

**Licence Condition 4.6 (a) and (b)**

**Licence Condition 4.9 (a)**

**Licence Condition 5.6 (a) and (b)**

## **National Report To Postcomm and Postwatch**

**2008/09 Quarter 1 Report**



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**NATIONAL QUARTER 1 REPORT  
2008 / 2009**

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## OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

### QUARTER 1 2008/09

This report is produced in accordance with Conditions 4.9(a), 4.6(a) (b), and 5.6(a) (b) of Royal Mail's amended Licence dated 25 May 2006.

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 1 reporting period for all measures except European International Delivery was 17 March 2008 – 1 June 2008 (11 weeks).

The Quarter 1 reporting period for European International Delivery was 1 April 2008 – 30 June 2008.

In the quarter, the full-year Standards were beaten for the three Business / Bulk Groupings, Retail Second Class, Standard Parcels, European International Delivery, the two USO Standards for Delivery and Collection, and the Standard for Correctly Delivered Mail. The results in the quarter for Retail First Class, Special Delivery and the geographical Standard for First Class Retail Delivered in the Postcode Area, were below the full-year requirement. The summary is:

	<b>Quarter 1 Actual cw Full-Year Target</b>
Retail First Class	- 1.1
Retail Second Class	+ 0.2
Bulk First Class	+ 0.8
Bulk Second Class	+ 0.3
Bulk Third Class	+ 1.5
Standard Parcels	+ 5.8
European International Delivery	+ 11.1
Special Delivery	- 0.3
Postcode Area % Delivered	- 37 / 118 PCAs
% Of Collection Points Served Each Day (USO)	+ 0.02
% Of Delivery Routes Completed Each Day (USO)	+0.08
% Of Items Correctly Delivered	+ 0.12

NB. The PCA-level results at Quarter 1 are subject to wide statistical accuracy which will narrow as the year progresses as more samples are taken into account.

Although the shortfall against target was not excessive, an intensive focus on Retail First Class and Special Delivery quality of service was launched during the quarter with comprehensive plans put in place to address the shortfall. The indications from the results for the beginning of Quarter 2 are that on-target performance has been restored.

The following report details the results for Quarter 1 against the Licence Condition 4 Scheduled Services and Standardised Measures.

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 1 Results 2008 - 2009**

Standard	Scheduled Services & Standardised Measures		
	Standards %	Quarter 1 %	Quarter 1 95% cl
Grouping 1 (Retail First Class)	93.0	91.9	+/- 0.2
Grouping 2 (Retail Second Class)	98.5	98.7	+/- 0.2
Grouping 3 (Bulk First Class)	91.0	91.8	+/- 1.0
• 1 <sup>st</sup> Class Postage Paid Impression	-	92.0	+/- 0.3
• 1 <sup>st</sup> Class Response Services	-	86.7	+/- 2.1
• Mailsort 1	-	93.4	+/- 3.1
• Presstream 1	-	92.6	+/- 0.9
Grouping 4 (Bulk Second Class)	97.5	97.8	+/- 0.9
• 2 <sup>nd</sup> Class Postage Paid Impression	-	97.9	+/- 0.5
• 2 <sup>nd</sup> Class Response Services	-	94.6	+/- 1.2
• Mailsort 2	-	98.2	+/- 1.3
• Presstream 2	-	97.4	+/- 1.5
Grouping 5 (Bulk Third Class)	97.5	99.0	+/- 1.2
Standard Retail Parcels	90.0	95.8	+/- 0.7
European International Delivery	85.0	96.1	+/- 0.7
Special Delivery #	99.0	98.7	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	81 of 118	
Percentage Of Collection Points Served Each Day	99.90	99.92	
Percentage Of Delivery Routes Completed Each Day	99.90	99.98	
Percentage Of Items Delivered Correctly	99.50	99.62	+/- 0.15

- 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 1 Results  
2008 - 2009**

Postcode Area	Q1	C/L	✓☒
AB Aberdeen	92.2	+/- 2.7	✓
AL St Albans	95.1	+/- 2.1	✓
B Birmingham	91.4	+/- 2.0	☒
BA Bath	91.0	+/- 3.0	☒
BB Blackburn & Burnley	91.5	+/- 2.9	✓
BD Bradford	93.9	+/- 2.4	✓
BH Bournemouth	92.7	+/- 2.6	✓
BL Bolton	94.5	+/- 2.3	✓
BN Brighton	90.6	+/- 2.7	☒
BR Bromley	92.9	+/- 2.7	✓
BS Bristol	93.9	+/- 1.8	✓
BT Northern Ireland	91.0	+/- 2.1	☒
CA Carlisle	95.9	+/- 2.1	✓
CB Cambridge	92.7	+/- 2.6	✓
CF Cardiff	90.8	+/- 2.6	☒
CH Chester & Deeside	91.3	+/- 2.9	☒
CM Chelmsford	91.5	+/- 2.5	✓
CO Colchester	93.3	+/- 2.5	✓
CR Croydon	93.1	+/- 2.6	✓
CT Canterbury	90.1	+/- 3.1	☒
CV Coventry & Warwickshire	91.4	+/- 2.4	☒
CW Crewe	92.0	+/- 2.8	✓
DA Dartford	92.8	+/- 2.6	✓
DD Dundee	89.3	+/- 3.1	☒
DE Derby	92.6	+/- 2.6	✓
DG Dumfries	93.6	+/- 2.6	✓
DH Durham	92.4	+/- 2.8	✓

☒ = 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 1 Results  
2008 - 2009**

Postcode Area	Q1	C/L	✓☒
DL Darlington	92.5	+/- 2.6	✓
DN Doncaster	91.9	+/- 2.8	✓
DT Dorchester	93.6	+/- 2.5	✓
DY Dudley	90.5	+/- 3.0	☒
E London East	91.8	+/- 2.7	✓
EC City of London	94.4	+/- 2.4	✓
EH Edinburgh	88.4	+/- 2.7	☒
EN Enfield	89.7	+/- 3.1	☒
EX Exeter	91.4	+/- 2.8	☒
FK Falkirk	89.5	+/- 3.2	☒
FY Fylde	92.4	+/- 2.9	✓
G Glasgow	91.9	+/- 2.0	✓
GL Gloucester	91.9	+/- 2.7	✓
GU Guildford	95.2	+/- 1.7	✓
HA Harrow	93.3	+/- 2.6	✓
HD Huddersfield	91.0	+/- 2.9	☒
HG Harrogate	92.4	+/- 2.7	✓
HP Hemel Hempstead	92.4	+/- 2.6	✓
HR Hereford	92.5	+/- 2.7	✓
HS Hebrides	65.9	+/- 5.0	⊕
HU Hull	92.8	+/- 2.7	✓
HX Halifax	94.0	+/- 2.4	✓
IG Ilford	92.8	+/- 2.6	✓
IP Ipswich	92.6	+/- 2.6	✓
IV Inverness	89.0	+/- 3.1	☒
KA Kilmarnock	90.9	+/- 3.0	☒
KT Kingston upon Thames	95.1	+/- 2.2	✓

☒ = 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 1 Results  
2008 - 2009**

Postcode Area	Q1	C/L	✓☒
KW Kirkwall	87.9	+/- 3.4	⊕
KY Kirkcaldy	90.0	+/- 3.0	☒
L Liverpool	87.2	+/- 2.7	☒
LA Lancaster	93.6	+/- 2.5	✓
LD Llandrindod Wells	92.7	+/- 2.6	✓
LE Leicester	91.7	+/- 2.1	✓
LL North Wales	93.3	+/- 2.6	✓
LN Lincoln	90.2	+/- 3.0	☒
LS Leeds	92.7	+/- 2.3	✓
LU Luton	94.0	+/- 2.4	✓
M Manchester	92.0	+/- 2.0	✓
ME Maidstone	95.0	+/- 2.2	✓
MK Milton Keynes	92.7	+/- 2.4	✓
ML Motherwell	94.3	+/- 2.4	✓
N London N	92.5	+/- 2.6	✓
NE Newcastle	93.2	+/- 2.1	✓
NG Nottingham	92.1	+/- 2.2	✓
NN Northamptonshire	93.0	+/- 2.4	✓
NP Newport	89.4	+/- 3.2	☒
NR Norwich	92.9	+/- 2.5	✓
NW London NW	91.6	+/- 2.8	✓
OL Oldham	91.5	+/- 2.9	✓
OX Oxford	92.3	+/- 2.8	✓
PA Paisley	91.2	+/- 2.8	☒
PE Peterborough	90.6	+/- 2.5	☒
PH Perth	91.8	+/- 2.8	✓
PL Plymouth	92.5	+/- 2.7	✓

☒ = 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 1 Results  
2008 - 2009**

Postcode Area	Q1	C/L	✓☒
PO Portsmouth	90.1	+/- 2.6	☒
PR Preston	92.6	+/- 2.7	✓
RG Reading	93.2	+/- 2.1	✓
RH Redhill	92.0	+/- 2.7	✓
RM Romford	93.8	+/- 2.4	✓
S Sheffield	90.3	+/- 2.3	☒
SA Swansea	92.3	+/- 2.5	✓
SE London SE	88.5	+/- 2.7	☒
SG Stevenage	94.5	+/- 2.3	✓
SK Stockport	89.7	+/- 3.1	☒
SL Slough	92.0	+/- 2.8	✓
SM Sutton	92.8	+/- 2.6	✓
SN Swindon	93.0	+/- 2.6	✓
SO Southampton	92.2	+/- 2.6	✓
SP Salisbury	93.5	+/- 2.5	✓
SR Sunderland	92.6	+/- 2.7	✓
SS Southend-on-Sea	91.1	+/- 2.9	☒
ST Stoke-on-Trent	88.7	+/- 3.2	☒
SW London SW	91.0	+/- 2.2	☒
SY Shrewsbury & Mid Wales	91.0	+/- 3.1	☒
TA Taunton	92.0	+/- 2.8	✓
TD Borders	90.0	+/- 3.1	☒
TF Telford	93.8	+/- 2.6	✓
TN Tonbridge	89.4	+/- 2.9	☒
TQ Torquay	92.7	+/- 2.7	✓
TR Truro	92.8	+/- 2.6	✓
TS Teesside	94.6	+/- 2.3	✓

☒ = 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 1 Results  
2008 - 2009**

Postcode Area	Q1	C/L	✓☒
TW Twickenham	94.2	+/- 2.4	✓
UB Uxbridge	91.8	+/- 3.0	✓
W London West	92.7	+/- 2.2	✓
WA Warrington	93.0	+/- 2.6	✓
WC London West Central	89.1	+/- 3.4	☒
WD Watford	91.4	+/- 2.9	☒
WF Wakefield	91.3	+/- 3.1	☒
WN Wigan	92.1	+/- 2.7	✓
WR Worcester	89.9	+/- 3.2	☒
WS Walsall	92.8	+/- 2.6	✓
WV Wolverhampton	92.1	+/- 2.8	✓
YO York	93.5	+/- 2.5	✓
ZE Lerwick	23.4	+/- 4.6	⊕

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

**Table 3.**

**Non-Standardised Measure: Percentage of Deliveries By Latest Delivery Times  
Actual Quarter 1 Results  
2008 - 2009**

Standard	Urban Quarter 1	Rural Quarter 1
UK	98.8	99.8

**Table 4.**

**Non-Standardised Measure: 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  
Actual Quarter 1 Results  
2008 - 2009**

	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 1
UK	99.3

**Table 5.**

**Non-Standardised Measure: Downstream Access Products  
Actual Quarter 1 Results  
2008 - 2009**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail	
National Result	Quarter 1	
UK	96.3	+/- 0.4

**Table 6.****Licence Condition 5.6 – Complaints Report****Q1 Report – 5.6 (a), 5.6 (b) (i), (iii)**

	The number of complaints unresolved at the beginning of period	The number of complaints received in the period	The number of complaints resolved in the period	The number of complaints unresolved at the end of period	Total Compensation Value
Royal Mail Letters Total	15,333	307,449	314,470	17,719	£2,994,682
Main Causes:					
Loss	2,545	104,988	109,876	2,739	£1,977,395
Unconfirmed Delay/Loss	5,070	33,132	32,433	5,827	£209,265
Redirection Failure	2,464	31,071	31,352	2,873	£76,955
Mis-Delivery	470	26,118	26,301	632	£7,819
Delivery Procedures	498	22,821	23,135	657	£14,430
Delay	271	15,500	15,709	451	£174,180
Damage	713	10,212	10,727	705	£166,726
Redelivery Failure	406	10,337	10,485	519	£1,279
P739 Failure	81	7,346	7,412	113	£2,269
Other	2,815	45,924	47,040	3,203	£364,362

**Q1 Report – 5.6 (b) (ii)**

% Calls answered to quality standard aim – 80% in 20 seconds

% Cases closed to quality standard aim – 100% (inland) in 30 calendar days

Royal Mail

79.8

86.9