

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 4 Report



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NATIONAL QUARTER 4 REPORT
2007 / 2008

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OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

FULL YEAR 2007 / 08

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

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

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

The results for the Christmas Period 3 December 2007 - 1 January 2008 were included in Quarter 3 Report submitted to Postcomm and Postwatch.

The Quarter 4 reporting period for all measures except European International Delivery is 2 January 2008 - 16 March 2008 (11 weeks). The Quarter 4 reporting period for European International Delivery is 1 January 2008 - 31 March 2008.

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 of its members by the Communication Workers Union in relation to pay, conditions and Royal Mail's plans for transformational changes. A separate submission has been made to Postcomm which details the background to, and the impact of, the industrial action.

In Quarter 4, all business mail targets were achieved. The results for 1C Retail, Special Delivery and USO Collection were marginally below target.

The summary position for each Quarter and the overall annual performance is as follows. (NB. The quarterly numbers have been updated since the submission of the reports for Quarters 1, 2 and 3).

Scheduled Service or Standardised Measure	Quarter 1 Actual		Quarter 2 Actual		Quarter 3 Actual		Quarter 4 Actual		2007/08 Full Year Actual	
	cw		cw		cw		cw		cw	
	Full-Year Target		Full-Year Target		Full-Year Target		Full-Year Target		Full-Year Target	
Retail First Class	93.2	+0.2	78.4	-14.6	79.3	-13.7	92.2	-0.8	85.2	-7.8
Retail Second Class	98.8	+0.3	94.8	-3.7	91.4	-7.1	98.8	+0.3	95.7	-2.8
Bulk First Class	92.6	+1.6	76.0	-15.0	76.0	-15.0	91.9	+0.9	83.4	-7.6
Bulk Second Class	98.0	+0.5	92.6	-4.9	88.3	-9.2	98.1	+0.6	93.9	-3.6
Bulk Third Class	99.4	+1.9	98.4	+0.9	90.5	-7.0	99.4	+1.9	96.7	-0.8
Standard Parcels	93.9	+3.9	89.3	-0.7	83.5	-6.5	96.3	+6.3	90.4	+0.4
European International Delivery	95.6	+10.9	93.5	+8.5	85.9	+0.9	95.2	+10.2	92.4	+7.4
Special Delivery (Next Day)	99.1	+0.1	96.7	-2.3	96.9	-2.1	98.7	-0.3	97.8	-1.2
Postcode Area Percentage Delivered	99/118		0/118		0/118		86/118		0/118	
% Of Collection Points Served Each Day	99.90	0.00	96.59	-3.31	95.68	-4.22	99.87	-0.03	97.76	-2.14
% Of Delivery Routes Completed Each Day	99.98	+0.08	95.07	-4.83	95.36	-4.54	99.95	+0.05	97.35	-2.55
% Of Items Delivered Correctly	99.69	+0.19	99.64	+0.14	99.64	+0.14	99.68	+0.18	99.66	+0.16

The following report details the results for Quarter 4.

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 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 1-12) & Quarter 4 Results 2007 - 2008

Standard	Scheduled Services & Standardised Measures				
	Standards %	Quarter 4 %	Quarter 4 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	92.2	+/- 0.2	85.2	+/- 0.1
Grouping 2 (Retail Second Class)	98.5	98.8	+/- 0.2	95.7	+/- 0.2
Grouping 3 (Bulk First Class)	91.0	91.9	+/- 0.4	83.4	+/- 0.3
• 1 st Class Postage Paid Impression	-	92.2	+/- 0.4	83.4	+/- 0.2
• 1 st Class Response Services	-	86.9	+/- 1.8	77.9	+/- 1.2
• Mailsort 1	-	92.0	+/- 3.1	85.2	+/- 2.0
• Presstream 1	-	93.0	+/- 0.8	84.3	+/- 0.7
Grouping 4 (Bulk Second Class)	97.5	98.1	+/- 0.5	93.9	+/- 0.4
• 2 nd Class Postage Paid Impression	-	98.0	+/- 0.5	93.6	+/- 0.4
• 2 nd Class Response Services	-	95.9	+/- 0.8	89.3	+/- 0.8
• Mailsort 2	-	98.3	+/- 1.1	94.5	+/- 0.9
• Presstream 2	-	98.1	+/- 1.3	93.4	+/- 1.2
Grouping 5 (Bulk Third Class)	97.5	99.4	+/- 0.9	96.7	+/- 0.9
Standard Retail Parcels	90.0	96.3	+/- 0.7	90.4	+/- 0.5
European International Delivery	85.0	95.2	+/- 0.9	92.4	+/- 0.9
Special Delivery #	99.0	98.7	##	97.8	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	86 of 118		0 of 118	
Percentage Of Collection Points Served Each Day ###	99.90	99.87		97.76	
Percentage Of Delivery Routes Completed Each Day	99.90	99.95		97.35	
Percentage Of Items Delivered Correctly	99.50	99.68	+/- 0.13	99.66	+/- 0.06

- 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.
- ## 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 Q4 Results
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative Q1 - Q4	C/L	✓☒
AB Aberdeen	92.9	+/- 2.3	80.3	+/- 3.5	81.8	+/- 3.2	89.8	+/- 2.7	85.7	+/- 1.5	☒
AL St Albans	94.6	+/- 1.9	82.3	+/- 3.5	85.3	+/- 2.8	93.9	+/- 2.1	88.4	+/- 1.4	☒
B Birmingham	91.7	+/- 1.9	73.7	+/- 3.3	80.6	+/- 2.3	91.8	+/- 1.7	84.0	+/- 1.2	☒
BA Bath	94.1	+/- 2.1	81.9	+/- 3.5	79.1	+/- 3.3	91.5	+/- 2.5	85.9	+/- 1.5	☒
BB Blackburn & Burnley	92.6	+/- 2.4	77.1	+/- 3.9	80.9	+/- 3.3	92.8	+/- 2.4	85.1	+/- 1.6	☒
BD Bradford	96.4	+/- 1.6	80.8	+/- 3.7	79.3	+/- 3.5	93.8	+/- 2.1	87.2	+/- 1.5	☒
BH Bournemouth	94.1	+/- 2.0	77.7	+/- 3.9	81.1	+/- 3.2	93.9	+/- 2.0	86.3	+/- 1.5	☒
BL Bolton	91.8	+/- 2.4	77.1	+/- 3.8	75.3	+/- 3.5	94.5	+/- 2.0	84.0	+/- 1.6	☒
BN Brighton	91.4	+/- 2.4	80.8	+/- 3.3	78.9	+/- 3.0	90.6	+/- 2.3	84.6	+/- 1.5	☒
BR Bromley	96.4	+/- 1.5	80.2	+/- 3.8	81.5	+/- 3.4	94.8	+/- 2.1	88.1	+/- 1.4	☒
BS Bristol	94.8	+/- 1.8	77.4	+/- 3.7	79.4	+/- 2.9	93.6	+/- 1.8	85.8	+/- 1.3	☒
BT Northern Ireland	89.0	+/- 2.6	83.7	+/- 3.1	81.5	+/- 2.7	91.4	+/- 1.9	86.1	+/- 1.3	☒
CA Carlisle	94.1	+/- 2.1	78.3	+/- 3.7	83.1	+/- 2.9	91.1	+/- 2.4	86.1	+/- 1.5	☒
CB Cambridge	92.9	+/- 2.4	83.2	+/- 3.6	83.6	+/- 2.9	93.2	+/- 2.1	87.9	+/- 1.4	☒
CF Cardiff	90.6	+/- 2.5	78.7	+/- 3.8	81.5	+/- 3.3	91.5	+/- 2.3	85.5	+/- 1.5	☒
CH Chester & Deeside	93.8	+/- 2.1	74.9	+/- 3.8	78.3	+/- 3.3	93.2	+/- 2.2	84.1	+/- 1.6	☒
CM Chelmsford	90.6	+/- 2.4	71.5	+/- 3.9	72.1	+/- 3.5	91.2	+/- 2.2	81.0	+/- 1.6	☒
CO Colchester	90.9	+/- 2.5	69.8	+/- 4.0	70.9	+/- 3.7	92.5	+/- 2.3	79.6	+/- 1.7	☒
CR Croydon	95.6	+/- 1.6	81.9	+/- 3.3	76.4	+/- 3.2	94.1	+/- 2.0	86.3	+/- 1.4	☒
CT Canterbury	93.7	+/- 2.1	82.6	+/- 3.3	85.1	+/- 2.8	93.2	+/- 2.1	88.2	+/- 1.4	☒
CV Coventry & Warwickshire	92.3	+/- 2.4	74.4	+/- 4.2	75.6	+/- 3.4	89.3	+/- 2.4	82.5	+/- 1.6	☒
CW Crewe	91.4	+/- 2.3	80.3	+/- 3.8	82.5	+/- 3.0	93.0	+/- 2.2	86.5	+/- 1.5	☒
DA Dartford	94.3	+/- 2.0	81.7	+/- 3.4	82.0	+/- 2.9	94.1	+/- 2.0	87.3	+/- 1.4	☒
DD Dundee	86.3	+/- 2.9	75.1	+/- 3.6	75.3	+/- 3.3	89.3	+/- 2.7	80.8	+/- 1.6	☒
DE Derby	94.2	+/- 2.0	77.7	+/- 3.7	81.9	+/- 3.1	93.0	+/- 2.1	86.0	+/- 1.5	☒
DG Dumfries	92.5	+/- 2.4	80.1	+/- 4.1	79.9	+/- 4.1	93.0	+/- 2.5	86.7	+/- 1.7	☒
DH Durham	93.8	+/- 2.2	82.0	+/- 3.3	78.9	+/- 3.4	94.2	+/- 2.1	86.5	+/- 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
Cumulative Q4 Results
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative Q1 - Q4	C/L	✓☒
DL Darlington	89.9	+/- 2.6	82.1	+/- 3.5	81.4	+/- 3.3	90.1	+/- 2.6	85.7	+/- 1.5	☒
DN Doncaster	95.2	+/- 1.9	78.2	+/- 3.8	79.3	+/- 3.1	92.9	+/- 2.3	85.7	+/- 1.5	☒
DT Dorchester	91.6	+/- 2.4	78.8	+/- 3.8	79.5	+/- 3.3	93.9	+/- 2.1	85.3	+/- 1.5	☒
DY Dudley	95.2	+/- 1.9	71.1	+/- 4.4	78.2	+/- 3.4	92.6	+/- 2.4	83.4	+/- 1.7	☒
E London East	94.8	+/- 2.1	76.3	+/- 4.2	73.8	+/- 3.9	91.4	+/- 2.5	83.1	+/- 1.7	☒
EC City of London	94.0	+/- 1.8	81.6	+/- 3.5	78.9	+/- 3.8	93.6	+/- 2.4	86.7	+/- 1.5	☒
EH Edinburgh	91.2	+/- 2.7	76.1	+/- 3.5	78.0	+/- 2.9	90.1	+/- 2.1	83.2	+/- 1.4	☒
EN Enfield	93.0	+/- 2.0	79.1	+/- 3.7	81.5	+/- 3.2	93.0	+/- 2.2	86.2	+/- 1.4	☒
EX Exeter	93.4	+/- 2.2	81.0	+/- 3.5	80.3	+/- 3.3	92.3	+/- 2.4	86.1	+/- 1.5	☒
FK Falkirk	90.2	+/- 2.6	72.9	+/- 3.6	80.3	+/- 3.2	90.8	+/- 2.6	82.6	+/- 1.6	☒
FY Fylde	92.9	+/- 3.0	81.3	+/- 4.5	83.4	+/- 3.8	91.8	+/- 2.6	87.2	+/- 1.8	☒
G Glasgow	94.7	+/- 1.7	75.5	+/- 3.2	80.0	+/- 2.7	90.7	+/- 2.0	84.7	+/- 1.3	☒
GL Gloucester	94.9	+/- 1.9	77.9	+/- 3.9	77.3	+/- 3.4	91.4	+/- 2.4	84.6	+/- 1.6	☒
GU Guildford	91.3	+/- 2.4	80.7	+/- 3.4	80.0	+/- 3.0	93.6	+/- 1.9	85.6	+/- 1.4	☒
HA Harrow	95.3	+/- 1.8	85.1	+/- 3.2	79.0	+/- 3.6	93.6	+/- 2.2	88.0	+/- 1.4	☒
HD Huddersfield	94.1	+/- 2.0	77.2	+/- 3.7	78.1	+/- 3.3	93.5	+/- 2.1	85.0	+/- 1.5	☒
HG Harrogate	94.7	+/- 2.1	75.0	+/- 3.9	75.3	+/- 3.7	84.8	+/- 3.4	81.9	+/- 1.7	☒
HP Hemel Hempstead	93.1	+/- 2.2	82.7	+/- 3.4	79.8	+/- 3.4	94.0	+/- 1.9	87.1	+/- 1.4	☒
HR Hereford	94.7	+/- 2.2	78.0	+/- 4.4	77.0	+/- 3.6	93.2	+/- 2.4	84.6	+/- 1.7	☒
HS Hebrides	86.8	+/- 3.6	71.8	+/- 4.7	61.1	+/- 5.0	47.5	+/- 5.3	68.4	+/- 2.4	⊕
HU Hull	89.8	+/- 2.6	75.9	+/- 3.8	85.7	+/- 3.0	93.1	+/- 2.2	85.8	+/- 1.5	☒
HX Halifax	94.4	+/- 2.0	80.3	+/- 4.0	79.6	+/- 4.0	89.6	+/- 3.0	86.1	+/- 1.7	☒
IG Ilford	95.0	+/- 2.1	74.8	+/- 4.5	76.0	+/- 4.1	93.4	+/- 2.5	83.7	+/- 1.8	☒
IP Ipswich	92.9	+/- 2.2	80.2	+/- 3.5	80.1	+/- 3.3	92.4	+/- 2.3	85.6	+/- 1.5	☒
IV Inverness	93.7	+/- 2.1	83.1	+/- 3.2	85.4	+/- 3.0	81.9	+/- 3.5	85.7	+/- 1.5	☒
KA Kilmarnock	91.9	+/- 2.4	77.1	+/- 3.6	82.7	+/- 3.1	92.9	+/- 2.4	85.6	+/- 1.5	☒
KT Kingston upon Thames	95.5	+/- 1.8	83.6	+/- 3.6	84.8	+/- 2.8	93.2	+/- 2.1	89.1	+/- 1.3	☒

☒ = 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
Cumulative Q4 Results
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative Q1 - Q4	C/L	✓☒
KW Kirkwall	93.6	+/- 2.3	78.9	+/- 3.7	78.5	+/- 3.8	78.8	+/- 4.1	82.4	+/- 1.8	⊕
KY Kirkcaldy	85.9	+/- 3.1	78.3	+/- 3.5	84.1	+/- 3.0	91.9	+/- 2.4	84.6	+/- 1.6	☒
L Liverpool	93.9	+/- 2.0	80.1	+/- 3.3	63.5	+/- 3.7	91.1	+/- 2.2	81.7	+/- 1.6	☒
LA Lancaster	93.1	+/- 2.1	76.7	+/- 3.7	80.8	+/- 3.4	92.2	+/- 2.7	84.7	+/- 1.6	☒
LD Llandrindod Wells	92.3	+/- 2.4	81.3	+/- 3.9	81.8	+/- 3.7	91.5	+/- 2.9	86.4	+/- 1.7	☒
LE Leicester	94.9	+/- 1.9	78.9	+/- 3.7	80.8	+/- 2.9	93.8	+/- 1.7	87.1	+/- 1.3	☒
LL North Wales	93.8	+/- 2.4	80.5	+/- 4.0	84.0	+/- 3.3	93.4	+/- 2.2	87.7	+/- 1.6	☒
LN Lincoln	94.2	+/- 2.1	78.6	+/- 3.7	77.7	+/- 3.5	91.1	+/- 2.5	84.8	+/- 1.6	☒
LS Leeds	91.2	+/- 2.4	77.4	+/- 3.5	77.1	+/- 3.2	93.7	+/- 1.9	84.2	+/- 1.5	☒
LU Luton	95.7	+/- 1.7	83.9	+/- 3.4	83.4	+/- 3.0	92.6	+/- 2.3	88.5	+/- 1.4	☒
M Manchester	93.9	+/- 1.9	77.8	+/- 3.0	79.8	+/- 2.8	93.6	+/- 1.6	85.3	+/- 1.3	☒
ME Maidstone	92.3	+/- 2.4	80.2	+/- 3.7	83.7	+/- 3.0	92.5	+/- 2.2	86.9	+/- 1.5	☒
MK Milton Keynes	93.2	+/- 2.1	78.0	+/- 3.5	83.7	+/- 2.9	90.7	+/- 2.4	85.7	+/- 1.4	☒
ML Motherwell	92.6	+/- 2.4	74.5	+/- 4.0	77.4	+/- 3.7	90.5	+/- 2.9	83.3	+/- 1.7	☒
N London N	93.9	+/- 2.0	74.0	+/- 3.7	71.6	+/- 3.6	90.6	+/- 2.4	81.3	+/- 1.6	☒
NE Newcastle	93.6	+/- 2.1	76.7	+/- 3.3	82.1	+/- 2.6	92.4	+/- 1.9	85.3	+/- 1.3	☒
NG Nottingham	93.2	+/- 2.3	77.7	+/- 3.8	75.5	+/- 3.3	92.6	+/- 1.9	84.1	+/- 1.5	☒
NN Northamptonshire	93.6	+/- 2.2	78.7	+/- 3.4	79.3	+/- 3.2	93.0	+/- 2.2	84.9	+/- 1.5	☒
NP Newport	93.5	+/- 2.3	78.5	+/- 3.8	80.0	+/- 3.5	93.1	+/- 2.4	85.4	+/- 1.6	☒
NR Norwich	93.5	+/- 2.2	81.4	+/- 3.8	79.2	+/- 3.4	92.0	+/- 2.4	86.3	+/- 1.5	☒
NW London NW	93.2	+/- 2.0	83.0	+/- 3.3	83.2	+/- 3.3	94.9	+/- 2.0	88.2	+/- 1.4	☒
OL Oldham	92.0	+/- 2.4	80.0	+/- 3.6	80.3	+/- 3.5	92.8	+/- 2.3	85.8	+/- 1.6	☒
OX Oxford	92.0	+/- 2.3	67.9	+/- 4.0	74.8	+/- 3.8	92.2	+/- 2.3	80.7	+/- 1.7	☒
PA Paisley	91.8	+/- 2.3	78.6	+/- 3.6	79.7	+/- 3.0	89.9	+/- 2.7	84.5	+/- 1.5	☒
PE Peterborough	94.7	+/- 1.8	81.3	+/- 3.3	80.3	+/- 3.2	92.0	+/- 2.1	86.9	+/- 1.4	☒
PH Perth	86.3	+/- 2.8	78.1	+/- 3.5	80.8	+/- 3.5	90.4	+/- 2.9	83.3	+/- 1.6	☒
PL Plymouth	93.1	+/- 2.4	79.8	+/- 4.0	78.9	+/- 3.7	90.9	+/- 2.7	85.5	+/- 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 Q4 Results
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative Q1 - Q4	C/L	✓☒
PO Portsmouth	93.0	+/- 2.3	77.6	+/- 3.7	82.0	+/- 3.0	93.4	+/- 1.9	86.1	+/- 1.4	☒
PR Preston	93.5	+/- 2.0	79.4	+/- 3.4	79.2	+/- 3.1	93.2	+/- 2.1	85.6	+/- 1.4	☒
RG Reading	93.0	+/- 2.1	78.2	+/- 3.5	79.1	+/- 2.9	95.1	+/- 1.6	85.6	+/- 1.4	☒
RH Redhill	95.8	+/- 1.6	82.7	+/- 3.1	79.2	+/- 3.2	92.3	+/- 2.2	86.8	+/- 1.4	☒
RM Romford	94.1	+/- 2.1	75.6	+/- 4.3	79.3	+/- 3.8	93.1	+/- 2.4	84.9	+/- 1.7	☒
S Sheffield	93.6	+/- 2.0	73.8	+/- 3.6	79.9	+/- 2.9	91.2	+/- 2.0	83.9	+/- 1.4	☒
SA Swansea	90.8	+/- 2.6	80.7	+/- 3.5	81.3	+/- 3.4	92.5	+/- 2.2	85.7	+/- 1.5	☒
SE London SE	94.0	+/- 2.1	78.6	+/- 3.4	72.4	+/- 3.7	91.9	+/- 2.3	83.2	+/- 1.6	☒
SG Stevenage	95.1	+/- 1.8	82.4	+/- 3.3	84.0	+/- 2.9	94.0	+/- 2.2	88.0	+/- 1.4	☒
SK Stockport	93.3	+/- 2.2	77.3	+/- 3.7	77.3	+/- 3.4	93.3	+/- 2.2	84.2	+/- 1.6	☒
SL Slough	94.3	+/- 1.8	81.0	+/- 3.4	83.6	+/- 3.1	93.1	+/- 2.2	87.6	+/- 1.4	☒
SM Sutton	93.4	+/- 2.1	78.3	+/- 3.9	79.2	+/- 3.6	90.6	+/- 2.8	85.0	+/- 1.6	☒
SN Swindon	92.8	+/- 2.2	77.6	+/- 3.9	83.8	+/- 3.3	93.3	+/- 2.3	86.4	+/- 1.5	☒
SO Southampton	90.7	+/- 2.7	80.1	+/- 3.5	79.8	+/- 3.5	91.5	+/- 2.4	84.9	+/- 1.6	☒
SP Salisbury	94.1	+/- 2.2	78.5	+/- 3.9	79.6	+/- 3.7	91.6	+/- 2.5	85.3	+/- 1.6	☒
SR Sunderland	93.3	+/- 2.9	79.2	+/- 4.9	79.7	+/- 4.4	90.4	+/- 3.1	85.3	+/- 2.0	☒
SS Southend-on-Sea	93.4	+/- 2.1	75.1	+/- 3.7	78.4	+/- 3.4	92.7	+/- 2.4	84.0	+/- 1.6	☒
ST Stoke-on-Trent	90.2	+/- 2.6	72.6	+/- 4.0	72.1	+/- 3.9	85.6	+/- 3.2	79.4	+/- 1.8	☒
SW London SW	93.8	+/- 1.9	74.8	+/- 3.3	65.0	+/- 3.4	92.5	+/- 2.0	79.9	+/- 1.5	☒
SY Shrewsbury & Mid Wales	92.6	+/- 2.5	76.0	+/- 4.7	79.7	+/- 4.2	93.0	+/- 2.4	85.6	+/- 1.8	☒
TA Taunton	93.4	+/- 2.1	80.6	+/- 3.4	76.7	+/- 3.6	92.6	+/- 2.4	84.9	+/- 1.6	☒
TD Borders	85.9	+/- 3.1	81.7	+/- 3.7	81.5	+/- 3.4	92.7	+/- 2.5	84.9	+/- 1.6	☒
TF Telford	94.0	+/- 2.2	80.1	+/- 4.0	84.7	+/- 3.5	91.6	+/- 2.8	87.2	+/- 1.6	☒
TN Tonbridge	95.2	+/- 1.8	84.6	+/- 3.2	81.6	+/- 3.2	91.1	+/- 2.4	87.8	+/- 1.4	☒
TQ Torquay	94.6	+/- 2.0	80.8	+/- 3.6	81.0	+/- 3.5	93.1	+/- 2.3	86.7	+/- 1.5	☒
TR Truro	94.4	+/- 1.9	84.6	+/- 3.3	80.6	+/- 3.4	93.1	+/- 2.2	87.7	+/- 1.4	☒
TS Teesside	92.8	+/- 2.3	79.4	+/- 3.7	80.6	+/- 3.3	92.7	+/- 2.3	85.9	+/- 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
Cumulative Q4 Results
2007 - 2008

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative Q1 - Q4	C/L	✓☒
TW Twickenham	95.4	+/- 1.7	84.3	+/- 3.0	86.1	+/- 2.7	95.9	+/- 1.7	89.9	+/- 1.2	☒
UB Uxbridge	94.4	+/- 1.8	81.6	+/- 3.3	83.3	+/- 3.2	92.3	+/- 2.3	87.6	+/- 1.4	☒
W London West	94.6	+/- 1.6	81.9	+/- 2.8	82.4	+/- 3.0	91.5	+/- 2.2	87.2	+/- 1.3	☒
WA Warrington	93.6	+/- 2.1	77.8	+/- 3.6	84.0	+/- 3.2	91.2	+/- 2.4	86.1	+/- 1.5	☒
WC London West Central	94.9	+/- 1.9	82.5	+/- 3.1	84.5	+/- 3.5	92.5	+/- 2.6	88.0	+/- 1.5	☒
WD Watford	96.7	+/- 1.6	74.5	+/- 4.1	77.3	+/- 3.7	94.9	+/- 2.0	85.2	+/- 1.6	☒
WF Wakefield	95.6	+/- 1.8	79.0	+/- 3.5	82.1	+/- 3.4	93.9	+/- 2.2	86.8	+/- 1.5	☒
WN Wigan	93.9	+/- 2.4	76.6	+/- 4.2	73.7	+/- 3.9	92.1	+/- 2.5	83.2	+/- 1.8	☒
WR Worcester	91.6	+/- 2.3	79.2	+/- 3.7	77.2	+/- 3.6	93.8	+/- 2.1	84.9	+/- 1.5	☒
WS Walsall	93.3	+/- 2.1	75.8	+/- 4.0	81.0	+/- 3.3	90.5	+/- 2.6	84.9	+/- 1.6	☒
WV Wolverhampton	94.9	+/- 2.1	70.0	+/- 4.3	81.4	+/- 3.5	91.0	+/- 2.6	83.2	+/- 1.7	☒
YO York	94.0	+/- 2.2	76.8	+/- 4.1	80.6	+/- 3.4	91.7	+/- 2.3	85.3	+/- 1.6	☒
ZE Lerwick	45.6	+/- 5.0	39.2	+/- 4.8	26.4	+/- 4.0	25.8	+/- 4.2	34.3	+/- 2.3	⊕

☒ = 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 4 Results & Actual Cumulative Results (Period 1-12)
 2007 - 2008

Standard	Urban Quarter 4	Rural Quarter 4		Urban Cumulative Q1 - Q4	Rural Cumulative Q1 - Q4
UK	98.7	99.6		99.0	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 4 Results & Actual Cumulative Results (Period 1-12)
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 4	Cumulative Q1 - Q4
UK	99.0	98.6

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 4 Results & Actual Cumulative Results (Period 1-12)
 2007 - 2008

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 4		Cumulative Q1 - Q4	
UK	96.8	+/- 0.4	91.6	+/- 0.3

Table 6.

Licence Condition 5.6 – Complaints Report

Q4 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	38,120	380,438	419,082	17,859	£4,004,834
Main Causes:					
Loss	18,034	136,690	163,834	3,587	£2,753,890
Redirection Failure	3,177	34,106	35,941	2,464	£86,299
Unconfirmed Delay/Loss	4,754	38,267	35,905	6,295	£153,433
Delay	2,191	29,184	31,991	293	£213,324
Mis-Delivery	717	27,414	28,077	470	£10,714
Delivery Procedures	1,116	25,388	26,701	498	£18,097
Redelivery Failure	2,067	13,590	16,177	406	£1,830
Damage	1,372	14,047	14,965	760	£220,439
P739 Failure	204	8,193	8,429	81	£3,075
Other	4,488	53,559	57,062	3,005	£543,732

Q4 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

86.5

79.9