

Cash reliance: >50% of people in 43/48 UK counties still reliant on cash

- County Down in Northern Ireland is the UK's most cash-reliant county, according to new PayPoint research
- A cashless society would create a north-south divide as all major cash-reliant counties are in the north of England, the West Midlands or the devolved nations
- Over two thirds (67%) of all purchases in PayPoint's network of convenience stores were made in cash over FY 2020/21
- One in five (21%) people in the UK used an ATM 2-3 times per week in the past year

05 August, Welwyn Garden City: According to new research from PayPoint published today, County Down in Northern Ireland is the most cash-reliant county in the UK. The new research combines PayPoint sales data, looking at cash as an overall percentage of transactions in its network of 28,000 UK stores over FY20/21, with regional attitudinal data* of how many people say they are reliant on cash.

Of the 48 UK counties included in the study**, 43 have an overall cash reliance score of >50%, indicating that the need for cash by millions of people to support day-to-day expenditure is still of major importance across the whole of the UK.

The research also reveals how a north-south divide could emerge in a cashless society, with the most cash-reliant counties spread across the north of England, the West Midlands and the devolved nations. After County Down, County Antrim, Lanarkshire, Merseyside and County Durham all feature highly in the ranking.

Furthermore, the data shows that:

- Two thirds of all transactions in PayPoint's network of convenience stores – which have boomed in popularity as people shopped locally during the pandemic – are made in cash
- One in five (21%) people across the UK still use an ATM two to three times a week
- 64% of Brits think more should be done to protect cash, rising to 67% in Scotland

Nick Wiles, Chief Executive of PayPoint, said: “Among continued sensationalism and scaremongering over the decline of cash, it is more important than ever that we recognise its continued importance to communities around the UK.

“Despite the rise of digital payments during the pandemic, we must not forget that many people are still reliant on cash, and they are also often the most vulnerable in society. This is why PayPoint remains committed that, through our 28,000-strong retailer partner network, any individual can access cash whenever they need it. Later this year, we will begin a nation-wide roll out of a new Over The Counter service to provide more cash access points for consumers, following its hugely successful trial over the past year. This will allow anyone in the UK who needs to withdraw cash to do so at even more locations right on their doorstep, particularly in areas where there is currently a lack of free-to-use ATMs.

“It is the continued investment in such services that demonstrates PayPoint puts action over hyperbole in its ambition to safeguard cash access over the long term. I would urge our industry partners, competitors and Westminster to do the same.”

The UK's cash reliance county rankings are as follows:

UK County	Cash reliance score***
County Down	69%
County Antrim	64%
Lanarkshire	64%
West Midlands	64%
Merseyside	64%
County Durham	63%
South Yorkshire	63%
Midlothian	63%
Lancashire	63%
Renfrewshire	63%
West Yorkshire	62%
Angus	62%
Gwent	62%
Norfolk	62%
Greater Manchester	62%
Stirlingshire	62%
North Yorkshire	62%
Fife	61%
Greater London	61%
Mid Glamorgan	61%
Cleveland	61%
Tyne and Wear	61%
Cheshire	60%
Middlesex	60%
West Lothian	59%
Staffordshire	59%
Derbyshire	58%
Gwynedd	58%
Essex	57%
Warwickshire	57%
Shropshire	56%
Leicestershire	56%
South Glamorgan	55%
Lincolnshire	55%
Bedfordshire	55%
Northamptonshire	55%
Kent	55%
Nottinghamshire	54%
Aberdeenshire	54%
Hertfordshire	52%
East Sussex	52%

Surrey	51%
Dorset	51%
Hampshire	49%
Berkshire	49%
Buckinghamshire	49%
West Sussex	48%
Oxfordshire	46%

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* PayPoint commissioned Censuswide to survey 2,000 UK consumers, with a nationally-representative sample in July 2021

** Only counties where PayPoint's network of 28,000 convenience stores covers more than 5 stores were included in the study

*** The cash reliance score combines store transaction data (the percentage of purchases made in cash) with regional attitudinal data (the percentage of people who consider themselves to be cash-reliant)

ABOUT PAYPOINT GROUP

For tens of thousands of businesses and millions of consumers, we deliver innovative technology and services that make life a little easier:

The PayPoint Group serves a diverse range of organisations, from SME and convenience retailer partners, to local authorities, multinational service providers and e-commerce brands. Our products are split across three core business divisions:

- In Shopping, we enhance retailer propositions and customer experiences through EPOS services via PayPoint One, card payment technology, ATMs and home delivery technology partnerships in over 60,000 SME and retailer partner locations across multiple sectors. Our retail network of over 28,000 convenience stores is larger than all the banks, supermarkets and Post Offices put together
- In E-commerce, we deliver best-in-class customer journeys through Collect+, a tech-based delivery solution that allows parcels to be sent, picked up and dropped off at thousands of local stores
- In Payments and Banking, we help companies and their customers make and receive payments quickly and conveniently. This includes our digital payments platform, MultiPay, an eMoney offering that enables cash through to digital transactions and cash solutions providing vital consumer access across our extensive retail network

Together, these solutions enable The PayPoint Group to create long-term value for all stakeholders, including customers, communities and the world we live in.