

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

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

**2009/10 Quarter 4 Report**



## **NATIONAL QUARTER 4 REPORT 2009/10**

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## **OVERVIEW OF QUALITY OF SERVICE PERFORMANCE FULL YEAR 2009/10**

This report is produced in accordance with Conditions 4.9(a), 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 23 March 2009 – 7 June 2009 (11 weeks). The Quarter 1 reporting period for European International Delivery was 1 April – 30 June 2009.

The Quarter 2 reporting period for all measures except European International Delivery was 8 June 2009 – 6 September 2009 (13 weeks). The Quarter 2 reporting period for European International Delivery was 1 July 2009 – 30 September 2009.

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 results for the Christmas period 7 December 2009 – 1 January 2010 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 2010 – 21 March 2010 (11 weeks). The Quarter 4 reporting period for European International Delivery is 1 January 2010 – 31 March 2010.

There was a strong performance in Quarter 1 with the best-on-record first quarter result for Retail First Class. 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.

Quarter 4 performance was affected by the extreme weather in January in most parts of the UK which severely disrupted Royal Mail's operations outside of its control.

The summary for each quarter and the overall annual performance is as follows. (NB. The quarterly numbers have been updated by the independent organisation which measures performance since the submission and publication 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		2009/10 Full Year Actual cw Full-Year Target	
	Retail First Class	94.5	+1.5	90.8	-2.2	78.9	-14.1	88.7	-4.3	87.9
Retail Second Class	98.9	+0.4	98.0	-0.5	93.3	-5.2	97.1	-1.4	96.7	-1.8
Bulk First Class	92.9	+1.9	90.1	-0.9	79.4	-11.6	86.7	-4.3	87.1	-3.9
Bulk Second Class	98.1	+0.6	97.6	+0.1	91.1	-6.4	96.1	-1.4	95.6	-1.9
Bulk Third Class	99.3	+1.8	99.4	+1.9	95.2	-2.3	98.6	+1.1	98.1	+0.6
Standard Parcels	95.8	+5.8	95.1	+5.1	88.5	-1.5	91.8	+1.8	92.7	+2.7
European International Delivery	97.3	+12.3	94.8	+9.8	92.5	+7.5	94.4	+9.4	94.8	+9.8
Special Delivery (Next Day)	98.5	-0.5	98.1	-0.9	97.0	-2.0	97.0	-2.0	97.6	-1.4
Postcode Area Percentage Delivered	-	-	-	-	-	-	-	-	14/118	-104
% Of Collection Points Served Each Day	99.93	+0.03	99.06	-0.84	97.57	-2.33	98.46	-1.44	98.70	-1.20
% Of Delivery Routes Completed Each Day	99.94	+0.04	98.88	-1.02	96.88	-3.02	97.13	-2.77	98.16	-1.74
% Of Items Delivered Correctly	99.61	+0.11	99.68	+0.18	99.65	+0.15	99.69	+0.19	99.66	+0.16

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 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 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)  
2009/10**

Standard	Scheduled Services & Standardised Measures				
	Standards %	Quarter 4 %	Quarter 4 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	88.7	+/- 0.3	87.9	+/- 0.1
Grouping 2 (Retail Second Class)	98.5	97.1	+/- 0.3	96.7	+/- 0.1
Grouping 3 (Bulk First Class)	91.0	86.7	+/- 1.3	87.1	+/- 0.6
• 1 <sup>st</sup> Class Postage Paid Impression	-	87.2	+/- 0.6	86.9	+/- 0.3
• 1 <sup>st</sup> Class Response Services	-	83.6	+/- 2.3	85.0	+/- 1.1
• Mailsort 1	-	86.9	+/- 3.7	89.0	+/- 1.7
• Presstream 1	-	85.6	+/- 1.3	85.9	+/- 0.6
Grouping 4 (Bulk Second Class)	97.5	96.1	+/- 1.0	95.6	+/- 0.5
• 2 <sup>nd</sup> Class Postage Paid Impression	-	95.9	+/- 0.7	95.5	+/- 0.4
• 2 <sup>nd</sup> Class Response Services	-	93.0	+/- 1.6	93.8	+/- 0.7
• Mailsort 2	-	97.1	+/- 1.4	96.2	+/- 0.8
• Presstream 2	-	96.2	+/- 1.4	95.6	+/- 0.6
Grouping 5 (Bulk Third Class)	97.5	98.6	+/- 1.3	98.1	+/- 0.7
Standard Retail Parcels	90.0	91.8	+/- 1.0	92.7	+/- 0.5
European International Delivery	85.0	94.4	+/-0.7	94.8	+/-0.5
Special Delivery #	99.0	97.0	##	97.6	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	26 of 118		14 of 118	
Percentage Of Collection Points Served Each Day	99.90	98.46		98.70	
Percentage Of Delivery Routes Completed Each Day	99.90	97.13		98.16	
Percentage Of Items Delivered Correctly	99.50	99.69	+/- 0.16	99.66	+/- 0.09

- 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)  
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
AB Aberdeen	94.8	+/- 2.2	95.7	+/- 1.8	85.6	+/- 3.2	90.9	+/- 2.8	91.7	+/- 1.3	✓
AL St Albans	97.1	+/- 1.5	93.8	+/- 2.1	79.1	+/- 3.6	91.9	+/- 2.5	89.6	+/- 1.4	☒
B Birmingham	94.9	+/- 1.5	92.9	+/- 1.5	84.9	+/- 2.2	91.5	+/- 1.8	91.1	+/- 0.9	☒
BA Bath	95.4	+/- 2.0	91.7	+/- 2.6	82.1	+/- 3.6	90.0	+/- 3.0	89.3	+/- 1.5	☒
BB Blackburn & Burnley	97.0	+/- 1.6	94.1	+/- 2.0	87.8	+/- 2.8	89.6	+/- 2.9	92.1	+/- 1.2	✓
BD Bradford	95.9	+/- 1.8	94.3	+/- 2.0	85.6	+/- 3.0	91.0	+/- 2.7	91.3	+/- 1.3	☒
BH Bournemouth	94.5	+/- 2.0	90.9	+/- 2.4	88.9	+/- 2.6	90.3	+/- 2.6	91.0	+/- 1.2	☒
BL Bolton	94.4	+/- 2.2	91.6	+/- 2.4	81.7	+/- 3.3	86.8	+/- 3.1	88.3	+/- 1.4	☒
BN Brighton	95.2	+/- 1.7	90.9	+/- 2.2	77.5	+/- 3.1	84.5	+/- 2.9	86.3	+/- 1.3	☒
BR Bromley	93.8	+/- 2.2	94.7	+/- 2.0	84.5	+/- 3.2	86.5	+/- 3.3	89.7	+/- 1.4	☒
BS Bristol	95.4	+/- 1.4	90.3	+/- 1.7	79.4	+/- 2.5	88.3	+/- 2.1	88.0	+/- 1.0	☒
BT Northern Ireland	93.1	+/- 1.9	95.6	+/- 1.4	89.0	+/- 2.0	93.7	+/- 1.7	92.8	+/- 0.9	✓
CA Carlisle	97.2	+/- 1.6	95.3	+/- 1.9	86.8	+/- 2.9	92.5	+/- 2.4	92.4	+/- 1.2	✓
CB Cambridge	96.6	+/- 1.7	93.4	+/- 2.2	83.2	+/- 3.3	93.1	+/- 2.4	91.1	+/- 1.3	☒
CF Cardiff	93.8	+/- 1.8	91.9	+/- 1.9	84.3	+/- 2.5	88.3	+/- 2.4	89.3	+/- 1.1	☒
CH Chester & Deeside	91.7	+/- 2.5	93.7	+/- 2.0	85.1	+/- 3.0	90.1	+/- 2.7	90.2	+/- 1.3	☒
CM Chelmsford	95.2	+/- 1.8	93.1	+/- 2.0	76.5	+/- 3.3	89.7	+/- 2.7	88.1	+/- 1.3	☒
CO Colchester	92.9	+/- 2.4	89.5	+/- 2.7	76.6	+/- 3.8	90.3	+/- 2.9	86.6	+/- 1.6	☒
CR Croydon	96.0	+/- 1.9	91.5	+/- 2.5	80.7	+/- 3.4	89.0	+/- 2.9	88.7	+/- 1.4	☒
CT Canterbury	94.6	+/- 2.1	92.3	+/- 2.4	82.8	+/- 3.4	89.2	+/- 3.0	89.4	+/- 1.4	☒
CV Coventry & Warwickshire	93.1	+/- 2.2	91.0	+/- 2.3	80.4	+/- 3.3	89.9	+/- 2.5	88.3	+/- 1.3	☒
CW Crewe	96.2	+/- 1.8	94.2	+/- 2.1	84.9	+/- 3.2	95.0	+/- 2.1	92.1	+/- 1.2	✓
DA Dartford	96.8	+/- 1.6	93.2	+/- 2.3	81.6	+/- 3.4	90.1	+/- 2.9	89.6	+/- 1.4	☒
DD Dundee	93.5	+/- 2.3	88.4	+/- 3.0	76.8	+/- 4.0	91.1	+/- 2.9	86.7	+/- 1.6	☒
DE Derby	94.4	+/- 2.1	94.0	+/- 2.1	87.6	+/- 2.8	89.1	+/- 2.9	91.2	+/- 1.3	☒
DG Dumfries	96.6	+/- 1.7	93.7	+/- 2.2	85.1	+/- 3.3	87.8	+/- 3.2	90.2	+/- 1.4	☒
DH Durham	93.6	+/- 2.3	95.5	+/- 1.9	86.1	+/- 3.2	86.7	+/- 3.3	90.2	+/- 1.4	☒

☒ = 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)  
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
DL Darlington	95.3	+/- 2.0	93.4	+/- 2.1	89.4	+/- 2.7	89.7	+/- 2.9	91.7	+/- 1.2	✓
DN Doncaster	97.5	+/- 1.4	94.6	+/- 1.8	82.8	+/- 3.1	89.0	+/- 2.9	90.8	+/- 1.2	☒
DT Dorchester	94.9	+/- 2.0	90.6	+/- 2.8	82.1	+/- 3.5	89.6	+/- 3.0	88.8	+/- 1.5	☒
DY Dudley	95.2	+/- 2.0	94.1	+/- 2.2	86.8	+/- 3.1	92.8	+/- 2.5	92.0	+/- 1.3	✓
E London East	94.6	+/- 1.9	69.5	+/- 3.7	45.4	+/- 4.0	86.8	+/- 2.9	73.1	+/- 1.8	☒
EC City of London	96.7	+/- 1.8	71.2	+/- 4.2	60.2	+/- 4.6	91.5	+/- 2.7	80.1	+/- 1.9	☒
EH Edinburgh	95.2	+/- 1.7	92.3	+/- 1.8	82.3	+/- 2.6	88.2	+/- 2.4	89.2	+/- 1.1	☒
EN Enfield	95.1	+/- 2.1	91.4	+/- 2.4	76.6	+/- 3.8	91.0	+/- 2.7	87.9	+/- 1.5	☒
EX Exeter	95.5	+/- 1.9	94.2	+/- 2.0	86.5	+/- 3.0	86.9	+/- 3.3	90.7	+/- 1.3	☒
FK Falkirk	95.6	+/- 2.1	94.0	+/- 2.3	82.1	+/- 3.8	89.4	+/- 3.2	90.2	+/- 1.5	☒
FY Fylde	95.6	+/- 2.0	91.4	+/- 2.5	84.4	+/- 3.2	88.2	+/- 3.1	89.4	+/- 1.4	☒
G Glasgow	95.5	+/- 1.5	94.1	+/- 1.4	73.8	+/- 2.7	90.0	+/- 1.9	88.0	+/- 1.0	☒
GL Gloucester	94.6	+/- 2.2	94.3	+/- 2.1	85.8	+/- 3.1	88.5	+/- 3.1	90.5	+/- 1.4	☒
GU Guildford	94.4	+/- 1.7	93.0	+/- 1.7	80.9	+/- 2.7	79.6	+/- 3.0	87.0	+/- 1.2	☒
HA Harrow	93.2	+/- 2.4	90.3	+/- 2.6	78.2	+/- 3.7	91.1	+/- 2.7	87.6	+/- 1.5	☒
HD Huddersfield	97.1	+/- 1.6	94.9	+/- 2.0	88.2	+/- 2.9	91.0	+/- 2.8	92.3	+/- 1.2	✓
HG Harrogate	93.8	+/- 2.2	94.5	+/- 2.1	84.0	+/- 3.4	83.3	+/- 3.8	88.5	+/- 1.5	☒
HP Hemel Hempstead	93.9	+/- 2.2	92.4	+/- 2.3	80.7	+/- 3.5	86.3	+/- 3.2	88.0	+/- 1.5	☒
HR Hereford	93.9	+/- 2.3	93.1	+/- 2.2	85.1	+/- 3.2	88.4	+/- 3.2	89.8	+/- 1.4	☒
HS Hebrides	70.8	+/- 4.6	81.0	+/- 3.6	55.9	+/- 4.5	58.6	+/- 4.9	67.0	+/- 2.2	⊕
HU Hull	95.6	+/- 1.9	95.2	+/- 1.9	88.5	+/- 2.8	95.1	+/- 2.0	93.4	+/- 1.1	✓
HX Halifax	98.0	+/- 1.3	93.0	+/- 2.4	87.4	+/- 3.0	87.9	+/- 3.2	90.8	+/- 1.4	☒
IG Ilford	94.6	+/- 2.1	93.5	+/- 2.2	77.4	+/- 3.8	92.5	+/- 2.6	88.8	+/- 1.5	☒
IP Ipswich	95.4	+/- 1.9	91.7	+/- 2.4	80.4	+/- 3.6	90.4	+/- 2.8	89.3	+/- 1.4	☒
IV Inverness	92.1	+/- 2.7	93.4	+/- 2.3	85.2	+/- 3.2	82.9	+/- 3.6	88.5	+/- 1.5	☒
KA Kilmarnock	95.5	+/- 2.1	92.6	+/- 2.4	66.8	+/- 4.2	87.4	+/- 3.1	84.9	+/- 1.7	☒
KT Kingston upon Thames	96.7	+/- 1.7	94.6	+/- 1.8	79.1	+/- 3.5	85.7	+/- 3.1	89.0	+/- 1.4	☒

☒ = 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)  
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
KW Kirkwall	89.5	+/- 3.2	87.9	+/- 3.0	79.8	+/- 3.6	79.2	+/- 3.9	83.8	+/- 1.8	⊕
KY Kirkcaldy	93.3	+/- 2.4	91.1	+/- 2.7	81.2	+/- 3.7	89.5	+/- 3.1	89.0	+/- 1.5	☒
L Liverpool	94.2	+/- 1.9	93.3	+/- 2.0	81.1	+/- 3.1	85.2	+/- 3.0	88.2	+/- 1.3	☒
LA Lancaster	96.1	+/- 1.9	94.1	+/- 2.1	85.3	+/- 3.2	92.1	+/- 2.6	91.5	+/- 1.3	✓
LD Llandrindod Wells	94.7	+/- 2.2	89.3	+/- 3.1	86.1	+/- 3.2	90.8	+/- 2.9	89.6	+/- 1.5	☒
LE Leicester	94.3	+/- 1.7	95.5	+/- 1.4	88.6	+/- 2.2	93.4	+/- 1.8	92.9	+/- 0.9	✓
LL North Wales	92.8	+/- 2.5	93.2	+/- 2.2	81.4	+/- 3.5	88.1	+/- 3.1	88.8	+/- 1.5	☒
LN Lincoln	89.8	+/- 3.1	94.9	+/- 2.0	85.1	+/- 3.2	90.8	+/- 2.8	90.2	+/- 1.4	☒
LS Leeds	94.3	+/- 2.0	94.0	+/- 1.7	84.3	+/- 2.8	91.7	+/- 2.2	91.1	+/- 1.1	☒
LU Luton	94.9	+/- 2.2	91.4	+/- 2.5	80.3	+/- 3.5	94.1	+/- 2.2	89.2	+/- 1.4	☒
M Manchester	94.3	+/- 1.7	92.6	+/- 1.6	81.3	+/- 2.4	87.9	+/- 2.2	88.9	+/- 1.0	☒
ME Maidstone	96.9	+/- 1.6	91.3	+/- 2.3	78.2	+/- 3.6	88.6	+/- 3.0	88.3	+/- 1.4	☒
MK Milton Keynes	94.8	+/- 2.1	91.6	+/- 2.2	81.7	+/- 3.2	90.1	+/- 2.7	88.8	+/- 1.4	☒
ML Motherwell	95.8	+/- 1.9	94.2	+/- 2.2	75.3	+/- 3.9	91.8	+/- 2.8	89.0	+/- 1.5	☒
N London N	95.8	+/- 1.8	60.3	+/- 3.8	43.1	+/- 3.9	86.5	+/- 2.8	70.7	+/- 1.9	☒
NE Newcastle	95.0	+/- 1.7	93.9	+/- 1.6	85.9	+/- 2.4	89.8	+/- 2.2	91.1	+/- 1.0	☒
NG Nottingham	94.2	+/- 1.8	92.1	+/- 1.9	79.5	+/- 2.8	84.1	+/- 2.7	87.5	+/- 1.2	☒
NN Northamptonshire	92.4	+/- 2.3	89.9	+/- 2.5	81.6	+/- 3.3	92.6	+/- 2.4	88.9	+/- 1.4	☒
NP Newport	93.4	+/- 2.5	93.4	+/- 2.3	84.1	+/- 3.2	81.8	+/- 3.8	88.2	+/- 1.5	☒
NR Norwich	93.6	+/- 2.3	93.9	+/- 2.0	85.2	+/- 3.1	92.4	+/- 2.5	91.2	+/- 1.3	☒
NW London NW	94.2	+/- 2.3	74.6	+/- 4.0	54.3	+/- 4.3	90.0	+/- 2.8	77.6	+/- 1.9	☒
OL Oldham	93.2	+/- 2.5	92.4	+/- 2.3	78.8	+/- 3.7	82.7	+/- 3.6	86.7	+/- 1.6	☒
OX Oxford	92.1	+/- 2.6	89.6	+/- 2.6	72.6	+/- 3.7	81.4	+/- 3.5	83.4	+/- 1.7	☒
PA Paisley	95.7	+/- 2.1	93.7	+/- 2.2	72.9	+/- 4.0	88.7	+/- 3.1	87.3	+/- 1.6	☒
PE Peterborough	95.9	+/- 1.6	90.4	+/- 2.2	75.9	+/- 3.2	89.4	+/- 2.5	87.6	+/- 1.3	☒
PH Perth	96.0	+/- 2.0	93.5	+/- 2.4	80.2	+/- 3.9	88.0	+/- 3.3	89.2	+/- 1.5	☒
PL Plymouth	95.5	+/- 2.0	94.1	+/- 2.1	84.3	+/- 3.2	86.8	+/- 3.3	90.3	+/- 1.4	☒

☒ = 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)  
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
PO Portsmouth	94.9	+/- 2.0	93.2	+/- 1.9	82.6	+/- 2.9	84.7	+/- 3.1	88.6	+/- 1.3	☒
PR Preston	95.3	+/- 2.1	93.1	+/- 2.2	84.8	+/- 3.2	90.1	+/- 2.8	90.7	+/- 1.3	☒
RG Reading	90.2	+/- 2.4	89.9	+/- 2.3	75.4	+/- 3.3	82.2	+/- 3.2	84.6	+/- 1.4	☒
RH Redhill	95.9	+/- 1.8	92.0	+/- 2.4	78.5	+/- 3.5	82.7	+/- 3.5	87.6	+/- 1.5	☒
RM Romford	96.2	+/- 1.7	90.8	+/- 2.4	75.7	+/- 3.7	92.2	+/- 2.5	88.2	+/- 1.4	☒
S Sheffield	94.2	+/- 1.6	93.6	+/- 1.6	83.6	+/- 2.4	88.7	+/- 2.2	90.1	+/- 1.0	☒
SA Swansea	94.5	+/- 2.0	92.9	+/- 2.0	85.3	+/- 2.8	89.2	+/- 2.6	90.5	+/- 1.2	☒
SE London SE	95.1	+/- 1.8	70.8	+/- 3.1	38.4	+/- 3.7	84.2	+/- 2.9	71.2	+/- 1.7	☒
SG Stevenage	96.1	+/- 1.8	93.4	+/- 2.2	82.9	+/- 3.4	92.8	+/- 2.5	91.1	+/- 1.3	☒
SK Stockport	94.9	+/- 2.0	94.6	+/- 1.9	81.2	+/- 3.4	82.7	+/- 3.4	88.4	+/- 1.4	☒
SL Slough	94.0	+/- 2.3	88.9	+/- 2.8	77.4	+/- 3.7	86.6	+/- 3.2	86.6	+/- 1.6	☒
SM Sutton	96.1	+/- 1.8	92.7	+/- 2.3	82.1	+/- 3.6	90.6	+/- 2.7	90.0	+/- 1.4	☒
SN Swindon	89.5	+/- 3.0	89.2	+/- 2.9	75.5	+/- 3.9	84.7	+/- 3.4	84.5	+/- 1.7	☒
SO Southampton	95.2	+/- 1.9	93.1	+/- 1.9	80.9	+/- 3.1	90.2	+/- 2.5	89.7	+/- 1.2	☒
SP Salisbury	92.2	+/- 2.6	90.9	+/- 2.6	80.5	+/- 3.6	87.6	+/- 3.2	87.6	+/- 1.5	☒
SR Sunderland	93.2	+/- 2.5	93.0	+/- 2.4	85.5	+/- 3.3	86.0	+/- 3.5	89.3	+/- 1.5	☒
SS Southend-on-Sea	94.0	+/- 2.2	87.2	+/- 3.0	75.2	+/- 3.9	89.8	+/- 2.9	86.6	+/- 1.6	☒
ST Stoke-on-Trent	89.7	+/- 2.9	89.4	+/- 2.8	82.9	+/- 3.4	90.8	+/- 2.8	88.2	+/- 1.5	☒
SW London SW	94.9	+/- 1.7	73.1	+/- 3.0	28.7	+/- 3.1	86.8	+/- 2.4	69.0	+/- 1.6	☒
SY Shrewsbury	95.0	+/- 2.1	94.0	+/- 2.1	83.9	+/- 3.2	90.2	+/- 2.7	90.5	+/- 1.3	☒
TA Taunton	96.5	+/- 1.8	89.3	+/- 2.9	77.5	+/- 3.8	84.3	+/- 3.7	87.0	+/- 1.6	☒
TD Borders	95.5	+/- 2.0	93.7	+/- 2.4	84.1	+/- 3.4	88.2	+/- 3.4	90.2	+/- 1.5	☒
TF Telford	94.3	+/- 2.3	92.6	+/- 2.5	84.6	+/- 3.4	92.0	+/- 2.6	90.7	+/- 1.4	☒
TN Tonbridge	94.7	+/- 1.9	89.4	+/- 2.4	80.2	+/- 3.2	84.2	+/- 3.0	87.3	+/- 1.3	☒
TQ Torquay	93.7	+/- 2.4	94.1	+/- 2.2	80.8	+/- 3.6	87.7	+/- 3.4	89.1	+/- 1.5	☒
TR Truro	96.2	+/- 1.9	92.7	+/- 2.3	87.0	+/- 3.0	87.2	+/- 3.1	90.8	+/- 1.3	☒
TS Teesside	96.4	+/- 1.8	91.9	+/- 2.4	86.5	+/- 3.1	90.4	+/- 2.9	91.3	+/- 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)  
2009/10**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
TW Twickenham	94.4	+/- 2.1	91.8	+/- 2.2	80.3	+/- 3.4	85.7	+/- 3.2	88.4	+/- 1.4	☒
UB Uxbridge	94.7	+/- 2.1	89.5	+/- 2.7	71.5	+/- 4.0	92.9	+/- 2.4	86.3	+/- 1.6	☒
W London West	93.0	+/- 2.1	74.7	+/- 3.2	52.4	+/- 3.7	92.7	+/- 2.0	77.8	+/- 1.6	☒
WA Warrington	95.1	+/- 2.0	93.0	+/- 2.1	83.3	+/- 3.1	86.5	+/- 3.1	89.4	+/- 1.4	☒
WC London West Central	95.5	+/- 2.1	77.1	+/- 4.0	61.9	+/- 4.3	89.9	+/- 3.1	79.1	+/- 2.0	☒
WD Watford	96.5	+/- 1.7	93.7	+/- 2.1	79.1	+/- 3.6	90.7	+/- 2.8	89.8	+/- 1.4	☒
WF Wakefield	96.4	+/- 1.8	93.7	+/- 2.2	85.3	+/- 3.2	91.8	+/- 2.7	91.6	+/- 1.3	✓
WN Wigan	94.9	+/- 2.2	89.8	+/- 2.7	81.1	+/- 3.5	88.4	+/- 3.0	88.0	+/- 1.5	☒
WR Worcester	95.1	+/- 2.0	92.6	+/- 2.3	86.8	+/- 3.0	89.1	+/- 3.0	90.9	+/- 1.3	☒
WS Walsall	94.4	+/- 2.2	92.9	+/- 2.3	88.3	+/- 2.9	92.1	+/- 2.6	91.9	+/- 1.3	✓
WV Wolverhampton	92.0	+/- 2.6	92.4	+/- 2.1	85.0	+/- 2.9	93.9	+/- 2.2	90.6	+/- 1.2	☒
YO York	97.0	+/- 1.6	94.5	+/- 2.0	86.9	+/- 3.0	92.0	+/- 2.6	92.6	+/- 1.2	✓
ZE Lerwick	42.6	+/- 5.2	33.9	+/- 4.5	34.4	+/- 4.3	38.7	+/- 4.9	37.0	+/- 2.4	⊕

☒ = 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)  
2009/10**

Standard	Urban Quarter 4	Rural Quarter 4		Urban Cumulative Q1 - Q4	Rural Cumulative Q1 - Q4
UK	98.0	99.2		98.2	99.3

**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)  
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 4	Cumulative Q1 - Q4
UK	99.1	99.5

**Table 5.**

**Downstream Access Products  
Actual Quarter 4 & Cumulative Results (Periods 1-12)  
2009/10**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 4		Cumulative Q1 - Q4	
UK	94.0	+/- 0.5	92.7	+/- 0.3

**Table 6.**

**Licence Condition 5 – Application of Complaints Handling Standards  
Quarter 4 2009/10**

Category Of Consumer Complaint	Complaints		Recompense Paid £
	Received And Completed	Received And Not Completed	
Loss	88,069	3,310	£1,246,191
Proof of Delivery Failure	28,520	24	£3,112
Redirection	25,731	1,335	£54,029
Mis-Delivery	16,789	375	£2,854
Delay	16,660	302	£114,453
Delivery Procedure Errors	15,822	517	£6,198
Redelivery Failure	13,429	575	£1,278
P739 Failure	12,219	151	£2,172
Damage	7,612	372	£73,842
Unconfirmed Delay/Loss	3,615	2,548	£5,465
Other	28,906	3,360	£232,945
<b>Total</b>	<b>257,372</b>	<b>12,869</b>	<b>£1,742,539</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.