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Summary of key payment statistics for Q4 2023

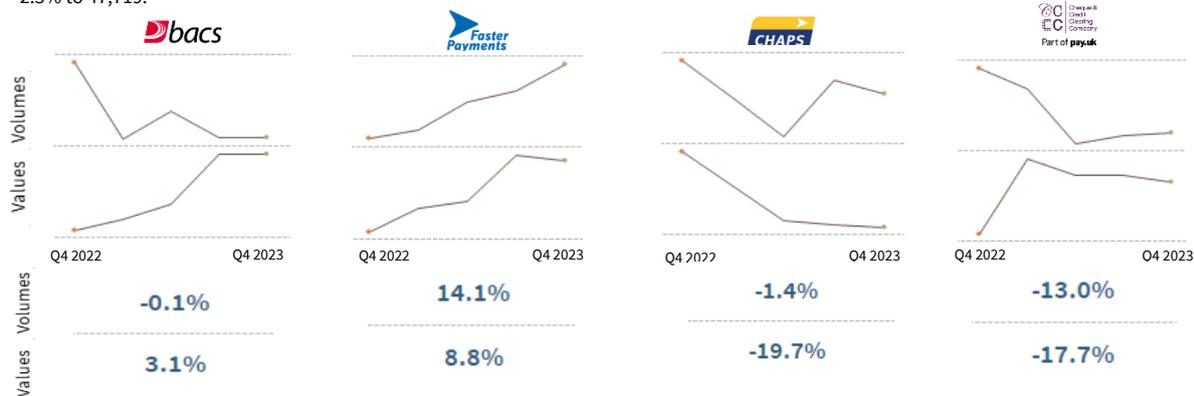
Bacs: 1.730 billion Bacs payments were made during Q4 2023 with the corresponding value amounting to £1,418 billion. Direct debits accounted for 71% of the volume and 26% of the value.

Cleared cheques and credits: The Image Clearing System (ICS) processed 27.6 million image cheques (RTP) in Q4 2023, with a total value of £37.1 billion. 782 thousand image credits (ITP) were processed, amounting to £4.9 billion.

Faster Payments: Q4 2023 saw almost 1.2 billion payments processed, an uplift of 14.1% on Q4 2022. This corresponded to almost £960 billion transmitted, a stable increase of 8.8% on Q4 2022. Single Immediate Payments continue to grow from strength to strength, increasing by 18.8% in volume and 10.9% in value compared to Q4 2022.

CHAPS: There were 12.8 million CHAPS payments in Q4 2023, a decrease of 1.4% compared with Q4 2022, largely driven by the ongoing decline in UK property market activity. This amounted to £22.0 trillion settled; a decrease of 19.7% compared with record values in Q4 2022.

Cash withdrawals: The total number of withdrawals decreased by 3.6% to 312 million while the value rose marginally to £28,979 million. This coincided with a £4 increase in the average withdrawal value to £93. The number of cash machines continued to decrease, falling by 2.3% to 47,719.



Note: The above percentages represent current QTR vs previous year QTR change (Q4 2022 v Q4 2023)

	Q4 2023	Annual growth ¹	Total value of	Q4 2023	Annual growth ¹
Cash machine withdrawals	312 mn	-4.6%	Cash machine withdrawals	£29 bn	-2.0%
Cheques (RTP) cleared via ICS	28 mn	-14.8%	Cheques (RTP) cleared via ICS	£37 bn	-11.8%
	Annual Figures (2023)	Annual growth¹	Total value of	Annual Figures (2023)	Annual growth¹
Cash payments ²	6,400 mn	6.7%	Cash payments ²	£76 bn	-1.3%
Cash machine withdrawals	1,266 mn	-4.6%	Cash machine withdrawals	£113 bn	-2.0%
Cheques (RTP) cleared via ICS	112 mn	-14.8%	Cheques (RTP) cleared via ICS	£165 bn	-11.8%

	Q4 2023	Annual growth ¹	Total value of	Q4 2023	Annual growth ¹
Bacs payments	1,730 mn	1.4%	Bacs payments	£1,418 bn	5.6%
Faster Payments	1,190 mn	14.3%	Faster Payments	£958 bn	15.4%
CHAPS payments ³	13 mn	0.5%	CHAPS payments ³	£21,970 bn	-7.3%
	Annual Figures (2023)	Annual growth	Total value of	Annual Figures (2023)	Annual growth
Bacs payments	6,781 mn	1.4%	Bacs payments	£5,634 bn	5.6%
Faster Payments	4,499 mn	14.3%	Faster Payments	£3,743 bn	15.4%
CHAPS payments ³	51 mn	0.5%	CHAPS payments ³	£91,476 bn	-7.3%

¹ Per cent growth rates relate to 12 rolling months.

² Data provided by UK Finance and are for 2022. Annual growth data won't match published UK Finance figures due to rounding.

³ CHAPS migrated to ISO 20022 – a global financial messaging standard – on 19 June 2023.

B Cheque and Credit Clearing

Image Clearing



• The **Image Clearing System (ICS)** was launched in 2019 to replace the **paper-based clearing system (PCS)**. It fundamentally transformed cheque and credit processing by enabling digital images of cheques (and bank giros) to be exchanged between banks and building societies across the UK for clearing and settlement. ICS is used for **sterling cheques** drawn on UK bank accounts, **bankers' drafts, postal orders, warrants, government payable orders and travellers' cheques**, as well as **bill payments (credits)** accompanied by cash or cheques.

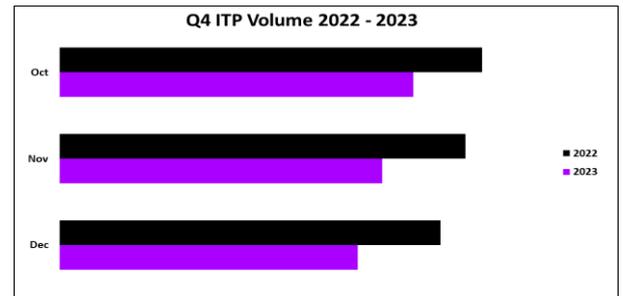
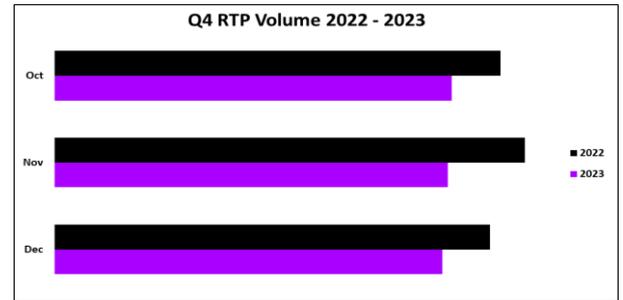
• **Cheque image (RTP)** volumes increased by 0.9% between Q3 2023 and Q4 2023 to 27.6 million, RTP values decreased by 9.5% over this period to £37.1 billion. Annually volumes declined by 14.8%, while values decreased by 11.8%.

• **Bank giro credits (ITP)** volumes decreased by 6.2% between Q3 2023 and Q4 2023 to 782 thousand. ITP values increased by 20.7% over this period to £4.9 billion. In the twelve months to Q4 2023, ITP volumes and values decreased by 18.6% and 14.0% respectively.

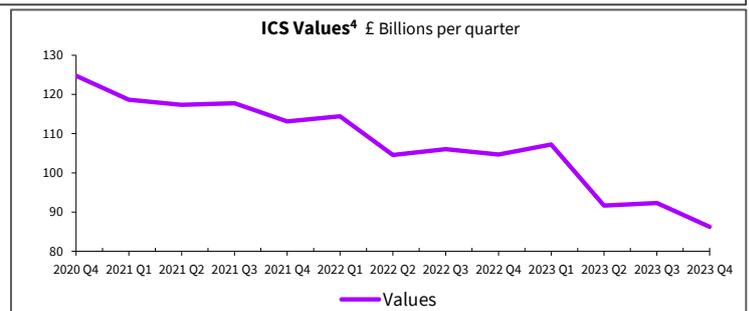
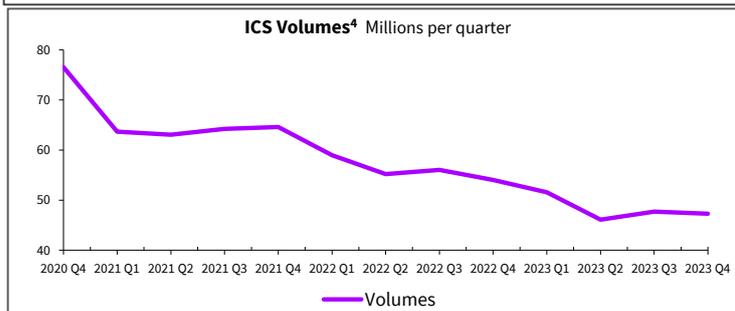
• Imaging also offers several **channels** to deposit cheques. These include paying in cheques via **banking apps, bank & Post Office counters, self-service branch machines, central collection hubs, and bulk remote deposit capture** by high volume non-bank cheque issuers.

• 44% of image cheques were collected at branch counters during Q4, with 21% collected via banking mobile apps and 17% via central collection points.

• Importantly, as well as providing more choice, the image-based system facilitates a **faster clearing process** for cheques, which completes within **two working days**. This has delivered a much-improved customer experience.



PCS										ICS							
		Cheque Volume		Credit Volume		Cheque Value		Credit Value		RTP Volume ²		ITP Volume ³		RTP Value ²		ITP Value ³	
		000s	Growth ¹	000s	Growth ¹	£ mn	Growth ¹	£ mn	Growth ¹	000s	Growth ¹	000s	Growth ¹	£ mn	Growth ¹	£ mn	Growth ¹
2020	Q1	0,000	-91%	0,000	-87%	0,000	-90%	000	-89%	57,903	>100%	2,755	>100%	80,600	>100%	8,544	>100%
	Q2	0,000	-98%	0,000	-97%	0,000	-98%	000	-98%	38,367	>100%	1,056	>100%	43,565	86%	5,432	>100%
	Q3	0,000	-100%	0,000	-100%	0,000	-100%	000	-100%	45,312	23%	1,531	7.0%	52,867	-5.2%	6,075	4.0%
	Q4	0,000	-100%	0,000	-100%	0,000	-100%	000	-100%	46,523	-16%	1,517	-41%	54,198	-35%	6,333	-26%
2021	Q1	0,000	-100%	0,000	-100%	0,000	-100%	000	-100%	38,840	-28%	1,204	-55%	51,672	-42%	6,056	-41%
	Q2	0,000	-100%	0,000	-100%	0,000	-100%	000	-100%	37,687	-26%	1,269	-49%	50,910	-33%	6,069	-30%
	Q3	0,000	-100%	0,000	-100%	0,000	-100%	000	-100%	37,789	-22%	1,255	-37%	50,966	-20%	6,221	-11%
	Q4	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	38,529	-16%	1,177	-22%	49,207	-7.5%	5,635	-6.9%
2022	Q1	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	34,953	-12%	1,118	-9%	48,846	-1.2%	6,865	3.7%
	Q2	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	32,413	-15%	1,063	-16%	46,506	-6.7%	4,302	-6.2%
	Q3	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	32,466	-14%	1,056	-16%	46,276	-8.1%	5,301	-10.4%
	Q4	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	31,664	-14%	971	-14%	45,569	-7.7%	5,426	-8.7%
	Oct	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	10,444	-13%	339	-14%	15,875	-7.2%	1,167	-10.8%
	Nov	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	11,017	-13%	326	-15%	15,967	-7.3%	3,115	-2%
	Dec	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	10,204	-14%	306	-14%	13,727	-7.7%	1,143	-8.7%
2023	Q1	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	30,249	-15%	958	-16%	46,537	-7.5%	5,816	-16%
	Q2	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	26,814	-16%	852	-17%	40,481	-8.5%	4,153	-10%
	Q3	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	27,363	-16%	834	-18%	41,000	-9.0%	4,018	-12%
	Q4	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	27,606	-15%	782	-19%	37,109	-12%	4,851	-14%
	Oct	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	9,303	-16%	284	-18%	13,628	-9.9%	1,298	-9%
	Nov	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	9,218	-16%	259	-18%	12,401	-11.4%	2,219	-19.7%
	Dec	0,000	N/A	0,000	N/A	0,000	N/A	000	N/A	9,086	-15%	239	-19%	11,080	-11.8%	1,334	-14.0%



1 Per cent growth rates relate to 12 rolling months.
 2 Request to pay: a cheque
 3 Instruction to pay: a credit item
 4 All ICS Payment Types (RTP, ITP, CRD, IOD and IOC)
 * Paper Clearing Scheme ceased operating on 19 September 2019

A Bacs Direct Credits and Direct Debits

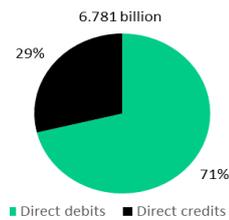
- Bacs payments rose by 1.4% on an annual basis in Q4 2023 to 6.781 billion. Annual Direct Debit payments were high for retail purchases (+14%), pet insurance (+96%), mobile telephone billing (+6.3%), general insurance (+9.2%), unpaid debits (+17%), vehicle finance (+55%) and water bills (+8.2%).

- For Bacs Direct Credits there was notable high growth in payroll (+16%), other government payments (+21%), retailer settlements (+52%), refund payments (+42%), interest on national savings (+24%), personal independence payments (+20%) and universal credit (+13%).

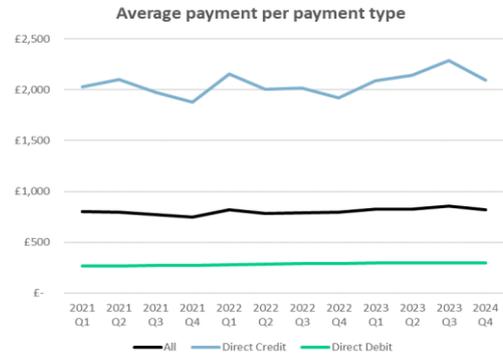
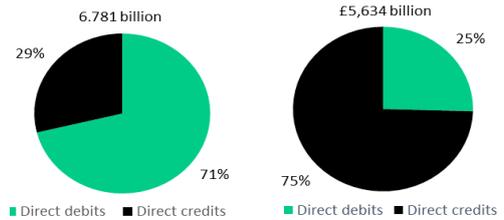
- The annual growth in the value of Bacs payments increased by 5.6% to £5,634 billion. It's likely that the high rate of annual inflation continues, in part, to drive growth in this measure albeit it has decreased to 4.0%¹ from a peak of 11.1% in October 2022 (which was the highest rate of annual inflation since 1981) when measured by the Consumer Price Inflation index. When looking at goods and services, annual growth in direct debit values was highest for tax collection and national insurance contributions (+87%), vehicle finance (96%) domestic fuels (+18%), card account payments (+9.9%), general B2B collections (+3.2%), occupational pension contributions (+121%), mortgage payments (11%) and general insurance (15%).

- Annual growth for Bacs Direct Credit values was highest for payroll (33%), general B2B payments (6.4%), other government payments (+10%), retailer settlements (+20%), local authority B2B payments (+10%), universal credit (+19%), interest on national savings (+16%) and personal independence payments (+31%).

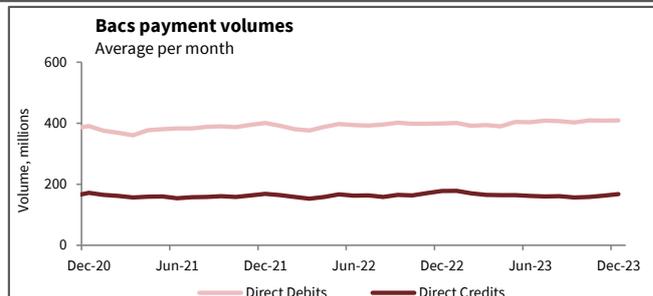
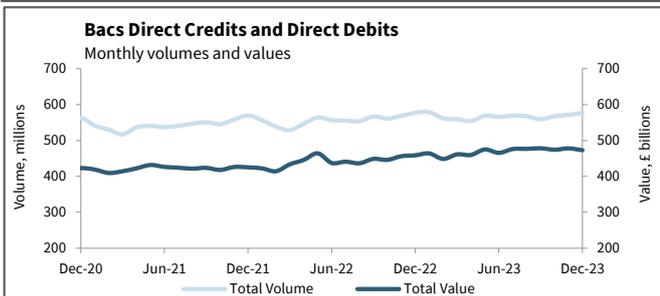
2023 Total Bacs Volumes



2023 Total Bacs Values



	Total					of which			
	Volume		Value			Bacs Direct Credits	Bacs Direct Credits	Direct Debits	
	000s	Growth ²	£ mn	Growth ²	Volume	Value	Volume	Value	
			£ mn		000s	£ mn	000s	£ mn	
2020	Q1	1,585,591	1.3%	1,257,038	1.8%	484,927	940,037	1,100,664	317,001
	Q2	1,568,861	0.2%	1,125,627	-1.0%	462,260	872,337	1,106,601	253,290
	Q3	1,614,968	-0.6%	1,209,233	-3.5%	482,662	914,141	1,132,306	295,092
	Q4	1,688,389	-0.8%	1,268,473	-3.9%	515,617	955,662	1,172,771	312,811
2021	Q1	1,550,509	-1.6%	1,242,705	-4.4%	469,307	951,984	1,081,202	290,722
	Q2	1,611,394	-0.1%	1,279,102	1.2%	462,853	971,117	1,148,541	307,984
	Q3	1,652,399	0.8%	1,271,219	4.1%	482,672	953,890	1,169,727	317,330
	Q4	1,708,141	1.0%	1,275,455	4.3%	505,049	948,218	1,203,092	327,237
2022	Q1	1,585,854	2.1%	1,300,794	5.8%	457,886	985,853	1,127,968	314,941
	Q2	1,669,803	2.3%	1,312,242	3.2%	488,203	978,575	1,181,600	333,668
	Q3	1,700,194	2.5%	1,346,203	3.4%	495,212	998,336	1,204,982	347,866
	Q4	1,731,726	2.5%	1,375,812	5.3%	534,567	1,025,344	1,197,158	350,468
	Oct	541,240	2.6%	436,126	4.2%	159,645	324,771	381,595	111,355
	Nov	579,907	2.3%	466,907	4.9%	179,980	347,708	399,927	119,199
	Dec	610,578	2.5%	472,780	5.3%	194,941	352,866	415,637	119,914
2023	Q1	1,676,946	3.4%	1,384,002	5.7%	495,699	1,035,434	1,181,247	348,568
	Q2	1,696,577	2.9%	1,396,342	6.6%	485,393	1,039,563	1,211,184	356,778
	Q3	1,677,419	1.8%	1,434,847	6.8%	470,132	1,074,404	1,207,287	360,443
	Q4	1,729,886	1.4%	1,418,386	5.6%	502,312	1,051,233	1,227,574	367,153
	Oct	565,285	2.2%	467,569	6.8%	157,640	346,282	407,645	121,287
	Nov	580,589	2.0%	479,303	6.0%	172,747	354,804	407,842	124,499
	Dec	584,013	1.4%	471,514	5.6%	171,926	350,148	412,087	121,366



¹ Office for National Statistics.
² Per cent growth rates relate to rolling 12 months.

C Real-time payments: Faster Payments

Almost **1.2 billion** payments were processed by Faster Payments in Q4 2023, a considerable uplift of 14.1% compared to Q4 2022. The total value of payments processed in Q4 2023 reached almost **£960 billion**, an increase of 8.8% compared to Q4 2022.

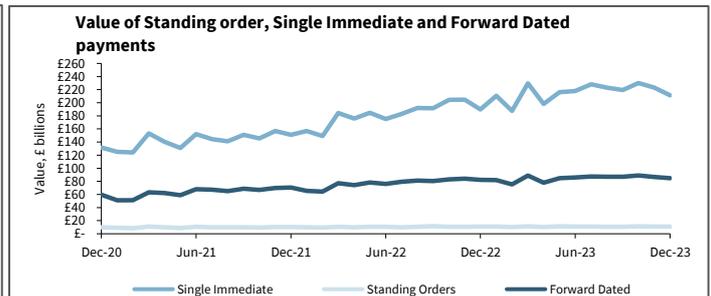
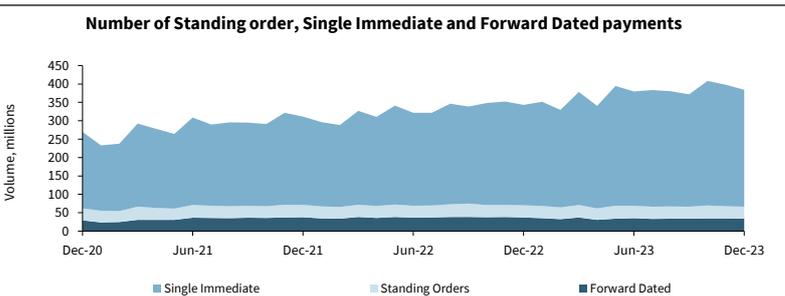
- **Single Immediate Payments (SIP)** volumes and values substantially increased by 18.8% and 10.9% respectively in Q4 2023 compared to Q4 2022. **SIPs** continue to be the most used Faster Payment type.
- **Standing Order Payments (SOP)** are regular fixed payments to a person or organisation. There was an increase of 1.1% in **SOPs** volume in Q4 2023, the total value also increased by 4.0% compared to Q4 2022.
- **Forward-dated payments (FDPs)** are one-off payments sent and received on a pre-arranged date, set up by the customer in advance. **FDPs** can be initiated via online banking, using a mobile device telebanking or in branch. Q4 2023 saw a further decrease in **FDPs** volumes, down by -9.2%, however, the value sent increased by 4.4% in Q4 2023 compared to Q4 2022.
- Overall, there is a constant uptrend in FPS volumes and values with **SIP** usage increasing year on year. Q4 2023 saw a slight increase in **SOP** usage compared to the same period last year, with a fair increase in values. Further decreases in **FDP** usage in Q4 2023, with an increase in value sent; indicates large one-off transactions were made. Considering the current economic trend and persistent inflation, this will impact consumer spending behaviour. They will be more cautious, less likely to commit to regular and forwarded dated transactions unless necessary. As always, we continue to work closely with our Customers to ensure the Service remains reliable.



On 19 December 2023, Mary Earps was voted BBC Sports Personality of the Year. Stuart Broad finished second, with Katrina Johnson-Thompson finishing third.

Broadcast from 7-9pm live on BBC One; approximately 1,708,130 payments were sent, totalling £664,953,163.25

		Total ¹			Standing orders (inc Returns & Scheme Returns) 000s			Forward Dated (inc Corporate Bulk) 000s			Single Immediate 000s			Total ¹ £ mn	Growth ²	Standing orders (inc Returns & Scheme Returns) £ mn			Forward Dated (inc Corporate Bulk) £ mn			Single Immediate £ mn		
		000s		Growth ²																				
2020	Q1	661,171		20%	101,033	73,152	486,986	517,559	13%	33,213	149,202	335,143	447,088	9%	27,198	123,851	296,040							
	Q2	650,204		17%	96,190	59,938	494,077	447,088	9%	27,198	123,851	296,040	543,948	7%	28,248	162,771	352,930							
	Q3	748,048		16%	97,166	78,623	572,259	543,948	7%	28,248	162,771	352,930	790,749	17%	98,572	84,237	607,940							
	Q4	790,749		17%	98,572	84,237	607,940	592,027	8%	29,151	173,566	389,310												
2021	Q1	763,362		16%	97,253	79,103	587,006	596,925	9%	28,903	165,594	402,427	641,105	20%	29,345	188,714	423,046							
	Q2	851,014		21%	98,020	97,739	655,255	667,331	24%	29,785	201,221	436,325	879,483	21%	98,254	107,218	674,011							
	Q3	879,483		21%	98,254	107,218	674,011	691,948	24%	30,327	207,833	453,788	923,871	20%	99,687	111,147	713,038							
	Q4	923,871		20%	99,687	111,147	713,038	691,948	24%	30,327	207,833	453,788												
2022	Q1	911,895		21%	97,937	106,890	707,068	727,626	25%	30,040	207,035	490,551	880,498	25%	31,935	249,655	598,908							
	Q2	973,863		17%	98,816	111,221	763,825	794,501	21%	30,793	228,178	535,529	1,006,786	16%	102,713	114,745	789,328							
	Q3	1,006,786		16%	102,713	114,745	789,328	840,165	22%	32,442	241,403	566,321	1,043,122	15%	99,380	113,413	830,328							
	Q4	1,043,122		15%	99,380	113,413	830,328	880,498	25%	31,935	249,655	598,908												
2023	Oct	348,064		17%	33,285	37,928	276,851	330,454	18%	11,356	89,023	230,075	348,064	17%	33,285	37,928	276,851							
	Nov	351,972		16%	32,972	38,335	280,665	299,396	24%	10,533	84,191	204,672	351,972	16%	32,972	38,335	280,665							
	Dec	343,086		15%	33,123	37,150	272,812	282,931	25%	10,912	82,283	189,737	343,086	15%	33,123	37,150	272,812							
	Q1	1,059,442		14%	99,943	104,333	855,166	906,426	25%	32,651	246,064	627,711	1,114,782	15%	99,546	99,672	915,565							
2023	Q2	1,114,782		15%	99,546	99,672	915,565	913,686	23%	32,678	248,702	632,306	1,135,315	14%	98,590	101,526	935,200							
	Q3	1,135,315		14%	98,590	101,526	935,200	964,887	20%	32,558	261,726	670,603	1,189,815	14%	100,438	102,936	986,440							
	Q4	1,189,815		14%	100,438	102,936	986,440	958,265	15%	33,208	260,718	664,339												
	Oct	408,251		14%	34,586	34,840	338,825	330,454	18%	11,356	89,023	230,075	408,251	14%	34,586	34,840	338,825							
2023	Nov	397,600		14%	33,252	34,485	329,862	320,644	17%	10,892	86,849	222,904	397,600	14%	33,252	34,485	329,862							
	Dec	383,964		14%	32,600	33,611	317,753	307,167	15%	10,961	84,846	211,360	383,964	14%	32,600	33,611	317,753							



¹ Scheme limit increased from £250,000 to £1m on 8th February 2022.

² Per cent growth rates relate to 12 rolling months.

D Same-day payments: CHAPS



• During the 12 months to the end of Q4 2023, **CHAPS volumes** amounted to 51.1 million, representing 0.5% annual growth. Total volumes amounted to 12.8 million in Q4 2023 itself. The average daily payment volume in Q4 2023 decreased by 1.4% to 203,634, compared with the daily average in Q4 2022.

• Both wholesale financial (pacs.009) and non-wholesale (pacs.008) volumes decreased by 1% compared with the same quarter last year. Pacs.004 return payments formed 0.5% of the total volumes for Q4 2023. However, CHAPS use in the property market was estimated at 17% below the same period last year, reflecting reduced demand for UK property and mortgage lending. This period in 2023 was also 12% below the same period in 2019 (pre-pandemic).

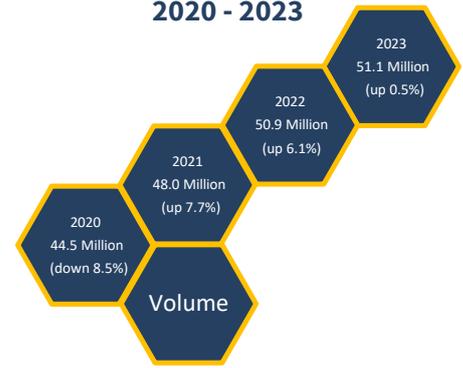
• **CHAPS values** decreased by 7.3% over the 12 months to the end of Q4 2023 to £91.5 trillion; a reduction of £7.2 trillion compared to the previous 12 months. The average daily value decreased from the record amount of £434.1 billion in Q4 2022 to £348.7 billion in Q4 2023, a reduction of 19.7%.

• The total value transferred in Q4 2023 itself was £22.0 trillion, representing a reduction of 19.7% from the record amount of £27.4 trillion in Q4 2022. Q4 2023 values were the lowest since Q3 2021.

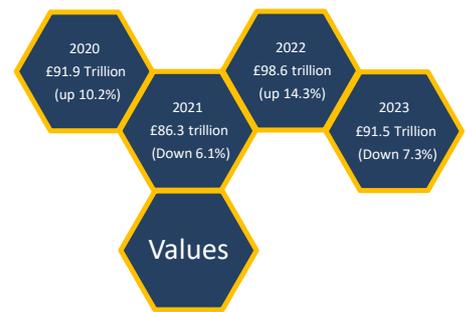
• The value of foreign exchange-related CHAPS traffic decreased slightly compared with the same quarter last year. The overall value of short-term lending (money markets) payments detected in CHAPS was lower in Q4 2023 compared with Q4 2022.

• The average payment size displayed a marginal decrease by 0.5% in Q4 2023 from Q3 2023 to £1.7 million, representing the fourth consecutive decrease since Q4 2022. This was as a result of CHAPS values falling slightly more than volumes (1.0% versus 0.6% respectively in Q4 2023 from Q3 2023).

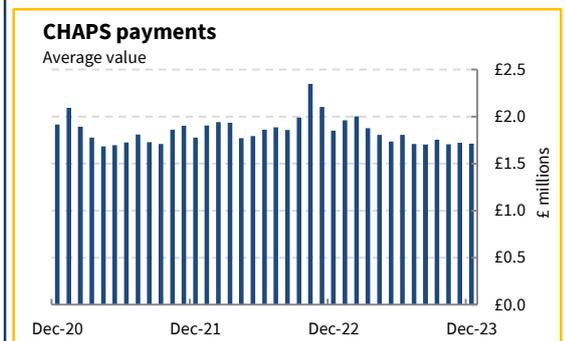
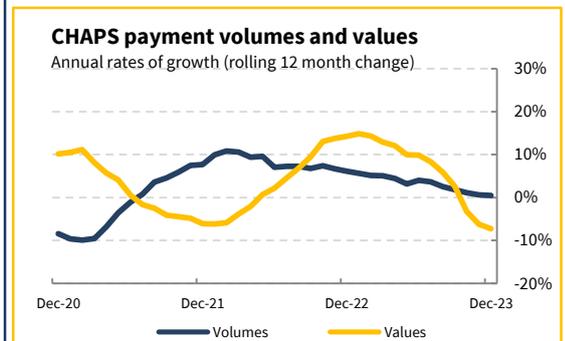
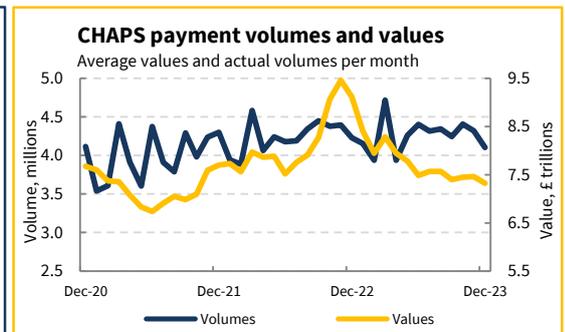
Annual Total Volumes 2020 - 2023



Annual Total Values 2020 - 2023



		Volumes		Values		Working Days per Period
		000s ²	Growth ¹	£ mn ²	Growth ¹	
2020	Q1	11,942	1%	22,242,497	2%	64
	Q2	9,893	-3%	23,345,468	7%	61
	Q3	10,929	-7%	23,293,107	8%	65
	Q4	11,775	-8%	23,027,248	10%	64
2021	Q1	11,555	-10%	22,056,382	8%	63
	Q2	11,885	-1%	20,214,437	1%	61
	Q3	11,994	5%	20,953,548	-4%	65
	Q4	12,519	8%	23,091,870	-6%	64
2022	Q1	12,413	11%	23,916,197	-4%	63
	Q2	12,486	7%	22,561,661	2%	60
	Q3	12,981	7%	24,814,043	9%	64
	Q4	13,005	6%	27,351,206	14%	63
	Oct	4,380	7%	10,279,060	13%	21
	Nov	4,395	7%	9,240,861	14%	22
	Dec	4,230	6%	7,831,285	14%	20
2023	Q1	12,807	5%	24,854,215	13%	64
	Q2	12,605	4%	22,454,237	10%	60
	Q3	12,903	2%	22,197,547	3%	64
	Q4	12,829	1%	21,969,549	-7%	63
	Oct	4,408	1%	7,514,070	-3%	22
	Nov	4,319	1%	7,433,991	-6%	22
	Dec	4,102	1%	7,021,488	-7%	19



1. Per cent growth rates are rolling 12 months.

2. CHAPS migrated to ISO 20022 – a global financial messaging standard – on 19 June 2023; MT103 and MT202 migrated to pacs.008 and pacs.009 respectively. A new return type – pacs.004 – was introduced; the small number of pacs.004 are currently reported as MT103 or MT202 depending on the pacs type of payment being returned.

E Cash machines withdrawals¹

Please note that the data in this table show the total number and value of ALL withdrawals processed at UK cash machines, including those not handled by LINK, i.e., withdrawals where the card issuer and ATM owner is the same institution, known as on-us. Those handled by LINK are known as not-on-us.

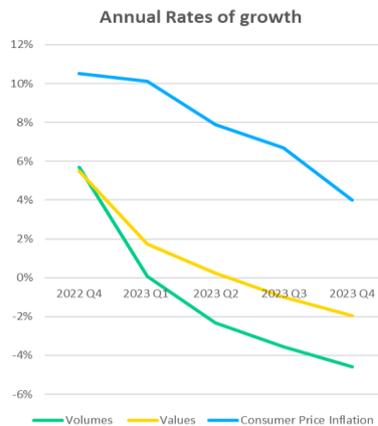
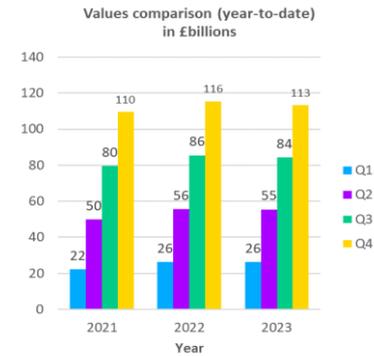
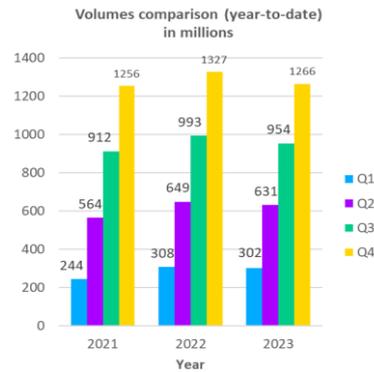
- The total number of withdrawals decreased by 3.6% to 312 million while the value rose marginally to £28,979 million during the quarter. These trends coincided with an increase of £4 in the **average withdrawal value** to £93; the highest increase since the end of 2020 Q4. The total number of cash machines continued to fall, declining by 2.3% to 47,719.

- The only increase in the estate was at the **IAD** estate, whose total increased by 2.9% to 30,677. The number of withdrawals at this estate decreased by 3.4% to 128 million while the corresponding value increased by 0.9% to £10,199 million. The number of cash machines at the **BBS** estate fell by 10% to 17,042 with the number of withdrawals falling by 3.8% to 184 million and a value of £18,781 million following a marginal increase.

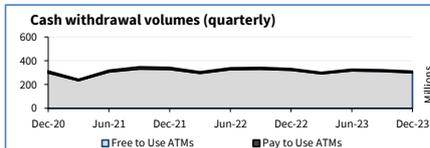
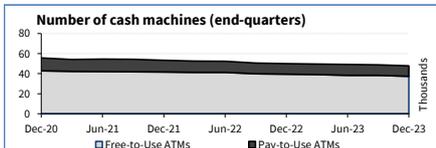
- The number of **on-site** cash machines fell to a new low, of 11,223 following a decline of 2.7% during the quarter. The number of withdrawals at this estate fell by 5.2% to 73 million while the value stood at £8,403 million following a slight increase. The number of **off-site** machines fell by 2.2% to 36,496 with the volume of withdrawals decreasing by 3.1% to 239 million. The corresponding value rose marginally to £20,577 million.

- The **retail sector** accounted for 75% of off-site cash machines, broadly unchanged since Q2 2020. The highest number of cash machines occurred in the motoring sector whose total rose by 5.1% to 3,668. The next highest increase was in the **post office** sector whose total rose by 0.5% to 1,512. There were also marginal increases in the **social** (to 234) and **public transport** sectors (to 1,040). There was no change in the number of cash machines in the **mobile** sector which has remained at 6 since Q1 2022. There were declines in the rest of the estate. The highest of which occurred in the **leisure** sector whose total fell by 1.8% to 1,620. The other declines were at **workplace** (a 4.2% decline to 437) and **services** (a 1.1% decline to 529).

- The number of **free-to-use** machines decreased by 2.5% to 37,294 with withdrawals also declining, by 3.3% to 299 million for volume and a corresponding value of £28,100 million following a marginal increase. The number of **pay-to-use** cash machines decreased by 1.6% to 10,425, accounting for 22% of the total cash machine estate and 29% of off-site machines; broadly unchanged since the end of 2018. There were marginal declines in the volume and value of withdrawals at the pay-to-use estate to 12 million and £880 million respectively.



		Number of cash machines at period end	Cash withdrawals					
			Volume (inc 'on-us' transactions)		Value (inc 'on-us' transactions)		Number of withdrawals where a fee is charged to the cardholder	
			mn	Growth ²	£ mn	Growth ²	Average value £	%
2020	Q1	60,363	439	-11.9%	33,231	-8.1%	76	5.4%
	Q2	57,746	240	-23.7%	22,086	-18.1%	92	6.6%
	Q3	56,304	340	-31.5%	28,908	-24.4%	85	5.8%
	Q4	55,563	314	-39.5%	27,922	-30.6%	89	5.2%
2021	Q1	54,099	244	-45.8%	22,271	-35.4%	91	4.9%
	Q2	54,402	321	-31.3%	27,706	-22.2%	86	5.0%
	Q3	54,168	348	-21.1%	29,598	-13.9%	85	5.2%
	Q4	53,350	343	-5.8%	29,976	-2.3%	87	4.7%
2022	Q1	52,557	308	16.0%	26,316	12.3%	85	4.5%
	Q2	52,333	341	10.0%	29,253	7.8%	86	4.3%
	Q3	50,593	344	8.9%	29,946	7.4%	87	4.3%
	Q4	49,953	334	5.7%	30,040	5.5%	90	3.9%
2023	Q1	49,545	302	0.1%	26,310	1.7%	87	3.7%
	Q2	49,105	329	-2.3%	29,123	0.2%	88	4.1%
	Q3	48,831	323	-3.6%	28,875	-1.0%	89	4.2%
	Q4	47,719	312	-4.6%	28,979	-2.0%	93	3.9%



¹ On-us transactions amounted to some 15% of the total volume and 20% of the total value at the end of Q4 2023.
² Percent growth rates relate to 12 rolling months.

Note: BBS denotes Banks & Building Societies; IAD denotes Independent ATM Deployers i.e. non-banks.
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