

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

2007/08 Quarter 2 Report



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**NATIONAL QUARTER 2 REPORT
2007 / 2008**

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OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

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 is 19 March 2007 - 3 June 2007 (11 weeks). The Quarter 1 reporting period for European International Delivery is 1 April 2007 - 30 June 2007.

The Quarter 2 reporting period for all measures except European International Delivery is 4 June 2007 - 2 September 2007 (13 weeks). The Quarter 2 reporting period for European International Delivery is 1 July 2007 - 30 September 2007.

As previously reported the year started well. For eleven of the twelve Scheduled Services and Standardised Measures Royal Mail performed in Quarter 1 at or above the full-year Licence requirement. The underlying performance for all the twelve was on course to meet the full-year Licence targets.

However, in Quarter 2, performance against the Condition 4 measures has shown a significant downturn directly as the result of a series of national strikes and local industrial action during June, July and August. This industrial action followed the balloting by the Communication Workers Union of its members in relation to pay, conditions and Royal Mail's plans for transformational change. In addition in Quarter 2 there was severe force majeure weather disruption including flooding in North East, Central and South West England which impacted on Royal Mail's ability to maintain normal service.

The overall effect of performance in Quarter 2 has meant that at the half-year stage only 4 of the 12 Scheduled Services and Standardised Measures are cumulatively at or above the full-year Licence requirement. (NB. The industrial action continued into Quarter 3 with National strike action over 6 further days. The impact of this on the Condition 4 measures has not yet been fully evaluated and will be reported in the next Condition 4 Quarterly Report).

The summary position at the end of Quarter 2 is as follows:-

	Quarter 1 Actual cw Full-Year Target		Quarter 2 Actual cw Full-Year Target		Quarter 1 and 2 Actual cw Full-Year Target	
Retail First Class	93.2	+0.2	78.4	-14.6	85.1	-7.9
Retail Second Class	98.8	+0.3	94.8	-3.7	96.6	-1.9
Bulk First Class	92.6	+1.6	75.8	-15.2	83.4	-7.6
Bulk Second Class	98.0	+0.5	92.5	-5.0	95.0	-2.5
Bulk Third Class	99.4	+1.9	98.3	+0.8	98.8	+1.3
Standard Retail Parcels	93.9	+3.9	89.4	-0.6	91.4	+1.4
European International Delivery	95.6	+10.6	93.5	+8.5	94.5	+9.5
Special Delivery	99.1	+0.1	96.7	-2.3	97.8	-1.2
Postcode Area % Delivered	99/118	-19/118 PCAs	0/118	-118/118 PCAs	0/118	-118/118 PCAs
% Of Collection Points Served Each Day	99.90	At target level	96.59	-3.32	98.07	-1.83
% Of Delivery Routes Completed Each Day	99.98	+0.08	95.07	-4.83	97.26	-2.64
% Of Items Correctly Delivered	99.69	+0.19	99.64	+0.14	99.67	+0.17

(NB. The results for Quarter 1 have been updated subsequent to the submission of the Quarter 1 Report to Postcomm and Postwatch).

The following report details the results for Quarter 2 against the Licence Condition 4 Service Standards 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:-

- the percentage of deliveries in the UK which are made by the latest delivery time
- the percentage of collections in the UK which are made from Post Office letter boxes and other access points at or after the final advertised time of collection
- the percentage of Downstream Access products which are delivered on the first working day after receipt by Royal Mail.

Royal Mail has also agreed to provide from 2007/08 quarterly information in respect of business collections, viz

- percentage of business collections served each day
- percentage of final business collections made no earlier than the collection window.

Table 1.

**Scheduled Services & Standardised Measures
Actual Cumulative (Period 1-6) & Quarter 2 Results
2007 - 2008**

Standard	Scheduled Services & Standardised Measures						
	Standards %		Quarter 2 %	Quarter 2 95% cl		Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0		78.4	+/- 0.3		85.1	+/- 0.2
Grouping 2 (Retail Second Class)	98.5		94.8	+/- 0.4		96.6	+/- 0.2
Grouping 3 (Bulk First Class)	91.0		75.8	+/- 0.6		83.4	+/- 0.4
• 1 st Class Postage Paid Impression	-		75.0	+/- 0.5		83.1	+/- 0.3
• 1 st Class Response Services	-		71.2	+/- 2.7		78.5	+/- 1.7
• Mailsort 1	-		79.6	+/- 4.4		86.2	+/- 6.3
• Presstream 1	-		77.6	+/- 1.5		84.6	+/- 2.5
Grouping 4 (Bulk Second Class)	97.5		92.5	+/- 0.8		95.0	+/- 0.7
• 2 nd Class Postage Paid Impression	-		91.3	+/- 0.8		94.4	+/- 0.5
• 2 nd Class Response Services	-		86.6	+/- 1.9		89.8	+/- 1.2
• Mailsort 2	-		94.2	+/- 1.7		96.0	+/- 2.8
• Presstream 2	-		89.3	+/- 2.9		93.0	+/- 5.0
Grouping 5 (Bulk Third Class)	97.5		98.3	+/- 1.2		98.8	+/- 2.0
Standard Retail Parcels	90.0		89.4	+/- 1.0		91.4	+/- 0.7
European International Delivery	85.0		93.5	+/- 0.9		94.5	+/- 0.6
Special Delivery #	99.0		96.7	##		97.8	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)		0 of 118			0 of 118	
Percentage Of Collection Points Served Each Day	99.90		96.59			98.07	
Percentage Of Delivery Routes Completed Each Day	99.90		95.07			97.26	
Percentage Of Items Delivered Correctly	99.50		99.64	+/- 0.14		99.67	+/- 0.09

- 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 & Actual Cumulative Results (Period 1-6)
2007 - 2008**

Postcode Area	Q1	C/L	Q2	C/L
AB Aberdeen	92.9	+/- 2.3	80.3	+/- 3.4
AL St Albans	94.6	+/- 1.9	82.3	+/- 3.5
B Birmingham	91.6	+/- 1.9	73.7	+/- 3.3
BA Bath	94.1	+/- 2.1	82.0	+/- 3.5
BB Blackburn & Burnley	92.0	+/- 2.5	77.0	+/- 3.9
BD Bradford	96.4	+/- 1.6	80.8	+/- 3.7
BH Bournemouth	94.1	+/- 2.1	77.8	+/- 3.9
BL Bolton	91.8	+/- 2.4	76.9	+/- 3.8
BN Brighton	91.4	+/- 2.4	80.6	+/- 3.3
BR Bromley	96.1	+/- 1.5	80.0	+/- 3.8
BS Bristol	94.8	+/- 1.8	77.5	+/- 3.6
BT Northern Ireland	89.0	+/- 2.6	83.7	+/- 3.0
CA Carlisle	94.1	+/- 2.1	78.0	+/- 3.7
CB Cambridge	92.9	+/- 2.4	83.2	+/- 3.6
CF Cardiff	90.6	+/- 2.5	78.8	+/- 3.8
CH Chester & Deeside	93.7	+/- 2.1	74.9	+/- 3.8
CM Chelmsford	90.6	+/- 2.4	71.3	+/- 3.9
CO Colchester	91.0	+/- 2.5	69.8	+/- 4.0
CR Croydon	95.5	+/- 1.7	81.9	+/- 3.3
CT Canterbury	93.7	+/- 2.1	82.5	+/- 3.4
CV Coventry & Warwickshire	92.4	+/- 2.4	74.4	+/- 4.1
CW Crewe	91.4	+/- 2.3	80.3	+/- 3.8
DA Dartford	94.2	+/- 2.0	81.7	+/- 3.4
DD Dundee	86.3	+/- 2.9	75.2	+/- 3.6
DE Derby	94.2	+/- 2.0	77.6	+/- 3.6
DG Dumfries	92.4	+/- 2.4	80.2	+/- 4.1
DH Durham	93.8	+/- 2.2	82.0	+/- 3.3

Cumulative Q1 - Q2	C/L	✓☒
85.9	+/- 2.1	☒
88.0	+/- 2.0	☒
82.0	+/- 1.9	☒
87.4	+/- 2.1	☒
84.0	+/- 2.4	☒
88.3	+/- 2.1	☒
85.6	+/- 2.2	☒
83.9	+/- 2.3	☒
84.9	+/- 2.1	☒
88.3	+/- 2.0	☒
85.6	+/- 2.1	☒
86.1	+/- 2.0	☒
85.4	+/- 2.2	☒
87.7	+/- 2.2	☒
84.5	+/- 2.3	☒
83.5	+/- 2.3	☒
80.1	+/- 2.4	☒
78.7	+/- 2.5	☒
88.4	+/- 1.8	☒
87.4	+/- 2.0	☒
82.9	+/- 2.5	☒
86.0	+/- 2.2	☒
87.4	+/- 2.0	☒
80.5	+/- 2.4	☒
85.0	+/- 2.2	☒
86.7	+/- 2.3	☒
87.2	+/- 2.1	☒

☒ = 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 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

Postcode Area	Q1	C/L	Q2	C/L	Cumulative Q1 - Q2	C/L	✓☒
DL Darlington	89.7	+/- 2.6	82.0	+/- 3.5	85.7	+/- 2.2	☒
DN Doncaster	95.1	+/- 1.9	78.2	+/- 3.8	86.5	+/- 2.2	☒
DT Dorchester	91.5	+/- 2.5	78.6	+/- 3.8	84.8	+/- 2.3	☒
DY Dudley	95.2	+/- 1.9	71.0	+/- 4.4	82.6	+/- 2.4	☒
E London East	94.8	+/- 2.3	75.8	+/- 4.2	84.5	+/- 2.5	☒
EC City of London	94.0	+/- 1.9	81.3	+/- 3.4	87.8	+/- 1.9	☒
EH Edinburgh	91.2	+/- 2.6	76.0	+/- 3.5	81.9	+/- 2.4	☒
EN Enfield	92.8	+/- 2.1	79.1	+/- 3.7	85.9	+/- 2.1	☒
EX Exeter	93.4	+/- 2.2	81.0	+/- 3.5	86.6	+/- 2.1	☒
FK Falkirk	90.3	+/- 2.6	72.7	+/- 3.6	80.5	+/- 2.4	☒
FY Fylde	92.9	+/- 3.1	81.3	+/- 4.5	86.5	+/- 2.8	☒
G Glasgow	94.7	+/- 1.7	75.4	+/- 3.2	84.3	+/- 2.0	☒
GL Gloucester	95.0	+/- 1.9	77.9	+/- 3.9	85.7	+/- 2.2	☒
GU Guildford	91.3	+/- 2.4	80.7	+/- 3.4	85.3	+/- 2.2	☒
HA Harrow	95.2	+/- 1.8	85.1	+/- 3.2	89.9	+/- 1.9	☒
HD Huddersfield	94.1	+/- 2.0	77.2	+/- 3.6	85.1	+/- 2.1	☒
HG Harrogate	94.6	+/- 2.2	75.0	+/- 3.9	84.0	+/- 2.4	☒
HP Hemel Hempstead	93.1	+/- 2.2	82.7	+/- 3.4	87.4	+/- 2.1	☒
HR Hereford	94.4	+/- 2.3	78.0	+/- 4.4	85.4	+/- 2.5	☒
HS Hebrides	86.9	+/- 3.6	71.8	+/- 4.7	79.3	+/- 3.0	⊕
HU Hull	89.8	+/- 2.7	75.7	+/- 3.9	82.5	+/- 2.4	☒
HX Halifax	94.4	+/- 2.0	80.4	+/- 4.0	87.7	+/- 2.2	☒
IG Ilford	94.9	+/- 2.2	74.8	+/- 4.5	83.9	+/- 2.6	☒
IP Ipswich	93.0	+/- 2.2	80.3	+/- 3.5	85.8	+/- 2.1	☒
IV Inverness	93.7	+/- 2.1	83.2	+/- 3.2	87.4	+/- 2.0	☒
KA Kilmarnock	91.9	+/- 2.4	77.3	+/- 3.6	84.5	+/- 2.2	☒
KT Kingston upon Thames	95.5	+/- 1.9	83.6	+/- 3.6	89.4	+/- 2.0	☒

☒ = 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 & Actual Cumulative Results (Period 1-6)
2007 - 2008**

Postcode Area	Q1	C/L	Q2	C/L
KW Kirkwall	93.4	+/- 2.3	78.9	+/- 3.7
KY Kirkcaldy	85.9	+/- 3.1	78.1	+/- 3.5
L Liverpool	93.9	+/- 2.0	80.1	+/- 3.3
LA Lancaster	93.1	+/- 2.1	76.8	+/- 3.6
LD Llandrindod Wells	92.2	+/- 2.4	80.8	+/- 3.9
LE Leicester	95.0	+/- 1.9	78.9	+/- 3.7
LL North Wales	93.8	+/- 2.4	80.6	+/- 4.0
LN Lincoln	94.2	+/- 2.1	78.5	+/- 3.7
LS Leeds	91.3	+/- 2.3	77.4	+/- 3.5
LU Luton	95.7	+/- 1.7	83.7	+/- 3.5
M Manchester	93.9	+/- 1.9	77.8	+/- 3.0
ME Maidstone	92.3	+/- 2.4	79.8	+/- 3.7
MK Milton Keynes	93.2	+/- 2.1	78.0	+/- 3.5
ML Motherwell	92.7	+/- 2.4	74.3	+/- 4.0
N London N	93.9	+/- 2.0	73.8	+/- 3.7
NE Newcastle	93.5	+/- 2.2	76.7	+/- 3.3
NG Nottingham	93.2	+/- 2.3	77.8	+/- 3.8
NN Northamptonshire	93.6	+/- 2.1	78.6	+/- 3.4
NP Newport	93.3	+/- 2.4	78.6	+/- 3.8
NR Norwich	93.5	+/- 2.2	81.4	+/- 3.7
NW London NW	93.2	+/- 2.0	83.0	+/- 3.3
OL Oldham	92.1	+/- 2.4	80.0	+/- 3.6
OX Oxford	91.8	+/- 2.3	67.7	+/- 4.0
PA Paisley	91.8	+/- 2.3	78.4	+/- 3.6
PE Peterborough	94.5	+/- 1.9	81.2	+/- 3.3
PH Perth	86.3	+/- 2.8	78.0	+/- 3.5
PL Plymouth	93.1	+/- 2.4	79.7	+/- 4.0

Cumulative Q1 - Q2	C/L	✓☒
85.4	+/- 2.3	⊕
81.5	+/- 2.4	☒
86.3	+/- 2.0	☒
84.4	+/- 2.2	☒
86.0	+/- 2.3	☒
86.6	+/- 2.1	☒
87.1	+/- 2.4	☒
85.5	+/- 2.3	☒
83.9	+/- 2.2	☒
89.6	+/- 1.9	☒
84.1	+/- 1.9	☒
85.6	+/- 2.3	☒
84.6	+/- 2.2	☒
83.4	+/- 2.4	☒
82.7	+/- 2.3	☒
83.5	+/- 2.2	☒
84.1	+/- 2.4	☒
84.7	+/- 2.2	☒
85.1	+/- 2.3	☒
87.4	+/- 2.1	☒
88.1	+/- 1.9	☒
85.6	+/- 2.2	☒
78.4	+/- 2.5	☒
84.9	+/- 2.2	☒
87.5	+/- 2.0	☒
82.0	+/- 2.3	☒
86.3	+/- 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 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

Postcode Area	Q1	C/L	Q2	C/L
PO Portsmouth	92.9	+/- 2.4	77.4	+/- 3.7
PR Preston	93.5	+/- 2.0	79.4	+/- 3.4
RG Reading	93.0	+/- 2.2	78.0	+/- 3.5
RH Redhill	95.9	+/- 1.6	82.7	+/- 3.0
RM Romford	94.1	+/- 2.1	75.8	+/- 4.3
S Sheffield	93.6	+/- 2.1	73.8	+/- 3.6
SA Swansea	90.8	+/- 2.6	80.8	+/- 3.5
SE London SE	94.0	+/- 2.1	78.6	+/- 3.4
SG Stevenage	95.1	+/- 1.8	82.4	+/- 3.3
SK Stockport	93.4	+/- 2.2	77.3	+/- 3.7
SL Slough	94.2	+/- 1.9	80.7	+/- 3.4
SM Sutton	93.4	+/- 2.1	78.2	+/- 3.9
SN Swindon	92.7	+/- 2.2	77.6	+/- 3.9
SO Southampton	90.7	+/- 2.7	80.1	+/- 3.5
SP Salisbury	94.1	+/- 2.2	78.5	+/- 3.9
SR Sunderland	93.3	+/- 2.9	78.6	+/- 5.0
SS Southend-on-Sea	93.3	+/- 2.1	74.4	+/- 3.8
ST Stoke-on-Trent	90.3	+/- 2.6	72.7	+/- 4.0
SW London SW	93.4	+/- 2.0	74.8	+/- 3.3
SY Shrewsbury & Mid Wales	92.4	+/- 2.6	76.0	+/- 4.7
TA Taunton	93.4	+/- 2.1	80.6	+/- 3.4
TD Borders	85.9	+/- 3.1	81.7	+/- 3.7
TF Telford	94.0	+/- 2.2	80.2	+/- 4.0
TN Tonbridge	95.0	+/- 1.9	84.6	+/- 3.2
TQ Torquay	94.6	+/- 2.1	80.7	+/- 3.5
TR Truro	94.4	+/- 1.9	84.3	+/- 3.3
TS Teesside	92.7	+/- 2.3	79.0	+/- 3.7

Cumulative Q1 - Q2	C/L	✓☒
84.0	+/- 2.3	☒
86.1	+/- 2.0	☒
84.6	+/- 2.1	☒
88.5	+/- 1.8	☒
84.3	+/- 2.4	☒
82.3	+/- 2.2	☒
84.8	+/- 2.3	☒
85.1	+/- 2.1	☒
88.1	+/- 1.9	☒
84.5	+/- 2.2	☒
87.1	+/- 1.9	☒
85.5	+/- 2.2	☒
84.8	+/- 2.3	☒
84.5	+/- 2.3	☒
85.3	+/- 2.4	☒
85.2	+/- 3.0	☒
82.8	+/- 2.3	☒
80.6	+/- 2.5	☒
83.0	+/- 2.0	☒
84.7	+/- 2.6	☒
86.3	+/- 2.1	☒
83.7	+/- 2.4	☒
86.8	+/- 2.3	☒
89.4	+/- 1.9	☒
86.8	+/- 2.1	☒
89.1	+/- 1.9	☒
85.2	+/- 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 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

Postcode Area	Q1	C/L	Q2	C/L
TW Twickenham	95.4	+/- 1.7	84.3	+/- 3.0
UB Uxbridge	94.4	+/- 1.8	81.6	+/- 3.3
W London West	94.6	+/- 1.7	82.0	+/- 2.8
WA Warrington	93.5	+/- 2.1	77.9	+/- 3.6
WC London West Central	94.9	+/- 1.9	82.5	+/- 3.1
WD Watford	96.7	+/- 1.6	74.4	+/- 4.1
WF Wakefield	95.6	+/- 1.8	79.0	+/- 3.5
WN Wigan	94.0	+/- 2.4	76.6	+/- 4.2
WR Worcester	91.5	+/- 2.3	79.2	+/- 3.7
WS Walsall	93.3	+/- 2.1	75.8	+/- 4.0
WV Wolverhampton	94.5	+/- 2.1	70.0	+/- 4.3
YO York	93.9	+/- 2.2	76.8	+/- 4.1
ZE Lerwick	45.5	+/- 5.0	39.1	+/- 4.8

Cumulative Q1 - Q2	C/L	✓☒
89.4	+/- 1.8	☒
87.8	+/- 1.9	☒
87.7	+/- 1.7	☒
84.9	+/- 2.2	☒
87.9	+/- 2.0	☒
84.8	+/- 2.3	☒
86.3	+/- 2.1	☒
84.5	+/- 2.5	☒
85.1	+/- 2.2	☒
84.5	+/- 2.3	☒
80.8	+/- 2.6	☒
84.9	+/- 2.4	☒
42.3	+/- 3.5	⊕

☒ = 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 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

Standard	Urban Quarter 2	Rural Quarter 2		Urban Cumulative Q1 - Q2	Rural Cumulative Q1 - Q2
UK	99.4	99.8		99.4	99.8

Table 4.

**Non-Standardised Measure: Percentage Of Collections At Or After Final Advertised Time of Collection
Actual Quarter 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

	Percentage Of Collections (From All Access Points Except Business Collections) At Or After Final Advertised Time of Collection	
National Result	Quarter 2	Cumulative Q1 - Q2
UK	98.4	98.4

In accordance with the recommendations from the Reporter the published quarter 1 result has been updated to remove all "planned to be unscanned" boxes from this measure. The cumulative result takes account of this amendment.

Table 5.

**Non-Standardised Measure: Downstream Access Products
Actual Quarter 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

National Result	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
	Quarter 2		Cumulative Q1 - Q2	
UK	86.5	+/- 0.7	91.3	+/- 0.5

Table 6.

**Non-Standardised Measure: Business Collections Served Each Day
Actual Quarter 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

	Percentage Of Business Collections Served Each Day	
National Result	Quarter 2	Cumulative Q1 - Q2
UK	94.71	96.97

Table 7.

**Non-Standardised Measure: Business Collections Made No Earlier Than The Collection Window
Actual Quarter 2 Results & Actual Cumulative Results (Period 1-6)
2007 - 2008**

	Percentage Of Final Business Collections Made No Earlier Than The Collection Window	
National Result	Quarter 2	Cumulative Q1 - Q2
UK	98.7	98.4

Table 8.**Licence Condition 5.6 – Complaints Report****Q2 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	19,349	279,328	296,065	22,372	£2,720,522
Main Causes:					
Loss	11,983	97,343	109,804	12,599	£1,964,991
Redirection Failure	1,188	37,574	37,677	2,579	£69,147
Mis-Delivery	625	24,290	24,751	639	£10,011
Delivery Procedures	806	24,509	25,114	832	£18,853
Delay	917	23,755	24,020	1,005	£151,832
Damage	1,048	10,225	10,963	989	£177,396
P739 Failure	76	4,082	4,144	75	£1,407
Incorrect Return To Sender	120	3,443	3,525	109	£4,006
Part Loss	377	3,939	4,110	360	£69,890
Other Complaints	2,209	50,168	51,957	3,185	£252,990

Q2 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

71.9

88.8