

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

2010/11 Quarter 3 Report



NATIONAL QUARTER 3 REPORT 2010/11

	CONTENT	PAGE
	Overview Of Quality Of Service Performance - Quarter 3 2010/11	1- 3
Table 1	Scheduled Service Standards & Standardised Measures Actual Quarter and Cumulative Results	4
Table 2	Postcode Area (PCA) First Class Stamped and Metered Delivered in PCA Actual Quarter and Cumulative Results	5 - 9
Table 3	Percentage of Deliveries By Latest Delivery Times Actual Quarter and Cumulative Results	10
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	11
Table 5	Downstream Access Products Actual Quarter and Cumulative Results	12
Table 6	Scheduled Service Standards & Standardised Measures Christmas Period Results (6 th December 2010 - 1 st January 2011)	13
Table 7	Licence Condition 5 - Application of Complaints Handling Standards	14

OVERVIEW OF QUALITY OF SERVICE PERFORMANCE QUARTER 3 2010/11

This report relates to Quality of Service performance information unadjusted for the very severe weather which occurred during quarter 3.

Royal Mail's performance was strong in Quarter 2 (7 June 2010 to 5 September 2010). In Quarter 3, Royal Mail was able to maintain a cumulative result of 92 per cent for First Class Stamped and Metered Mail and 98.3 per cent for Second Class Stamped and Metered Mail. This was despite the UK being significantly impacted by very severe weather which seriously disrupted Royal Mail's operations and was outside of its control.

The impact on the UK's transport and distribution network significantly affected Royal Mail's operational capability during the latter part of quarter 3 and the Christmas period. In fact, in the period from 22 November to 9 January, there were only 3 days that were not impacted by material rail, air or road transport difficulties. Nevertheless, the full year Licence standards were achieved for Standard Retail Parcels and Correctly Delivered Mail during quarter 3. In considering quarter 3 performance and overall service levels, cumulative results are helpful. These show that Retail First Class performance remained above the 93 per cent target level until the impact of the severe weather.

There is a well established process of assessing and making appropriate adjustments to performance tracking in the event of exceptional circumstances. This involves making evidence based applications for exclusions of specific operating periods where performance was affected by factors beyond Royal Mail's direct control. A considerable and robust case to make appropriate adjustments for the evident extreme circumstances during 2010 - 11 will be made by Royal Mail in due course. In accordance with our Licence obligations, the summary for each quarter (using numbers unadjusted for the severe weather) are shown overleaf.

Notes

- * This report is produced in accordance with Conditions 4.6 (a), 4.6 (b), 4.9 (a), 4.9 (e) 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 3 reporting period for all measures except European International Delivery was 6 September 2010 - 5 December 2010 (13 weeks).
- * The Quarter 3 reporting period for European International Delivery was 1 October 2010 - 5 December 2010.
- * The Cumulative year to date period for all measures except European International Delivery was 22 March 2010 - 5 December 2010 (37 weeks).
- * The Cumulative year to date period for the European International Delivery measures was 1 April 2010 - 5 December 2010.

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
Retail First Class	-0.1	1.1	-3.8
Retail Second Class	0.3	0.6	-1.3
Bulk First Class	-0.2	1.0	-3.6
Bulk Second Class	0.6	0.3	-2.2
Bulk Third Class	1.9	2.0	-1.9
Standard Parcels	5.5	6.9	3.1
European International Delivery	8.4	10.3	4.3
Special Delivery (Next Day)	-1.4	-0.2	-2.4
Postcode Area % Delivered	-24/118	-4/118	-90/118
% Of Collection Points Served Each Day (USO)	0.02	0.03	-0.94
% Of Delivery Routes Completed Each Day (USO)	0.04	0.05	-1.72
% Of Items Correctly Delivered	0.25	0.15	0.08

NB.

(1) There are some small changes to some of the results previously published for Quarter 1 and Quarter 2. The quarterly numbers have been updated by the independent organisation which measures performance.

The following report details the results for Quarter 3 against the Licence Condition 4 Scheduled Services and Standardised Measures.

For all the Scheduled Services and Standardised Measures the “Christmas Period”, which is defined by the Licence this year as 6 December 2010 – 1 January 2011, 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 report separately the performance for the Christmas Period, and this is detailed at Table 6 in the following report. In accordance with Condition 4.7(a) the performance of the Christmas Period will be excluded from the full-year reported results.

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 report also includes, in accordance with Licence Condition 5, the quarterly statement on the application of the Complaints Handling Standards.

Table 1.

**Scheduled Service Standards & Standardised Measures
Actual Quarter 3 & Cumulative Results (Periods 01-09)
2010/11**

Standard	Scheduled Service Standards & Standardised Measures				
	Standards %	Quarter 3 %	Quarter 3 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	89.2	+/- 0.2	92.0	+/- 0.1
Grouping 2 (Retail Second Class)	98.5	97.2	+/- 0.3	98.3	+/- 0.1
Grouping 3 (Bulk First Class)	91.0	87.4	+/- 1.2	90.0	+/- 0.7
1 st Class Postage Paid Impression	-	88.0	+/- 0.5	90.4	+/- 0.3
1 st Class Response Services	-	81.4	+/- 2.5	85.4	+/- 1.4
Mailsort 1	-	88.7	+/- 3.2	91.4	+/- 1.7
Presstream 1	-	85.6	+/- 1.4	89.2	+/- 0.7
Grouping 4 (Bulk Second Class)	97.5	95.3	+/- 1.4	97.0	+/- 0.6
2 nd Class Postage Paid Impression	-	96.0	+/- 0.6	97.4	+/- 0.3
2 nd Class Response Services	-	92.4	+/- 1.5	94.6	+/- 0.8
Mailsort 2	-	94.8	+/- 2.8	97.1	+/- 1.1
Presstream 2	-	94.7	+/- 1.5	96.0	+/- 0.8
Grouping 5 (Bulk Third Class)	97.5	95.6	+/- 2.0	98.1	+/- 0.8
Standard Retail Parcels	90.0	93.1	+/- 0.9	95.1	+/- 0.4
European International Delivery	85.0	89.3	+/- 2.0	92.7	+/-0.8
Special Delivery #	99.0	96.6	##	97.7	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	28 of 118		80 of 118	
Percentage Of Collection Points Served Each Day	99.90	98.96		99.58	
Percentage Of Delivery Routes Completed Each Day	99.90	98.18		99.32	
Percentage Of Items Delivered Correctly	99.50	99.58	+/- 0.32	99.65	+/- 0.12

- 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 3 & Cumulative Results (Periods 01-09)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
AB Aberdeen	93.2	+/- 2.6	96.5	+/- 1.7	90.8	+/- 2.6	93.6	+/- 1.3	✓
AL St Albans	94.2	+/- 2.3	92.3	+/- 2.4	92.1	+/- 2.3	92.8	+/- 1.4	✓
B Birmingham	94.7	+/- 1.6	95.6	+/- 1.3	91.8	+/- 1.7	94.0	+/- 0.9	✓
BA Bath	93.6	+/- 2.5	95.5	+/- 2.0	88.3	+/- 2.8	92.3	+/- 1.5	✓
BB Blackburn & Burnley	94.5	+/- 2.3	94.1	+/- 2.3	91.4	+/- 2.5	93.3	+/- 1.4	✓
BD Bradford	93.0	+/- 2.6	95.5	+/- 2.0	89.0	+/- 2.8	92.4	+/- 1.5	✓
BH Bournemouth	93.7	+/- 2.3	93.5	+/- 2.2	88.6	+/- 2.7	91.9	+/- 1.4	✓
BL Bolton	91.4	+/- 2.8	94.9	+/- 2.2	92.0	+/- 2.5	92.8	+/- 1.4	✓
BN Brighton	93.5	+/- 2.1	94.4	+/- 1.8	86.9	+/- 2.5	91.4	+/- 1.3	☒
BR Bromley	94.0	+/- 2.4	94.4	+/- 2.2	86.0	+/- 3.2	91.5	+/- 1.5	✓
BS Bristol	93.8	+/- 1.7	95.0	+/- 1.4	93.4	+/- 1.5	94.1	+/- 0.9	✓
BT Northern Ireland	90.4	+/- 2.2	94.6	+/- 1.5	92.0	+/- 1.7	92.5	+/- 1.0	✓
CA Carlisle	94.6	+/- 2.5	95.1	+/- 2.0	91.8	+/- 2.5	93.8	+/- 1.4	✓
CB Cambridge	93.7	+/- 2.5	96.7	+/- 1.6	92.2	+/- 2.4	94.3	+/- 1.2	✓
CF Cardiff	93.9	+/- 1.9	94.1	+/- 1.7	91.6	+/- 1.9	93.2	+/- 1.1	✓
CH Chester & Deeside	91.8	+/- 2.6	94.7	+/- 2.0	91.8	+/- 2.4	92.8	+/- 1.3	✓
CM Chelmsford	93.0	+/- 2.3	94.3	+/- 2.0	89.9	+/- 2.5	92.4	+/- 1.3	✓
CO Colchester	94.7	+/- 2.3	91.9	+/- 2.6	88.8	+/- 2.8	91.6	+/- 1.5	✓
CR Croydon	95.1	+/- 2.2	93.0	+/- 2.5	88.7	+/- 2.9	92.0	+/- 1.5	✓
CT Canterbury	94.1	+/- 2.4	93.9	+/- 2.2	85.3	+/- 3.3	91.0	+/- 1.6	☒
CV Coventry & Warwickshire	92.1	+/- 2.4	93.3	+/- 2.1	83.1	+/- 3.0	89.4	+/- 1.5	☒
CW Crewe	92.4	+/- 2.8	89.1	+/- 3.0	79.3	+/- 3.7	86.6	+/- 1.9	☒
DA Dartford	95.2	+/- 2.1	94.6	+/- 2.1	88.0	+/- 3.0	92.6	+/- 1.4	✓
DD Dundee	92.9	+/- 2.6	94.3	+/- 2.2	78.5	+/- 3.9	88.9	+/- 1.8	☒
DE Derby	95.7	+/- 1.9	94.8	+/- 2.0	89.1	+/- 2.7	93.1	+/- 1.3	✓
DG Dumfries	89.5	+/- 4.8	94.7	+/- 2.5	88.3	+/- 3.1	90.8	+/- 1.9	☒
DH Durham	91.7	+/- 3.0	93.3	+/- 2.5	85.2	+/- 3.2	89.9	+/- 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
Actual Quarter 3 & Cumulative Results (Periods 01-09)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
DL Darlington	93.4	+/- 2.5	95.1	+/- 2.1	88.5	+/- 2.9	92.2	+/- 1.5	✓
DN Doncaster	93.3	+/- 2.4	93.7	+/- 2.2	87.9	+/- 2.8	91.6	+/- 1.5	✓
DT Dorchester	90.2	+/- 3.0	94.1	+/- 2.2	89.3	+/- 2.8	91.2	+/- 1.5	☒
DY Dudley	95.1	+/- 2.2	93.1	+/- 2.4	91.2	+/- 2.5	93.0	+/- 1.4	✓
E London East	91.4	+/- 2.6	92.0	+/- 2.3	87.4	+/- 2.5	90.1	+/- 1.4	☒
EC City of London	92.0	+/- 2.9	92.1	+/- 2.5	89.8	+/- 2.8	91.3	+/- 1.6	☒
EH Edinburgh	90.8	+/- 2.2	92.9	+/- 1.8	87.3	+/- 2.3	90.4	+/- 1.2	☒
EN Enfield	93.4	+/- 2.5	94.0	+/- 2.3	92.9	+/- 2.3	93.4	+/- 1.4	✓
EX Exeter	94.1	+/- 2.4	94.6	+/- 2.1	93.1	+/- 2.2	93.9	+/- 1.3	✓
FK Falkirk	90.5	+/- 3.1	94.5	+/- 2.2	88.9	+/- 3.0	91.4	+/- 1.6	☒
FY Fylde	94.3	+/- 2.4	94.2	+/- 2.2	93.2	+/- 2.3	93.9	+/- 1.3	✓
G Glasgow	91.1	+/- 2.6	94.3	+/- 1.8	88.6	+/- 2.0	91.2	+/- 1.2	☒
GL Gloucester	93.8	+/- 2.4	96.0	+/- 1.8	89.3	+/- 2.7	93.0	+/- 1.3	✓
GU Guildford	94.3	+/- 1.9	93.5	+/- 1.9	87.6	+/- 2.4	91.7	+/- 1.2	✓
HA Harrow	92.5	+/- 2.7	95.9	+/- 1.9	91.9	+/- 2.4	93.4	+/- 1.3	✓
HD Huddersfield	93.8	+/- 2.5	96.8	+/- 1.7	89.8	+/- 2.7	93.4	+/- 1.4	✓
HG Harrogate	94.8	+/- 2.3	92.6	+/- 2.5	89.4	+/- 2.8	92.1	+/- 1.5	✓
HP Hemel Hempstead	94.4	+/- 2.2	94.2	+/- 2.1	89.6	+/- 2.6	92.6	+/- 1.4	✓
HR Hereford	94.4	+/- 2.3	93.4	+/- 2.3	91.4	+/- 2.5	93.0	+/- 1.4	✓
HS Hebrides	55.4	+/- 5.4	69.3	+/- 4.7	62.7	+/- 4.5	62.4	+/- 2.8	⊕
HU Hull	93.2	+/- 2.5	93.9	+/- 2.3	91.0	+/- 2.6	92.7	+/- 1.4	✓
HX Halifax	94.7	+/- 2.3	95.0	+/- 2.0	89.2	+/- 2.8	92.9	+/- 1.4	✓
IG Ilford	94.5	+/- 2.3	94.8	+/- 2.2	91.7	+/- 2.6	93.6	+/- 1.4	✓
IP Ipswich	95.6	+/- 2.1	94.6	+/- 2.1	88.8	+/- 2.8	92.8	+/- 1.4	✓
IV Inverness	89.4	+/- 3.2	94.2	+/- 2.3	88.8	+/- 2.8	90.8	+/- 1.6	☒
KA Kilmarnock	90.8	+/- 4.0	92.6	+/- 2.8	89.5	+/- 2.9	91.0	+/- 1.8	☒
KT Kingston upon Thames	94.0	+/- 2.2	95.8	+/- 1.8	87.0	+/- 2.8	92.1	+/- 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 3 & Cumulative Results (Periods 01-09)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
KW Kirkwall	81.6	+/- 3.9	93.9	+/- 2.4	87.0	+/- 3.0	87.3	+/- 1.9	⊕
KY Kirkcaldy	91.9	+/- 2.8	93.1	+/- 2.6	86.0	+/- 3.3	90.3	+/- 1.7	☒
L Liverpool	90.3	+/- 2.7	91.7	+/- 2.3	87.9	+/- 2.6	90.0	+/- 1.4	☒
LA Lancaster	94.1	+/- 2.4	95.1	+/- 2.0	90.7	+/- 2.6	93.3	+/- 1.4	✓
LD Llandrindod Wells	89.5	+/- 3.3	93.4	+/- 2.3	90.8	+/- 2.7	91.4	+/- 1.6	☒
LE Leicester	94.4	+/- 1.8	94.5	+/- 1.6	89.7	+/- 2.0	92.8	+/- 1.1	✓
LL North Wales	92.7	+/- 2.6	94.1	+/- 2.2	92.4	+/- 2.4	93.1	+/- 1.4	✓
LN Lincoln	93.6	+/- 2.5	93.9	+/- 2.2	88.0	+/- 3.0	91.8	+/- 1.5	✓
LS Leeds	95.5	+/- 1.7	94.8	+/- 1.7	90.7	+/- 2.1	93.6	+/- 1.1	✓
LU Luton	94.7	+/- 2.3	94.5	+/- 2.1	90.1	+/- 2.6	92.9	+/- 1.4	✓
M Manchester	92.3	+/- 1.8	95.1	+/- 1.4	89.8	+/- 1.9	92.4	+/- 1.0	✓
ME Maidstone	92.8	+/- 2.6	94.3	+/- 2.1	84.5	+/- 3.1	90.3	+/- 1.6	☒
MK Milton Keynes	93.6	+/- 2.4	94.0	+/- 2.1	80.9	+/- 3.3	89.2	+/- 1.6	☒
ML Motherwell	93.5	+/- 3.6	94.3	+/- 2.6	90.1	+/- 2.9	92.4	+/- 1.7	✓
N London N	90.7	+/- 2.7	94.5	+/- 2.0	90.0	+/- 2.5	91.8	+/- 1.4	✓
NE Newcastle	92.4	+/- 2.1	95.8	+/- 1.4	85.4	+/- 2.5	91.3	+/- 1.2	☒
NG Nottingham	91.4	+/- 2.2	92.5	+/- 1.9	88.5	+/- 2.2	90.7	+/- 1.2	☒
NN Northamptonshire	94.4	+/- 2.2	92.7	+/- 2.2	88.5	+/- 2.7	91.7	+/- 1.4	✓
NP Newport	90.9	+/- 2.9	94.9	+/- 2.1	89.7	+/- 2.8	91.8	+/- 1.5	✓
NR Norwich	92.3	+/- 2.6	94.2	+/- 2.0	89.6	+/- 2.6	92.0	+/- 1.4	✓
NW London NW	92.3	+/- 2.7	95.5	+/- 1.9	90.5	+/- 2.6	92.8	+/- 1.4	✓
OL Oldham	91.3	+/- 2.9	94.9	+/- 2.1	87.9	+/- 2.9	91.4	+/- 1.5	☒
OX Oxford	93.9	+/- 2.3	91.7	+/- 2.5	88.5	+/- 2.7	91.2	+/- 1.5	☒
PA Paisley	91.5	+/- 4.3	89.2	+/- 3.3	84.7	+/- 3.6	87.9	+/- 2.2	☒
PE Peterborough	93.1	+/- 2.2	95.2	+/- 1.7	92.1	+/- 2.0	93.4	+/- 1.1	✓
PH Perth	92.9	+/- 2.9	93.7	+/- 2.4	80.4	+/- 3.7	89.0	+/- 1.8	☒
PL Plymouth	90.3	+/- 3.1	95.4	+/- 2.0	92.7	+/- 2.4	87.3	+/- 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
Actual Quarter 3 & Cumulative Results (Periods 01-09)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Cumulative Q1 - Q3	C/L	✓☒
PO Portsmouth	94.1	+/- 2.2	95.2	+/- 1.9	91.2	+/- 2.3	93.4	+/- 1.2	✓
PR Preston	93.6	+/- 2.5	93.8	+/- 2.2	88.3	+/- 2.8	91.8	+/- 1.5	✓
RG Reading	91.0	+/- 2.4	92.2	+/- 2.1	86.7	+/- 2.5	89.8	+/- 1.4	☒
RH Redhill	94.0	+/- 2.3	95.5	+/- 1.8	87.3	+/- 2.9	92.2	+/- 1.4	✓
RM Romford	92.0	+/- 2.7	93.1	+/- 2.4	90.4	+/- 2.6	91.8	+/- 1.5	✓
S Sheffield	91.6	+/- 2.1	92.4	+/- 1.8	83.8	+/- 2.4	89.0	+/- 1.2	☒
SA Swansea	93.8	+/- 2.2	94.0	+/- 1.9	91.1	+/- 2.3	92.9	+/- 1.2	✓
SE London SE	90.6	+/- 2.4	93.2	+/- 2.0	85.7	+/- 2.7	89.9	+/- 1.4	☒
SG Stevenage	93.4	+/- 2.6	95.1	+/- 2.0	92.1	+/- 2.4	93.5	+/- 1.3	✓
SK Stockport	93.6	+/- 2.4	93.6	+/- 2.2	91.7	+/- 2.3	92.9	+/- 1.3	✓
SL Slough	92.9	+/- 2.6	93.8	+/- 2.2	87.4	+/- 2.9	91.2	+/- 1.5	☒
SM Sutton	94.3	+/- 2.3	95.8	+/- 2.0	90.5	+/- 2.6	93.4	+/- 1.4	✓
SN Swindon	89.9	+/- 3.1	92.8	+/- 2.5	91.5	+/- 2.5	91.5	+/- 1.5	✓
SO Southampton	94.8	+/- 1.9	95.1	+/- 1.7	92.1	+/- 2.0	93.9	+/- 1.1	✓
SP Salisbury	93.5	+/- 2.6	95.1	+/- 2.2	90.0	+/- 2.8	92.8	+/- 1.5	✓
SR Sunderland	89.8	+/- 3.2	93.1	+/- 2.6	85.1	+/- 3.3	89.2	+/- 1.8	☒
SS Southend-on-Sea	92.3	+/- 2.7	93.0	+/- 2.3	90.0	+/- 2.7	91.7	+/- 1.5	✓
ST Stoke-on-Trent	93.9	+/- 2.5	93.1	+/- 2.5	87.9	+/- 3.0	91.4	+/- 1.6	☒
SW London SW	91.2	+/- 2.1	93.0	+/- 1.8	90.0	+/- 2.0	91.4	+/- 1.1	☒
SY Shrewsbury	94.6	+/- 2.2	94.7	+/- 2.0	92.5	+/- 2.3	93.9	+/- 1.3	✓
TA Taunton	92.2	+/- 2.8	94.5	+/- 2.2	91.6	+/- 2.6	92.8	+/- 1.5	✓
TD Borders	90.0	+/- 3.2	95.4	+/- 2.1	87.7	+/- 3.2	91.1	+/- 1.7	☒
TF Telford	92.3	+/- 2.8	93.3	+/- 2.4	91.5	+/- 2.5	92.4	+/- 1.5	✓
TN Tonbridge	92.6	+/- 2.3	94.9	+/- 1.8	84.4	+/- 2.9	90.6	+/- 1.4	☒
TQ Torquay	92.0	+/- 2.9	95.3	+/- 2.1	90.0	+/- 2.8	92.4	+/- 1.5	✓
TR Truro	90.5	+/- 3.0	94.4	+/- 2.1	88.5	+/- 2.8	91.2	+/- 1.5	☒
TS Teesside	93.7	+/- 2.6	94.9	+/- 2.2	89.2	+/- 2.7	92.6	+/- 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
Actual Quarter 3 & Cumulative Results (Periods 01-09)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L		Cumulative Q1 - Q3	C/L	✓☒
TW Twickenham	92.7	+/- 2.6	94.4	+/- 2.0	87.7	+/- 2.8		91.5	+/- 1.5	✓
UB Uxbridge	94.8	+/- 2.2	94.4	+/- 2.1	93.8	+/- 2.2		94.3	+/- 1.2	✓
W London West	92.9	+/- 2.1	93.8	+/- 1.8	91.1	+/- 2.0		92.6	+/- 1.1	✓
WA Warrington	94.6	+/- 2.2	90.7	+/- 2.7	86.6	+/- 2.9		90.4	+/- 1.5	☒
WC London West Central	94.0	+/- 2.5	92.5	+/- 2.5	91.4	+/- 2.5		92.5	+/- 1.5	✓
WD Watford	95.1	+/- 2.1	95.3	+/- 1.9	93.7	+/- 2.1		94.7	+/- 1.2	✓
WF Wakefield	94.2	+/- 2.4	95.2	+/- 2.1	87.8	+/- 3.0		92.3	+/- 1.5	✓
WN Wigan	92.6	+/- 2.6	88.2	+/- 3.1	88.1	+/- 2.9		89.6	+/- 1.7	☒
WR Worcester	93.0	+/- 2.5	94.9	+/- 2.0	91.5	+/- 2.4		93.1	+/- 1.3	✓
WS Walsall	93.6	+/- 2.7	96.0	+/- 2.0	91.3	+/- 2.7		93.5	+/- 1.5	✓
WV Wolverhampton	95.6	+/- 2.1	94.0	+/- 2.3	91.6	+/- 2.5		93.7	+/- 1.3	✓
YO York	93.6	+/- 2.5	96.4	+/- 1.7	89.7	+/- 2.7		93.2	+/- 1.4	✓
ZE Lerwick	33.0	+/- 4.9	52.2	+/- 4.9	43.4	+/- 4.7		42.6	+/- 2.8	⊕

☒ = 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 3 & Cumulative Results (Periods 01-09)
2010/11**

Standard	Urban Quarter 3	Rural Quarter 3		Urban Cumulative	Rural Cumulative
UK	97.1	99.1		97.9	99.4

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 3 & Cumulative Results (Periods 01-09)
2010/11**

Percentage Of Business and Social Collections (From All Access Points) At Or After The Final Advertised Time Of Collection		
National Result	Quarter 3	Cumulative
UK	99.5	99.6

Table 5.

**Downstream Access Products
Actual Quarter 3 & Cumulative Results (Periods 01-09)
2010/11**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 3		Cumulative	
UK	92.3	+/- 0.5	94.4	+/- 0.4

Table 6.

**Scheduled Services & Standardised Measures
Christmas Period Results
(6th December 2010 – 1st January 2011)**

Standard	Scheduled Services & Standardised Measures	
	December 6th - January 1st %	December 6th - January 1st 95% cl
Grouping 1 (Retail First Class)	33.7	+/- 0.8
Grouping 2 (Retail Second Class)	76.5	+/- 1.4
Grouping 3 (Bulk First Class)	34.9	+/- 3.6
1 st Class Postage Paid Impression	39.4	+/- 1.7
1 st Class Response Services	30.6	+/- 8.3
Mailsort 1	28.6	+/- 8.8
Presstream 1	9.3	+/- 2.7
Grouping 4 (Bulk Second Class)	56.5	+/- 7.6
2 nd Class Postage Paid Impression	72.8	+/- 2.9
2 nd Class Response Services	72.2	+/- 7.0
Mailsort 2	30.7	+/- 16.5
Presstream 2	33.5	+/- 8.3
Grouping 5 (Bulk Third Class)	48.8	+/- 13.0
Standard Retail Parcels	68.3	+/- 3.3
European International Delivery	51.0	+/- 3.2
Special Delivery #	84.36	##
Percentage Of Collection Points Served Each Day	95.46	
Percentage Of Delivery Routes Completed Each Day	92.61	
Percentage Of Items Delivered Correctly	99.65	+/- 0.27

- # 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 7.**Licence Condition 5 – Application of Complaints Handling Standards
Quarter 3 2010/11**

Category Of Consumer Complaint	Complaints Received And Completed	Complaints Received And Not Completed	Recompense Paid (£)
Loss	63,033	2,806	£1,009,018
Redirection	24,183	2,108	£54,651
Delivery Procedure Errors	14,849	374	£11,426
Mis-Delivery	14,053	484	£3,886
Redelivery Failure	11,618	565	£1,606
Delay	9,988	205	£62,242
P739 Failure	7,822	120	£1,271
Unconfirmed Delay/Loss	5,181	1,487	£5,377
Damage	5,863	245	£43,958
International Loss	1,824	1,910	£32,253
Other	28,812	5,621	£142,787
TOTAL	187,226	15,925	£1,368,475

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.