

**Licence Condition 4.6 (a) and (b)**  
**Licence Condition 4.9 (a) (d) and (e)**  
**Licence Condition 5.2**

## **Quarterly Quality of Service Report to Postcomm and Consumer Focus**

**2008/09 Quarter 4 Report**



**with us it's personal<sup>®</sup>**

## **NATIONAL QUARTER 4 REPORT 2008/09**

<b>CONTENT</b>		<b>PAGE</b>
	Overview Of Quality Of Service Performance - Quarter 4 2008/09	1- 2
Table 1	Scheduled Service Standards & Standardised Measures Actual Quarter and Cumulative Results	3
Table 2	Postcode Area (PCA) First Class Stamped and Metered Delivered in PCA Actual Quarter and Cumulative Results	4 - 8
Table 3	Percentage of Deliveries By Latest Delivery Times Actual Quarter and Cumulative Results	9
Table 4	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 and Cumulative Results	10
Table 5	Downstream Access Products Actual Quarter and Cumulative Results	11
Table 6	Licence Condition 5 - Application of Complaints Handling Standards	12

OVERVIEW OF QUALITY OF SERVICE PERFORMANCE  
FULL YEAR 2008 / 09

This report is produced in accordance with Conditions 4.9(a), 4.9(d), 4.9(e), 4.6(a), 4.6(b) 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 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 – 30 June 2008.

The Quarter 2 reporting period for all measures except European International Delivery was 2 June 2008 – 31 August 2008 (13 weeks). The Quarter 2 reporting period for European International Delivery was 1 July 2008 – 30 September 2008.

The Quarter 3 reporting period for all measures except European International Delivery was 1 September 2008 – 30 November 2008 (13 weeks). The Quarter 3 reporting period for European International Delivery was 1 October 2008 – 30 November 2008.

The results for the Christmas period 1 December 2008 – 1 January 2009 were included in the Quarter 3 Report submitted to Postcomm and Consumer Focus.

The Quarter 4 reporting period for all measures except European International Delivery is 2 January 2009 – 22 March 2009 (11½ weeks). The Quarter 4 reporting period for European International Delivery is 1 January 2009 – 31 March 2009.

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 cw Full-Year Target		Quarter 2 Actual cw Full-Year Target		Quarter 3 Actual cw Full-Year Target		Quarter 4 Actual cw Full-Year Target		2008/09 Full-Year Actual cw Full-Year Target	
	Retail First Class	92.3	-0.7	93.8	+0.8	93.1	+0.1	92.8	-0.2	93.0
Retail Second Class	98.7	+0.2	98.8	+0.3	98.4	-0.1	98.3	-0.2	98.5	0.0
Bulk First Class	91.9	+0.9	93.4	+2.4	91.8	+0.8	91.5	+0.5	92.1	+1.1
Bulk Second Class	97.8	+0.3	98.1	+0.6	97.7	+0.2	97.4	-0.1	97.7	+0.2
Bulk Third Class	99.1	+1.6	99.2	+1.7	99.1	+1.6	99.5	+2.0	99.2	+1.7
Standard Parcels	95.8	+5.8	96.6	+6.6	94.8	+4.8	95.0	+5.0	95.5	+5.5
European International Delivery	96.2	+11.2	95.9	+10.9	95.5	+10.5	95.8	+10.8	95.9	+10.9
Special Delivery (Next Day)	98.7	-0.3	99.1	+0.1	98.6	-0.4	97.6	-1.4	98.6	-0.4
Postcode Area Percentage Delivered	-	-	-	-	-	-	-	-	114/118	-4
% Of Collection Points Served Each Day	99.92	+0.02	99.92	+0.02	99.93	+0.03	99.26	-0.64	99.77	-0.13
% Of Delivery Routes Completed Each Day	99.98	+0.08	99.98	+0.08	99.95	+0.05	98.71	-1.19	99.68	-0.22
% Of Items Delivered Correctly	99.62	+0.12	99.60	+0.10	99.62	+0.12	99.65	+0.15	99.62	+0.12

The following Report details the results for Quarter 4, and Quarters 1-4 cumulatively, 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 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.

The report also 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 4 & Cumulative Results (Periods 1-12)  
2008/09**

Standard	Scheduled Services & Standardised Measures				
	Standards %	Quarter 4 %	Quarter 4 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	92.8	+/- 0.2	93.0	+/- 0.1
Grouping 2 (Retail Second Class)	98.5	98.3	+/- 0.2	98.5	+/- 0.1
Grouping 3 (Bulk First Class)	91.0	91.5	+/- 1.0	92.1	+/- 0.5
• 1 <sup>st</sup> Class Postage Paid Impression	-	91.5	+/- 0.4	92.3	+/- 0.2
• 1 <sup>st</sup> Class Response Services	-	88.6	+/- 2.0	87.7	+/- 1.0
• Mailsort 1	-	92.8	+/- 2.8	93.6	+/- 1.4
• Presstream 1	-	91.5	+/- 1.0	92.4	+/- 0.5
Grouping 4 (Bulk Second Class)	97.5	97.4	+/- 0.9	97.7	+/- 0.4
• 2 <sup>nd</sup> Class Postage Paid Impression	-	97.3	+/- 0.5	97.8	+/- 0.2
• 2 <sup>nd</sup> Class Response Services	-	94.4	+/- 1.4	94.3	+/- 0.6
• Mailsort 2	-	97.7	+/- 1.2	98.1	+/- 0.6
• Presstream 2	-	97.9	+/- 0.7	97.8	+/- 0.4
Grouping 5 (Bulk Third Class)	97.5	99.5	+/- 0.7	99.2	+/- 0.5
Standard Retail Parcels	90.0	95.0	+/- 0.8	95.5	+/- 0.4
European International Delivery	85.0	95.8	+/- 0.7	95.9	+/- 0.4
Special Delivery #	99.0	97.6	##	98.6	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	96 of 118		114 of 118	
Percentage Of Collection Points Served Each Day	99.90	99.26		99.77	
Percentage Of Delivery Routes Completed Each Day	99.90	98.71		99.68	
Percentage Of Items Delivered Correctly	99.50	99.65	+/- 0.18	99.62	+/- 0.07

- 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).

**Table 2.**

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA  
Actual Quarter 4 & Cumulative Results (Periods 1-12)**

**2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
AB Aberdeen	92.3	+/- 2.7	93.4	+/- 2.3	92.5	+/- 2.4	94.5	+/- 2.3	93.2	+/- 1.2	✓
AL St Albans	95.5	+/- 2.0	95.4	+/- 1.9	93.8	+/- 2.2	95.1	+/- 2.1	94.9	+/- 1.0	✓
B Birmingham	92.3	+/- 1.9	92.4	+/- 1.7	93.8	+/- 1.6	93.7	+/- 1.7	93.1	+/- 0.9	✓
BA Bath	91.6	+/- 2.9	93.4	+/- 2.3	91.9	+/- 2.5	90.8	+/- 2.9	92.0	+/- 1.3	✓
BB Blackburn & Burnley	92.5	+/- 2.8	94.2	+/- 2.2	94.2	+/- 2.2	94.5	+/- 2.2	93.9	+/- 1.2	✓
BD Bradford	95.0	+/- 2.3	94.8	+/- 2.0	94.6	+/- 2.1	93.8	+/- 2.3	94.5	+/- 1.1	✓
BH Bournemouth	92.7	+/- 2.6	94.7	+/- 2.0	93.8	+/- 2.1	93.6	+/- 2.3	93.7	+/- 1.1	✓
BL Bolton	94.7	+/- 2.3	94.8	+/- 2.1	93.2	+/- 2.3	95.7	+/- 2.0	94.6	+/- 1.1	✓
BN Brighton	91.3	+/- 2.7	92.5	+/- 2.3	91.7	+/- 2.3	92.7	+/- 2.4	92.1	+/- 1.2	✓
BR Bromley	93.2	+/- 2.6	94.0	+/- 2.1	91.9	+/- 2.4	91.6	+/- 2.7	92.7	+/- 1.2	✓
BS Bristol	94.2	+/- 1.8	94.1	+/- 1.6	93.8	+/- 1.6	91.4	+/- 1.9	93.3	+/- 0.9	✓
BT Northern Ireland	91.7	+/- 2.0	95.6	+/- 1.4	93.8	+/- 1.6	95.5	+/- 1.5	94.3	+/- 0.8	✓
CA Carlisle	95.9	+/- 2.1	94.9	+/- 2.0	92.5	+/- 2.4	94.0	+/- 2.3	94.3	+/- 1.1	✓
CB Cambridge	92.5	+/- 2.7	94.2	+/- 2.2	92.1	+/- 2.5	93.6	+/- 2.4	93.2	+/- 1.2	✓
CF Cardiff	90.9	+/- 2.6	94.3	+/- 1.9	92.0	+/- 2.2	94.2	+/- 1.9	92.9	+/- 1.1	✓
CH Chester & Deeside	91.6	+/- 2.9	92.8	+/- 2.5	92.1	+/- 2.5	92.8	+/- 2.6	92.3	+/- 1.3	✓
CM Chelmsford	93.1	+/- 2.3	94.3	+/- 1.9	95.5	+/- 1.6	91.7	+/- 2.3	93.7	+/- 1.0	✓
CO Colchester	93.5	+/- 2.5	94.5	+/- 2.1	93.4	+/- 2.2	90.3	+/- 2.9	93.0	+/- 1.2	✓
CR Croydon	93.8	+/- 2.5	92.6	+/- 2.4	94.2	+/- 2.1	93.2	+/- 2.4	93.5	+/- 1.2	✓
CT Canterbury	90.0	+/- 3.1	94.1	+/- 2.2	94.0	+/- 2.1	93.4	+/- 2.4	92.9	+/- 1.2	✓
CV Coventry & Warwickshire	91.5	+/- 2.4	92.8	+/- 2.0	90.7	+/- 2.3	91.2	+/- 2.4	91.6	+/- 1.1	✓
CW Crewe	92.3	+/- 2.8	93.9	+/- 2.2	94.8	+/- 2.0	93.6	+/- 2.5	93.7	+/- 1.2	✓
DA Dartford	93.2	+/- 2.6	93.7	+/- 2.2	94.7	+/- 2.0	89.4	+/- 3.0	92.8	+/- 1.2	✓
DD Dundee	89.1	+/- 3.2	91.5	+/- 2.5	92.5	+/- 2.4	93.0	+/- 2.5	91.6	+/- 1.3	✓
DE Derby	92.6	+/- 2.6	95.4	+/- 1.8	92.3	+/- 2.3	92.9	+/- 2.4	93.3	+/- 1.1	✓
DG Dumfries	94.0	+/- 2.5	92.9	+/- 2.4	92.5	+/- 2.4	90.7	+/- 2.9	92.5	+/- 1.3	✓
DH Durham	92.3	+/- 2.8	96.3	+/- 1.8	89.6	+/- 2.8	91.0	+/- 2.9	92.4	+/- 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  
Actual Quarter 4 & Cumulative Results (Periods 1-12)  
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
DL Darlington	92.8	+/- 2.6	93.4	+/- 2.3	93.9	+/- 2.1	94.1	+/- 2.3	93.6	+/- 1.2	✓
DN Doncaster	91.9	+/- 2.8	96.6	+/- 1.6	93.3	+/- 2.3	95.5	+/- 2.0	94.5	+/- 1.1	✓
DT Dorchester	93.7	+/- 2.5	94.4	+/- 2.1	92.0	+/- 2.5	91.4	+/- 2.7	92.9	+/- 1.2	✓
DY Dudley	90.8	+/- 3.0	92.1	+/- 2.5	94.0	+/- 2.2	95.7	+/- 2.0	93.1	+/- 1.2	✓
E London East	91.7	+/- 2.7	92.7	+/- 2.2	92.6	+/- 2.1	89.6	+/- 2.7	91.7	+/- 1.2	✓
EC City of London	94.4	+/- 2.4	93.0	+/- 2.5	93.7	+/- 2.2	93.3	+/- 2.6	93.5	+/- 1.2	✓
EH Edinburgh	90.1	+/- 2.5	95.0	+/- 1.5	93.2	+/- 1.7	94.1	+/- 1.8	93.3	+/- 0.9	✓
EN Enfield	89.9	+/- 3.1	91.8	+/- 2.6	91.5	+/- 2.5	92.6	+/- 2.6	91.5	+/- 1.3	✓
EX Exeter	91.6	+/- 2.8	94.5	+/- 2.1	94.3	+/- 2.1	92.1	+/- 2.7	93.2	+/- 1.2	✓
FK Falkirk	89.7	+/- 3.2	92.0	+/- 2.5	94.4	+/- 2.0	94.9	+/- 2.1	92.9	+/- 1.2	✓
FY Fylde	93.0	+/- 2.8	93.2	+/- 2.3	93.7	+/- 2.3	92.4	+/- 2.6	93.1	+/- 1.2	✓
G Glasgow	92.4	+/- 2.0	94.5	+/- 1.6	95.0	+/- 1.5	92.2	+/- 1.9	93.6	+/- 0.9	✓
GL Gloucester	92.2	+/- 2.7	93.9	+/- 2.2	95.1	+/- 1.9	93.3	+/- 2.4	93.7	+/- 1.1	✓
GU Guildford	95.2	+/- 1.7	94.5	+/- 1.6	93.3	+/- 1.8	91.2	+/- 2.2	93.5	+/- 0.9	✓
HA Harrow	93.4	+/- 2.6	94.0	+/- 2.2	93.0	+/- 2.4	92.1	+/- 2.8	93.1	+/- 1.2	✓
HD Huddersfield	92.3	+/- 2.8	93.3	+/- 2.4	95.2	+/- 2.0	95.1	+/- 2.1	94.0	+/- 1.2	✓
HG Harrogate	92.6	+/- 2.6	91.1	+/- 2.6	92.3	+/- 2.5	92.2	+/- 2.6	92.0	+/- 1.3	✓
HP Hemel Hempstead	92.5	+/- 2.6	94.5	+/- 2.1	94.3	+/- 2.0	92.7	+/- 2.5	93.5	+/- 1.2	✓
HR Hereford	92.6	+/- 2.7	93.6	+/- 2.3	93.3	+/- 2.3	95.3	+/- 2.1	93.7	+/- 1.2	✓
HS Hebrides	66.1	+/- 5.0	70.5	+/- 4.3	65.3	+/- 4.4	67.4	+/- 4.6	67.4	+/- 2.3	⊕
HU Hull	92.8	+/- 2.7	95.3	+/- 2.0	95.4	+/- 1.9	95.9	+/- 1.9	94.9	+/- 1.0	✓
HX Halifax	94.0	+/- 2.4	94.6	+/- 2.0	92.0	+/- 2.4	93.3	+/- 2.5	93.5	+/- 1.2	✓
IG Ilford	93.0	+/- 2.6	93.8	+/- 2.2	93.2	+/- 2.3	92.0	+/- 2.7	93.1	+/- 1.2	✓
IP Ipswich	92.5	+/- 2.7	94.5	+/- 2.1	93.0	+/- 2.3	93.6	+/- 2.4	93.4	+/- 1.2	✓
IV Inverness	89.3	+/- 3.1	92.1	+/- 2.5	94.2	+/- 2.1	92.6	+/- 2.6	92.2	+/- 1.3	✓
KA Kilmarnock	91.3	+/- 2.9	92.3	+/- 2.5	92.7	+/- 2.5	92.9	+/- 2.5	92.3	+/- 1.3	✓
KT Kingston upon Thames	95.1	+/- 2.2	95.5	+/- 1.9	95.2	+/- 1.8	93.0	+/- 2.4	94.7	+/- 1.0	✓

☒ = 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 4 & Cumulative Results (Periods 1-12)  
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
KW Kirkwall	87.8	+/- 3.5	87.2	+/- 3.0	90.7	+/- 2.6	85.9	+/- 3.3	87.9	+/- 1.5	⊕
KY Kirkcaldy	90.1	+/- 3.0	93.7	+/- 2.2	93.5	+/- 2.3	93.7	+/- 2.4	92.8	+/- 1.2	✓
L Liverpool	88.1	+/- 2.7	94.4	+/- 1.8	92.9	+/- 1.9	93.3	+/- 2.0	92.3	+/- 1.0	✓
LA Lancaster	93.7	+/- 2.6	94.2	+/- 2.1	93.3	+/- 2.4	95.9	+/- 1.9	94.3	+/- 1.1	✓
LD Llandrindod Wells	93.9	+/- 2.4	94.4	+/- 2.1	94.9	+/- 1.9	92.4	+/- 2.6	94.0	+/- 1.1	✓
LE Leicester	91.9	+/- 2.1	93.6	+/- 1.6	93.7	+/- 1.6	93.7	+/- 1.8	93.3	+/- 0.9	✓
LL North Wales	93.6	+/- 2.5	94.1	+/- 2.2	91.2	+/- 2.6	92.9	+/- 2.5	92.9	+/- 1.2	✓
LN Lincoln	90.2	+/- 3.1	91.0	+/- 2.6	91.6	+/- 2.4	93.1	+/- 2.5	91.5	+/- 1.3	✓
LS Leeds	93.0	+/- 2.3	95.0	+/- 1.8	92.9	+/- 2.0	92.4	+/- 2.2	93.3	+/- 1.0	✓
LU Luton	93.9	+/- 2.4	93.1	+/- 2.3	94.7	+/- 2.0	92.5	+/- 2.6	93.5	+/- 1.2	✓
M Manchester	91.6	+/- 2.1	92.5	+/- 1.9	94.6	+/- 1.5	94.9	+/- 1.6	93.5	+/- 0.9	✓
ME Maidstone	94.9	+/- 2.2	94.3	+/- 2.1	94.0	+/- 2.2	92.9	+/- 2.5	94.0	+/- 1.1	✓
MK Milton Keynes	92.7	+/- 2.4	94.2	+/- 2.1	94.7	+/- 2.0	89.0	+/- 3.0	92.7	+/- 1.2	✓
ML Motherwell	94.1	+/- 2.5	94.3	+/- 2.2	94.7	+/- 2.1	93.1	+/- 2.5	94.0	+/- 1.2	✓
N London N	93.3	+/- 2.6	93.3	+/- 2.3	94.2	+/- 2.1	90.7	+/- 2.8	92.9	+/- 1.2	✓
NE Newcastle	93.8	+/- 2.0	95.0	+/- 1.6	92.6	+/- 1.9	93.0	+/- 2.0	93.6	+/- 0.9	✓
NG Nottingham	92.3	+/- 2.2	93.1	+/- 1.8	91.2	+/- 2.0	91.8	+/- 2.1	92.1	+/- 1.0	✓
NN Northamptonshire	93.5	+/- 2.3	93.7	+/- 2.0	95.0	+/- 1.8	90.7	+/- 2.6	93.3	+/- 1.1	✓
NP Newport	89.5	+/- 3.2	93.5	+/- 2.4	91.2	+/- 2.6	90.7	+/- 2.7	91.2	+/- 1.4	☒
NR Norwich	94.5	+/- 2.3	96.1	+/- 1.7	92.0	+/- 2.3	92.0	+/- 2.5	93.7	+/- 1.1	✓
NW London NW	91.5	+/- 2.8	94.1	+/- 2.3	92.4	+/- 2.4	92.1	+/- 2.8	92.6	+/- 1.3	✓
OL Oldham	91.9	+/- 2.9	95.0	+/- 2.1	93.5	+/- 2.3	95.9	+/- 2.0	94.1	+/- 1.2	✓
OX Oxford	92.4	+/- 2.8	94.6	+/- 2.0	90.7	+/- 2.6	90.0	+/- 2.8	91.9	+/- 1.3	✓
PA Paisley	91.3	+/- 2.8	93.3	+/- 2.3	94.5	+/- 2.0	93.4	+/- 2.4	93.2	+/- 1.2	✓
PE Peterborough	91.1	+/- 2.4	95.0	+/- 1.7	93.9	+/- 1.8	92.7	+/- 2.2	93.3	+/- 1.0	✓
PH Perth	91.3	+/- 2.9	91.7	+/- 2.5	91.6	+/- 2.5	96.7	+/- 1.7	92.9	+/- 1.2	✓
PL Plymouth	92.6	+/- 2.7	92.4	+/- 2.5	91.1	+/- 2.6	91.4	+/- 2.7	91.9	+/- 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  
Actual Quarter 4 & Cumulative Results (Periods 1-12)  
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
PO Portsmouth	90.8	+/- 2.6	93.8	+/- 1.9	91.7	+/- 2.2	92.9	+/- 2.2	92.3	+/- 1.1	✓
PR Preston	92.8	+/- 2.7	92.3	+/- 2.4	94.5	+/- 2.1	95.0	+/- 2.1	93.6	+/- 1.2	✓
RG Reading	93.6	+/- 2.1	93.8	+/- 1.9	93.3	+/- 1.9	92.7	+/- 2.2	93.3	+/- 1.0	✓
RH Redhill	92.2	+/- 2.7	94.6	+/- 2.0	92.6	+/- 2.3	95.2	+/- 1.9	93.7	+/- 1.1	✓
RM Romford	94.1	+/- 2.3	94.3	+/- 2.1	93.7	+/- 2.1	93.9	+/- 2.3	94.0	+/- 1.1	✓
S Sheffield	90.7	+/- 2.2	92.3	+/- 1.9	92.0	+/- 1.9	91.3	+/- 2.1	91.6	+/- 1.0	✓
SA Swansea	92.3	+/- 2.5	92.3	+/- 2.2	94.2	+/- 2.0	92.3	+/- 2.4	92.8	+/- 1.1	✓
SE London SE	89.2	+/- 2.7	91.6	+/- 2.3	91.1	+/- 2.3	89.1	+/- 2.6	90.3	+/- 1.2	☒
SG Stevenage	94.7	+/- 2.3	95.0	+/- 2.0	92.7	+/- 2.4	93.5	+/- 2.4	93.9	+/- 1.1	✓
SK Stockport	90.3	+/- 3.0	92.2	+/- 2.4	93.1	+/- 2.2	94.0	+/- 2.3	92.5	+/- 1.2	✓
SL Slough	92.9	+/- 2.7	92.4	+/- 2.5	92.6	+/- 2.4	95.1	+/- 2.1	93.2	+/- 1.2	✓
SM Sutton	93.2	+/- 2.6	93.3	+/- 2.3	92.6	+/- 2.3	91.5	+/- 2.7	92.6	+/- 1.2	✓
SN Swindon	92.9	+/- 2.6	94.1	+/- 2.1	94.7	+/- 2.0	92.1	+/- 2.6	93.5	+/- 1.2	✓
SO Southampton	92.2	+/- 2.6	92.1	+/- 2.3	92.9	+/- 2.2	92.6	+/- 2.4	92.5	+/- 1.2	✓
SP Salisbury	93.5	+/- 2.6	94.9	+/- 2.0	94.5	+/- 2.0	91.4	+/- 2.7	93.6	+/- 1.2	✓
SR Sunderland	92.6	+/- 2.7	91.9	+/- 2.5	92.6	+/- 2.4	92.9	+/- 2.6	92.5	+/- 1.3	✓
SS Southend-on-Sea	91.2	+/- 2.9	95.2	+/- 2.0	94.9	+/- 2.0	93.7	+/- 2.4	93.8	+/- 1.2	✓
ST Stoke-on-Trent	91.1	+/- 3.0	90.6	+/- 2.8	88.6	+/- 2.9	92.8	+/- 2.6	90.7	+/- 1.4	☒
SW London SW	92.5	+/- 2.0	92.7	+/- 1.9	91.2	+/- 2.0	88.0	+/- 2.5	91.1	+/- 1.0	☒
SY Shrewsbury	91.9	+/- 2.9	94.6	+/- 2.1	92.9	+/- 2.4	94.9	+/- 2.2	93.7	+/- 1.2	✓
TA Taunton	91.9	+/- 2.8	96.2	+/- 1.8	94.2	+/- 2.1	89.6	+/- 3.0	93.0	+/- 1.2	✓
TD Borders	90.1	+/- 3.1	92.8	+/- 2.4	93.8	+/- 2.2	95.0	+/- 2.1	93.0	+/- 1.2	✓
TF Telford	93.8	+/- 2.6	93.3	+/- 2.3	92.5	+/- 2.5	94.0	+/- 2.4	93.4	+/- 1.2	✓
TN Tonbridge	91.0	+/- 2.7	94.3	+/- 1.9	93.9	+/- 2.0	94.1	+/- 2.1	93.4	+/- 1.1	✓
TQ Torquay	92.6	+/- 2.7	93.4	+/- 2.3	93.5	+/- 2.2	93.7	+/- 2.4	93.3	+/- 1.2	✓
TR Truro	93.2	+/- 2.6	92.9	+/- 2.4	93.8	+/- 2.2	93.5	+/- 2.4	93.3	+/- 1.2	✓
TS Teesside	94.7	+/- 2.3	94.2	+/- 2.2	94.5	+/- 2.0	94.2	+/- 2.3	94.4	+/- 1.1	✓

☒ = 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 4 & Cumulative Results (Periods 1-12)  
2008/09**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
TW Twickenham	94.2	+/- 2.4	95.5	+/- 1.9	94.1	+/- 2.1	92.9	+/- 2.5	94.2	+/- 1.1	✓
UB Uxbridge	91.8	+/- 3.0	93.7	+/- 2.2	92.9	+/- 2.3	94.9	+/- 2.1	93.4	+/- 1.2	✓
W London West	92.8	+/- 2.2	93.9	+/- 1.8	93.1	+/- 1.8	93.8	+/- 1.9	93.5	+/- 1.0	✓
WA Warrington	93.8	+/- 2.5	92.8	+/- 2.5	93.6	+/- 2.3	90.5	+/- 2.9	92.6	+/- 1.3	✓
WC London West Central	90.1	+/- 3.3	95.0	+/- 2.1	93.4	+/- 2.3	95.1	+/- 2.2	93.6	+/- 1.2	✓
WD Watford	91.3	+/- 2.9	92.9	+/- 2.3	88.9	+/- 2.8	93.0	+/- 2.5	91.6	+/- 1.3	✓
WF Wakefield	91.5	+/- 3.1	95.2	+/- 2.0	92.6	+/- 2.5	93.7	+/- 2.4	93.3	+/- 1.2	✓
WN Wigan	92.5	+/- 2.7	94.1	+/- 2.2	92.8	+/- 2.3	93.8	+/- 2.4	93.3	+/- 1.2	✓
WR Worcester	89.9	+/- 3.2	90.8	+/- 2.7	92.9	+/- 2.3	94.3	+/- 2.2	92.1	+/- 1.3	✓
WS Walsall	92.7	+/- 2.7	92.9	+/- 2.4	91.6	+/- 2.6	94.0	+/- 2.4	92.8	+/- 1.3	✓
WV Wolverhampton	92.3	+/- 2.9	91.9	+/- 2.5	90.7	+/- 2.6	95.5	+/- 2.0	92.6	+/- 1.3	✓
YO York	93.7	+/- 2.5	95.6	+/- 1.9	94.8	+/- 2.0	94.9	+/- 2.1	94.8	+/- 1.1	✓
ZE Lerwick	23.5	+/- 4.6	26.1	+/- 4.2	36.9	+/- 4.7	39.9	+/- 5.0	31.4	+/- 2.3	⊕

☒ = 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 4 & Cumulative Results (Periods 1-12)  
2008/09**

Standard	Urban Quarter 4	Rural Quarter 4		Urban Cumulative * Q1 - Q4	Rural Cumulative * Q1 - Q4
UK	98.4	99.5		98.4	99.6

\* The independent organisation which measures this Non-Standardised Measure has confirmed to Royal Mail that, in error, insufficient samples were recorded against this measure in Periods 4, 5 and 6 to enable performance to be reported for Quarter 2. The reporting resumed from Period 7 / Quarter 3. Therefore the cumulative number above excludes the whole of Quarter 2.

**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 4 & Cumulative Results (Periods 1-12)  
2008/09**

	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	99.5	99.5

**Table 5.**

**Downstream Access Products  
Actual Quarter 4 & Cumulative Results (Periods 1-12)  
2008/09**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 4		Cumulative Q1 - Q4	
UK	96.4	+/- 0.4	96.5	+/- 0.2

**Table 6.**

**Licence Condition 5 – Application of Complaints Handling Standards  
Quarter 4 2008/09**

Category Of Consumer Complaint	Complaints		Recompense Paid £
	Received And Completed	Received And Not Completed	
Loss	102,381	2,047	1,512,757
Redirection	25,374	975	65,337
Mis-Delivery	19,108	291	2,430
Delivery Procedure Errors	17,558	414	12,036
Delay	15,370	172	123,530
Damage	10,190	316	99,427
Redelivery Failure	9,814	309	1,266
Unconfirmed Delay/Loss	7,941	2,181	731
P739 Failure	7,118	88	1,982
Part Loss	5,207	123	57,907
Other	33,226	1,429	247,362
<b>Total For Quarter 4</b>	<b>253,287</b>	<b>8,345</b>	<b>2,124,766</b>

## 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.