

Designated Universal Service Provider Conditions 5.5 & 5.7(a)
Designated Universal Service Provider Condition 6
Consumer Protection Condition 1

**Quarterly Quality of Service Report
to Ofcom and Consumer Focus**

2011/12 Quarter 2



**NATIONAL REPORT
QUARTER 2 2011/12**

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OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

QUARTER 2 2011/12

This report is produced in accordance with Designated Universal Service Provider (DUSP) Conditions 5.5, 5.7(a) and 6 and Consumer Protection (CP) Condition 1 under the general authorisation regime.

In the quarter, the majority of targets were achieved or exceeded. The full-year Licence Standards were beaten for Retail First Class, Retail Second Class, the three Business / Bulk Groupings, Standard Parcels, European International Delivery and the Standard for Correctly Delivered Mail. During this period, Royal Mail's modernisation programme, one of the biggest transformation programmes in UK industry, continued at pace as the company modernises its operations with new technology, consolidation of mail centres and changes to the way mail is delivered. Royal Mail continued to improve the way it introduces these changes to minimise the impact on customers.

The results in the quarter for Special Delivery (Next Day), the geographical Standard for First Class Retail Delivered in the Postcode Areas and the two USO Standards for Delivery and Collection were below the full-year requirement. The results for the USO Standards for Delivery and Collection were adversely impacted in the quarter by the widespread civil disruption in August.

The summary is provided on the next page.

Notes

1. The Annex's to CP condition 1 and DUSP condition 5 of the general authorisation scheme detail the 12 twelve Scheduled Services and Standardised Measures. Each of the twelve (apart from Special Delivery) has four performance bands, with the consequences of performance in each band explained in the general authorisation scheme.
2. The Quarter 2 reporting period for all measures except European International Delivery was 6th June 2011 – 4th September 2011 (13 weeks)
3. The Quarter 2 reporting period for European International Delivery was 1st July 2011 – 30th September 2011.

Scheduled Service or Standardised Measure	Quarter 1 Actual c/w Full Year Target	Quarter 2 Actual c/w Full Year Target
Retail First Class	-1.4	+0.2
Retail Second Class	+0.0	+0.2
Bulk First Class	-1.6	+0.0
Bulk Second Class	-0.6	+0.1
Bulk Third Class	-0.1	+0.8
Standard Parcels	+5.2	+7.1
European International Delivery	+10.0	+10.1
Special Delivery (Next Day)	-0.9	-0.2
Postcode Area % Delivered	-53/118	-14/118
% Of Collection Points Served Each Day (US0)	-0.01	-0.01
% Of Delivery Routes Completed Each Day (US0)	-0.09	-0.04
% Of Items Correctly Delivered	+0.22	+0.18

The PCA-level results by quarter are subject to wide statistical accuracy which will narrow as the year progresses and more samples are taken into account.

The following report details the results for Quarter 2 against the CP condition 1 and DUSP condition 5 Scheduled Services and Standardised Measures.

In addition, the general authorisation scheme requires Royal Mail to provide quarterly results against the following Non-Standardised Measures which do not have Licence targetry. These are associated:

- The percentage of deliveries in the UK which are made by the latest delivery times.
- The percentage of collections in the UK which are made from Post Office letter boxes and other social access points at or after the final advertised time of collection, plus the percentage of business collections made no earlier than the collection window.
- The percentage of Downstream Access products which are delivered on the first working day after receipt by Royal Mail.

The report also includes, in accordance with DUSP 6, the quarterly statement on the application of the Complaints Handling Standards.

Table 1.

**Scheduled Service Standards & Standardised Measures
Actual Quarter 2 Results 2011/12**

Standard	Scheduled Service Standards & Standardised Measures				
	Standards	Quarter 2	Quarter 2	Cumulative	Cumulative
	%	%	95% cl	%	95% cl
Grouping 1 (Retail First Class)	93.0	93.2	+/- 0.2	92.5	+/- 0.2
Grouping 2 (Retail Second Class)	98.5	98.7	+/- 0.2	98.6	+/- 0.1
Grouping 3 (Bulk First Class)	91.0	91.0	+/- 1.1	90.3	+/- 0.8
1 st Class Postage Paid Impression	-	91.4	+/- 0.5	90.5	+/- 0.4
1 st Class Response Services	-	85.6	+/- 1.9	84.8	+/- 1.5
Mailsort 1	-	92.3	+/- 3.3	92.5	+/- 2.2
Presstream 1	-	90.7	+/- 1.1	89.3	+/- 0.9
Grouping 4 (Bulk Second Class)	97.5	97.6	+/- 1.1	97.3	+/- 0.9
2 nd Class Postage Paid Impression	-	97.7	+/- 0.5	97.7	+/- 0.4
2 nd Class Response Services	-	95.0	+/- 1.1	94.9	+/- 0.9
Mailsort 2	-	98.3	+/- 2.1	97.3	+/- 1.9
Presstream 2	-	96.7	+/- 1.4	96.4	+/- 1.0
Grouping 5 (Bulk Third Class)	97.5	98.3	+/- 1.4	97.9	+/- 1.1
Standard Retail Parcels	90.0	97.1	+/- 0.6	96.2	+/- 0.5
European International Delivery	85.0	95.1	+/- 0.7	95.0	+/- 0.5
Special Delivery #	99.0	98.8	##	98.5	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	104 of 118		88 of 118	
Percentage Of Collection Points Served Each Day	99.90	99.89		99.89	
Percentage Of Delivery Routes Completed Each Day	99.90	99.86		99.84	
Percentage Of Items Delivered Correctly	99.50	99.68	+/- 0.15	99.70	+/- 0.10

- Standard is full-year cumulative.
- ## Product subject to continuous sampling (confidence limit inapplicable).
- 95% cl = 95% confidence limit.
- # The result for Special Delivery is for all Special Delivery (Next Day) items. The Licence target is for Special Delivery (Next Day) other than when sold to users having an account with the licensee buying the service using their account. The Royal Mail measurement system is unable to separate the performance for account and non-account customers in this way.

Table 2.

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 2 Results 2011/12**

Postcode Area	Q1	C/L	Q2	C/L
AB Aberdeen	92.7	+/- 2.6	96.6	+/- 1.6
AL St Albans	89.6	+/- 3.0	91.7	+/- 2.4
B Birmingham	93.8	+/- 1.5	93.9	+/- 1.4
BA Bath	91.7	+/- 3.0	93.3	+/- 2.2
BB Blackburn & Burnley	94.8	+/- 2.3	93.3	+/- 2.2
BD Bradford	92.1	+/- 2.6	94.2	+/- 2.0
BH Bournemouth	90.6	+/- 2.8	92.4	+/- 2.2
BL Bolton	94.0	+/- 2.3	93.3	+/- 2.2
BN Brighton	91.1	+/- 2.0	93.2	+/- 1.6
BR Bromley	90.4	+/- 3.1	85.2	+/- 3.2
BS Bristol	91.9	+/- 2.3	93.1	+/- 1.9
BT Northern Ireland	94.7	+/- 1.7	95.0	+/- 1.5
CA Carlisle	95.3	+/- 2.0	95.4	+/- 1.8
CB Cambridge	89.9	+/- 3.1	91.2	+/- 2.5
CF Cardiff	94.5	+/- 1.9	94.6	+/- 1.7
CH Chester & Deeside	91.1	+/- 2.6	90.3	+/- 2.5
CM Chelmsford	90.1	+/- 2.5	92.3	+/- 2.0
CO Colchester	86.5	+/- 3.3	93.3	+/- 2.2
CR Croydon	91.7	+/- 2.7	91.9	+/- 2.5
CT Canterbury	88.5	+/- 3.3	93.2	+/- 2.2
CV Coventry & Warwickshire	89.5	+/- 2.8	93.4	+/- 2.0
CW Crewe	89.6	+/- 3.1	90.6	+/- 2.6
DA Dartford	92.6	+/- 2.6	92.0	+/- 2.5
DD Dundee	87.8	+/- 3.5	94.6	+/- 2.1
DE Derby	96.1	+/- 1.8	93.1	+/- 2.1
DG Dumfries	91.5	+/- 3.1	94.5	+/- 2.2
DH Durham	95.3	+/- 2.3	94.3	+/- 2.2

Cumulative	C/L	✓☒
94.8	+/- 1.5	✓
90.7	+/- 1.9	☒
93.9	+/- 1.0	✓
92.6	+/- 1.8	✓
94.0	+/- 1.6	✓
93.2	+/- 1.6	✓
91.5	+/- 1.7	✓
93.6	+/- 1.6	✓
92.2	+/- 1.3	✓
87.5	+/- 2.3	☒
92.6	+/- 1.4	✓
94.9	+/- 1.1	✓
95.4	+/- 1.4	✓
90.6	+/- 2.0	☒
94.5	+/- 1.3	✓
90.7	+/- 1.8	☒
91.3	+/- 1.6	☒
90.1	+/- 2.0	☒
91.8	+/- 1.8	✓
91.1	+/- 1.9	☒
91.5	+/- 1.7	✓
90.1	+/- 2.0	☒
92.3	+/- 1.8	✓
91.6	+/- 1.9	✓
94.4	+/- 1.4	✓
93.1	+/- 1.8	✓
94.8	+/- 1.6	✓

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 2 Results 2011/12**

Postcode Area	Q1	C/L	Q2	C/L
DL Darlington	93.6	+/- 2.4	94.4	+/- 2.0
DN Doncaster	93.3	+/- 2.4	92.7	+/- 2.2
DT Dorchester	90.6	+/- 3.1	93.7	+/- 2.2
DY Dudley	94.4	+/- 2.4	92.2	+/- 2.4
E London East	89.3	+/- 2.8	93.6	+/- 2.0
EC City of London	91.7	+/- 3.3	91.7	+/- 3.0
EH Edinburgh	92.1	+/- 2.2	94.5	+/- 1.6
EN Enfield	88.0	+/- 3.5	92.4	+/- 2.5
EX Exeter	91.5	+/- 2.8	93.8	+/- 2.0
FK Falkirk	91.3	+/- 2.9	95.0	+/- 2.1
FY Fylde	91.7	+/- 3.0	93.3	+/- 2.4
G Glasgow	89.9	+/- 2.1	93.2	+/- 1.6
GL Gloucester	93.9	+/- 2.2	95.1	+/- 1.7
GU Guildford	81.4	+/- 3.2	90.4	+/- 2.2
HA Harrow	91.2	+/- 2.9	94.9	+/- 2.0
HD Huddersfield	93.2	+/- 2.6	94.0	+/- 2.2
HG Harrogate	92.5	+/- 2.8	95.4	+/- 2.1
HP Hemel Hempstead	93.5	+/- 2.3	93.4	+/- 2.1
HR Hereford	91.6	+/- 2.8	95.3	+/- 1.9
HS Hebrides	59.3	+/- 6.1	75.3	+/- 4.6
HU Hull	94.2	+/- 2.2	93.8	+/- 2.1
HX Halifax	94.7	+/- 2.4	96.4	+/- 1.7
IG Ilford	91.9	+/- 3.1	90.8	+/- 2.9
IP Ipswich	90.9	+/- 2.6	94.9	+/- 1.8
IV Inverness	93.6	+/- 2.5	95.1	+/- 2.0
KA Kilmarnock	90.2	+/- 3.1	95.3	+/- 2.1
KT Kingston upon Thames	84.6	+/- 3.4	94.2	+/- 1.9

Cumulative	C/L	✓☒
94.0	+/- 1.6	✓
93.0	+/- 1.6	✓
92.3	+/- 1.8	✓
93.2	+/- 1.7	✓
91.6	+/- 1.7	✓
91.7	+/- 2.2	✓
93.4	+/- 1.3	✓
90.4	+/- 2.1	☒
92.8	+/- 1.7	✓
93.3	+/- 1.8	✓
92.6	+/- 1.9	✓
91.7	+/- 1.3	✓
94.6	+/- 1.4	✓
86.2	+/- 1.9	☒
93.2	+/- 1.7	✓
93.6	+/- 1.7	✓
94.0	+/- 1.7	✓
93.4	+/- 1.6	✓
93.5	+/- 1.7	✓
68.0	+/- 3.8	⊕
94.0	+/- 1.5	✓
95.7	+/- 1.4	✓
91.3	+/- 2.1	☒
93.0	+/- 1.6	✓
94.4	+/- 1.6	✓
92.9	+/- 1.8	✓
90.0	+/- 1.9	☒

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 2 Results 2011/12**

Postcode Area	Q1	C/L	Q2	C/L
KW Kirkwall	89.7	+/- 3.4	92.2	+/- 2.8
KY Kirkcaldy	88.2	+/- 3.5	95.3	+/- 2.0
L Liverpool	87.8	+/- 3.0	90.4	+/- 2.3
LA Lancaster	92.7	+/- 2.6	94.2	+/- 2.1
LD Llandrindod Wells	89.0	+/- 3.5	93.3	+/- 2.5
LE Leicester	93.8	+/- 2.0	93.8	+/- 1.7
LL North Wales	89.9	+/- 2.9	91.8	+/- 2.5
LN Lincoln	93.8	+/- 2.6	92.5	+/- 2.4
LS Leeds	91.6	+/- 2.3	93.0	+/- 1.9
LU Luton	87.1	+/- 3.3	94.7	+/- 2.0
M Manchester	92.9	+/- 1.9	94.7	+/- 1.5
ME Maidstone	87.8	+/- 3.2	91.4	+/- 2.5
MK Milton Keynes	94.2	+/- 2.2	92.3	+/- 2.2
ML Motherwell	92.8	+/- 2.9	96.3	+/- 1.8
N London N	93.5	+/- 2.2	93.5	+/- 1.8
NE Newcastle	93.2	+/- 1.8	94.3	+/- 1.5
NG Nottingham	92.8	+/- 2.2	93.8	+/- 1.8
NN Northamptonshire	91.7	+/- 2.6	94.9	+/- 1.8
NP Newport	89.0	+/- 3.1	92.8	+/- 2.2
NR Norwich	89.9	+/- 2.8	94.0	+/- 2.0
NW London NW	91.1	+/- 2.8	91.7	+/- 2.3
OL Oldham	95.0	+/- 2.3	94.7	+/- 2.1
OX Oxford	91.3	+/- 2.7	93.2	+/- 2.1
PA Paisley	88.4	+/- 3.8	93.1	+/- 2.6
PE Peterborough	90.3	+/- 2.5	94.0	+/- 1.8
PH Perth	90.5	+/- 3.1	96.1	+/- 1.8
PL Plymouth	92.5	+/- 2.4	93.9	+/- 1.9

Cumulative	C/L	✓☒
91.0	+/- 2.2	⊕
92.2	+/- 1.9	✓
89.2	+/- 1.9	☒
93.5	+/- 1.7	✓
91.3	+/- 2.1	☒
93.8	+/- 1.3	✓
90.9	+/- 1.9	☒
93.0	+/- 1.8	✓
92.3	+/- 1.5	✓
91.2	+/- 1.9	☒
93.9	+/- 1.2	✓
89.7	+/- 2.0	☒
93.2	+/- 1.6	✓
94.8	+/- 1.6	✓
93.5	+/- 1.4	✓
93.8	+/- 1.2	✓
93.3	+/- 1.4	✓
93.4	+/- 1.5	✓
91.1	+/- 1.8	☒
92.1	+/- 1.7	✓
91.4	+/- 1.8	☒
94.8	+/- 1.5	✓
92.4	+/- 1.7	✓
90.9	+/- 2.2	☒
92.3	+/- 1.5	✓
93.6	+/- 1.7	✓
93.2	+/- 1.5	✓

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 2 Results 2011/12**

Postcode Area	Q1	C/L	Q2	C/L
PO Portsmouth	93.4	+/- 2.3	94.2	+/- 1.9
PR Preston	90.8	+/- 2.8	93.7	+/- 2.0
RG Reading	93.0	+/- 2.1	94.4	+/- 1.8
RH Redhill	89.3	+/- 2.7	90.4	+/- 2.2
RM Romford	88.9	+/- 3.2	91.8	+/- 2.4
S Sheffield	94.0	+/- 1.8	92.0	+/- 1.8
SA Swansea	93.6	+/- 2.4	91.2	+/- 2.4
SE London SE	91.7	+/- 2.3	91.6	+/- 2.0
SG Stevenage	88.4	+/- 3.0	93.2	+/- 2.2
SK Stockport	94.1	+/- 2.1	94.5	+/- 1.8
SL Slough	91.4	+/- 2.8	94.9	+/- 2.0
SM Sutton	93.3	+/- 2.7	94.3	+/- 2.2
SN Swindon	90.5	+/- 2.9	94.9	+/- 1.9
SO Southampton	92.1	+/- 2.1	93.6	+/- 1.6
SP Salisbury	86.2	+/- 3.5	89.0	+/- 3.0
SR Sunderland	90.7	+/- 3.0	91.3	+/- 2.6
SS Southend-on-Sea	88.5	+/- 3.1	92.1	+/- 2.3
ST Stoke-on-Trent	86.5	+/- 3.4	91.2	+/- 2.5
SW London SW	90.5	+/- 2.2	93.9	+/- 1.6
SY Shrewsbury	92.8	+/- 2.6	93.9	+/- 2.2
TA Taunton	91.4	+/- 3.0	92.2	+/- 2.5
TD Borders	92.1	+/- 2.9	94.1	+/- 2.3
TF Telford	91.1	+/- 3.2	92.0	+/- 2.6
TN Tonbridge	89.8	+/- 2.7	92.2	+/- 2.2
TQ Torquay	90.8	+/- 3.0	93.1	+/- 2.3
TR Truro	90.2	+/- 3.0	91.8	+/- 2.4
TS Teesside	93.4	+/- 2.4	95.0	+/- 1.8

Cumulative	C/L	✓☒
93.8	+/- 1.5	✓
92.5	+/- 1.6	✓
93.7	+/- 1.4	✓
89.9	+/- 1.7	☒
90.6	+/- 2.0	☒
93.0	+/- 1.3	✓
92.2	+/- 1.7	✓
91.6	+/- 1.5	✓
91.0	+/- 1.8	☒
94.3	+/- 1.4	✓
93.3	+/- 1.7	✓
93.8	+/- 1.7	✓
92.9	+/- 1.7	✓
92.9	+/- 1.3	✓
87.6	+/- 2.3	☒
91.0	+/- 2.0	☒
90.5	+/- 1.9	☒
89.1	+/- 2.0	☒
92.4	+/- 1.3	✓
93.4	+/- 1.7	✓
91.8	+/- 1.9	✓
93.1	+/- 1.8	✓
91.6	+/- 2.0	✓
91.1	+/- 1.7	☒
92.0	+/- 1.8	✓
91.0	+/- 1.9	☒
94.2	+/- 1.5	✓

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 2 Results 2011/12**

Postcode Area	Q1	C/L	Q2	C/L
TW Twickenham	87.9	+/- 3.1	91.1	+/- 2.5
UB Uxbridge	93.3	+/- 2.5	92.5	+/- 2.5
W London West	92.5	+/- 2.1	92.8	+/- 1.9
WA Warrington	92.4	+/- 2.6	92.1	+/- 2.3
WC London West Central	92.0	+/- 3.1	93.4	+/- 2.6
WD Watford	93.3	+/- 2.5	92.1	+/- 2.4
WF Wakefield	93.9	+/- 2.5	92.0	+/- 2.5
WN Wigan	93.2	+/- 2.8	92.1	+/- 2.6
WR Worcester	89.6	+/- 3.0	94.8	+/- 1.9
WS Walsall	92.0	+/- 2.9	94.3	+/- 2.2
WV Wolverhampton	93.2	+/- 2.6	93.4	+/- 2.3
YO York	93.5	+/- 2.3	94.9	+/- 1.9
ZE Lerwick	47.1	+/- 6.2	46.9	+/- 5.3

Cumulative	C/L	✓☒
89.6	+/- 2.0	☒
92.9	+/- 1.8	✓
92.6	+/- 1.4	✓
92.2	+/- 1.7	✓
92.7	+/- 2.0	✓
92.7	+/- 1.7	✓
92.9	+/- 1.8	✓
92.6	+/- 1.9	✓
92.5	+/- 1.7	✓
93.2	+/- 1.8	✓
93.3	+/- 1.7	✓
94.2	+/- 1.5	✓
47.0	+/- 4.0	⊕

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 3.

**Percentage of Deliveries By Latest Delivery Times
Actual Quarter 2 Results 2011/12**

Standard	Urban Quarter 2	Rural Quarter 2
UK	99.3	99.9

Urban Cumulative	Rural Cumulative
99.2	99.9

Table 4.

**Percentage Of Street/POL Collections At Or After Final Advertised Time Of Collection
Plus Percentage Of Business Collections Made No Earlier Than The Collection Window
Actual Quarter 2 Results 2011/12**

	Percentage Of Business and Social Collections (From All Access Points) At Or After The Final Advertised Time Of Collection	
National Result	Quarter 2	Cumulative
UK	99.8	99.7

Table 5.

**Downstream Access Products
Actual Quarter 2 Results 2011/12**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 2		Cumulative	
UK	95,6	+/- 0.4	95.2	+/- 0.3

Table 6.**DUSP 6 – Application of Complaints Handling Standards
Quarter 2 2011/12**

Category Of Consumer Complaint	Complaints Received And Completed	Complaints Received And Not Completed	Recompense Paid
Loss	84,058	8,082	£1,206,683
Redirection	21,873	719	£60,845
Misdelivery	16,919	374	£3,844
Delivery Procedure Errors	14,669	576	£6,349
Unconfirmed Delay/Loss	3,986	6,936	£7,240
P739 Failure	8,508	224	£2,303
Delay	7,832	398	£54,163
Damage	7,013	833	£53,201
Redelivery Failure	6,533	545	£863
Proof of Delivery Failure	3,934	65	£5,032
Other	29,928	3,741	£149,610
Total	205,253	22,493	£1,550,133

Note: the “Recompense” figures include all payments made to relevant customers in accordance with the product terms and conditions, the regulatory compensation scheme for delay and any goodwill payments made in respect of customer complaints received in the quarter.