

Licence Condition 4.6 (a) and (b)
Licence Condition 4.9 (a) (c) and (e)
Licence Condition 5.2

Quarterly Quality of Service Report to Postcomm and Consumer Focus

2008/09 Quarter 3 Report



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**NATIONAL QUARTER 3 REPORT
2008/09**

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OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

QUARTER 3 2008/09

This report is produced in accordance with Conditions 4.9(a), 4.9(c), 4.9(e), 4.6(a), 4.6(b) and Condition 5 of Royal Mail's Licence.

The annex to Condition 4 of the Licence details 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 Licence.

The Quarter 3 reporting period for all measures except European International Delivery was 1 September 2008 – 30 November 2008 (13 weeks).

The Quarter 3 reporting period for European International Delivery was 1 October 2008 – 30 November 2008.

The Cumulative Year to Date period for all measures except European International Delivery was 17 March – 30 November 2008 (37 weeks).

The Cumulative Year to Date period for the European International Delivery measure was 1 April 2008 – 30 November 2008.

In the quarter, the full year Standards were beaten for all the Licence measures except Retail First Class, Retail Second Class and Special Delivery, each of which was only 0.1% below the Licence requirement, with a statistical confidence to the results for the Retail products of +/- 0.2%. In addition the geographical Standard for First Class Retail Delivered in the Postcode Area was not achieved in 17 of the 118 Postcode Areas.

The Cumulative Year to Date results show that all the Licence measures were beaten except for Retail First Class, Special Delivery and the geographical Standard for First Class Retail Delivered in the Postcode Area. The shortfalls for Retail First Class and Special Delivery were each only 0.1%.

The summary is:

	Quarter 3 Actual cw Full-Year Target	Cumulative Year To Date Actual cw Full-Year Target
Retail First Class	-0.1	-0.1
Retail Second Class	-0.1	+0.1
Bulk First Class	+0.8	+1.3
Bulk Second Class	+0.1	+0.3
Bulk Third Class	+1.6	+1.6
Standard Parcels	+4.7	+5.7
European International Delivery	+10.3	+10.8
Special Delivery	-0.1	-0.1
Postcode Area % Delivered	-17/118	-9/118
Percentage Of Collection Points Served Each Day (USO)	+0.03	+0.02
Percentage Of Delivery Routes Completed Each Day (USO)	+0.05	+0.07
Percentage Of Items Correctly Delivered	+0.12	+0.11

The intensive focus on Quality of Service continued to drive improvement in January 2009, and Royal Mail was on course to achieve all the Standards in the full-year. The nine Postcode Areas which at the year-to-date were below the full year requirement for the geographical Standard relating to the Delivery of 1C Retail mail all have comprehensive plans in place to address the shortfall. However, the extreme weather conditions in February which severely disrupted the operation of Royal Mail outside of its control will have impacted on the performance results for Quarter 4.

The following report details the results for Quarter 3, and Quarters 1-3 cumulatively, against the Licence Condition 4 Scheduled Services and Standardised Measures.

For all the Scheduled Services and Standardised Measures the “Christmas Period”, which is defined by the Licence this year as 1 December 2008 – 1 January 2009, is excluded from the reported results against the performance bands detailed at the Annex to Condition 4 of the Licence. Condition 4.9(c) requires Royal Mail to separately report the performance for the Christmas Period, and this is detailed at Table 6 in the following report. In accordance with Conditions 4.7(a) the performance for the Christmas Period will be excluded from the full-year reported results.

In addition, the Licence 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.

Table 1.

**Scheduled Services & Standardised Measures
Actual Quarter 3 & Cumulative Results (Periods 1-9)
2008/09**

Standard	Scheduled Services & Standardised Measures				
	Standards %	Quarter 3 %	Quarter 3 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	92.9	+/- 0.2	92.9	+/- 0.1
Grouping 2 (Retail Second Class)	98.5	98.4	+/- 0.2	98.6	+/- 0.1
Grouping 3 (Bulk First Class)	91.0	91.8	+/- 0.9	92.3	+/- 0.5
• 1 st Class Postage Paid Impression	-	91.9	+/- 0.3	92.5	+/- 0.2
• 1 st Class Response Services	-	87.4	+/- 1.8	87.2	+/- 1.1
• Mailsort 1	-	93.2	+/- 2.6	93.9	+/- 1.5
• Presstream 1	-	92.0	+/- 0.9	92.6	+/- 0.5
Grouping 4 (Bulk Second Class)	97.5	97.6	+/- 0.8	97.8	+/- 0.5
• 2 nd Class Postage Paid Impression	-	97.6	+/- 0.5	98.0	+/- 0.2
• 2 nd Class Response Services	-	92.8	+/- 1.3	93.9	+/- 0.7
• Mailsort 2	-	98.3	+/- 1.0	98.2	+/- 0.7
• Presstream 2	-	97.5	+/- 0.8	97.7	+/- 0.5
Grouping 5 (Bulk Third Class)	97.5	99.1	+/- 0.8	99.1	+/- 0.6
Standard Retail Parcels	90.0	94.7	+/- 0.7	95.7	+/- 0.4
European International Delivery	85.0	95.3	+/- 0.9	95.8	+/- 0.4
Special Delivery #	99.0	98.9	##	98.9	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	101 of 118		109 of 118	
Percentage Of Collection Points Served Each Day	99.90	99.93		99.92	
Percentage Of Delivery Routes Completed Each Day	99.90	99.95		99.97	
Percentage Of Items Delivered Correctly	99.50	99.62	+/- 0.10	99.61	+/- 0.08

- Standard is full-year cumulative.
- 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.
- ## Product subject to continuous sampling (confidence limit inapplicable).

Table 2.

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 3 & Cumulative Results (Periods 1-9)
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	☒
AB Aberdeen	92.2	+/- 2.7	93.0	+/- 2.3	92.6	+/- 2.3	92.8	+/- 1.4	✓
AL St Albans	95.3	+/- 2.1	95.4	+/- 1.9	93.7	+/- 2.2	94.9	+/- 1.2	✓
B Birmingham	91.5	+/- 2.0	92.1	+/- 1.7	93.4	+/- 1.6	92.6	+/- 1.0	✓
BA Bath	91.0	+/- 3.0	92.7	+/- 2.4	91.3	+/- 2.6	91.8	+/- 1.5	✓
BB Blackburn & Burnley	92.1	+/- 2.8	94.0	+/- 2.2	94.2	+/- 2.2	93.7	+/- 1.4	✓
BD Bradford	93.8	+/- 2.4	94.5	+/- 2.0	94.6	+/- 2.1	94.8	+/- 1.2	✓
BH Bournemouth	92.7	+/- 2.6	94.6	+/- 2.0	93.7	+/- 2.1	93.7	+/- 1.3	✓
BL Bolton	94.7	+/- 2.3	94.5	+/- 2.1	93.0	+/- 2.3	94.1	+/- 1.3	✓
BN Brighton	91.1	+/- 2.7	91.5	+/- 2.4	91.1	+/- 2.4	91.6	+/- 1.4	✓
BR Bromley	93.2	+/- 2.6	94.1	+/- 2.0	91.8	+/- 2.4	93.0	+/- 1.4	✓
BS Bristol	93.9	+/- 1.8	93.7	+/- 1.6	93.6	+/- 1.6	93.8	+/- 1.0	✓
BT Northern Ireland	91.1	+/- 2.1	94.1	+/- 1.6	93.4	+/- 1.6	93.1	+/- 1.0	✓
CA Carlisle	95.9	+/- 2.1	94.9	+/- 2.0	92.5	+/- 2.4	94.4	+/- 1.3	✓
CB Cambridge	92.7	+/- 2.6	94.2	+/- 2.2	91.7	+/- 2.5	92.9	+/- 1.4	✓
CF Cardiff	90.9	+/- 2.6	93.8	+/- 2.0	91.7	+/- 2.2	92.4	+/- 1.3	✓
CH Chester & Deeside	91.6	+/- 2.9	92.9	+/- 2.4	92.1	+/- 2.5	92.2	+/- 1.5	✓
CM Chelmsford	91.9	+/- 2.4	94.1	+/- 1.9	95.5	+/- 1.6	94.1	+/- 1.1	✓
CO Colchester	93.5	+/- 2.5	94.6	+/- 2.0	92.6	+/- 2.3	93.6	+/- 1.3	✓
CR Croydon	93.1	+/- 2.6	92.5	+/- 2.4	94.2	+/- 2.1	93.5	+/- 1.3	✓
CT Canterbury	90.1	+/- 3.1	94.1	+/- 2.2	93.5	+/- 2.2	92.6	+/- 1.4	✓
CV Coventry & Warwickshire	91.4	+/- 2.4	92.8	+/- 2.0	90.8	+/- 2.3	91.7	+/- 1.3	✓
CW Crewe	92.1	+/- 2.8	93.8	+/- 2.2	94.9	+/- 2.0	93.8	+/- 1.3	✓
DA Dartford	93.1	+/- 2.6	93.7	+/- 2.2	94.6	+/- 2.0	93.9	+/- 1.3	✓
DD Dundee	89.3	+/- 3.1	91.1	+/- 2.5	92.4	+/- 2.4	91.0	+/- 1.6	☒
DE Derby	92.6	+/- 2.6	95.2	+/- 1.9	92.3	+/- 2.3	93.4	+/- 1.3	✓
DG Dumfries	93.6	+/- 2.6	92.6	+/- 2.4	92.3	+/- 2.5	92.9	+/- 1.4	✓
DH Durham	92.4	+/- 2.8	96.3	+/- 1.7	89.5	+/- 2.8	92.8	+/- 1.4	✓

☒ = 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 3 & Cumulative Results (Periods 1-9)
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
DL Darlington	92.7	+/- 2.6	93.6	+/- 2.3	93.9	+/- 2.1	93.4	+/- 1.3	✓
DN Doncaster	91.9	+/- 2.8	96.6	+/- 1.6	93.3	+/- 2.3	94.1	+/- 1.3	✓
DT Dorchester	93.5	+/- 2.5	94.0	+/- 2.2	92.0	+/- 2.5	93.4	+/- 1.4	✓
DY Dudley	90.9	+/- 3.0	92.1	+/- 2.5	94.0	+/- 2.2	92.3	+/- 1.5	✓
E London East	91.8	+/- 2.7	92.2	+/- 2.3	92.5	+/- 2.1	92.4	+/- 1.3	✓
EC City of London	94.4	+/- 2.4	92.7	+/- 2.5	93.7	+/- 2.2	93.6	+/- 1.4	✓
EH Edinburgh	88.8	+/- 2.7	93.9	+/- 1.7	92.9	+/- 1.8	92.5	+/- 1.1	✓
EN Enfield	90.0	+/- 3.1	91.0	+/- 2.7	91.4	+/- 2.5	90.9	+/- 1.6	☒
EX Exeter	91.8	+/- 2.7	93.8	+/- 2.2	93.6	+/- 2.2	93.1	+/- 1.4	✓
FK Falkirk	89.5	+/- 3.2	91.7	+/- 2.5	94.3	+/- 2.0	92.2	+/- 1.5	✓
FY Fylde	92.3	+/- 2.9	93.0	+/- 2.4	93.7	+/- 2.3	93.3	+/- 1.4	✓
G Glasgow	92.0	+/- 2.0	94.2	+/- 1.6	94.7	+/- 1.5	93.8	+/- 1.0	✓
GL Gloucester	91.9	+/- 2.7	93.6	+/- 2.2	94.4	+/- 2.0	93.4	+/- 1.3	✓
GU Guildford	95.2	+/- 1.7	94.3	+/- 1.6	93.3	+/- 1.8	94.2	+/- 1.0	✓
HA Harrow	93.4	+/- 2.6	94.1	+/- 2.2	93.0	+/- 2.3	93.5	+/- 1.4	✓
HD Huddersfield	91.3	+/- 2.9	93.2	+/- 2.4	95.2	+/- 2.0	93.3	+/- 1.4	✓
HG Harrogate	92.6	+/- 2.6	91.0	+/- 2.6	92.3	+/- 2.5	92.0	+/- 1.5	✓
HP Hemel Hempstead	92.6	+/- 2.6	94.0	+/- 2.2	94.3	+/- 2.0	93.7	+/- 1.3	✓
HR Hereford	92.6	+/- 2.7	93.6	+/- 2.2	93.2	+/- 2.3	93.1	+/- 1.4	✓
HS Hebrides	66.2	+/- 5.0	69.7	+/- 4.4	65.5	+/- 4.4	67.5	+/- 2.6	⊕
HU Hull	92.8	+/- 2.7	95.2	+/- 2.0	95.4	+/- 1.9	94.6	+/- 1.2	✓
HX Halifax	94.0	+/- 2.4	94.5	+/- 2.1	91.8	+/- 2.4	93.5	+/- 1.3	✓
IG Ilford	92.8	+/- 2.6	93.7	+/- 2.2	93.2	+/- 2.3	93.3	+/- 1.4	✓
IP Ipswich	92.7	+/- 2.6	94.5	+/- 2.1	93.0	+/- 2.3	93.4	+/- 1.4	✓
IV Inverness	89.0	+/- 3.1	92.1	+/- 2.4	94.2	+/- 2.1	91.9	+/- 1.5	✓
KA Kilmarnock	91.3	+/- 2.9	91.3	+/- 2.6	92.9	+/- 2.4	92.2	+/- 1.5	✓
KT Kingston upon Thames	95.2	+/- 2.2	95.4	+/- 1.9	95.2	+/- 1.8	95.3	+/- 1.1	✓

☒ = 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 3 & Cumulative Results (Periods 1-9)
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
KW Kirkwall	87.8	+/- 3.5	87.2	+/- 3.0	90.7	+/- 2.6	88.6	+/- 1.7	⊕
KY Kirkcaldy	90.1	+/- 3.0	93.3	+/- 2.3	93.5	+/- 2.3	92.5	+/- 1.4	✓
L Liverpool	87.7	+/- 2.7	94.3	+/- 1.8	92.6	+/- 1.9	91.9	+/- 1.2	✓
LA Lancaster	93.6	+/- 2.5	94.0	+/- 2.2	93.4	+/- 2.3	93.8	+/- 1.3	✓
LD Llandrindod Wells	93.7	+/- 2.4	93.8	+/- 2.2	94.8	+/- 2.0	94.4	+/- 1.2	✓
LE Leicester	92.0	+/- 2.0	93.2	+/- 1.6	93.7	+/- 1.6	93.1	+/- 1.0	✓
LL North Wales	93.6	+/- 2.5	94.1	+/- 2.2	91.3	+/- 2.6	93.0	+/- 1.4	✓
LN Lincoln	90.2	+/- 3.0	91.1	+/- 2.6	91.5	+/- 2.5	90.9	+/- 1.6	☒
LS Leeds	92.7	+/- 2.3	94.4	+/- 1.8	92.9	+/- 2.0	93.6	+/- 1.2	✓
LU Luton	94.0	+/- 2.4	93.1	+/- 2.3	94.6	+/- 2.0	93.9	+/- 1.3	✓
M Manchester	92.0	+/- 2.0	92.2	+/- 1.9	94.6	+/- 1.5	93.0	+/- 1.0	✓
ME Maidstone	95.0	+/- 2.2	94.4	+/- 2.1	94.1	+/- 2.1	94.4	+/- 1.3	✓
MK Milton Keynes	92.7	+/- 2.4	94.1	+/- 2.1	94.0	+/- 2.1	93.6	+/- 1.3	✓
ML Motherwell	94.3	+/- 2.4	94.2	+/- 2.2	94.4	+/- 2.2	94.2	+/- 1.3	✓
N London N	92.9	+/- 2.6	92.8	+/- 2.3	94.1	+/- 2.1	93.3	+/- 1.4	✓
NE Newcastle	93.5	+/- 2.0	94.2	+/- 1.7	92.6	+/- 1.9	93.5	+/- 1.1	✓
NG Nottingham	92.1	+/- 2.2	92.6	+/- 1.8	90.9	+/- 2.0	91.9	+/- 1.2	✓
NN Northamptonshire	93.1	+/- 2.4	93.4	+/- 2.1	95.1	+/- 1.7	94.0	+/- 1.2	✓
NP Newport	89.4	+/- 3.2	93.1	+/- 2.4	91.2	+/- 2.6	91.4	+/- 1.6	☒
NR Norwich	93.3	+/- 2.5	95.9	+/- 1.7	91.2	+/- 2.4	93.6	+/- 1.2	✓
NW London NW	91.6	+/- 2.8	93.6	+/- 2.3	92.5	+/- 2.4	92.7	+/- 1.4	✓
OL Oldham	91.8	+/- 2.9	94.9	+/- 2.1	93.3	+/- 2.3	93.5	+/- 1.4	✓
OX Oxford	92.3	+/- 2.8	94.3	+/- 2.1	90.2	+/- 2.7	92.4	+/- 1.4	✓
PA Paisley	91.3	+/- 2.8	92.9	+/- 2.4	94.4	+/- 2.1	93.1	+/- 1.4	✓
PE Peterborough	90.6	+/- 2.5	94.2	+/- 1.8	93.8	+/- 1.8	93.0	+/- 1.1	✓
PH Perth	91.8	+/- 2.8	92.1	+/- 2.4	91.7	+/- 2.5	91.6	+/- 1.5	✓
PL Plymouth	92.6	+/- 2.7	92.5	+/- 2.5	91.2	+/- 2.6	92.1	+/- 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 3 & Cumulative Results (Periods 1-9)
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
PO Portsmouth	90.5	+/- 2.6	93.7	+/- 1.9	91.4	+/- 2.2	91.9	+/- 1.3	✓
PR Preston	92.5	+/- 2.7	92.2	+/- 2.4	94.4	+/- 2.1	93.1	+/- 1.4	✓
RG Reading	93.2	+/- 2.1	93.8	+/- 1.9	93.0	+/- 2.0	93.4	+/- 1.1	✓
RH Redhill	92.2	+/- 2.7	94.7	+/- 1.9	92.6	+/- 2.3	93.2	+/- 1.3	✓
RM Romford	94.0	+/- 2.4	93.9	+/- 2.2	93.7	+/- 2.1	94.0	+/- 1.3	✓
S Sheffield	90.3	+/- 2.3	92.3	+/- 1.9	92.0	+/- 1.9	91.7	+/- 1.2	✓
SA Swansea	92.3	+/- 2.5	92.3	+/- 2.2	94.0	+/- 2.0	92.9	+/- 1.3	✓
SE London SE	89.2	+/- 2.7	90.9	+/- 2.4	90.9	+/- 2.4	90.6	+/- 1.4	☒
SG Stevenage	94.7	+/- 2.3	94.9	+/- 2.0	92.7	+/- 2.3	94.1	+/- 1.3	✓
SK Stockport	89.9	+/- 3.1	92.2	+/- 2.4	92.8	+/- 2.3	91.8	+/- 1.5	✓
SL Slough	92.8	+/- 2.7	92.2	+/- 2.5	92.5	+/- 2.4	92.5	+/- 1.4	✓
SM Sutton	92.8	+/- 2.6	91.8	+/- 2.5	92.6	+/- 2.3	93.0	+/- 1.4	✓
SN Swindon	93.0	+/- 2.6	94.2	+/- 2.1	94.2	+/- 2.1	93.8	+/- 1.3	✓
SO Southampton	92.2	+/- 2.6	91.5	+/- 2.4	92.7	+/- 2.2	92.2	+/- 1.4	✓
SP Salisbury	93.5	+/- 2.6	94.6	+/- 2.0	94.5	+/- 2.0	94.3	+/- 1.3	✓
SR Sunderland	92.6	+/- 2.7	91.8	+/- 2.5	92.5	+/- 2.4	92.3	+/- 1.5	✓
SS Southend-on-Sea	91.1	+/- 2.9	94.2	+/- 2.2	94.9	+/- 2.0	93.6	+/- 1.3	✓
ST Stoke-on-Trent	88.7	+/- 3.2	90.1	+/- 2.8	87.0	+/- 3.1	89.2	+/- 1.7	☒
SW London SW	91.6	+/- 2.1	91.4	+/- 2.0	89.9	+/- 2.1	91.1	+/- 1.2	☒
SY Shrewsbury	91.6	+/- 3.0	94.5	+/- 2.2	92.6	+/- 2.5	93.1	+/- 1.4	✓
TA Taunton	92.0	+/- 2.8	96.2	+/- 1.8	94.2	+/- 2.1	94.2	+/- 1.3	✓
TD Borders	90.0	+/- 3.1	92.8	+/- 2.4	93.5	+/- 2.2	92.2	+/- 1.5	✓
TF Telford	93.8	+/- 2.6	93.0	+/- 2.4	92.5	+/- 2.5	93.2	+/- 1.4	✓
TN Tonbridge	89.7	+/- 2.9	93.5	+/- 2.0	93.6	+/- 2.0	92.5	+/- 1.3	✓
TQ Torquay	92.6	+/- 2.7	93.0	+/- 2.3	93.2	+/- 2.3	93.1	+/- 1.4	✓
TR Truro	93.0	+/- 2.6	92.7	+/- 2.4	93.8	+/- 2.2	93.2	+/- 1.4	✓
TS Teesside	94.6	+/- 2.3	94.1	+/- 2.2	94.3	+/- 2.1	94.4	+/- 1.2	✓

☒ = 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 3 & Cumulative Results (Periods 1-9)
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
TW Twickenham	94.2	+/- 2.4	95.2	+/- 2.0	94.1	+/- 2.1	94.6	+/- 1.2	✓
UB Uxbridge	91.8	+/- 3.0	93.8	+/- 2.2	92.9	+/- 2.3	92.9	+/- 1.4	✓
W London West	92.9	+/- 2.2	93.7	+/- 1.8	92.9	+/- 1.9	93.2	+/- 1.1	✓
WA Warrington	93.6	+/- 2.5	92.5	+/- 2.5	93.6	+/- 2.3	93.4	+/- 1.4	✓
WC London West Central	89.9	+/- 3.3	94.7	+/- 2.2	93.3	+/- 2.3	92.8	+/- 1.5	✓
WD Watford	91.4	+/- 2.9	92.6	+/- 2.3	89.0	+/- 2.8	91.0	+/- 1.5	☒
WF Wakefield	91.5	+/- 3.1	95.2	+/- 2.0	92.6	+/- 2.4	93.2	+/- 1.4	✓
WN Wigan	92.3	+/- 2.7	94.0	+/- 2.2	92.8	+/- 2.3	93.2	+/- 1.4	✓
WR Worcester	89.9	+/- 3.2	90.7	+/- 2.7	92.9	+/- 2.3	91.3	+/- 1.6	☒
WS Walsall	92.8	+/- 2.6	92.7	+/- 2.4	91.5	+/- 2.6	92.3	+/- 1.5	✓
WV Wolverhampton	92.0	+/- 2.9	91.9	+/- 2.5	90.6	+/- 2.6	91.6	+/- 1.5	✓
YO York	93.5	+/- 2.5	95.1	+/- 2.0	94.8	+/- 2.0	94.8	+/- 1.2	✓
ZE Lerwick	23.5	+/- 4.6	26.1	+/- 4.2	36.9	+/- 4.7	28.5	+/- 2.6	⊕

☒ = 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 3 & Cumulative Results (Periods 1-9)
2008/09**

Standard	Urban Quarter 3	Rural Quarter 3		Urban Cumulative * Q1 - Q3	Rural Cumulative * Q1 - Q3
UK	97.9	99.5		98.3	99.7

* The independent organisation which measures this Non-Standardised Measure has confirmed to Royal Mail that, in error, insufficient samples were recorded against this measure in Periods 4, 5 and 6 to enable performance to be reported for Quarter 2. The reporting resumed from Period 7 / Quarter 3. Therefore the cumulative number above excludes the whole of Quarter 2.

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 3 & Cumulative Results (Periods 1-9)
2008/09**

	Percentage Of Street/POL Collections At Or After The Final Advertised Time Of Collection Plus Percentage Of Business Collections Made No Earlier Than The Collection Window	
National Result	Quarter 3	Cumulative Q1 - Q3
UK	99.7	99.5

Table 5.

**Downstream Access Products
Actual Quarter 3 & Cumulative Results (Periods 1-9)
2008/09**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 3		Cumulative Q1 - Q3	
UK	96.6	+/- 0.3	96.6	+/- 0.2

Table 6.

**Scheduled Services & Standardised Measures
Christmas Period Results
(1st December 2008 – 1st January 2009)**

Standard	Scheduled Services & Standardised Measures	
	1 st December 2008 – 1 st January 2009 %	1 st December 2008 – 1 st January 2009 95% cl
Grouping 1 (Retail First Class)	66.9	+/- 0.7
Grouping 2 (Retail Second Class)	93.9	+/- 0.7
Grouping 3 (Bulk First Class)	71.0	+/- 2.6
1 st Class Postage Paid Impression	69.6	+/- 0.9
1 st Class Response Services	61.4	+/- 5.3
Mailsort 1	78.2	+/- 7.6
Presstream 1	77.0	+/- 3.0
Grouping 4 (Bulk Second Class)	92.2	+/- 2.4
2 nd Class Postage Paid Impression	90.9	+/- 1.5
2 nd Class Response Services	86.7	+/- 3.6
Mailsort 2	93.3	+/- 3.4
Presstream 2	95.8	+/- 2.1
Grouping 5 (Bulk Third Class)	98.1	+/- 3.0
Standard Retail Parcels	90.3	+/- 1.8
European International Delivery	86.1	+/- 2.0
Special Delivery #	97.8	##
Percentage Of Collection Points Served Each Day	99.84	
Percentage Of Delivery Routes Completed Each Day	99.91	
Percentage Of Items Delivered Correctly	99.65	+/- 0.28

- ## Product subject to continuous sampling (confidence limit inapplicable).
- # 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 7.

**Licence Condition 5 - Application of Complaints Handling Standards
Quarter 3 2008/09**

Category Of Consumer Complaint	Complaints		Recompense Paid £
	Received And Completed	Received And Not Completed	
Loss	72,826	6,124	1,140,794
Redirection Failure	28,088	2,348	78,436
Misdelivery	22,810	539	4,369
Redelivery Failure	16,487	1,392	1,155
Unconfirmed Loss/Delay	15,207	2,022	21,098
Delivery Procedure Errors	14,788	756	13,626
Delay	10,602	953	67,289
Damage	8,254	753	88,201
P739 Failure	7,603	223	2,081
Doorstepping	5,327	157	878
Other	37,393	3,131	232,554
Total For Quarter 3	239,385	183,98	1,650,484

Notes:

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.