1 3%	-

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q27 When using another supplier which is not Royal Mail, what service do you tend to use to despatch your parcels or express items?

Base: All sending parcels/ express items with supplier other than Royal Mail

	Total	Region									Nation				Q1 Business Performance		Unweighted Total
		East Midlands (a)	East England (b)	London (c)	North East (d)	North West (e)	South East (f)	South West (g)	West Midlands (h)	Yorks/Humber (i)	England (j)	Scotland (k)	North-ern Ireland (l)	Wales (m)	Improv-ed (o)	Worsen-ed (p)	
Unweighted base	543	46	67	23	11	42	97	100	42	43	471	43	8	21	184	150	543
Weighted base	538	44*	52*	22**	12**	54*	102*	85*	50*	39*	460	43*	14**	21**	183	146	543
Same day delivery	35 6%	6 13%g	4 7%	1 4%	1 9%	5 10%	9 9%g	2 2%	1 2%	4 9%	33 7%	1 2%	- -	1 5%	14 8%	11 7%	35 6%
Next day guaranteed delivery by 9am / 10am / 10.30am	106 20%	10 22%	14 27%f	5 22%	3 27%	8 14%	15 14%	15 18%	14 29%	7 19%	91 20%	5 12%	3 25%	7 33%	43 23%	30 21%	108 20%
Next day guaranteed delivery by lunchtime	104 19%	10 22%	9 18%	4 17%	5 45%	15 29%h	18 18%	18 21%	5 10%	5 12%	88 19%	6 14%	5 37%	4 19%	36 20%	27 19%	103 19%
Next day guaranteed delivery by close of business	221 41%	14 33%	26 49%	12 52%	2 18%	22 40%	43 42%	37 43%	19 38%	18 47%	192 42%	17 40%	5 38%	6 29%	70 39%	70 48%	225 41%
Two to three day service	119 22%	11 24%	10 19%	5 22%	1 9%	14 26%	22 22%	16 19%	11 21%	5 12%	94 20%	16 37%bgij	7 50%	2 10%	37 20%	32 22%	117 22%
Courier/ international courier	2 *	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	1 *	- -	- -	1 5%	- -	- -	2 *
Other	7 1%	1 2%	1 1%	1 4%	- -	- -	1 1%	3 3%	- -	- -	6 1%	- -	- -	1 5%	1 *	1 1%	8 1%
Don't know	19 3%	- -	1 1%	1 4%	- -	- -	4 4%	7 8%ae	1 2%	2 5%	16 3%	2 5%	- -	1 5%	6 3%	7 5%	20 4%

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

*** small base; ** very small base (under 30) ineligible for sig testing**

FSB-ICM 'Voice of Small Business' Panel Survey (June 2010)

Online Fieldwork: 18th June - 4th July 2010

Absolutes/col percents

Q27 When using another supplier which is not Royal Mail, what service do you tend to use to despatch your parcels or express items?

Base: All sending parcels/ express items with supplier other than Royal Mail

	Sector																		
	Total	Bus- ness ser- vices (a)	Retail -ing (b)	Constr- uction & build- -ing related activ- ities (c)	Manufac- -turing (d)	Hotels, restaur- -ants, bars and cater- -ing (e)	Trans- port and activ- -ies related to trans- -port (f)	Creat- -ive ser- -vices (g)	Comput- -er and related activi- -ties (h)	Finan- -cial ser- -vices (i)	Agri- -culture , fores- -try, fish- -ing (j)	Whole- -sale trade (k)	Sale/ main- -tenance/ repair of motor vehicles (l)	Health and social work (m)	Educa- -tion (n)	Person- -al ser- -vices (o)	Leisure/ sports/ Entert- -ainment (p)	Real estate activit- -ies (q)	Other (r)
Unweighted base	543	109	73	53	95	19	22	23	26	5	11	31	11	9	8	5	10	3	28
Weighted base	538	109	73*	50*	92*	18**	22**	23**	25**	5**	11**	31**	11**	9**	8*	5**	9**	3**	28**
Same day delivery	35 6%	10 9%	2 3%	3 6%	3 3%	-	2 9%	5 21%	3 10%	-	1 10%	-	1 8%	1 14%	-	-	-	1 36%	3 10%
Next day guaranteed delivery by 9am / 10am / 10.30am	106 20%	25 23%b	8 11%	14 27%b	14 15%	2 11%	7 32%	7 29%	6 23%	1 20%	2 15%	3 8%	1 7%	1 13%	2 28%	2 41%	3 27%	1 36%	7 25%
Next day guaranteed delivery by lunchtime	104 19%	23 21%b	3 4%	11 22%b	17 19%b	5 27%	5 23%	7 30%	7 27%	1 24%	3 28%	5 15%	2 18%	4 40%	4 42%	-	2 18%	-	4 15%
Next day guaranteed delivery by close of business	221 41%	34 31%	34 47%ac	14 27%	52 57%ac	5 25%	8 36%	9 40%	12 46%	-	3 28%	25 80%	4 36%	3 33%	1 15%	1 22%	4 39%	1 36%	11 38%
Two to three day service	119 22%	19 17%	27 37%ad	11 21%	13 14%	7 38%	7 31%	4 18%	4 16%	1 18%	3 29%	7 23%	3 23%	-	2 20%	2 38%	3 33%	1 36%	4 14%
Courier/ international courier	2 *	-	1 2%	-	-	-	-	-	1 4%	-	-	-	-	-	-	-	-	-	-
Other	7 1%	4 4%	1 1%	-	-	2 10%	-	-	-	-	-	-	-	-	-	-	-	1 29%	-
Don't know	19 3%	6 6%	3 4%	3 6%	2 2%	-	-	1 5%	-	2 38%	-	-	1 7%	-	1 10%	-	-	-	-

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

* small base; ** very small base (under 30) ineligible for sig testing