

## Modernising the Isle of Man Post Office: Summary report

This report was created on Tuesday 23 October 2018 at 10:24.

The consultation ran from 22/08/2018 to 16/10/2018.

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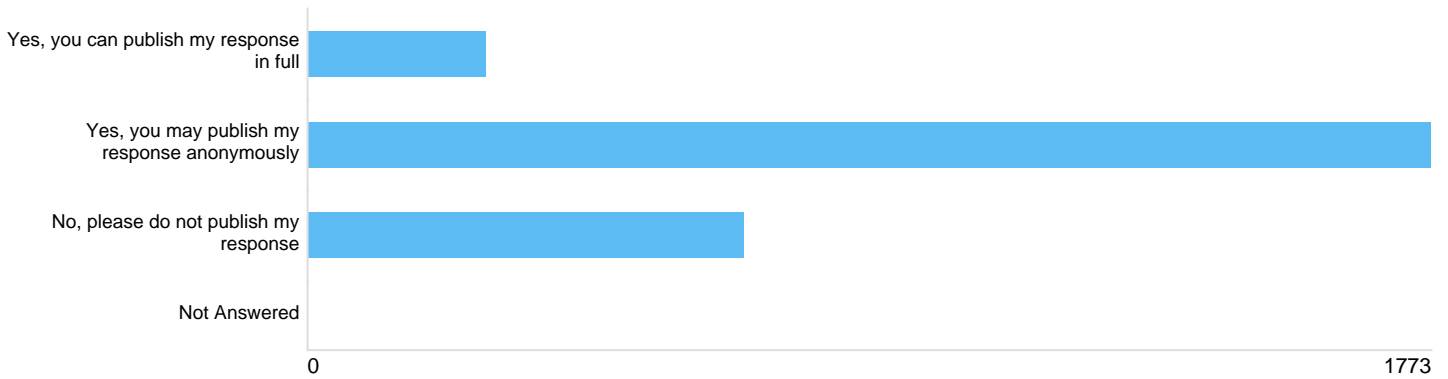
**Question : What is your email address?**

**Email**

There were **1472** responses to this part of the question.

**Question : May we publish your response?**

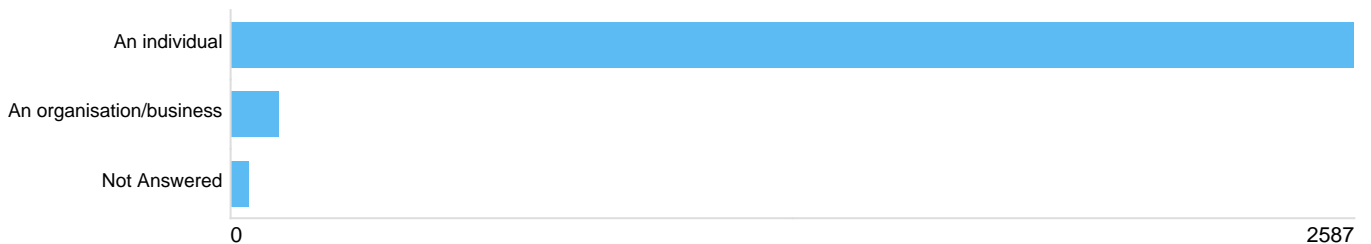
**Consent publishing**



Option	Total	Percent
Yes, you can publish my response in full	279	10.19%
Yes, you may publish my response anonymously	1773	64.78%
No, please do not publish my response	685	25.03%
Not Answered	0	0%

**Question : Are you responding on behalf of:**

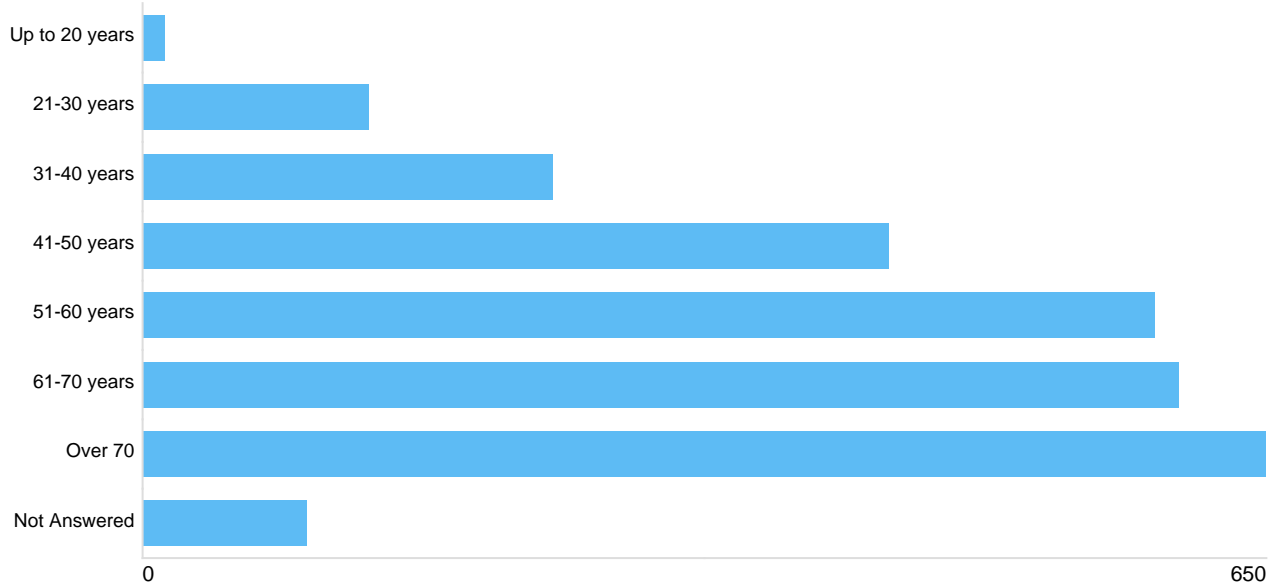
**Are you responding on behalf of**



Option	Total	Percent
An individual	2587	94.52%
An organisation/business	109	3.98%
Not Answered	41	1.50%

**Question : Age band:**

**Age band**



Option	Total	Percent
Up to 20 years	12	0.44%
21-30 years	130	4.75%
31-40 years	236	8.62%
41-50 years	431	15.75%
51-60 years	585	21.37%
61-70 years	599	21.89%
Over 70	650	23.75%
Not Answered	94	3.43%

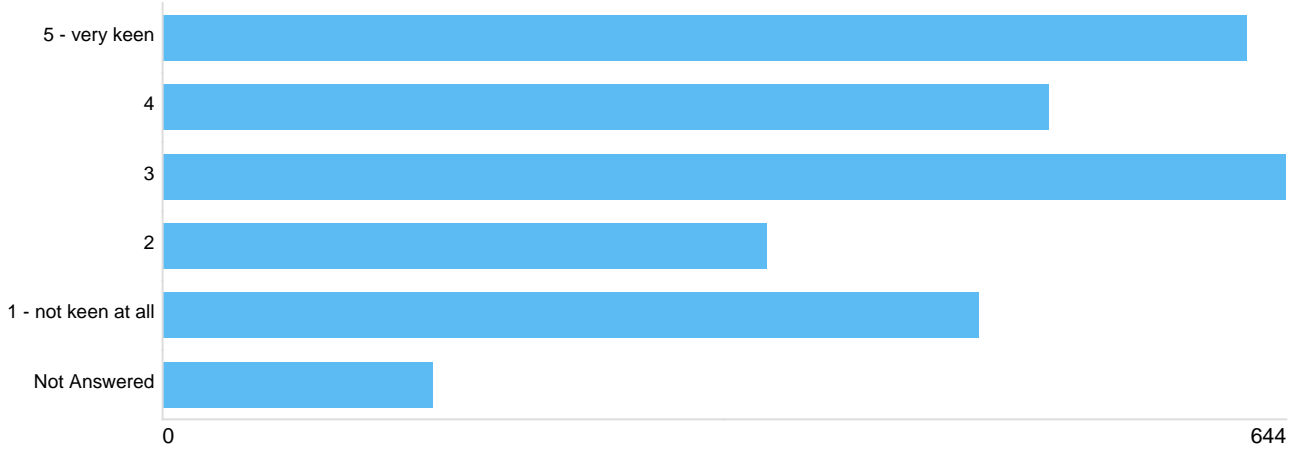
**Question : Area of Residence**

**Postcode**

There were **2686** responses to this part of the question.

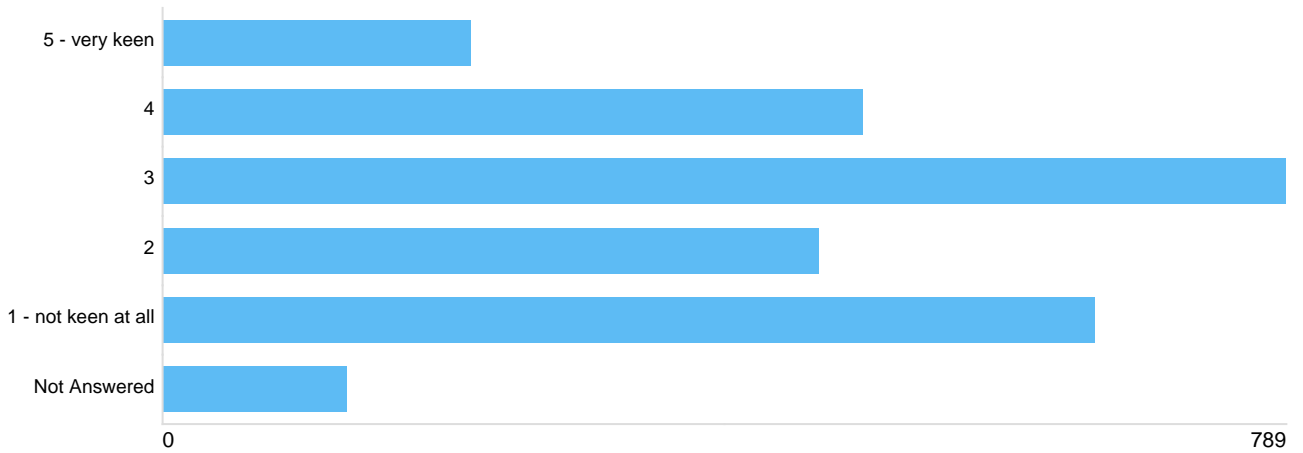
**Question 1: In light of the challenges of decreasing demand what are your broad preferences on the range of responses the Post Office may consider on a scale of 1-5, accepting a range of responses may be necessary:**

***Financial Responsibility - No change in core services of mail and the Post Office Network accepting that this will result in increased losses unless compensated for by increased contribution from other services***



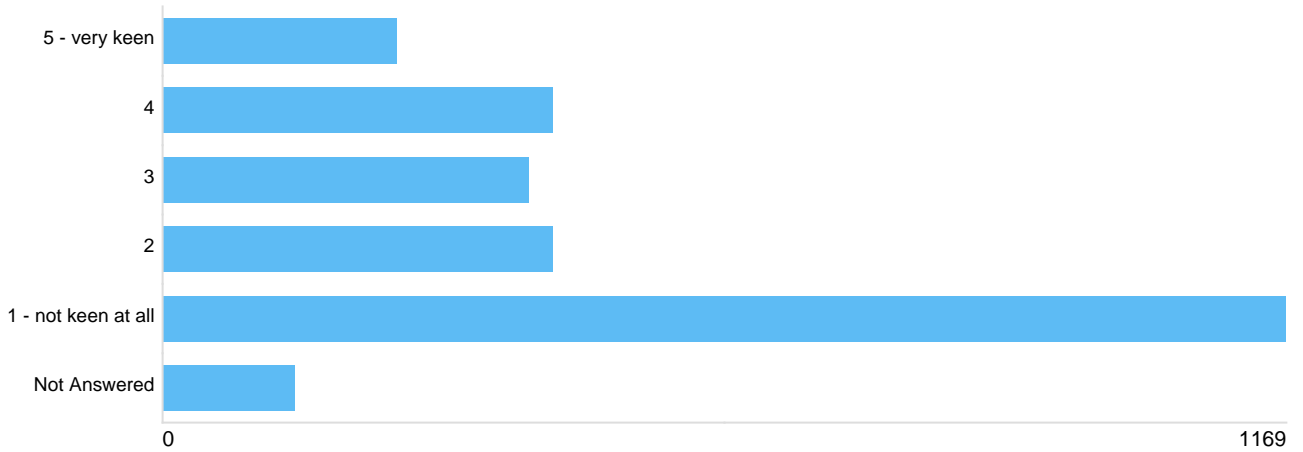
Option	Total	Percent
5 - very keen	620	22.65%
4	507	18.52%
3	644	23.53%
2	345	12.61%
1 - not keen at all	467	17.06%
Not Answered	154	5.63%

***Financial Responsibility - Increasing prices (e.g. mail delivery and stamps)***



Option	Total	Percent
5 - very keen	215	7.86%
4	490	17.90%
3	789	28.83%
2	460	16.81%
1 - not keen at all	654	23.89%
Not Answered	129	4.71%

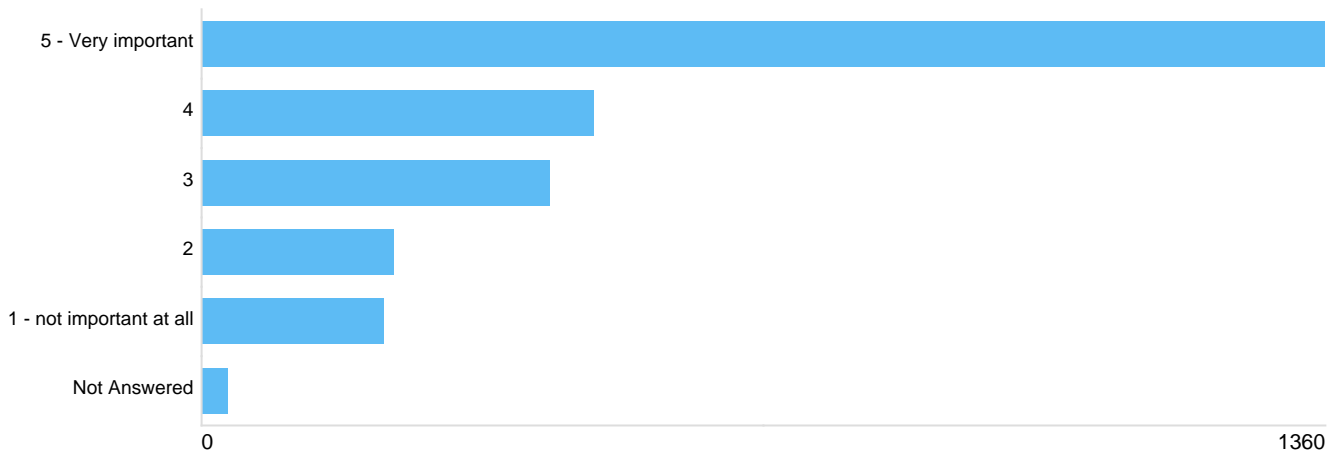
**Financial Responsibility - Reducing services (e.g. reduced opening hours / pop-up branches instead of fixed branches / reduction of home delivery)**



Option	Total	Percent
5 - very keen	243	8.88%
4	404	14.76%
3	379	13.85%
2	405	14.80%
1 - not keen at all	1169	42.71%
Not Answered	137	5.01%

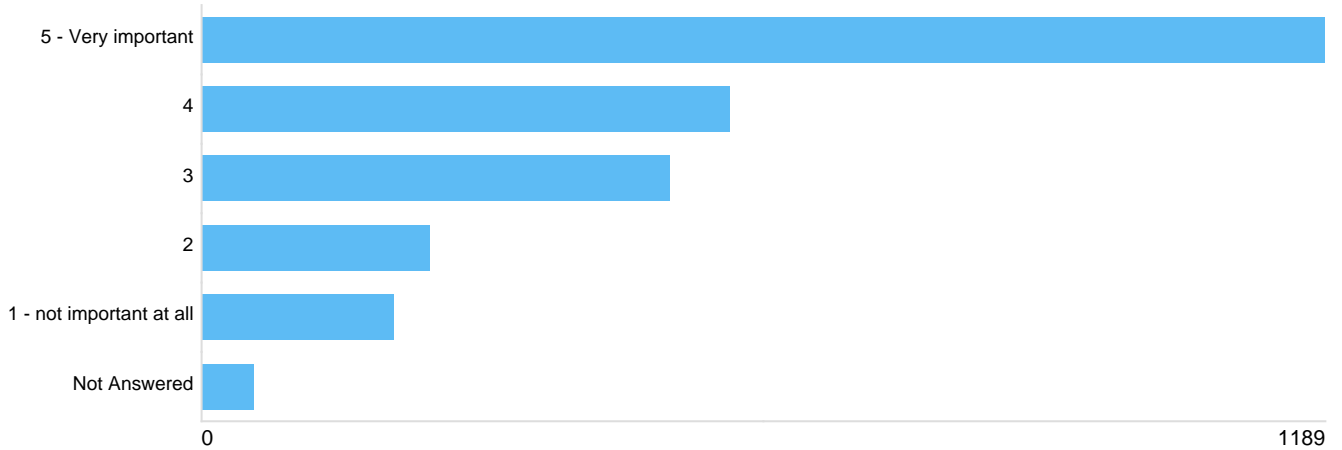
**Question 2: Please tell us how important the following current mail services are to you**

**Q1 mail services - Daily collections from your local post box**



Option	Total	Percent
5 - Very important	1360	49.69%
4	474	17.32%
3	420	15.35%
2	232	8.48%
1 - not important at all	220	8.04%
Not Answered	31	1.13%

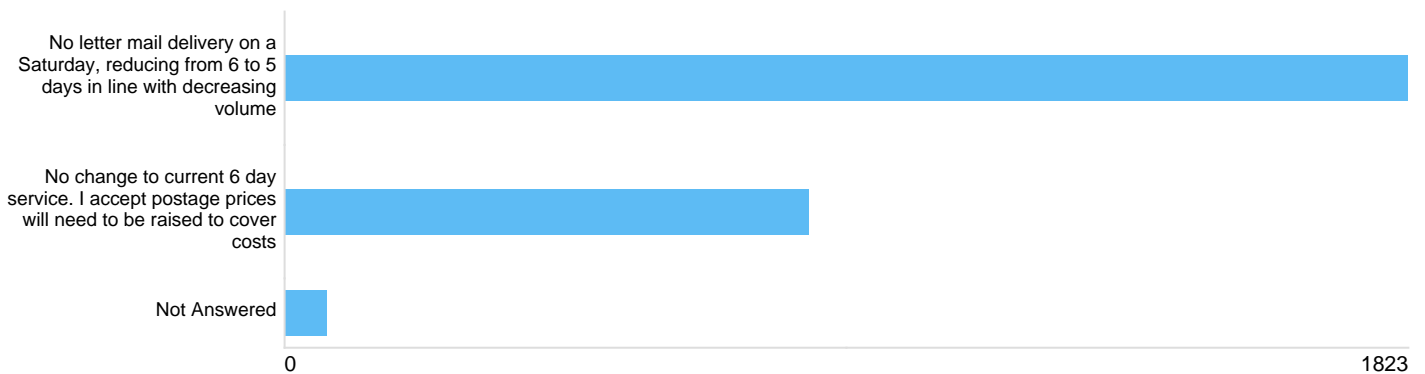
**Q1 mail services - Next day delivery service to the UK**



Option	Total	Percent
5 - Very important	1189	43.44%
4	558	20.39%
3	493	18.01%
2	241	8.81%
1 - not important at all	201	7.34%
Not Answered	55	2.01%

**Question 3: To ensure value for money, Isle of Man Post Office is considering reducing the delivery frequency of standard letter mail\* to align with decreasing volumes or alternatively, increasing stamp prices. What would your preference be on addressing this decline?**

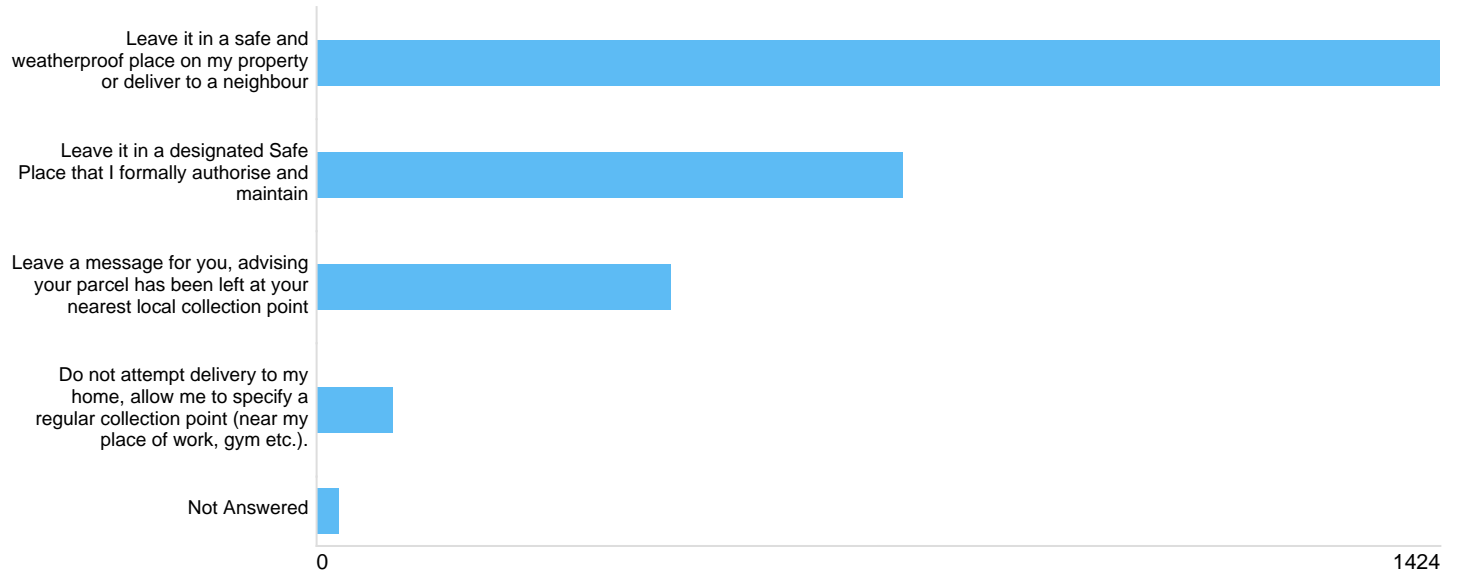
**Preference be on addressing this decline**



Option	Total	Percent
No letter mail delivery on a Saturday, reducing from 6 to 5 days in line with decreasing volume	1823	66.61%
No change to current 6 day service. I accept postage prices will need to be raised to cover costs	849	31.02%
Not Answered	65	2.37%

**Question 4: With the increase of online shopping and incoming parcels, there are no plans to reduce the delivery days for parcel and/or Special Delivery Guaranteed® deliveries. We are keen to enhance our parcel delivery services in line with your preferences. If you are not at home when we attempt a parcel delivery, what would you like us to do with your parcel?**

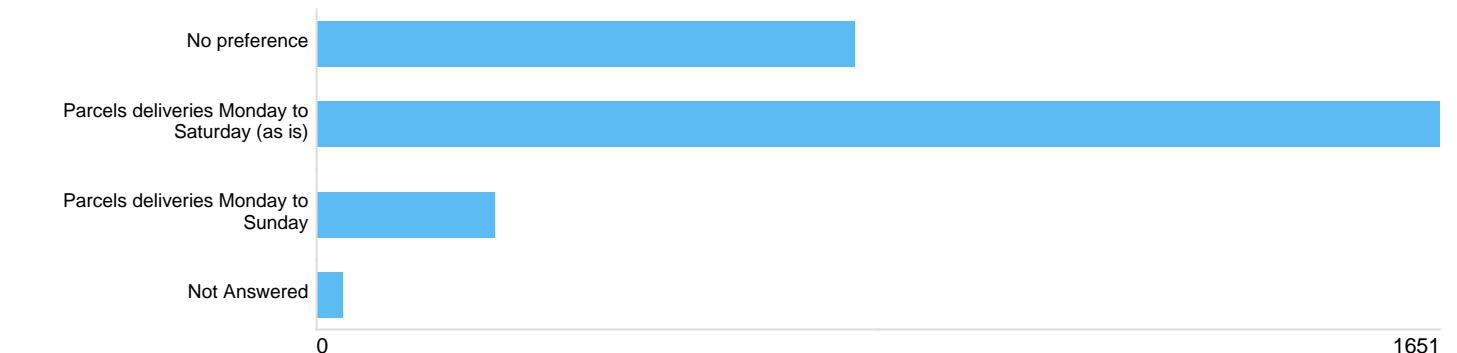
**Special Delivery Guaranteed® deliveries**



Option	Total	Percent
Leave it in a safe and weatherproof place on my property or deliver to a neighbour	1424	52.03%
Leave it in a designated Safe Place that I formally authorise and maintain	742	27.11%
Leave a message for you, advising your parcel has been left at your nearest local collection point	448	16.37%
Do not attempt delivery to my home, allow me to specify a regular collection point (near my place of work, gym etc.).	96	3.51%
Not Answered	27	0.99%

**Question 5: Preferred frequency for parcel deliveries?**

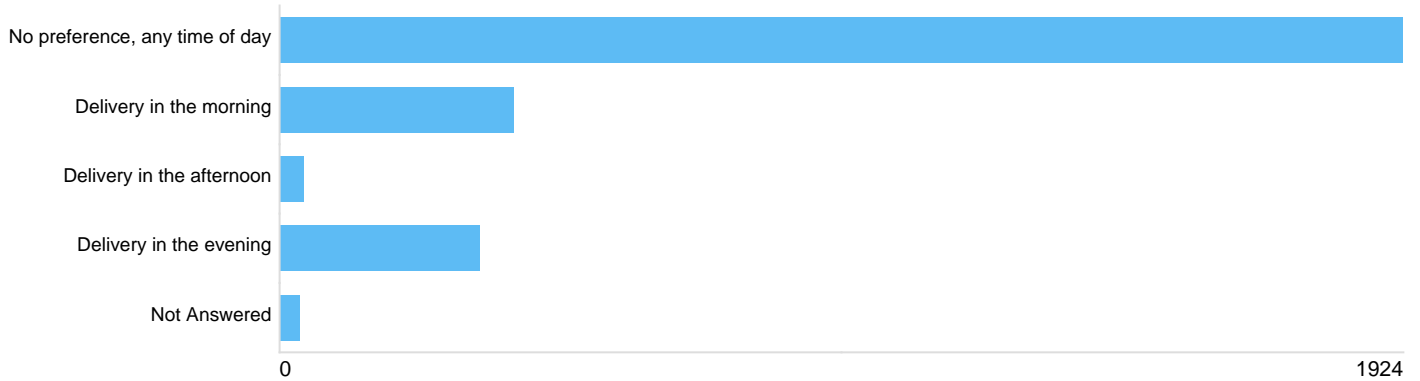
**Frequency for parcel deliveries**



Option	Total	Percent
No preference	789	28.83%
Parcels deliveries Monday to Saturday (as is)	1651	60.32%
Parcels deliveries Monday to Sunday	261	9.54%
Not Answered	36	1.32%

**Question 6: Preferred time of day for parcel deliveries**

*Time of the day for parcel deliveries*



Option	Total	Percent
No preference, any time of day	1924	70.30%
Delivery in the morning	400	14.61%
Delivery in the afternoon	39	1.42%
Delivery in the evening	342	12.50%
Not Answered	32	1.17%

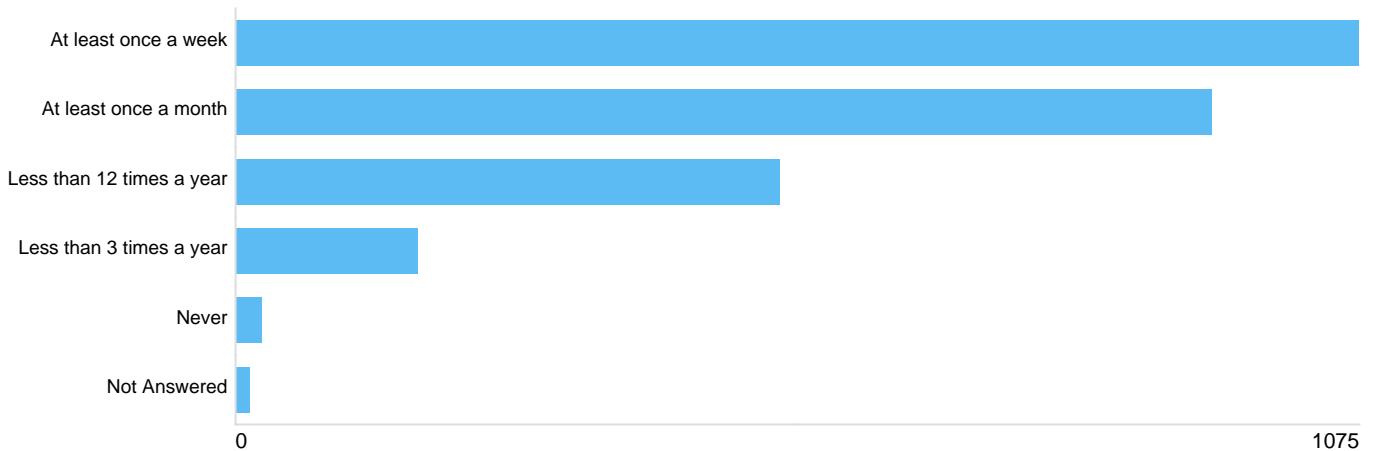
**Question 7: Are there any additional services you would like your post person to provide?**

*additional services*

There were **747** responses to this part of the question.

**Question 8: How often did you visit a post office last year on average?**

*visit a post office*

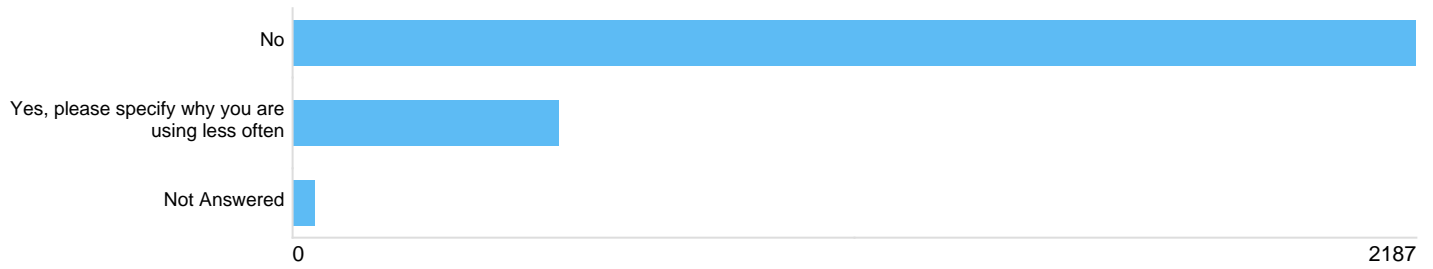




Option	Total	Percent
At least once a week	1075	39.28%
At least once a month	933	34.09%
Less than 12 times a year	519	18.96%
Less than 3 times a year	174	6.36%
Never	24	0.88%
Not Answered	12	0.44%

**Question 9: Has your use of your local post office declined?**

**Q2**



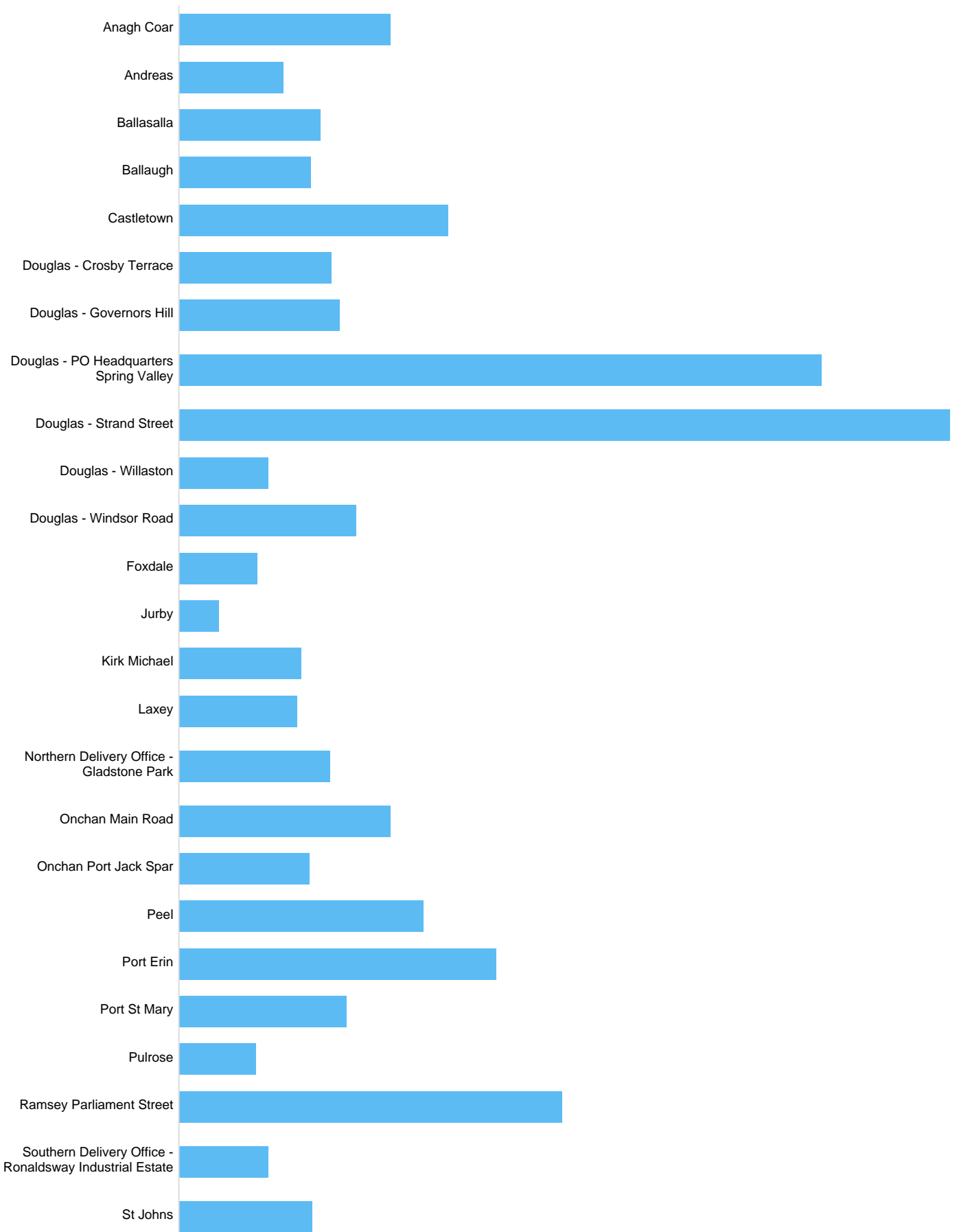
Option	Total	Percent
No	2187	79.91%
Yes, please specify why you are using less often	515	18.82%
Not Answered	41	1.50%

***Has your use of your local post office declined***

There were **707** responses to this part of the question.

**Question 10: Which of the following post offices did you visit in the last year? Select all that apply.**

**Q3**

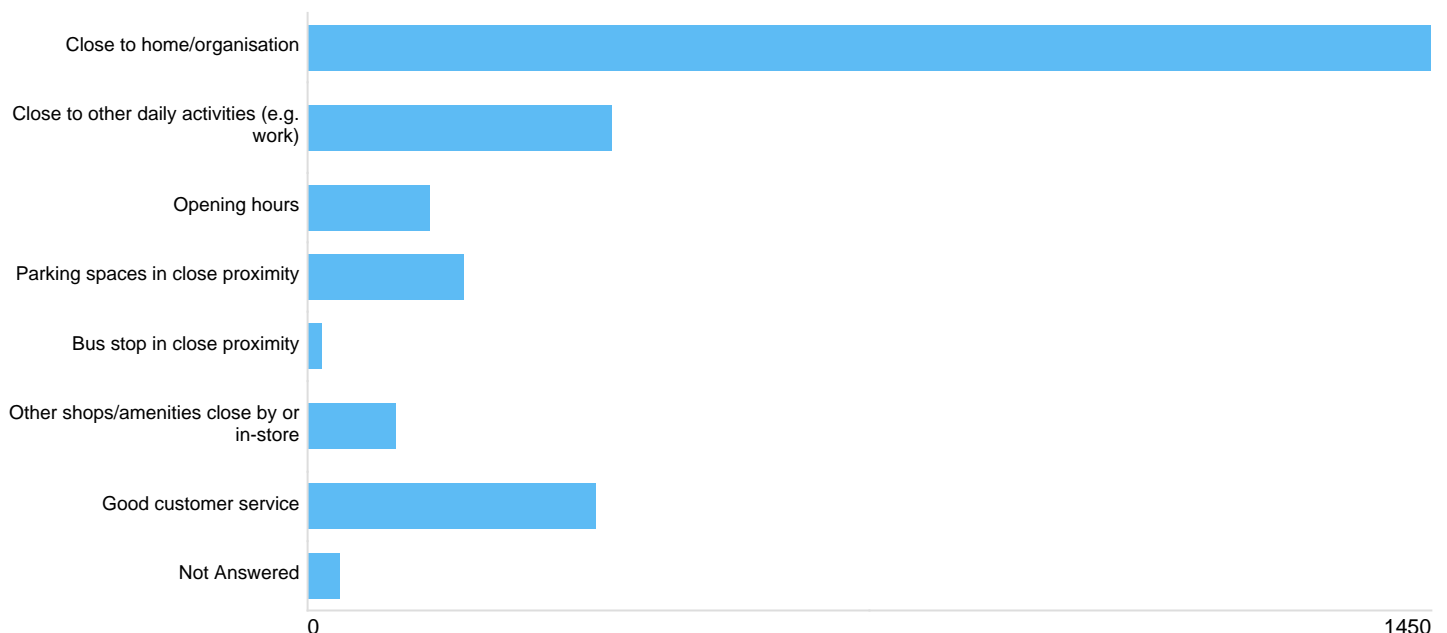




Option	Total	Percent
Anagh Coar	324	11.84%
Andreas	159	5.81%
Ballasalla	216	7.89%
Ballaugh	201	7.34%
Castletown	412	15.05%
Douglas - Crosby Terrace	233	8.51%
Douglas - Governors Hill	246	8.99%
Douglas - PO Headquarters Spring Valley	987	36.06%
Douglas - Strand Street	1187	43.37%
Douglas - Willaston	137	5.01%
Douglas - Windsor Road	272	9.94%
Foxdale	119	4.35%
Jurby	61	2.23%
Kirk Michael	186	6.80%
Laxey	180	6.58%
Northern Delivery Office - Gladstone Park	232	8.48%
Onchan Main Road	324	11.84%
Onchan Port Jack Spar	200	7.31%
Peel	375	13.70%
Port Erin	486	17.76%
Port St Mary	257	9.39%
Pulrose	117	4.27%
Ramsey Parliament Street	588	21.48%
Southern Delivery Office - Ronaldsway Industrial Estate	136	4.97%
St Johns	203	7.42%
Sulby	107	3.91%
Union Mills	232	8.48%
Not Answered	25	0.91%

**Question 11: From the list below, what is the most important factor that determines your choice of post office?**

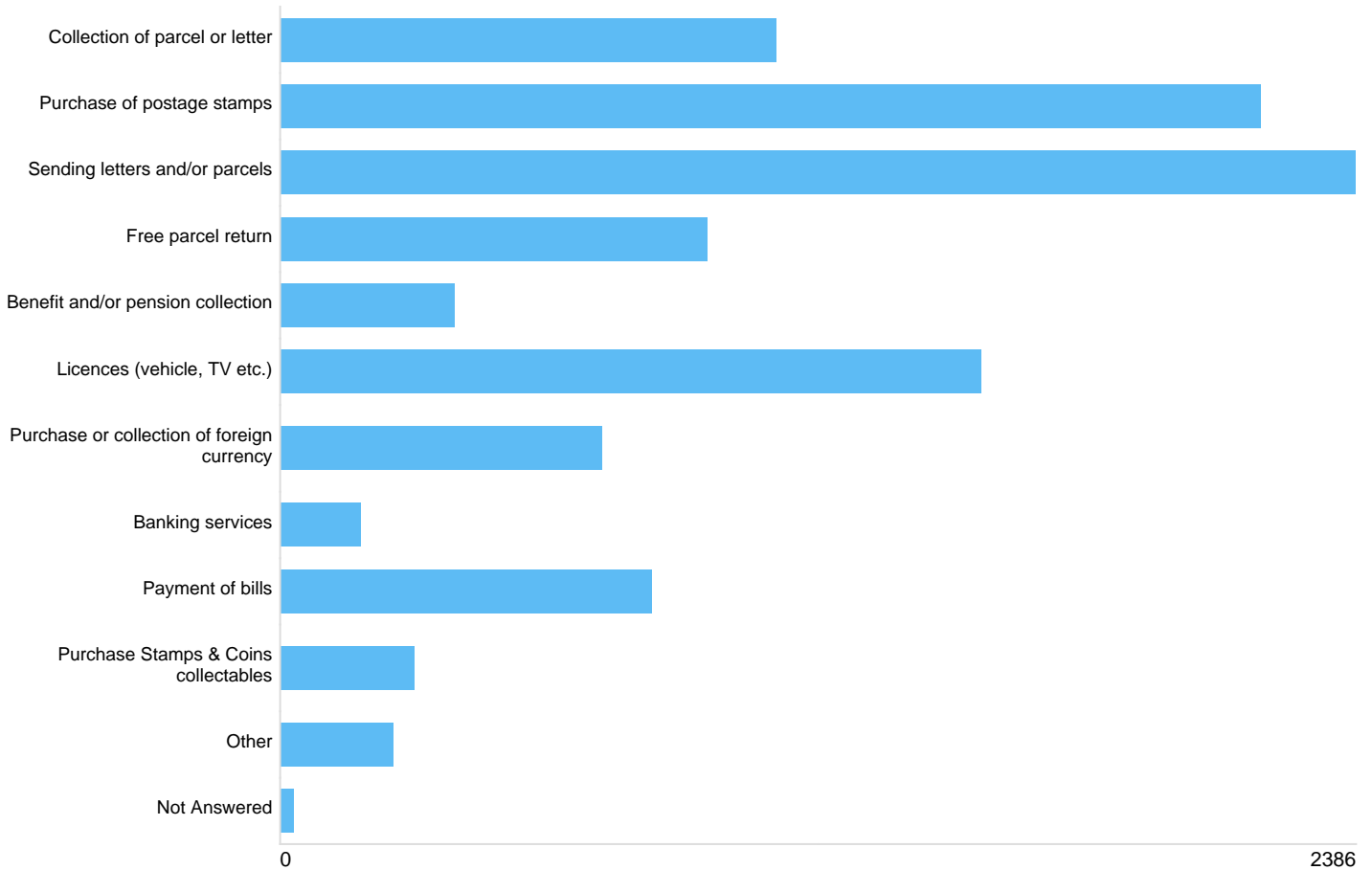
**important factor**



Option	Total	Percent
Close to home/organisation	1450	52.98%
Close to other daily activities (e.g. work)	390	14.25%
Opening hours	156	5.70%
Parking spaces in close proximity	200	7.31%
Bus stop in close proximity	16	0.58%
Other shops/amenities close by or in-store	113	4.13%
Good customer service	371	13.55%
Not Answered	41	1.50%

**Question 12: In a typical visit to a post office, which services do you usually use?**

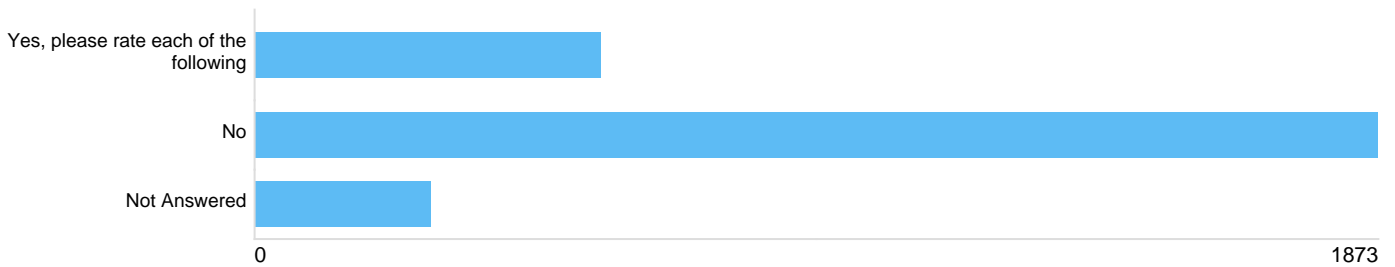
**Q5**



Option	Total	Percent
Collection of parcel or letter	1099	40.15%
Purchase of postage stamps	2170	79.28%
Sending letters and/or parcels	2386	87.18%
Free parcel return	943	34.45%
Benefit and/or pension collection	386	14.10%
Licences (vehicle, TV etc.)	1553	56.74%
Purchase or collection of foreign currency	712	26.01%
Banking services	178	6.50%
Payment of bills	820	29.96%
Purchase Stamps & Coins collectables	297	10.85%
Other	248	9.06%
Not Answered	29	1.06%

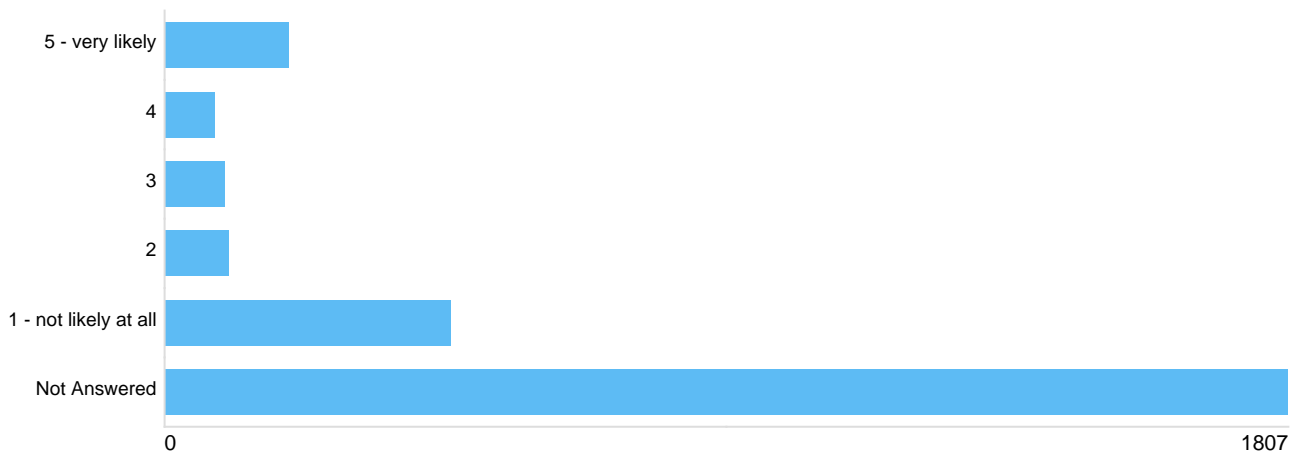
**Question 13: If current opening times are a factor in your use of a post office, would you be likely to increase your use of post office services if additional hours were available?**

**Q6**



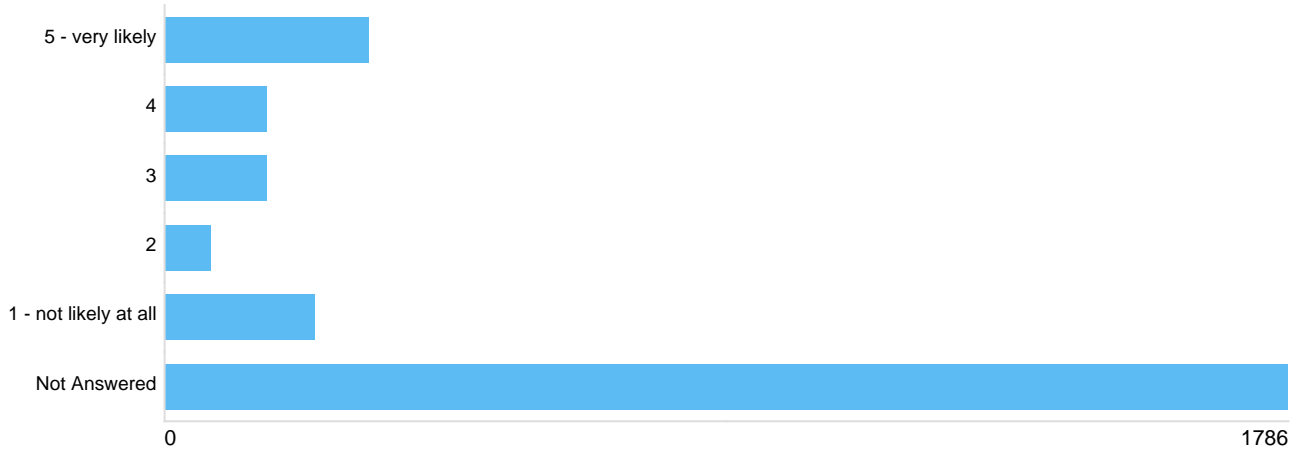
Option	Total	Percent
Yes, please rate each of the following	574	20.97%
No	1873	68.43%
Not Answered	290	10.60%

**Q6 - Early morning (7am-9am)**



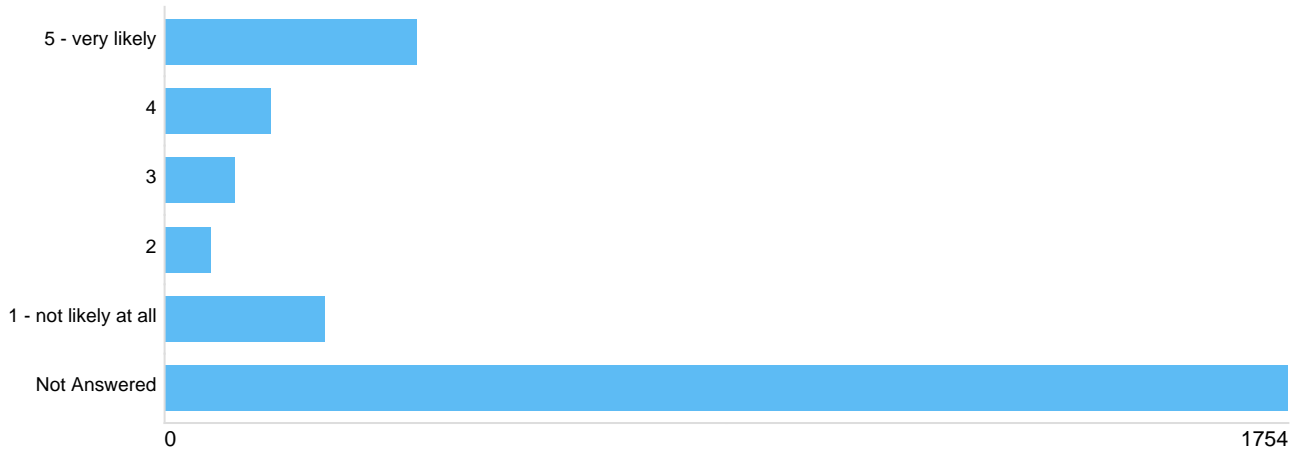
Option	Total	Percent
5 - very likely	197	7.20%
4	78	2.85%
3	94	3.43%
2	102	3.73%
1 - not likely at all	459	16.77%
Not Answered	1807	66.02%

**Q6 - Over lunch (12pm-2pm)**



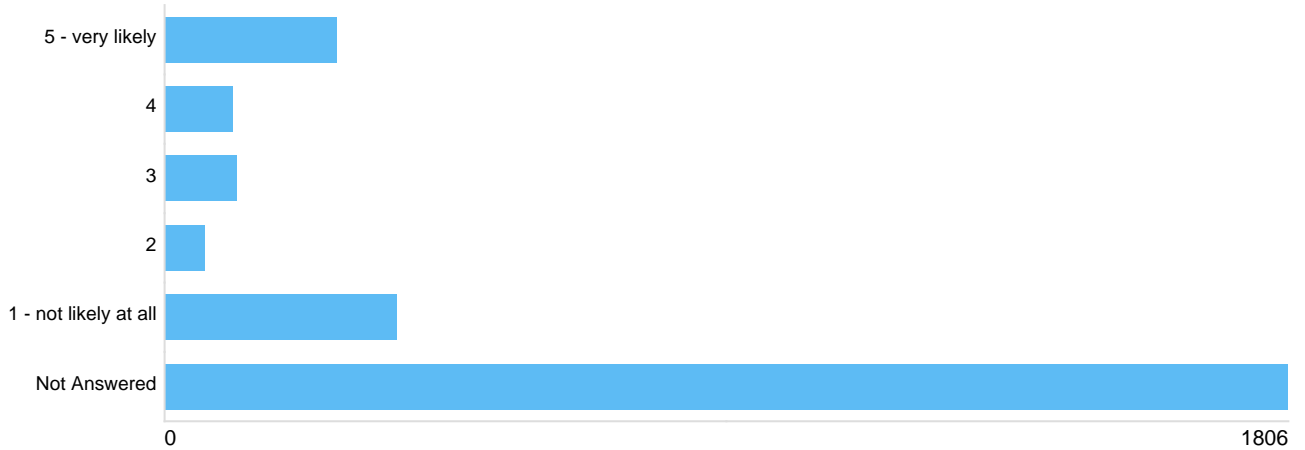
Option	Total	Percent
5 - very likely	324	11.84%
4	159	5.81%
3	161	5.88%
2	71	2.59%
1 - not likely at all	236	8.62%
Not Answered	1786	65.25%

**Q6 - Evening (5:30pm-7:30pm)**



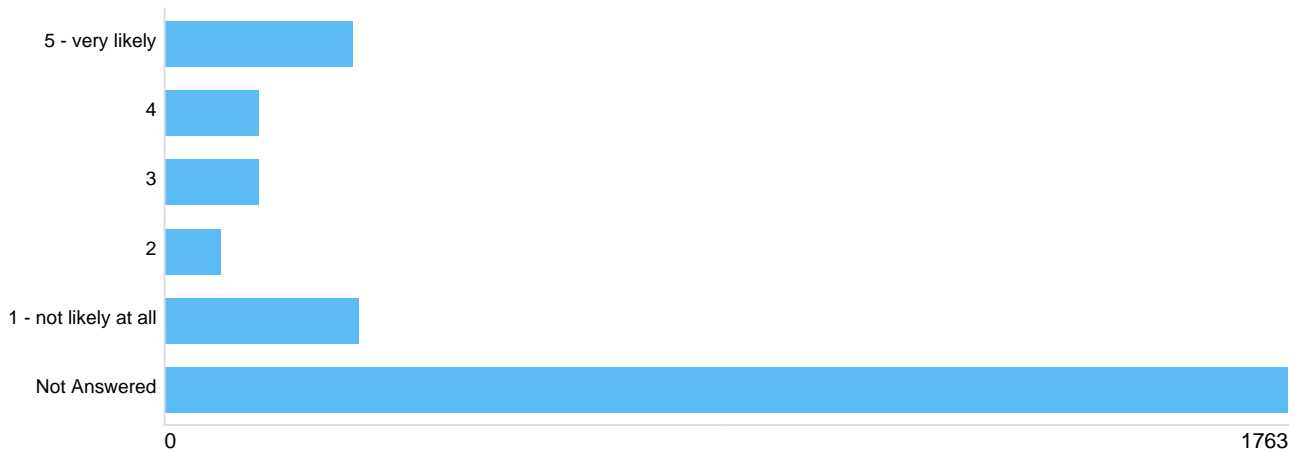
Option	Total	Percent
5 - very likely	391	14.29%
4	165	6.03%
3	107	3.91%
2	71	2.59%
1 - not likely at all	249	9.10%
Not Answered	1754	64.08%

**Q6 - One late evening (until 9pm)**



Option	Total	Percent
5 - very likely	275	10.05%
4	107	3.91%
3	115	4.20%
2	64	2.34%
1 - not likely at all	370	13.52%
Not Answered	1806	65.98%

**Q6 - Saturday afternoon (12:30pm-5pm)**

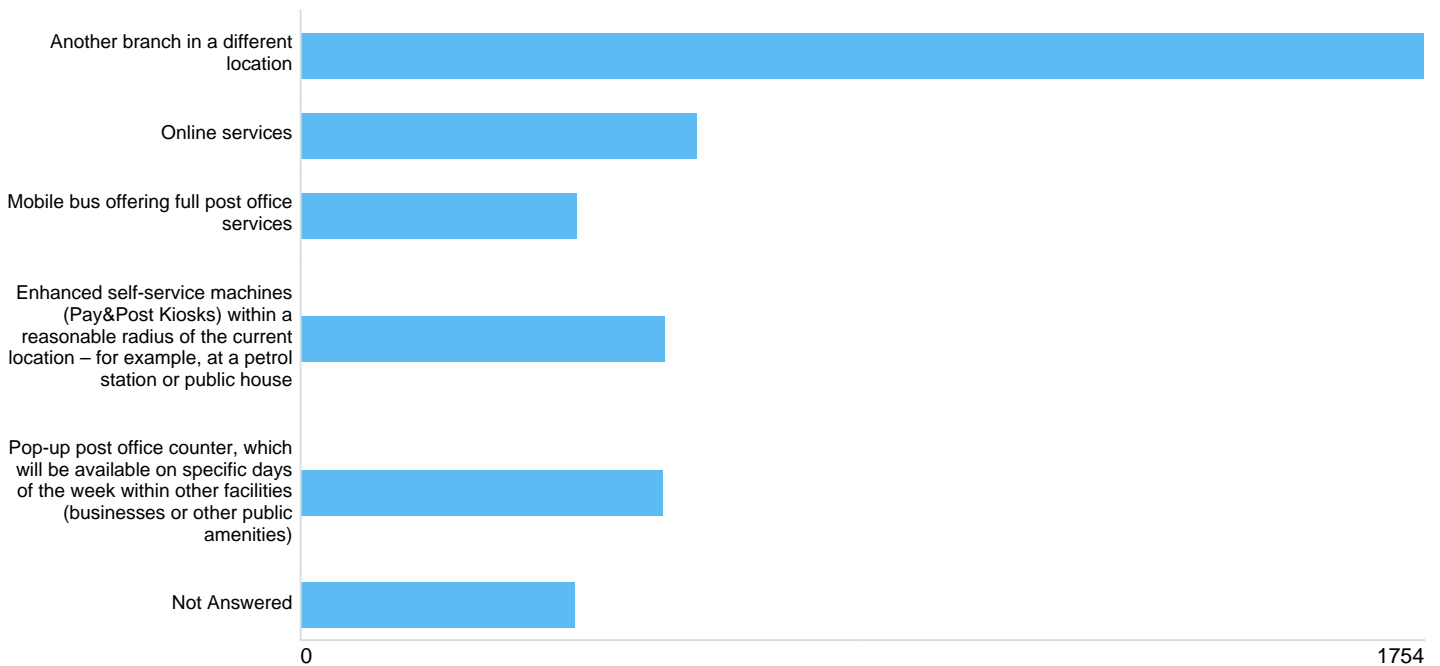




Option	Total	Percent
5 - very likely	292	10.67%
4	147	5.37%
3	147	5.37%
2	85	3.11%
1 - not likely at all	303	11.07%
Not Answered	1763	64.41%

**Question 14: If the post office you usually visit was not available, which of the following options would you consider using? Please select all that apply.**

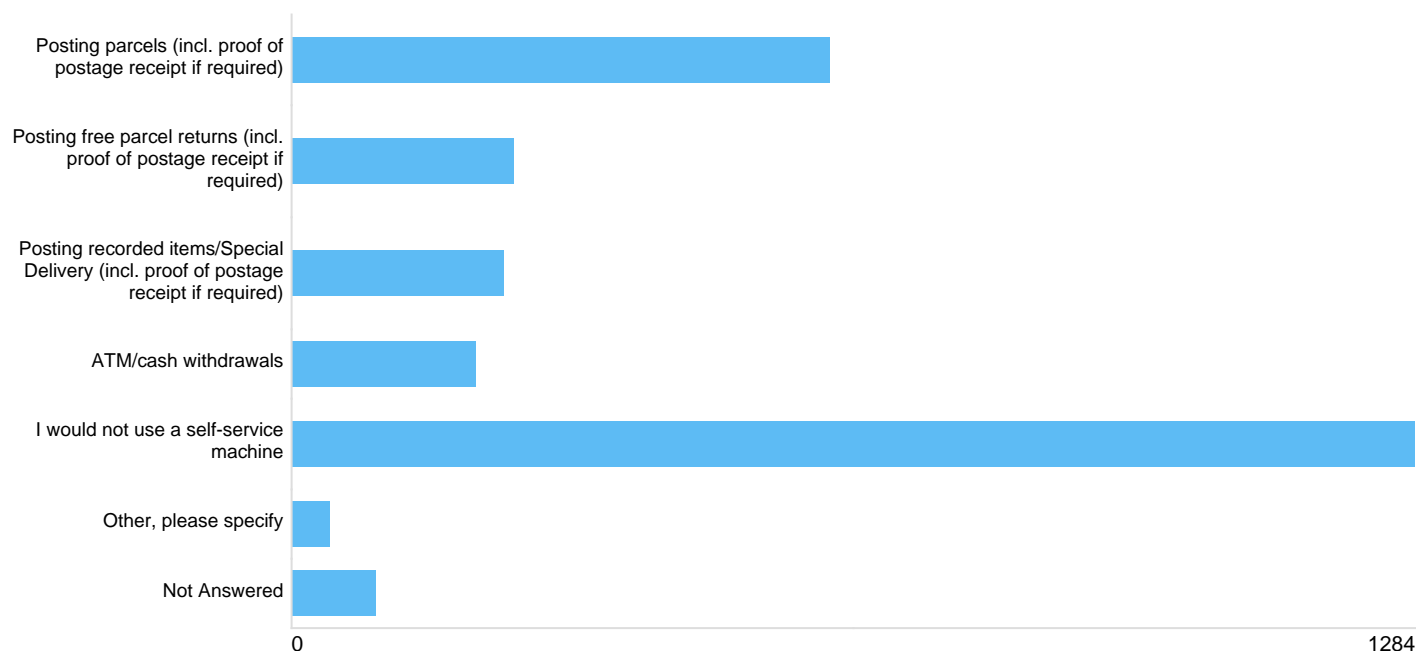
**Q8**



Option	Total	Percent
Another branch in a different location	1754	64.08%
Online services	615	22.47%
Mobile bus offering full post office services	430	15.71%
Enhanced self-service machines (Pay&Post Kiosks) within a reasonable radius of the current location – for example, at a petrol station or public house	567	20.72%
Pop-up post office counter, which will be available on specific days of the week within other facilities (businesses or other public amenities)	562	20.53%
Not Answered	426	15.56%

**Question 15: IOMPO is already operating eleven self-service machines (Pay&Post Kiosks) providing the following services: post letters, buy stamps, pay bills and fines. If the self-service machines offered additional features, which one would be most important for you?**

***operating eleven self-service machines***



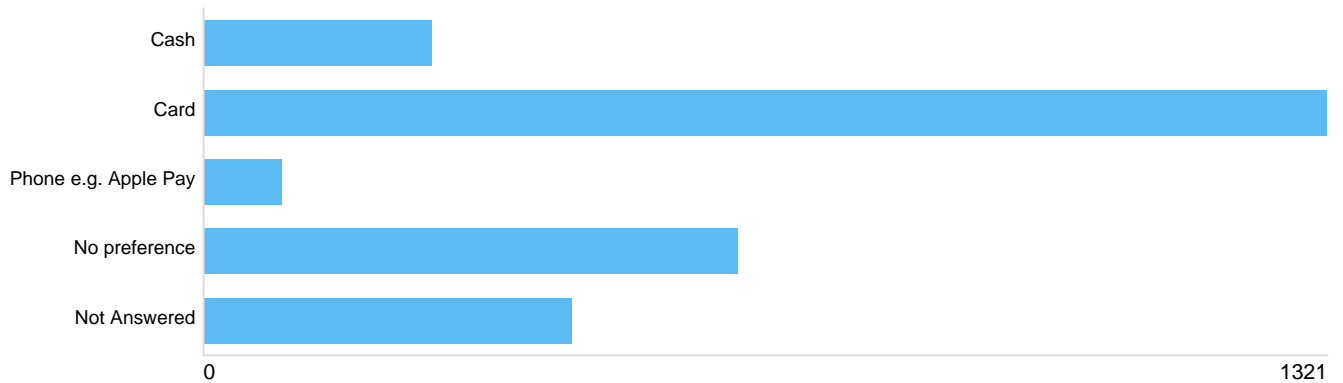
Option	Total	Percent
Posting parcels (incl. proof of postage receipt if required)	614	22.43%
Posting free parcel returns (incl. proof of postage receipt if required)	252	9.21%
Posting recorded items/Special Delivery (incl. proof of postage receipt if required)	241	8.81%
ATM/cash withdrawals	210	7.67%
I would not use a self-service machine	1284	46.91%
Other, please specify	42	1.53%
Not Answered	94	3.43%

***Please give us your views Q8***

There were **452** responses to this part of the question.

**Question 16: What would be your preferred method of payment at self-service machines?**

*preferred method of payment*



Option	Total	Percent
Cash	266	9.72%
Card	1321	48.26%
Phone e.g. Apple Pay	91	3.32%
No preference	627	22.91%
Not Answered	432	15.78%

**Question 17: What additional services might attract you to go to a post office on a more frequent basis?**

*additional services*

There were **781** responses to this part of the question.

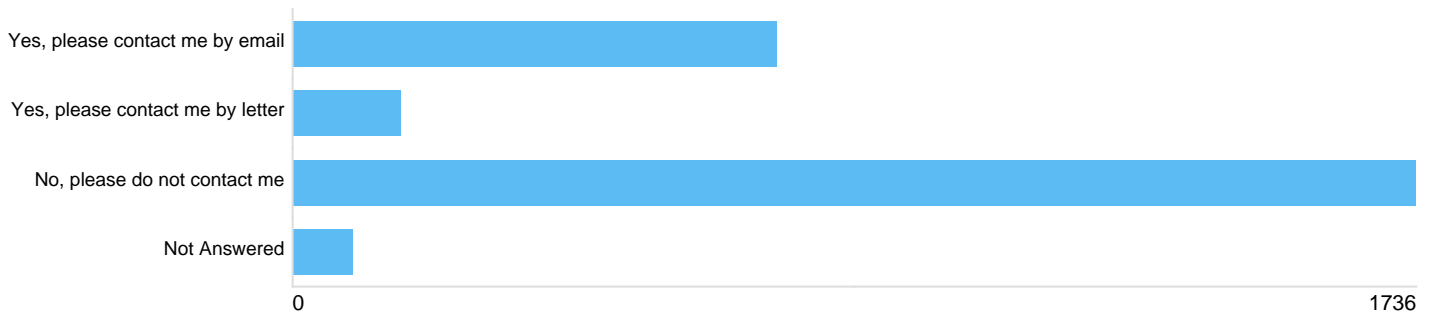
**Question 18: Is there anything else you would like to add?**

*Please give anything else*

There were **1099** responses to this part of the question.

**Question 19: Once the consultation is completed, we may conduct focus groups to discuss specific topics in more detail, would you like to participate?**

*Focus groups*



Option	Total	Percent
Yes, please contact me by email	747	27.29%
Yes, please contact me by letter	164	5.99%
No, please do not contact me	1736	63.43%
Not Answered	90	3.29%

*focus groups contact*

There were **630** responses to this part of the question.