

Licence Condition 4.6 (a) and (b)
Licence Condition 4.9 (a) (c) and (e)
Licence Condition 5

Quarterly Quality of Service Report to Postcomm and Consumer Focus

2009/10 Quarter 3 Report



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NATIONAL QUARTER 3 REPORT 2009/10

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OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

QUARTER 3 2009/10

This report is produced in accordance with Conditions 4.6(a), 4.6(b), 4.9(a), 4.9(c), 4.9(e) 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 7 September 2009 – 6 December 2009 (13 weeks).

The Quarter 3 reporting period for European International Delivery was 1 October 2009 – 6 December 2009.

The Cumulative year to date period for all measures except European International Delivery was 23 March 2009 – 6 December 2009 (37 weeks).

The Cumulative year to date period for the European International Delivery measures was 1 April 2009 – 6 December 2009.

Following the strong performance in Quarter 1, ie 23 March 2009 – 7 June 2009 (in which the full-year Licence Standards were beaten for the three Business / Bulk Groupings, Retail First Class, Retail Second Class, Standard Parcels, European International Delivery, the two USO Standards for Delivery and Collections, and the Standard for Correctly Delivered Mail) the performance in Quarter 2 and Quarter 3 was affected by industrial action. In Quarter 2 there was a series of localised industrial action in several of Royal Mail's Operational Regions which affected incoming mail to all the Regions. The localised action continued in Quarter 3 and culminated in two bouts of national UK-wide strikes over 5 days in October. Strikes were withdrawn following a national agreement signed on 5 November.

As a consequence of the industrial action, in Quarter 3 the full year Licence Standards were achieved for only the European International Delivery measure and the Standard for Correctly Delivered Mail.

The summary for each quarter is shown overleaf.

Scheduled Service or Standardised Measure	Quarter 1 Actual cw Full-Year Target	Quarter 2 Actual cw Full-Year Target	Quarter 3 Actual cw Full-Year Target
Retail First Class	+1.5	-2.2	-14.2
Retail Second Class	+0.4	-0.5	-5.2
Bulk First Class	+1.9	-0.9	-11.7
Bulk Second Class	+0.6	+0.1	-6.4
Bulk Third Class	+1.8	+1.9	-2.4
Standard Parcels	+5.8	+5.1	-1.5
European International Delivery	+12.3	+9.8	+7.5
Special Delivery (Next Day)	-0.5	-0.9	-2.0
Postcode Area % Delivered	-4/118	-36/118	-118/118
% Of Collection Points Served (USO)	+0.03	-0.84	-2.33
% Of Delivery Routes Completed (USO)	+0.04	-1.02	See note (3)
% Of Items Correctly Delivered	+0.11	+0.18	+0.15

NB.

(1) There are some small changes to some of the results previously published for Quarter 1 and Quarter 2. The quarterly numbers have been updated by the independent organisation which measures performance.

(2) The result for Quarter 2 for the Standardised Measure: % Of Delivery Routes Completed Each Day (USO) was not included in the Quarter 2 Report because it had not been assured at the time of publication. The assured result is now included in the table above.

(3) The result for Quarter 3 for the Standardised Measure: % Of Delivery Routes Completed Each Day (USO) is not included in this report as it is still being assured. The assurance process for Quarter 3 is more complex due to both national and local industrial action affecting the data. We anticipate being able to provide an assured figure for Quarter 3 shortly.

The following report details the results for Quarter 3 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 7 December 2009 – 1 January 2010, 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 report separately the performance for the Christmas Period, and this is detailed at Table 6 in the following report. In accordance with Condition 4.7(a) the performance of the Christmas Period will be excluded from the full-year reported results.

In addition the Licence requires Royal Mail to provide 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 following report includes, in accordance with Licence Condition 5, the quarterly statement on the application of the Complaints Handling Standards.

Table 1.

**Scheduled Services & Standardised Measures
Actual Quarter 3 & Cumulative Results (Periods 1-9)
2009/10**

Standard	Scheduled Services & Standardised Measures				
	Standards %	Quarter 3 %	Quarter 3 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	78.8	+/- 0.3	87.7	+/- 0.1
Grouping 2 (Retail Second Class)	98.5	93.3	+/- 0.4	96.6	+/- 0.2
Grouping 3 (Bulk First Class)	91.0	79.3	+/- 1.4	87.2	+/- 0.7
• 1 st Class Postage Paid Impression	-	78.3	+/- 0.6	86.9	+/- 0.3
• 1 st Class Response Services	-	77.9	+/- 2.4	85.4	+/- 1.2
• Mailsort 1	-	84.1	+/- 3.9	89.6	+/- 1.9
• Presstream 1	-	78.8	+/- 1.5	85.9	+/- 0.7
Grouping 4 (Bulk Second Class)	97.5	91.1	+/- 1.5	95.4	+/- 0.6
• 2 nd Class Postage Paid Impression	-	90.8	+/- 0.9	95.4	+/- 0.4
• 2 nd Class Response Services	-	90.4	+/- 1.8	94.0	+/- 0.8
• Mailsort 2	-	91.7	+/- 2.3	95.9	+/- 0.9
• Presstream 2	-	91.5	+/- 1.7	95.5	+/- 0.7
Grouping 5 (Bulk Third Class)	97.5	95.1	+/- 2.3	97.9	+/- 0.9
Standard Retail Parcels	90.0	88.5	+/- 1.1	93.0	+/- 0.5
European International Delivery	85.0	92.5	+/-1.5	94.9	+/-0.6
Special Delivery #	99.0	97.0	##	97.8	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	0 of 118		17 of 118	
Percentage Of Collection Points Served Each Day	99.90	97.57		98.78	
Percentage Of Delivery Routes Completed Each Day	99.90	###		###	
Percentage Of Items Delivered Correctly	99.50	99.65	+/- 0.19	99.65	+/- 0.11

- 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).
- ### The result for the Percentage of Delivery Routes Completed Each Day data is still in the process of being assured and is not currently available.

Table 2.

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 3 & Cumulative Results (Periods 1-9)
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
AB Aberdeen	94.6	+/- 2.2	95.7	+/- 1.8	85.6	+/- 3.2	91.9	+/- 1.5	✓
AL St Albans	97.2	+/- 1.5	93.8	+/- 2.1	79.1	+/- 3.6	88.8	+/- 1.6	☒
B Birmingham	95.2	+/- 1.4	92.8	+/- 1.5	84.9	+/- 2.2	90.9	+/- 1.0	☒
BA Bath	95.8	+/- 1.9	91.6	+/- 2.6	81.9	+/- 3.6	89.0	+/- 1.7	☒
BB Blackburn & Burnley	97.3	+/- 1.5	94.1	+/- 2.0	87.8	+/- 2.8	92.8	+/- 1.3	✓
BD Bradford	95.8	+/- 1.9	94.3	+/- 2.0	85.6	+/- 3.0	91.4	+/- 1.4	☒
BH Bournemouth	94.8	+/- 2.0	90.6	+/- 2.4	88.9	+/- 2.6	91.3	+/- 1.4	☒
BL Bolton	95.0	+/- 2.1	91.6	+/- 2.4	81.7	+/- 3.3	88.7	+/- 1.6	☒
BN Brighton	96.2	+/- 1.5	90.9	+/- 2.1	77.1	+/- 3.1	86.7	+/- 1.5	☒
BR Bromley	95.1	+/- 2.0	94.7	+/- 2.0	84.5	+/- 3.2	90.7	+/- 1.5	☒
BS Bristol	95.7	+/- 1.3	90.4	+/- 1.7	79.0	+/- 2.5	87.7	+/- 1.2	☒
BT Northern Ireland	92.9	+/- 1.9	95.6	+/- 1.4	89.0	+/- 2.0	92.6	+/- 1.0	✓
CA Carlisle	97.0	+/- 1.6	95.3	+/- 1.9	86.8	+/- 2.9	92.4	+/- 1.4	✓
CB Cambridge	96.5	+/- 1.7	93.4	+/- 2.2	82.9	+/- 3.3	90.5	+/- 1.5	☒
CF Cardiff	94.2	+/- 1.8	91.9	+/- 1.9	84.3	+/- 2.5	89.6	+/- 1.2	☒
CH Chester & Deeside	91.4	+/- 2.5	93.7	+/- 2.0	85.1	+/- 3.0	90.2	+/- 1.5	☒
CM Chelmsford	95.1	+/- 1.9	93.0	+/- 2.0	76.5	+/- 3.3	87.6	+/- 1.5	☒
CO Colchester	92.8	+/- 2.4	89.5	+/- 2.7	76.6	+/- 3.8	85.5	+/- 1.8	☒
CR Croydon	95.9	+/- 1.9	91.6	+/- 2.5	80.7	+/- 3.4	88.6	+/- 1.6	☒
CT Canterbury	94.7	+/- 2.1	92.3	+/- 2.4	83.0	+/- 3.4	89.5	+/- 1.6	☒
CV Coventry & Warwickshire	93.7	+/- 2.1	91.0	+/- 2.3	80.4	+/- 3.2	87.8	+/- 1.5	☒
CW Crewe	95.7	+/- 1.9	94.2	+/- 2.1	84.9	+/- 3.2	91.1	+/- 1.5	☒
DA Dartford	96.7	+/- 1.7	93.3	+/- 2.2	81.6	+/- 3.4	89.5	+/- 1.6	☒
DD Dundee	93.6	+/- 2.3	88.4	+/- 3.0	76.7	+/- 4.0	85.3	+/- 1.9	☒
DE Derby	94.4	+/- 2.1	94.0	+/- 2.1	87.6	+/- 2.8	91.8	+/- 1.4	✓
DG Dumfries	96.4	+/- 1.8	93.7	+/- 2.2	85.1	+/- 3.3	91.0	+/- 1.5	☒
DH Durham	92.9	+/- 2.4	95.5	+/- 1.9	86.1	+/- 3.2	91.4	+/- 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)
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
DL Darlington	95.6	+/- 1.9	93.4	+/- 2.1	89.4	+/- 2.7	92.3	+/- 1.4	✓
DN Doncaster	97.0	+/- 1.5	94.6	+/- 1.8	82.8	+/- 3.1	91.3	+/- 1.4	☒
DT Dorchester	94.7	+/- 2.0	90.6	+/- 2.7	82.0	+/- 3.5	88.5	+/- 1.7	☒
DY Dudley	94.8	+/- 2.1	94.0	+/- 2.2	86.7	+/- 3.1	91.7	+/- 1.5	✓
E London East	94.6	+/- 1.9	69.5	+/- 3.7	45.4	+/- 4.0	69.1	+/- 2.2	☒
EC City of London	97.4	+/- 1.6	71.2	+/- 4.2	60.1	+/- 4.6	76.8	+/- 2.3	☒
EH Edinburgh	95.2	+/- 1.7	92.3	+/- 1.8	82.3	+/- 2.6	89.5	+/- 1.2	☒
EN Enfield	94.7	+/- 2.1	91.4	+/- 2.4	76.6	+/- 3.8	86.8	+/- 1.8	☒
EX Exeter	95.4	+/- 1.9	94.2	+/- 2.0	86.5	+/- 3.0	91.7	+/- 1.4	✓
FK Falkirk	95.5	+/- 2.1	94.0	+/- 2.3	81.9	+/- 3.8	90.4	+/- 1.7	☒
FY Fylde	95.2	+/- 2.0	91.3	+/- 2.6	84.3	+/- 3.2	89.6	+/- 1.6	☒
G Glasgow	95.5	+/- 1.5	94.1	+/- 1.4	73.7	+/- 2.7	87.3	+/- 1.2	☒
GL Gloucester	94.3	+/- 2.2	94.3	+/- 2.1	85.8	+/- 3.1	91.2	+/- 1.5	☒
GU Guildford	94.3	+/- 1.7	93.0	+/- 1.7	80.9	+/- 2.7	89.3	+/- 1.3	☒
HA Harrow	93.3	+/- 2.4	90.3	+/- 2.6	78.3	+/- 3.7	86.5	+/- 1.8	☒
HD Huddersfield	97.2	+/- 1.6	94.8	+/- 2.0	88.2	+/- 2.9	92.7	+/- 1.4	✓
HG Harrogate	94.1	+/- 2.1	94.6	+/- 2.1	84.0	+/- 3.4	90.2	+/- 1.6	☒
HP Hemel Hempstead	94.6	+/- 2.1	92.4	+/- 2.3	80.7	+/- 3.5	88.6	+/- 1.7	☒
HR Hereford	93.9	+/- 2.3	93.1	+/- 2.2	85.0	+/- 3.2	90.2	+/- 1.6	☒
HS Hebrides	70.5	+/- 4.6	81.0	+/- 3.6	56.1	+/- 4.5	69.6	+/- 2.5	⊕
HU Hull	96.0	+/- 1.8	95.2	+/- 1.9	88.5	+/- 2.8	92.8	+/- 1.4	✓
HX Halifax	98.5	+/- 1.1	93.5	+/- 2.3	87.0	+/- 3.0	91.8	+/- 1.4	✓
IG Ilford	95.2	+/- 2.0	93.5	+/- 2.2	77.2	+/- 3.8	87.5	+/- 1.7	☒
IP Ipswich	95.6	+/- 1.9	91.8	+/- 2.4	80.5	+/- 3.6	89.0	+/- 1.6	☒
IV Inverness	92.1	+/- 2.7	93.4	+/- 2.3	85.3	+/- 3.2	90.2	+/- 1.6	☒
KA Kilmarnock	95.6	+/- 2.1	92.6	+/- 2.4	66.9	+/- 4.2	84.1	+/- 2.0	☒
KT Kingston upon Thames	96.5	+/- 1.7	94.6	+/- 1.8	79.2	+/- 3.5	90.0	+/- 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)
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
KW Kirkwall	89.4	+/- 3.2	87.9	+/- 3.0	79.8	+/- 3.6	85.4	+/- 1.9	⊕
KY Kirkcaldy	92.7	+/- 2.5	91.0	+/- 2.7	80.7	+/- 3.7	88.6	+/- 1.7	☒
L Liverpool	94.3	+/- 1.9	93.3	+/- 2.0	81.1	+/- 3.1	89.1	+/- 1.4	☒
LA Lancaster	96.1	+/- 1.9	94.1	+/- 2.1	85.3	+/- 3.2	91.3	+/- 1.5	☒
LD Llandrindod Wells	95.5	+/- 2.0	89.4	+/- 3.0	86.2	+/- 3.2	89.4	+/- 1.7	☒
LE Leicester	94.2	+/- 1.7	94.5	+/- 1.5	88.6	+/- 2.2	92.7	+/- 1.0	✓
LL North Wales	92.9	+/- 2.5	93.2	+/- 2.2	81.4	+/- 3.5	89.0	+/- 1.7	☒
LN Lincoln	89.2	+/- 3.2	94.9	+/- 2.0	84.9	+/- 3.3	89.9	+/- 1.6	☒
LS Leeds	94.2	+/- 2.0	93.9	+/- 1.7	84.4	+/- 2.8	90.9	+/- 1.3	☒
LU Luton	95.8	+/- 1.9	91.4	+/- 2.5	80.3	+/- 3.5	87.6	+/- 1.7	☒
M Manchester	94.1	+/- 1.7	92.6	+/- 1.6	81.3	+/- 2.4	89.2	+/- 1.2	☒
ME Maidstone	96.8	+/- 1.7	91.3	+/- 2.3	78.2	+/- 3.6	88.2	+/- 1.6	☒
MK Milton Keynes	94.8	+/- 2.1	91.5	+/- 2.3	81.7	+/- 3.2	88.4	+/- 1.6	☒
ML Motherwell	95.7	+/- 1.9	94.2	+/- 2.2	75.2	+/- 3.9	88.2	+/- 1.7	☒
N London N	96.5	+/- 1.6	60.3	+/- 3.8	43.2	+/- 3.9	66.3	+/- 2.2	☒
NE Newcastle	95.1	+/- 1.7	93.8	+/- 1.6	85.7	+/- 2.4	91.3	+/- 1.2	☒
NG Nottingham	94.5	+/- 1.7	92.1	+/- 1.9	79.3	+/- 2.8	88.4	+/- 1.3	☒
NN Northamptonshire	92.5	+/- 2.3	89.9	+/- 2.5	81.6	+/- 3.3	87.8	+/- 1.6	☒
NP Newport	93.3	+/- 2.5	93.4	+/- 2.3	83.9	+/- 3.2	89.9	+/- 1.6	☒
NR Norwich	94.1	+/- 2.2	93.9	+/- 2.0	85.1	+/- 3.2	90.8	+/- 1.5	☒
NW London NW	94.4	+/- 2.3	74.7	+/- 4.0	54.3	+/- 4.3	73.9	+/- 2.3	☒
OL Oldham	93.7	+/- 2.4	92.4	+/- 2.3	78.8	+/- 3.7	87.8	+/- 1.7	☒
OX Oxford	92.7	+/- 2.5	89.6	+/- 2.6	72.4	+/- 3.7	84.0	+/- 1.9	☒
PA Paisley	95.3	+/- 2.2	93.7	+/- 2.2	72.9	+/- 4.0	86.9	+/- 1.8	☒
PE Peterborough	96.0	+/- 1.6	90.4	+/- 2.2	75.8	+/- 3.2	87.0	+/- 1.5	☒
PH Perth	95.8	+/- 2.0	93.5	+/- 2.4	80.1	+/- 3.9	89.5	+/- 1.7	☒
PL Plymouth	95.8	+/- 1.9	94.1	+/- 2.1	83.9	+/- 3.2	91.1	+/- 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)
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
PO Portsmouth	94.7	+/- 2.1	93.3	+/- 1.9	82.5	+/- 2.9	89.7	+/- 1.4	☒
PR Preston	94.9	+/- 2.2	93.1	+/- 2.2	84.8	+/- 3.2	91.0	+/- 1.5	☒
RG Reading	89.9	+/- 2.4	89.9	+/- 2.3	74.8	+/- 3.3	85.0	+/- 1.6	☒
RH Redhill	96.2	+/- 1.7	92.0	+/- 2.4	78.5	+/- 3.5	88.9	+/- 1.6	☒
RM Romford	96.2	+/- 1.7	90.7	+/- 2.4	75.7	+/- 3.7	87.1	+/- 1.7	☒
S Sheffield	95.0	+/- 1.5	93.6	+/- 1.6	83.6	+/- 2.4	90.5	+/- 1.1	☒
SA Swansea	94.5	+/- 2.0	92.9	+/- 2.0	85.4	+/- 2.8	90.9	+/- 1.3	☒
SE London SE	95.8	+/- 1.7	70.7	+/- 3.1	38.4	+/- 3.7	67.7	+/- 2.0	☒
SG Stevenage	96.0	+/- 1.8	93.4	+/- 2.2	82.9	+/- 3.4	90.6	+/- 1.5	☒
SK Stockport	95.5	+/- 1.9	94.6	+/- 1.9	81.2	+/- 3.3	90.0	+/- 1.5	☒
SL Slough	94.8	+/- 2.1	88.9	+/- 2.8	77.4	+/- 3.7	86.6	+/- 1.8	☒
SM Sutton	96.0	+/- 1.8	92.7	+/- 2.3	82.0	+/- 3.6	89.8	+/- 1.6	☒
SN Swindon	86.7	+/- 3.4	89.3	+/- 2.9	75.6	+/- 3.8	84.4	+/- 2.0	☒
SO Southampton	94.9	+/- 1.9	93.2	+/- 1.9	80.9	+/- 3.1	89.7	+/- 1.4	☒
SP Salisbury	92.0	+/- 2.6	90.9	+/- 2.6	80.1	+/- 3.6	87.4	+/- 1.8	☒
SR Sunderland	93.1	+/- 2.5	93.0	+/- 2.4	85.5	+/- 3.3	90.3	+/- 1.6	☒
SS Southend-on-Sea	94.5	+/- 2.1	87.2	+/- 3.0	75.3	+/- 3.9	85.7	+/- 1.8	☒
ST Stoke-on-Trent	90.7	+/- 2.8	89.4	+/- 2.8	83.0	+/- 3.4	87.5	+/- 1.8	☒
SW London SW	94.8	+/- 1.8	73.1	+/- 3.0	28.5	+/- 3.0	63.6	+/- 2.0	☒
SY Shrewsbury	95.2	+/- 2.0	94.0	+/- 2.1	83.9	+/- 3.2	90.7	+/- 1.5	☒
TA Taunton	96.3	+/- 1.8	89.7	+/- 2.8	77.4	+/- 3.8	87.9	+/- 1.7	☒
TD Borders	95.5	+/- 2.0	93.7	+/- 2.4	83.8	+/- 3.4	90.6	+/- 1.6	☒
TF Telford	94.2	+/- 2.3	92.6	+/- 2.5	84.5	+/- 3.4	90.2	+/- 1.6	☒
TN Tonbridge	94.5	+/- 1.9	89.4	+/- 2.4	80.2	+/- 3.2	88.2	+/- 1.5	☒
TQ Torquay	93.5	+/- 2.4	94.1	+/- 2.2	80.9	+/- 3.6	89.4	+/- 1.7	☒
TR Truro	96.6	+/- 1.8	92.7	+/- 2.3	87.0	+/- 3.0	91.9	+/- 1.4	✓
TS Teesside	96.2	+/- 1.9	91.8	+/- 2.5	86.5	+/- 3.1	91.5	+/- 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)
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
TW Twickenham	94.3	+/- 2.1	91.8	+/- 2.2	80.3	+/- 3.4	89.1	+/- 1.5	☒
UB Uxbridge	95.1	+/- 2.1	89.5	+/- 2.7	71.4	+/- 4.0	84.2	+/- 1.9	☒
W London West	92.6	+/- 2.1	74.7	+/- 3.2	51.8	+/- 3.6	73.2	+/- 1.9	☒
WA Warrington	95.0	+/- 2.1	93.0	+/- 2.1	83.2	+/- 3.1	90.2	+/- 1.5	☒
WC London West Central	91.5	+/- 2.8	76.9	+/- 4.0	61.9	+/- 4.3	75.9	+/- 2.3	☒
WD Watford	96.1	+/- 1.8	93.7	+/- 2.1	79.1	+/- 3.5	89.6	+/- 1.6	☒
WF Wakefield	96.3	+/- 1.8	93.7	+/- 2.2	85.3	+/- 3.2	91.5	+/- 1.5	✓
WN Wigan	96.1	+/- 1.9	89.8	+/- 2.7	80.8	+/- 3.5	87.7	+/- 1.7	☒
WR Worcester	95.3	+/- 2.0	92.6	+/- 2.3	86.8	+/- 3.0	91.4	+/- 1.5	☒
WS Walsall	94.7	+/- 2.2	92.9	+/- 2.3	88.3	+/- 2.9	91.7	+/- 1.5	✓
WV Wolverhampton	91.1	+/- 2.7	92.4	+/- 2.1	85.0	+/- 2.9	89.7	+/- 1.5	☒
YO York	96.7	+/- 1.7	94.5	+/- 2.0	86.9	+/- 3.0	92.7	+/- 1.4	✓
ZE Lerwick	43.0	+/- 5.2	33.9	+/- 4.5	34.5	+/- 4.3	36.5	+/- 2.7	⊕

☒ = 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)
2009/10**

Standard	Urban Quarter 3	Rural Quarter 3		Urban Cumulative Q1 - Q3	Rural Cumulative Q1 - Q3
UK	97.6	99.3		98.2	99.4

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)
2009/10**

	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	99.5	99.6

Table 5.

**Downstream Access Products
Actual Quarter 3 & Cumulative Results (Periods 1-9)
2009/10**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 3		Cumulative Q1 - Q3	
UK	88.2	+/- 0.7	92.3	+/- 0.3

Table 6.

**Scheduled Services & Standardised Measures
Christmas Period Results
(7th December 2009 – 1st January 2010)**

Standard	Scheduled Services & Standardised Measures	
	7th December 2009 – 1 st January 2010 %	7th December 2009 – 1 st January 2010 95% cl
Grouping 1 (Retail First Class)	56.0	+/- 0.8
Grouping 2 (Retail Second Class)	91.9	+/- 0.9
Grouping 3 (Bulk First Class)	56.1	+/- 3.7
1 st Class Postage Paid Impression	56.4	+/- 1.5
1 st Class Response Services	48.8	+/- 6.7
Mailsort 1	55.8	+/- 10.4
Presstream 1	64.2	+/- 4.0
Grouping 4 (Bulk Second Class)	87.6	+/- 3.7
2 nd Class Postage Paid Impression	87.6	+/- 2.1
2 nd Class Response Services	86.8	+/- 4.7
Mailsort 2	86.5	+/- 6.0
Presstream 2	91.2	+/- 4.5
Grouping 5 (Bulk Third Class)	92.8	+/- 6.1
Standard Retail Parcels	85.0	+/- 2.5
European International Delivery	71.8	+/- 3.0
Special Delivery #	91.3	##
Percentage Of Collection Points Served Each Day	98.75	
Percentage Of Delivery Routes Completed Each Day	98.67	
Percentage Of Items Delivered Correctly	99.68	+/- 0.25

- # 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 7.

**Licence Condition 5 – Application of Complaints Handling Standards
Quarter 3 2009/10**

Category Of Consumer Complaint	Complaints		Recompense Paid £
	Received And Completed	Received And Not Completed	
Loss	72,954	2,670	£1,061,863
Redirection	26,926	1,123	£59,077
Delivery Procedure Errors	15,819	380	£7,636
Redelivery Failure	15,070	718	£899
Delay	14,939	271	£120,939
Mis-Delivery	14,457	206	£6,930
Unconfirmed Delay/Loss	11,232	1,716	£8,578
P739 Failure	10,414	189	£1,567
Damage	7,497	281	£77,278
International Loss	2,630	2,040	£55,892
Other	26,846	982	£158,806
Total	218,784	10,576	£1,559,464

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.