

Parcels league table

2024

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Rank*	Company	Delivery problems	Accessibility	Customer service	Trust	Overall score
1	Amazon Logistics	3.00	2.20	3.30	4.20	▲ 3 ★ ★ ★ ☆ ☆
1	Royal Mail	2.60	3.00	2.70	4.20	▲ 3 ★ ★ ★ ☆ ☆
2	DPD	2.60	2.40	2.30	3.80	▲ 2.5 ★ ★ ☆ ☆ ☆
3	Evri	2.20	1.80	2.00	2.40	● 2 ★ ★ ☆ ☆ ☆
3	Yodel	2.20	1.60	1.90	2.40	● 2 ★ ★ ☆ ☆ ☆

Notes: Parts of the accessibility metric are 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.

*Amazon Logistics and Royal Mail are tied first place and Evri and Yodel are tied last place. Where scores are the same, we've used unrounded scores to decide where to place each company on the table.

Four years on, we are seeing only slight improvements in the parcels market - and some areas even getting worse

This is our fourth year of running the Parcels League Table, where we compare the performance of the biggest parcel companies. As the consumer advocate for post, we focus on the consumer experience and analyse this across 4 key indicators. These are: delivery problems, accessibility, customer service and trust.

For the fourth year in a row, we see a parcels market that is not working for consumers.

All of the parcel companies scored 3 stars or under - out of a possible 5. However, we have seen slight improvements for most carriers in overall ratings and around delivery problem scores this year.

①

Amazon and Royal Mail scored highest, both scoring 3 stars out of 5

⑤

Evri and Yodel came joint last, each with 2 stars out of 5



There is only 1 star difference between highest and lowest scoring parcel companies, showing problems are persistent across the board



Accessibility continues to be the **lowest** combined scores of all the criteria



Delivery problems

Delivery problem scores, which are calculated to include social media and consumer service data, have improved since last year for most carriers. But our polling shows that delivery problems continue to be a huge issue.

The polling data suggests rates of parcel problems are actually slightly higher this year than previous years. This could mean fewer people are turning to social media or our consumer service to complain about issues.



Over 1 in 3 (36%) people had a problem with their last parcel delivery

Of the people that had a problem:



24% said the parcel was left in an insecure location



1 in 4 (25%) said the parcel arrived late



28% said the delivery driver left before they had time to get to the door



Accessibility

In November 2023, Ofcom introduced an accessibility condition to their Postal Regulation Statement.

A year on, some progress has been made, but accessibility continues to be the lowest scoring category.

1 in 5 (20%) of people reported they had an accessibility need that they would have liked to share with their parcel delivery company.

Of those who said they had an accessibility need to share:



39% were still unable to share this with the delivery company



Over half (55%) had a delivery problem in the last month



Of those who did manage to share their accessibility need, **85%** said their needs were taken into account

*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.



Customer service

In April 2023, Ofcom responded to our concerns in this area by introducing more specific guidance for parcel companies on managing complaints processes. This included greater clarity about who to contact, the process and how long it would take to resolve (under consumer law, consumers often need to contact the retailer to report parcel problems, which can lead to confusion around responsibilities).

However, this year's results show that complaints has in fact become a bigger issue for consumers, with customer service scores getting worse for all but one parcel company.



14% of people said they received too little information about their delivery overall

Out of people who had a parcel problem and tried to resolve it:



73% had a further issue trying to resolve their problem



41% of those who had a further issue were dissatisfied with the outcome of the complaints process



Trust

To develop the trust metric, we asked consumers how much confidence they had in the parcel company who had made their last delivery. It also looks at how satisfied they were with the service from that company.



8% of consumers were not happy with the choice of parcel company who made their last delivery

④

This is significant because **4 out of 5 (79%)** of consumers didn't get to choose who delivered their parcel

③

3 out of 4 (76%) consumers who were not happy with the choice of parcel company said the reason was because of a previous experience of poor quality of service



Amazon and Royal Mail scored highest, whereas Evri and Yodel received the lowest trust scores

Context criteria

These criteria do not contribute to the companies' overall rankings

		Amazon Logistics	Royal Mail	DPD	Evri	Yodel
Cost	£	N/A	£££	£££	£££	£££
CO2e	🌲	N/A	🌲🌲🌲 200g	🌲 547g	🌲🌲 308g	🌲🌲 330g

Cost

The cost rating is worked out using the costs for a consumer sending a 1kg and 5kg parcel from drop off at a shop to a UK mainland address for each parcel company. One pound sign is the cheapest cost rating, three is the most expensive.

It's not an exact comparison because the services provided offer different delivery times, but it's the best comparison we were able to find. A DPD parcel sent this way should be delivered in 1 to 2 working days, Yodel within 2 working days, Royal Mail between 2 to 3 business days and Evri in 2 to 4 working days.

Environmental indicator

The score is based on grams of CO2 emissions per parcel with fewer grams representing fewer emissions **as reported by the parcel companies themselves**. The rankings are illustrated by the tree symbol - more trees means a lower carbon footprint per parcel delivered.

We excluded Amazon Logistics because they haven't published CO2 emissions data.

We recognise that there may be some disparities in how this is measured, but in the absence of a truly comparable metric, we felt this was the best option.

For the companies we have data for, all of their CO2 emissions per parcel have marginally improved since last year.

For more information, [click here](#) to read our environment rating guide.



Spotlight on demographics

Disabled people

55% of those with accessibility needs had a problem with their last parcel delivery, compared to 31% of those without accessibility needs.

55%

Racially minoritised groups

People from a racially minoritised background were **more likely** (51%) to experience a problem with their delivery compared to white people (34%).

51%

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

People with irregular working hours

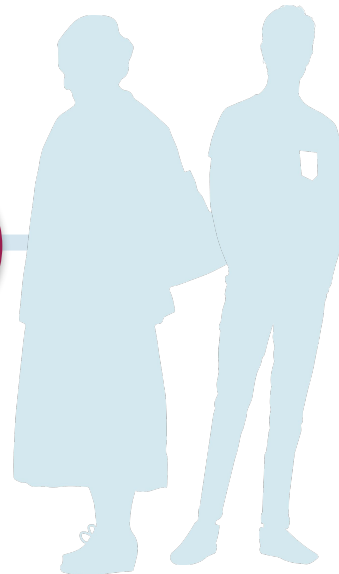
In comparison to a **third** (36%) of the UK population, **3 in 5** (60%) people who work nights or unpredictable shifts (and therefore might need their parcel left in a specific place) had a problem with their last parcel delivery.

60%

People with caring responsibilities

Over **three quarters** (77%) of people with caring responsibilities who experienced a problem with their last delivery found it hard to resolve this issue, compared to 69% of those without caring responsibilities.

77%



*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.

Change in overall scores from 2021 to 2024

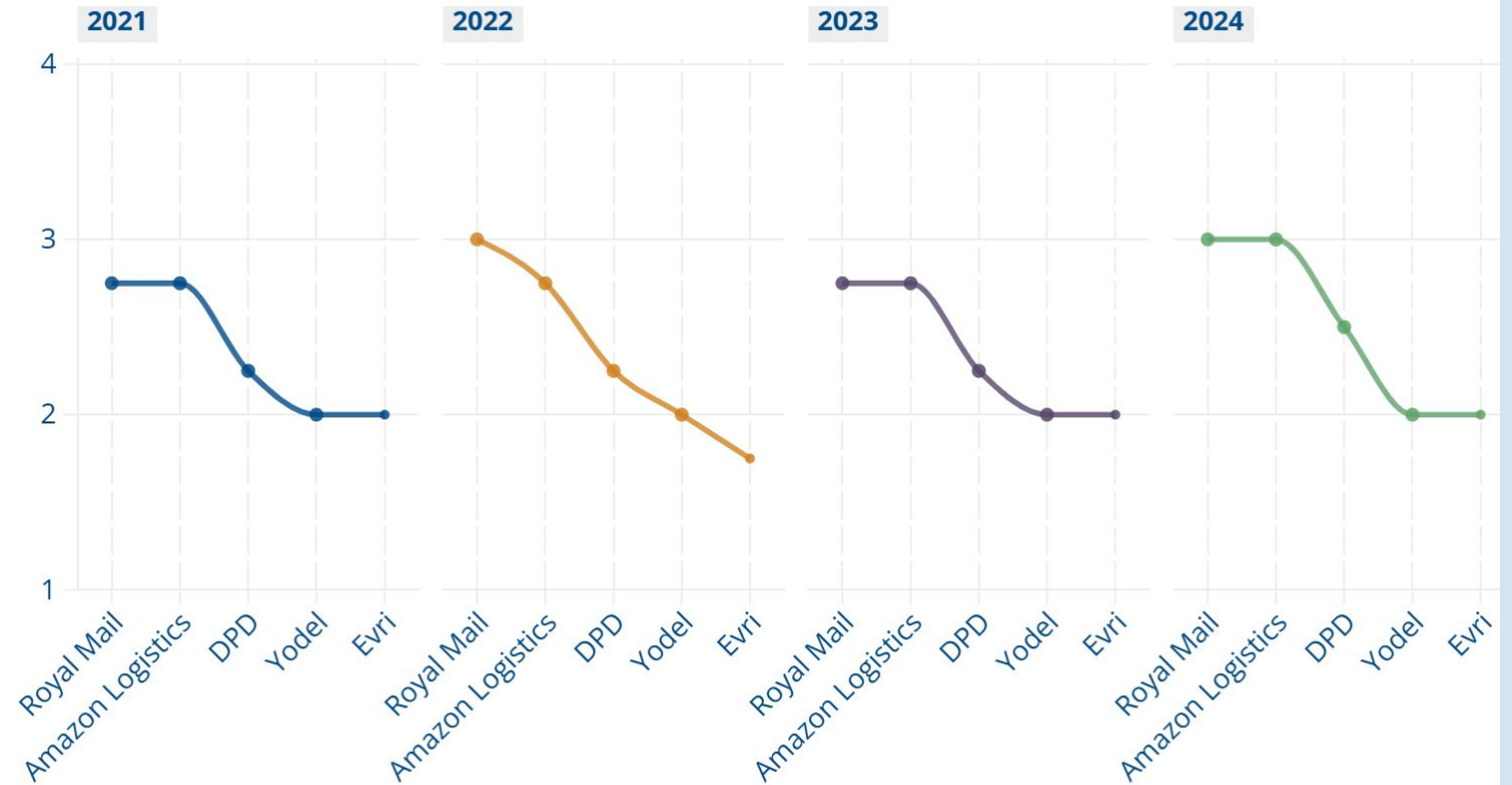
4 years on from our first parcels league table, the rate of parcel problems remains incredibly high and is showing no sign of letting up

All parcel companies continue to score **3 out of 5** stars or under

We have seen some **improvement** from most parcel companies, on overall and accessibility scores, but we've also seen some scores worsen, such as customer service

Overall star rating score

2021 2022 2023 2024

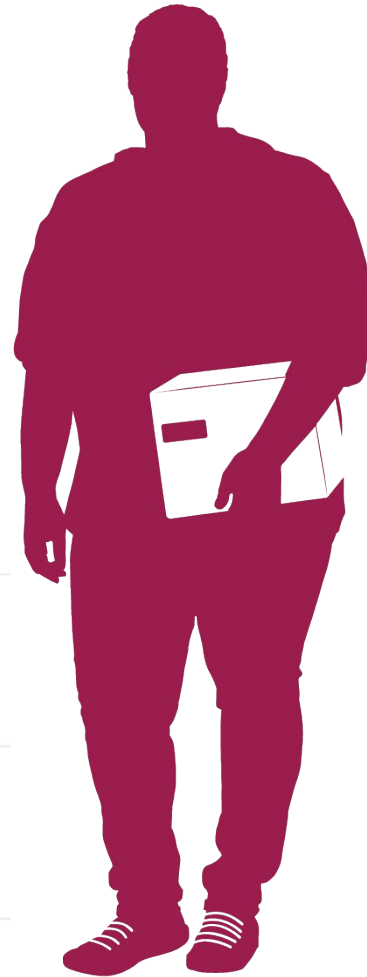




One year on - has accessibility actually improved?

In November 2023, Ofcom responded to our call for improved provision for disabled consumers by adding a new accessibility condition to their Postal Regulation Statement. This required parcel companies to introduce policies aimed at improving accessibility.

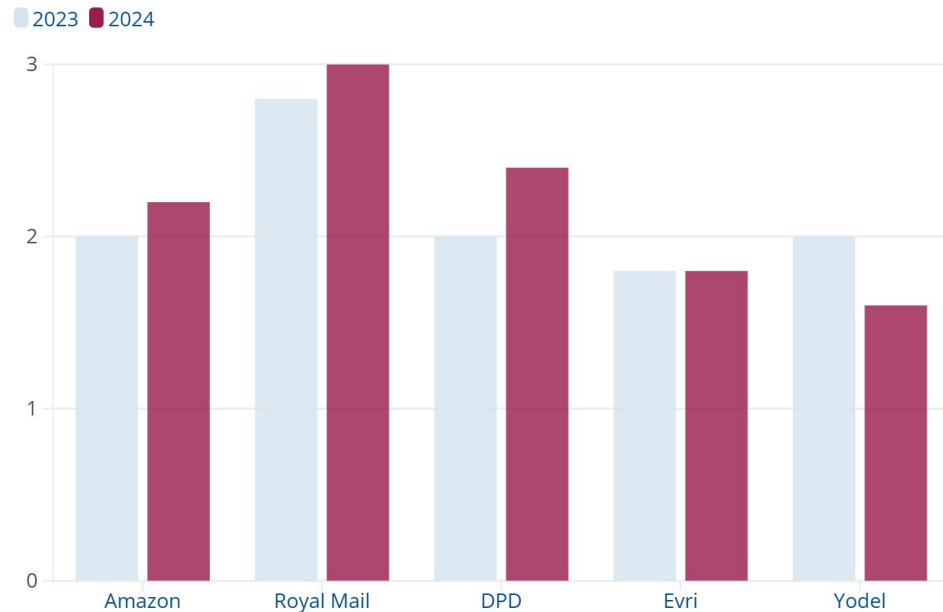
Companies have developed policies allowing people to specify special delivery instructions, including louder knocking, more time to get to the door and requests for parcels to be left in accessible locations.



It's positive to see improvements to overall accessibility scores for most parcel companies and high rates of instructions being followed.

However, there's still a worrying number of people with accessibility needs who say they can't share these with the company delivering their parcel.

Accessibility Score



Accessibility scores have improved for all parcel companies apart from Yodel



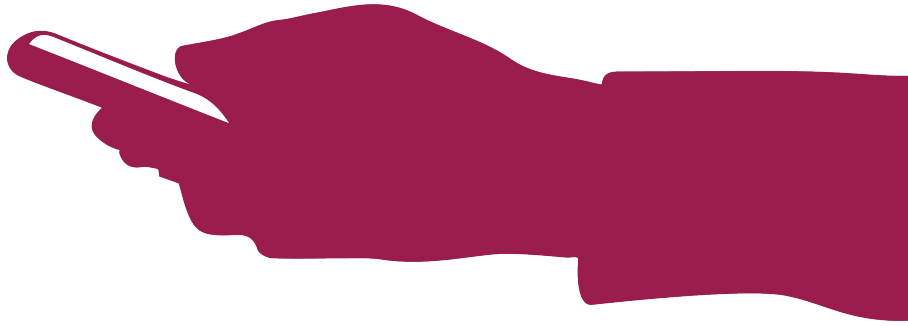
DPD has seen the greatest increase in their score since last year



Royal Mail is the first parcel company to score 3 stars on accessibility since we began the league table in 2021



One year on - have complaints processes improved?



Following our work highlighting problems in this area, Ofcom introduced new guidance on managing complaints processes in April 2023. However, over a year on we've found consumers are actually facing more issues with resolving complaints and customer service.

Ofcom already stipulates that parcel companies should have a simple and transparent complaints process in place. Further guidance was introduced to make sure consumers could easily contact parcel companies, that their query was dealt with in a timely manner and that staff were well trained.

Yet, despite this new input from Ofcom, consumers are reporting experiencing slow response times, having issues with automated systems and having to make multiple attempts to get a response from their parcel company.

Complaints Score



Scores are worse than last year for customer service for all companies apart from DPD



Yodel has the worst customer service score this year, not even reaching 2 stars



The percentage of consumers experiencing a further issue when trying to resolve their parcel problem is 5% higher than last year

Looking forward



This year we're able to assess the impact of Ofcom's steps to improve accessibility provision and complaints processes in the parcels market. **Whilst there has been some improvement in overall scores, this year's table has also highlighted that more still needs to be done by the regulator to tackle the complaints and accessibility issues consumers are facing.**

It's concerning that nearly three quarters (73%) of consumers experienced a further issue when trying to resolve a parcel problem. **This problem has remained high annually, with almost all carriers' customer service scores worsening this year.** All at a time when we should be seeing improvements thanks to Ofcom's new complaints guidance.

There has been some welcome increase in overall accessibility scores from most carriers, and the number of people whose delivery instructions were followed when they gave them has remained high. **However, accessibility is still the lowest scoring criteria overall.**

Whilst more people who need to can now share their accessibility needs with parcel companies, a significant proportion still told us they can't share their needs at all. The reasons for this included not having the parcel company's app, not being aware of where to share accessibility needs when they made their order, or that their accessibility need was not given as an option.

After over a year of Ofcom's changes being in place, it's clear that more needs to be done to see guidance really translate to better outcomes.

Ofcom's guidance on complaints hasn't had an impact on the number of customer service issues consumers are having and it is becoming a growing area of concern. It's time for further measures to be taken.

And whilst improvements in the numbers of people being able to share their accessibility needs are a welcome step in the right direction, more needs to be done to ensure that *everyone* who needs to can share their accessibility needs with the company delivering their parcel.

Our recommendations are:

- 1 **Ofcom needs to start investigating carriers whose complaints processes are not up to scratch - and taking enforcement action if necessary.**
- 2 **Ofcom should expand its guidance on accessibility to include details of measures parcel companies need to take to ensure people with accessibility needs are able to share them - and monitor the outcome.**

Methodology

Our annual parcels league table compares the 5 largest parcel delivery companies in the UK (by estimated parcel volumes) against 4 indicators:



Delivery problems

Such as missing a delivery, a parcel arriving late or being left in an insecure location



Accessibility

The ability to specify accessibility needs and have them met. Accessibility needs include needing longer to get to the door or not being able to reach certain parcels



Customer service

The ability of consumers to make a complaint about an issue and get their issue resolved in a timely manner



Trust

How do people view the parcel company that delivered their parcel?

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

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

Consumer polling

Between 13th September and 11th October 2024, Opinium carried out an online survey of 8,011 UK adults who have received a parcel in the last month from Royal Mail, DPD, Yodel, Amazon Logistics or Evri. Data was weighted to be nationally representative of those that had received a parcel from one of those 5 companies in the last month.

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 2024 and 30th September 2024.

Social media complaints

To identify and categorise tweets, we used a tool called Brandwatch, which analyses social media to identify parcel problems. Brandwatch monitors social media activity from X and Instagram.

Apex Insight and Pitney Bowes

To identify the 5 largest parcel delivery companies in the UK, we combined market volume prediction from the [Apex Insight report](#) with market share data from the [Pitney Bowes report](#) to give us volumes per carrier.

Cost and CO2 emissions (CO2e)

Cost and CO2e per parcel are both contextual metrics which don't impact the overall star rating. Cost data is from parcel carrier websites and CO2 emissions per parcel data is from publicly available CSR and ESG reports.

Note: Unless otherwise referenced, the information in this report is based on original research conducted by Citizens Advice for the 2024 Parcels League Table.

*For cost and CO2e companies are rated out of 3 (where 1 pound symbol is the cheapest and 3 pound symbols is the most expensive, or 3 trees being low carbon and 1 tree being high carbon emissions) across various data points which are then averaged to find a total score.

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Contributors: Laura Clark, Naomi Kalombo and Rachel Russell

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