

Licence Condition 4.6 (a) and (b)

Licence Condition 4.9 (a) and (c)

Licence Condition 5.6 (a) and (b)

## National Report To Postcomm and Postwatch

2007/08 Quarter 3 Report



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NATIONAL QUARTER 3 REPORT  
2007 / 2008

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## OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

### QUARTERS 1 - 3 2007/08

This report is produced in accordance with Conditions 4.9(a), 4.6(a)(b), 5.6(a)(b), and 4.9(c) 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 - 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.

The Quarter 3 reporting period for all measures except European International Delivery is 3 September 2007 - 2 December 2007 (13 weeks). The Quarter 3 reporting period for European International Delivery is 1 October 2007 - 30 November 2007.

For all Scheduled Services and Standardised Measures the "Christmas Period", which is defined by the Licence this year as 3 December 2007 - 1 January 2008, 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, in accordance with Condition 4.7(a), the performance for the Christmas Period will be excluded from the full-year reported results.

NB. The European International Delivery Scheduled Service is independently measured on behalf of all European Operators by International Post Corporation (IPC) using the UNEX Survey. The result issued to date and detailed in this report covers the Period ending 30 November. IPC have been asked to recalculate the result to include the additional days up to 2 December, but this information is not yet available.

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 target.

However, performance in Quarter 2 and Quarter 3 was severely disrupted by a series of national strikes and local official and unofficial industrial action. The 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. A separate submission will be made to Postcomm which will detail the background to, and impact of, the industrial action.

The summary position at the end of Quarter 3 is as follows:

<b>Scheduled Service or Standardised Measure</b>	<b>Quarter 1 Actual cw Full-Year Target</b>		<b>Quarter 2 Actual cw Full-Year Target</b>		<b>Quarter 3 Actual cw Full-Year Target</b>		<b>Quarter 1-3 Cumulative Actual cw Full-Year Target</b>	
Retail First Class	93.2	+0.2	78.4	-14.6	79.2	-13.8	83.0	-10.0
Retail Second Class	98.8	+0.3	94.8	-3.7	91.4	-7.1	94.8	-3.7
Bulk First Class	92.6	+1.6	75.9	-15.1	75.8	-15.2	80.8	-10.2
Bulk Second Class	98.0	+0.5	92.5	-5.0	88.3	-9.2	92.7	-4.8
Bulk Third Class	99.4	+1.9	98.4	+0.9	90.5	-7.0	95.9	-1.6
Standard Retail Parcels	93.9	+3.9	89.3	-0.7	83.4	-6.6	88.6	-1.4
European International Delivery	95.6	+10.6	93.5	+8.5	87.6	+2.6	92.8	+7.8
Special Delivery	99.1	+0.1	96.7	-2.3	96.9	-2.2	97.5	-1.5
Postcode Area % Delivered	99	-19	0	-118	0	-118	0	-118
% Of Collection Points Served Each Day	99.90	0.00	96.59	-3.31	95.68	-4.22	96.95	-2.95
% Of Delivery Routes Completed Each Day	99.98	+0.08	95.07	-4.83	95.36	-4.54	96.58	-3.32
% Of Items Correctly Delivered	99.69	+0.19	99.64	+0.14	99.64	+0.14	99.66	+0.16

(NB. The results for Quarter 1 and Quarter 2 have been updated subsequent to the submission of the Quarter 1 and Quarter 2 Reports to Postcomm and Postwatch).

The following report details the results for Quarter 3.

The results for the Christmas Period are separately detailed.

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 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 Cumulative (Period 1-9) & Quarter 3 Results 2007 - 2008

Standard	Scheduled Services & Standardised Measures				
	Standards %	Quarter 3 %	Quarter 3 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	79.2	+/- 0.3	83.0	+/- 0.2
Grouping 2 (Retail Second Class)	98.5	91.4	+/- 0.4	94.8	+/- 0.2
Grouping 3 (Bulk First Class)	91.0	75.8	+/- 0.6	80.8	+/- 0.3
• 1 <sup>st</sup> Class Postage Paid Impression	-	76.4	+/- 0.5	80.7	+/- 0.3
• 1 <sup>st</sup> Class Response Services	-	67.5	+/- 2.4	74.6	+/- 1.4
• Mailsort 1	-	77.0	+/- 4.7	83.0	+/- 2.4
• Presstream 1	-	75.7	+/- 1.7	81.7	+/- 0.8
Grouping 4 (Bulk Second Class)	97.5	88.3	+/- 0.9	92.7	+/- 0.5
• 2 <sup>nd</sup> Class Postage Paid Impression	-	88.4	+/- 1.0	92.3	+/- 0.5
• 2 <sup>nd</sup> Class Response Services	-	82.5	+/- 1.8	87.3	+/- 1.0
• Mailsort 2	-	88.3	+/- 2.3	93.4	+/- 1.1
• Presstream 2	-	89.7	+/- 2.9	92.0	+/- 1.5
Grouping 5 (Bulk Third Class)	97.5	90.5	+/- 2.9	95.9	+/- 1.1
Standard Retail Parcels	90.0	83.4	+/- 1.2	88.6	+/- 0.6
European International Delivery ###	85.0	87.6	+/- 1.5	92.8	+/- 0.6
Special Delivery #	99.0	96.9	##	97.5	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	0 of 118		0 of 118	
Percentage Of Collection Points Served Each Day ####	99.90	95.68		96.95	
Percentage Of Delivery Routes Completed Each Day	99.90	95.36		96.58	
Percentage Of Items Delivered Correctly	99.50	99.64	+/- 0.12	99.66	+/- 0.07

- Standard is full-year cumulative.
- #### The Standard and actuals were amended from Quarter 3 to include Business Collections as well as Social Collections. The results for Quarters 1 and 2 were for Social Collections only.
- ### These provisional results cover the period to 30th November, and will be recalculated by IPC to include up to the 2nd December.
- ## 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  
Cumulative Q3 Results  
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
AB Aberdeen	92.9	+/- 2.3	80.2	+/- 3.4	81.8	+/- 3.2	84.5	+/- 1.8	☒
AL St Albans	94.6	+/- 1.9	82.3	+/- 3.5	85.3	+/- 2.7	87.0	+/- 1.6	☒
B Birmingham	91.5	+/- 1.9	73.7	+/- 3.3	80.4	+/- 2.3	81.3	+/- 1.5	☒
BA Bath	94.1	+/- 2.1	81.9	+/- 3.5	79.1	+/- 3.3	84.4	+/- 1.8	☒
BB Blackburn & Burnley	92.4	+/- 2.5	77.1	+/- 3.9	80.8	+/- 3.3	82.9	+/- 1.9	☒
BD Bradford	96.4	+/- 1.6	80.8	+/- 3.7	79.3	+/- 3.5	85.3	+/- 1.8	☒
BH Bournemouth	94.1	+/- 2.1	77.7	+/- 3.9	81.1	+/- 3.2	83.8	+/- 1.8	☒
BL Bolton	91.8	+/- 2.4	77.1	+/- 3.8	75.5	+/- 3.5	81.0	+/- 1.9	☒
BN Brighton	91.4	+/- 2.4	80.7	+/- 3.3	78.9	+/- 3.0	82.6	+/- 1.8	☒
BR Bromley	96.4	+/- 1.5	79.9	+/- 3.8	81.3	+/- 3.5	86.2	+/- 1.7	☒
BS Bristol	94.8	+/- 1.8	77.4	+/- 3.6	79.3	+/- 2.9	83.1	+/- 1.7	☒
BT Northern Ireland	89.0	+/- 2.6	83.8	+/- 3.0	81.3	+/- 2.7	84.4	+/- 1.6	☒
CA Carlisle	94.1	+/- 2.1	78.3	+/- 3.7	82.5	+/- 2.9	84.4	+/- 1.8	☒
CB Cambridge	92.9	+/- 2.4	83.2	+/- 3.6	83.3	+/- 2.9	85.9	+/- 1.8	☒
CF Cardiff	90.6	+/- 2.5	78.7	+/- 3.8	81.2	+/- 3.3	83.4	+/- 1.9	☒
CH Chester & Deeside	93.8	+/- 2.1	74.9	+/- 3.8	78.2	+/- 3.3	81.7	+/- 1.9	☒
CM Chelmsford	90.6	+/- 2.4	71.5	+/- 3.9	71.8	+/- 3.5	77.2	+/- 2.0	☒
CO Colchester	90.9	+/- 2.5	69.8	+/- 4.0	71.0	+/- 3.7	75.8	+/- 2.1	☒
CR Croydon	95.6	+/- 1.7	81.9	+/- 3.3	76.3	+/- 3.2	84.1	+/- 1.7	☒
CT Canterbury	93.7	+/- 2.1	82.5	+/- 3.4	85.1	+/- 2.8	86.5	+/- 1.7	☒
CV Coventry & Warwickshire	92.4	+/- 2.4	74.4	+/- 4.1	75.6	+/- 3.4	80.1	+/- 2.0	☒
CW Crewe	91.4	+/- 2.3	80.3	+/- 3.8	82.5	+/- 3.0	84.7	+/- 1.8	☒
DA Dartford	94.3	+/- 2.0	81.7	+/- 3.4	82.0	+/- 2.9	85.4	+/- 1.7	☒
DD Dundee	86.3	+/- 2.9	75.1	+/- 3.6	75.3	+/- 3.3	78.5	+/- 1.9	☒
DE Derby	94.2	+/- 2.0	77.7	+/- 3.6	81.9	+/- 3.1	84.0	+/- 1.8	☒
DG Dumfries	92.5	+/- 2.4	80.1	+/- 4.1	79.9	+/- 4.1	84.8	+/- 2.0	☒
DH Durham	93.8	+/- 2.2	82.0	+/- 3.3	78.9	+/- 3.4	84.4	+/- 1.8	☒

☒ = 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  
Cumulative Q3 Results  
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
DL Darlington	89.9	+/- 2.6	81.9	+/- 3.5	81.5	+/- 3.3	84.3	+/- 1.8	☒
DN Doncaster	95.2	+/- 1.9	78.2	+/- 3.8	79.3	+/- 3.1	83.7	+/- 1.8	☒
DT Dorchester	91.5	+/- 2.5	78.6	+/- 3.8	79.3	+/- 3.3	82.7	+/- 1.9	☒
DY Dudley	95.2	+/- 1.9	71.0	+/- 4.4	78.2	+/- 3.4	81.0	+/- 2.0	☒
E London East	94.8	+/- 2.3	75.8	+/- 4.2	73.9	+/- 3.9	80.1	+/- 2.2	☒
EC City of London	94.0	+/- 1.9	81.3	+/- 3.4	78.1	+/- 3.8	84.7	+/- 1.8	☒
EH Edinburgh	91.2	+/- 2.6	76.1	+/- 3.5	77.8	+/- 2.9	80.2	+/- 1.8	☒
EN Enfield	92.8	+/- 2.1	79.1	+/- 3.7	81.6	+/- 3.2	84.5	+/- 1.7	☒
EX Exeter	93.5	+/- 2.2	81.0	+/- 3.5	80.1	+/- 3.3	84.3	+/- 1.8	☒
FK Falkirk	90.2	+/- 2.6	72.9	+/- 3.6	80.1	+/- 3.2	80.5	+/- 1.9	☒
FY Fylde	92.9	+/- 3.1	81.3	+/- 4.5	83.4	+/- 3.8	85.3	+/- 2.2	☒
G Glasgow	94.7	+/- 1.7	75.4	+/- 3.2	79.8	+/- 2.7	82.6	+/- 1.6	☒
GL Gloucester	94.9	+/- 1.9	77.9	+/- 3.9	77.2	+/- 3.4	82.7	+/- 1.9	☒
GU Guildford	91.3	+/- 2.4	80.7	+/- 3.4	80.0	+/- 3.0	83.2	+/- 1.8	☒
HA Harrow	95.2	+/- 1.8	85.1	+/- 3.2	79.0	+/- 3.6	86.5	+/- 1.7	☒
HD Huddersfield	94.1	+/- 2.0	77.2	+/- 3.6	78.0	+/- 3.3	82.7	+/- 1.8	☒
HG Harrogate	94.6	+/- 2.2	75.0	+/- 3.9	75.0	+/- 3.7	81.1	+/- 2.0	☒
HP Hemel Hempstead	93.1	+/- 2.2	82.7	+/- 3.4	79.8	+/- 3.4	84.8	+/- 1.8	☒
HR Hereford	94.7	+/- 2.3	78.0	+/- 4.4	77.0	+/- 3.6	82.0	+/- 2.1	☒
HS Hebrides	86.8	+/- 3.6	71.7	+/- 4.7	61.3	+/- 4.9	73.9	+/- 2.6	⊕
HU Hull	89.8	+/- 2.7	75.7	+/- 3.9	85.7	+/- 3.0	83.5	+/- 1.9	☒
HX Halifax	94.4	+/- 2.0	80.3	+/- 4.0	79.5	+/- 4.0	85.2	+/- 2.0	☒
IG Ilford	95.0	+/- 2.2	74.8	+/- 4.5	75.0	+/- 4.1	80.7	+/- 2.2	☒
IP Ipswich	92.9	+/- 2.2	80.3	+/- 3.5	80.1	+/- 3.3	83.7	+/- 1.8	☒
IV Inverness	93.7	+/- 2.1	83.1	+/- 3.2	85.4	+/- 3.0	86.8	+/- 1.7	☒
KA Kilmarnock	91.9	+/- 2.4	77.1	+/- 3.6	82.7	+/- 3.1	83.8	+/- 1.8	☒
KT Kingston upon Thames	95.5	+/- 1.9	83.5	+/- 3.6	84.9	+/- 2.8	87.5	+/- 1.7	☒

☒ = 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  
Cumulative Q3 Results  
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
KW Kirkwall	93.6	+/- 2.3	78.9	+/- 3.7	78.5	+/- 3.8	83.4	+/- 2.0	⊕
KY Kirkcaldy	85.8	+/- 3.1	78.2	+/- 3.5	84.1	+/- 3.0	82.4	+/- 1.9	☒
L Liverpool	93.9	+/- 2.0	80.1	+/- 3.3	63.6	+/- 3.7	78.6	+/- 1.9	☒
LA Lancaster	93.1	+/- 2.1	76.8	+/- 3.6	80.8	+/- 3.4	83.2	+/- 1.9	☒
LD Llandrindod Wells	92.2	+/- 2.4	81.3	+/- 3.9	81.1	+/- 3.8	84.5	+/- 2.0	☒
LE Leicester	95.0	+/- 1.9	79.0	+/- 3.7	80.7	+/- 2.9	84.4	+/- 1.7	☒
LL North Wales	93.8	+/- 2.4	80.5	+/- 4.0	83.7	+/- 3.3	85.7	+/- 2.0	☒
LN Lincoln	94.2	+/- 2.1	78.5	+/- 3.7	77.7	+/- 3.5	82.8	+/- 1.9	☒
LS Leeds	91.2	+/- 2.3	77.4	+/- 3.5	76.8	+/- 3.3	81.4	+/- 1.8	☒
LU Luton	95.7	+/- 1.7	83.8	+/- 3.5	83.4	+/- 3.0	87.4	+/- 1.6	☒
M Manchester	93.9	+/- 1.9	77.8	+/- 3.0	79.7	+/- 2.8	82.5	+/- 1.6	☒
ME Maidstone	92.3	+/- 2.4	80.2	+/- 3.7	83.7	+/- 3.0	85.0	+/- 1.8	☒
MK Milton Keynes	93.2	+/- 2.1	78.0	+/- 3.5	83.7	+/- 2.9	84.3	+/- 1.7	☒
ML Motherwell	92.6	+/- 2.4	74.5	+/- 4.0	77.3	+/- 3.7	81.5	+/- 2.0	☒
N London N	93.9	+/- 2.0	73.9	+/- 3.7	71.6	+/- 3.6	78.6	+/- 2.0	☒
NE Newcastle	93.5	+/- 2.2	76.7	+/- 3.3	82.0	+/- 2.6	82.9	+/- 1.7	☒
NG Nottingham	93.2	+/- 2.3	77.7	+/- 3.8	75.5	+/- 3.3	80.8	+/- 1.9	☒
NN Northamptonshire	93.6	+/- 2.1	78.7	+/- 3.4	79.3	+/- 3.2	82.8	+/- 1.8	☒
NP Newport	93.5	+/- 2.4	78.5	+/- 3.8	79.6	+/- 3.5	83.3	+/- 2.0	☒
NR Norwich	93.5	+/- 2.2	81.4	+/- 3.7	79.2	+/- 3.4	84.5	+/- 1.9	☒
NW London NW	93.2	+/- 2.0	83.0	+/- 3.3	83.2	+/- 3.3	86.5	+/- 1.7	☒
OL Oldham	92.0	+/- 2.4	80.0	+/- 3.6	80.3	+/- 3.5	83.8	+/- 1.9	☒
OX Oxford	92.0	+/- 2.3	67.7	+/- 4.0	74.8	+/- 3.8	77.3	+/- 2.1	☒
PA Paisley	91.8	+/- 2.3	78.6	+/- 3.6	79.7	+/- 3.0	83.1	+/- 1.8	☒
PE Peterborough	94.8	+/- 1.9	81.2	+/- 3.3	80.3	+/- 3.2	85.1	+/- 1.7	☒
PH Perth	86.3	+/- 2.8	78.1	+/- 3.5	80.8	+/- 3.5	81.7	+/- 1.9	☒
PL Plymouth	93.1	+/- 2.4	79.8	+/- 4.0	78.9	+/- 3.7	83.7	+/- 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  
Cumulative Q3 Results  
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
PO Portsmouth	93.0	+/- 2.4	77.6	+/- 3.7	81.9	+/- 3.0	83.3	+/- 1.8	☒
PR Preston	93.5	+/- 2.0	79.4	+/- 3.4	79.1	+/- 3.1	83.5	+/- 1.7	☒
RG Reading	93.0	+/- 2.2	78.2	+/- 3.5	79.0	+/- 2.9	82.4	+/- 1.7	☒
RH Redhill	95.8	+/- 1.6	82.7	+/- 3.0	79.2	+/- 3.2	85.3	+/- 1.6	☒
RM Romford	94.1	+/- 2.1	75.7	+/- 4.3	79.4	+/- 3.8	82.7	+/- 2.1	☒
S Sheffield	93.6	+/- 2.1	73.8	+/- 3.6	79.7	+/- 2.9	81.4	+/- 1.8	☒
SA Swansea	90.8	+/- 2.6	80.8	+/- 3.5	81.1	+/- 3.4	83.6	+/- 1.9	☒
SE London SE	94.0	+/- 2.1	78.6	+/- 3.4	72.4	+/- 3.7	80.9	+/- 1.9	☒
SG Stevenage	95.1	+/- 1.8	82.4	+/- 3.3	84.0	+/- 2.9	86.7	+/- 1.6	☒
SK Stockport	93.3	+/- 2.2	77.3	+/- 3.7	77.2	+/- 3.4	81.9	+/- 1.9	☒
SL Slough	94.3	+/- 1.9	81.0	+/- 3.4	83.5	+/- 3.1	86.1	+/- 1.6	☒
SM Sutton	93.4	+/- 2.1	78.3	+/- 3.9	79.3	+/- 3.6	83.7	+/- 1.9	☒
SN Swindon	92.8	+/- 2.2	77.6	+/- 3.9	83.9	+/- 3.3	84.6	+/- 1.9	☒
SO Southampton	90.7	+/- 2.7	80.1	+/- 3.5	79.8	+/- 3.5	82.9	+/- 1.9	☒
SP Salisbury	94.1	+/- 2.2	78.5	+/- 3.9	79.6	+/- 3.7	83.4	+/- 2.0	☒
SR Sunderland	93.3	+/- 2.9	79.2	+/- 5.0	79.5	+/- 4.5	83.5	+/- 2.5	☒
SS Southend-on-Sea	93.4	+/- 2.1	75.0	+/- 3.8	78.2	+/- 3.4	81.5	+/- 1.9	☒
ST Stoke-on-Trent	90.2	+/- 2.6	72.6	+/- 4.0	72.1	+/- 3.9	77.9	+/- 2.1	☒
SW London SW	93.4	+/- 2.0	74.8	+/- 3.3	64.6	+/- 3.4	76.2	+/- 1.8	☒
SY Shrewsbury & Mid Wales	92.6	+/- 2.6	76.0	+/- 4.7	79.7	+/- 4.2	83.1	+/- 2.2	☒
TA Taunton	93.4	+/- 2.1	80.6	+/- 3.4	76.7	+/- 3.6	83.2	+/- 1.9	☒
TD Borders	85.9	+/- 3.1	81.7	+/- 3.7	81.5	+/- 3.4	82.9	+/- 2.0	☒
TF Telford	94.0	+/- 2.2	80.1	+/- 4.0	84.7	+/- 3.5	86.1	+/- 1.9	☒
TN Tonbridge	95.2	+/- 1.9	84.6	+/- 3.2	80.8	+/- 3.2	86.3	+/- 1.7	☒
TQ Torquay	94.6	+/- 2.1	80.8	+/- 3.5	80.9	+/- 3.5	85.1	+/- 1.8	☒
TR Truro	94.4	+/- 1.9	84.5	+/- 3.3	80.6	+/- 3.3	86.2	+/- 1.7	☒
TS Teesside	92.8	+/- 2.3	79.4	+/- 3.7	80.5	+/- 3.3	83.8	+/- 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  
Cumulative Q3 Results  
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
TW Twickenham	95.4	+/- 1.7	84.3	+/- 3.0	86.1	+/- 2.7	88.2	+/- 1.5	☒
UB Uxbridge	94.4	+/- 1.8	81.6	+/- 3.3	83.3	+/- 3.2	86.4	+/- 1.6	☒
W London West	94.6	+/- 1.7	81.9	+/- 2.8	82.4	+/- 3.0	86.1	+/- 1.5	☒
WA Warrington	93.6	+/- 2.1	77.8	+/- 3.6	83.8	+/- 3.2	84.6	+/- 1.8	☒
WC London West Central	94.9	+/- 1.9	82.5	+/- 3.1	84.5	+/- 3.5	87.0	+/- 1.7	☒
WD Watford	96.7	+/- 1.6	74.5	+/- 4.1	77.3	+/- 3.7	82.5	+/- 2.0	☒
WF Wakefield	95.6	+/- 1.8	79.0	+/- 3.5	82.0	+/- 3.4	85.0	+/- 1.8	☒
WN Wigan	93.9	+/- 2.4	76.6	+/- 4.2	73.7	+/- 3.9	80.5	+/- 2.2	☒
WR Worcester	91.6	+/- 2.3	79.2	+/- 3.7	77.2	+/- 3.6	82.6	+/- 1.9	☒
WS Walsall	93.3	+/- 2.1	75.8	+/- 4.0	81.0	+/- 3.3	83.4	+/- 1.9	☒
WV Wolverhampton	94.9	+/- 2.1	70.0	+/- 4.3	81.4	+/- 3.5	81.1	+/- 2.1	☒
YO York	94.0	+/- 2.2	76.8	+/- 4.1	80.6	+/- 3.4	83.4	+/- 2.0	☒
ZE Lerwick	45.6	+/- 5.0	39.2	+/- 4.8	26.2	+/- 3.9	36.9	+/- 2.7	⊕

☒ = 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 3 Results & Actual Cumulative Results (Period 1-9)  
 2007 - 2008

Standard	Urban Quarter 3	Rural Quarter 3		Urban Cumulative Q1 - Q3	Rural Cumulative Q1 - Q3
UK	98.4	99.6		99.1	99.7

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 3 Results & Actual Cumulative Results (Period 1-9)  
2007 - 2008

	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	98.5	98.5

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 3 Results & Actual Cumulative Results (Period 1-9)  
 2007 - 2008

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 3		Cumulative Q1 - Q3	
UK	88.2	+/- 0.7	89.7	+/- 0.4

Table 6.

Scheduled Services & Standardised Measures  
Christmas Period Results  
(3rd December 2007 - 1st January 2008)

Standard	Scheduled Services & Standardised Measures	
	December 3rd - January 1st %	December 3rd - January 1st 95% cl
Grouping 1 (Retail First Class)	55.1	+/- 0.7
Grouping 2 (Retail Second Class)	91.2	+/- 0.8
Grouping 3 (Bulk First Class)	58.0	+/- 1.4
1 <sup>st</sup> Class Postage Paid Impression	56.1	+/- 1.3
1 <sup>st</sup> Class Response Services	48.5	+/- 4.9
Mailsort 1	63.2	+/- 9.7
Presstream 1	68.6	+/- 3.3
Grouping 4 (Bulk Second Class)	87.9	+/- 1.8
2 <sup>nd</sup> Class Postage Paid Impression	85.2	+/- 2.3
2 <sup>nd</sup> Class Response Services	81.7	+/- 3.1
Mailsort 2	89.6	+/- 4.2
Presstream 2	92.7	+/- 5.3
Grouping 5 (Bulk Third Class)	97.4	+/- 4.1
Standard Retail Parcels	83.0	+/- 2.7
European International Delivery ###		
Special Delivery #	95.9	##
Percentage Of Collection Points Served Each Day	99.74	
Percentage Of Delivery Routes Completed Each Day	99.95	
Percentage Of Items Delivered Correctly	99.63	+/- 0.23

- ### The European International Delivery result for the Christmas Period provided by IPC was not available at the time of publication of this report.
- ## 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 5.6 – Complaints Report

## Q3 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	22,373	306,964	319,394	34,438	£2,621,979
Main Causes:					
Loss	12,599	95,071	109,621	16,637	£1,768,012
Redirection Failure	2,579	39,251	39,980	3,177	£87,954
Delay	1,005	29,717	29,011	2,122	£176,582
Delivery Procedures	832	26,160	26,391	1,116	£17,835
Mis-Delivery	639	23,018	23,310	717	£7,527
Unconfirmed Delay/Loss	229	15,993	13,786	3,690	£29,383
Damage	989	9,706	9,831	1,251	£150,292
Delivery USO Failure	132	6,254	6,237	211	£67
P739 Failure	75	5,299	5,237	204	£1,541
Other	3,294	56,495	55,990	5,313	£382,785

## Q3 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

75.4

87.3