

Parcels league table

2022

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Rank	Company	Cost	Customer problems	Accessibility	Customer service	Trust	Overall score
▲ 1	Royal Mail	£££	3.00	2.00	3.13	4.33	3.00 ★ ★ ★ ★ ★
▼ 2	Amazon Logistics	N/A	2.80	1.80	3.20	4.33	2.75 ★ ★ ★ ★ ★
● 3	DPD	£££	2.00	2.40	2.30	4.00	2.25 ★ ★ ★ ★ ★
● 4	Yodel	£££	2.00	2.00	1.70	2.33	2.00 ★ ★ ★ ★ ★
● 5	Evri*	£££	1.80	1.80	1.80	2.33	1.75 ★ ★ ★ ★ ★

*In March 2022, Hermes announced they were changing their name to Evri

**Notes: Data is not available for all companies for all data points. Amazon logistics does not have a C2C service so is excluded from the Cost metric. Twitter data is used to form part of the Customer Problems and Customer Service metrics. Royal Mail is excluded from this as not all their Twitter activity is related to parcels. Parts of the Accessibility metric are made up from data on consumer perception and as such should not be seen as a judgement on whether or not these options or services are actually available. The figures throughout this report refer to the last parcel that people received in the last month.

Methodology

Our annual parcels league table compares the 5 largest parcel delivery companies in the UK (by estimated parcel volumes) against four criteria:

 **Customer problems**

 **Accessibility**

 **Customer service**

 **Trust**

A complete methodology can be found [here](#).

To create our league table we used data from the following sources:

Consumer polling

Between 10th and 31st October 2022, Opinium carried out an online survey of 8,421 UK adults who have received a parcel in the last month from Royal Mail, DPD, Yodel, Amazon Logistics or Evri.

Citizens Advice Consumer Service

We conducted a keyword search of company names carried out through the Citizens Advice Consumer Service Partner Portal to identify case volumes associated with each company in the 6 months between 1st April 2022 and 30th September 2022.

Social media complaints

To identify and categorise tweets about parcel companies we used a tool called Method 52, which uses Natural Language Processing to classify text into categories which can then be quantified and analysed.

Company websites

On 10th October 2022 we searched company websites to determine the cost to send a 1kg parcel and a 5kg parcel to a mainland UK address.*

Apex Insight

To identify the largest 5 parcel delivery companies in the UK, we used insights from the [UK Parcels Market Insight Report 2020](#).

Note: Unless otherwise referenced the information in this report is based on original research conducted by Citizens Advice for the 2022 Parcels League Table.

*Cost is not included in the overall star rating and is included as a point of context only. Companies are rated out of three (where one pound symbol is the cheapest and three pound symbols is the most expensive) across various data points which are then averaged to find a total score.

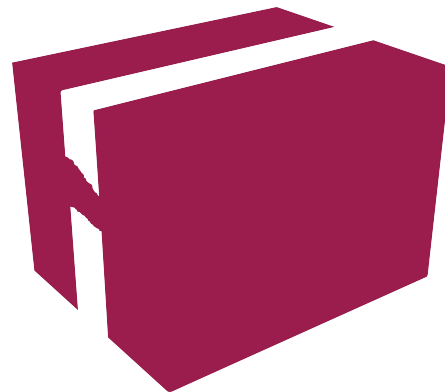
Our second annual parcels league table finds widespread issues across the parcels market for the second year running

This year's league table shows that consumers continue to be placed at the sharp end of problems in the parcels market, with **none of the companies scoring above a 3 out of 5**.

The parcels market regulator, Ofcom, recently reviewed its regulation of the parcels market. It announced improvements for disabled people and people needing to complain. These regulatory changes may lead to **more positive outcomes** in meeting disabled consumers' needs and complaints handling.

But our latest league table shows that **consumers continue to experience problems at an unacceptably high rate**.

Further action from the regulator is likely needed to prevent problems occurring in the first place.



①

Royal Mail scored highest, bettering last year's score with 3 stars overall

⑤

Evri came last for a second year running, despite overall improvement with 1.75 stars



Amazon and **DPD's** scores stayed the same, whilst **Yodel** improved on their previous score



All parcel companies failed to score a 3 or above on **accessibility**

Criteria 1:



Customer problems

A third (35%) of people said they had a problem with their most recent parcel delivery in the last month.



9% said the parcel was left in an insecure location



9% said the parcel arrived late



8% said the delivery driver left before they had time to get to the door



7% said they or someone else had to stay home to receive the parcel

Parcel problems stayed at the same level as found in our [last annual parcels league table](#) (36%).

Criteria 2:



Accessibility

People with parcel delivery accessibility needs* were **twice as likely** to experience a problem (54%) with their last parcel delivery than those without (26%).

Of those who had parcel delivery accessibility needs that they'd like to share with delivery companies, **almost half** (46%) said they weren't able to do so for their last parcel delivery.

Over half (55%) of people with parcel delivery accessibility needs encountered an issue when trying to resolve a problem with their last parcel delivery. In comparison, **1 in 3** (36%) people without accessibility needs encountered a problem.

*Accessibility needs are self-identified and include people who need additional time to get to the door, help with carrying or picking up parcels, needing parcels left in specific locations, or other reasons why arranging parcel delivery or answering the door can be difficult such as childcare, or health conditions.

Criteria 3:



Customer service

Of those who experienced a problem with their last delivery in the last month, **almost 2 in 5** (38%) didn't take any action to resolve the problem.

And **close to half** (46%) encountered an issue when trying to resolve their problem.



13% said the response was slow



12% said they had problems with an automated system



10% didn't receive a response



9% couldn't find the correct contact details

2 in 5 (41%) of those who experienced issues resolving a problem with their last delivery said they were dissatisfied with the outcome.

Criteria 4:



Trust

Thinking about a future delivery* from any of the parcel delivery companies included in this league table, **1 in 7** (14%) people did not have confidence that the parcel would arrive on time.

And **almost 1 in 5** (18%) people said they would not be confident that the parcel would be delivered to a secure location.

1 in 4 (21%) people said they wouldn't be confident that they could easily resolve a problem with a future parcel delivery if they had one.

* The following percentages were worked out using the average figures from across the 5 parcel companies.

Spotlight on demographics

Our research found that some groups experience parcel delivery problems at a higher rate.

Disabled people

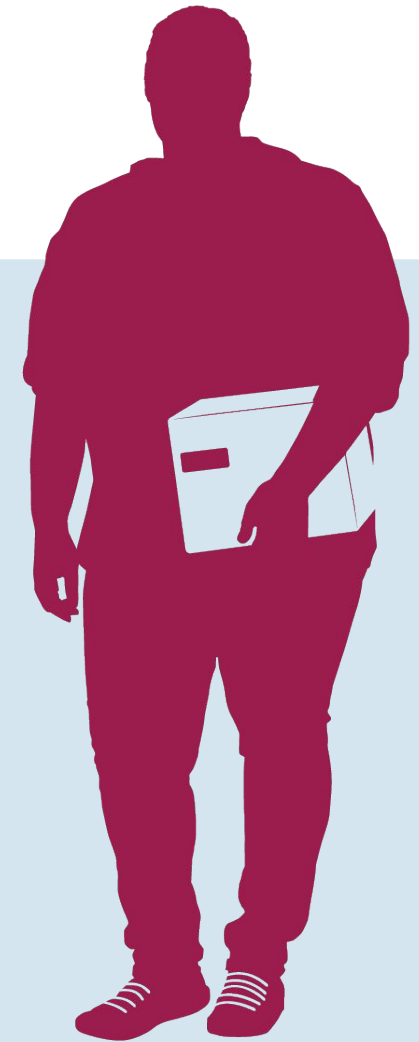
Disabled people* were **more likely** (38%) to experience a problem with their last parcel delivery than those without a disability (34%).

People with irregular working hours

In comparison to **a third** (35%) of the UK population, almost **3 in 5** people (59%) who work nights or unpredictable shifts and need their parcel left in a specific place had a problem with their last parcel delivery.

People with caring responsibilities

Those with caring responsibilities (44%) were **more likely** to experience a problem with their last parcel delivery than those without caring responsibilities (31%).



*Notes: Disabled people are people who self-identify as having a disability or long-term health condition. This condition could relate to either physical or mental health, or both. People with caring responsibilities includes those who care for people older and/or younger than them, including children under the age of 18.

Looking forward

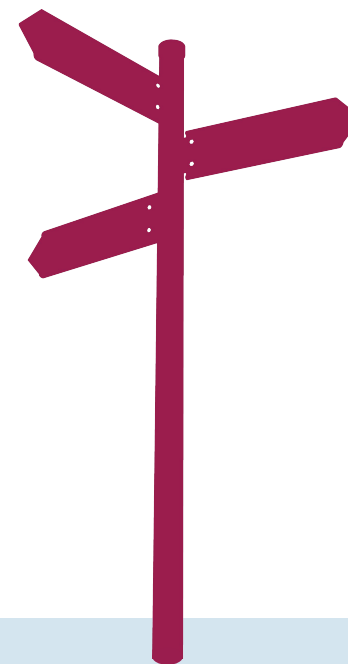
Our second annual parcels league table shows that **problems run deep through the parcels market.**

As the market regulator, Ofcom holds the power to change the rules of the market to improve outcomes for consumers.

Ofcom regulates Royal Mail as the Universal Service Provider (USP). But it leaves the activities of the other major non-USP parcel operators largely unregulated.

Non-USP operators account for just under 3 in every 5 (58%) parcels sent.

Essential Condition 1, which sets out guidelines to ensure mail integrity and security, currently only applies to Royal Mail. Non-USP parcel operators follow Consumer Protection Conditions, **but these conditions don't go far enough.**



Ofcom made some positive steps towards reducing problems for consumers in its recent review of postal regulation.

It set out new guidance on actions operators should take to **improve their complaints processes**, as well as a new condition to **meet disabled consumers' needs.**

While a move in the right direction, we'd like to see further improvements made to **reduce the amount of problems happening in the first place.**

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We're a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

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