

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

Quarterly Quality of Service Report to Postcomm and Consumer Focus

2010/11 Quarter 4 Report



NATIONAL QUARTER 4 REPORT 2010/11

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OVERVIEW OF QUALITY OF SERVICE PERFORMANCE **FULL YEAR 2010/11**

2010/11 was a uniquely challenging year for Royal Mail with two exceptional events – the closure of UK airspace for a period in the spring and the worst winter weather in living memory. Both events significantly affected service quality. However, if the impact of these exceptional challenges is taken out of the picture, key service targets would have been hit or exceeded during 2010-11, including First and Second Class stamped and meter mail, as well as business bulk mail services. Despite the impact of the ash cloud, Royal Mail was also beating the majority of its targets before the onset of extreme winter weather on 22 November.

In Quarter 1 the full-year Licence Standards were beaten for Retail Second Class, Bulk Second Class, Bulk Third Class, Standard Parcels, European International Delivery, the two USO Standards for Delivery and Collection, and the Standard for Correctly Delivered Mail. The results in the quarter for Retail First Class and Bulk First Class were below the full-year licence standard due to the disruption caused by the closure of UK airspace following a volcanic ash cloud across the whole of the UK. Ash had never before closed UK airspace.

Royal Mail's performance was strong in Quarter 2. The full-year Licence Standards were beaten for Retail First Class, Retail Second Class, Bulk First Class, Bulk Second Class, Bulk Third Class, Standard Parcels, European International Delivery, the two USO Standards for Delivery and Collection, and the Standard for Correctly Delivered Mail. The results in the quarter for Special Delivery (Next Day) and the geographical Standard for First Class Retail Delivered in the Postcode Areas were below the full-year requirement at this point.

In Quarter 3, Royal Mail was able to maintain a cumulative result of 92% for First Class Stamped and Metered Mail and 98.3% for Second Class Stamped and Metered Mail. This was despite the impact on the UK's transport and distribution network of the severe weather which seriously disrupted Royal Mail's operational capability during the latter part of the quarter and throughout the busy Christmas period. Despite this, the full year Licence standards were achieved for Standard Retail Parcels, European International Delivery and Correctly Delivered Mail during the quarter. Our cumulative Retail First Class performance remained above the 93 per cent target level until the impact of the severe weather in late November.

Notes

- 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 22 March 2010 – 6 June 2010 (11 weeks). The Quarter 1 reporting period for European International Delivery was 1 April 2010 – 30 June 2010.

- The Quarter 2 reporting period for all measures except European International Delivery was 7 June 2010 – 5 September 2010 (13 weeks). The Quarter 2 reporting period for European International Delivery was 1 July 2010 – 30 September 2010.
- 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 – 6 December 2010.
- The results for the Christmas period 6 December 2010 – 1 January 2011 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 2011 – 20 March 2011 (11 weeks). The Quarter 4 reporting period for European International Delivery is 1 January 2011 – 31 March 2011.

In the early part of Quarter 4 Royal Mail's operation continued to be severely impacted by the ongoing network disruption due to some of the most severe weather seen in decades, the increased mail and packet volumes posted through December and the disruption to the posting patterns of large business customers. There was little respite from the weather in December to deal with the backlog of mail and packets and the recovery period in January was needed to clear this. However, conditions in January remained extremely challenging with the weather still poor in some Regions and much higher than average volumes of mail being posted as customers resumed their schedules. This had a significant impact on Royal Mail's performance in the early part of the final quarter.

First Class Retail quality performance was 91.4% in 2010-11. When account is taken of the extraordinary combination of the worst winter weather in living memory and the unprecedented closure of UK airspace because of Icelandic volcanic ash then the adjusted performance for the year was 93.0%. Similarly, the adjusted position for the Postcode Area delivered performance would show 114 out of the 118 Postcode Areas hitting or exceeding target. Under the terms of its licence from Postcomm in accordance with standard practice, Royal Mail is asking the regulator to apply adjustments to the 2010-11 quality of service figures to recognise the severity of the weather conditions and the disruption caused by the volcanic ash cloud via an established procedure. The company believes the exceptional conditions fully warrant adjustments as Royal Mail did everything possible to cope with events beyond its control.

The summary for each quarter and the overall annual performance is shown overleaf. (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	Actual Quarter 1 c/w Full Year Target		Actual Quarter 2 c/w Full Year Target		Actual Quarter 3 c/w Full Year Target		Actual Quarter 4 c/w Full Year Target		2010/11 Full Year c/w Full Year Target	
Retail 1c	92.9	-0.1	94.2	+1.2	89.3	-3.7	89.2	-3.8	91.4	-1.6
Retail 2c	98.8	+0.3	99.1	+0.6	97.3	-1.2	97.9	-0.6	98.2	-0.3
Bulk 1	90.9	-0.1	92.0	+1.0	87.4	-3.6	86.4	-4.6	89.2	-1.8
Bulk 2	98.1	+0.6	97.7	+0.2	95.6	-1.9	94.5	-3.0	96.5	-1.0
Bulk 3	99.4	+1.9	99.5	+2.0	95.6	-1.9	97.7	+0.2	98.0	+0.5
Standard Parcels	95.5	+5.5	96.8	+6.8	93	+3.0	91.6	+1.6	94.3	+4.3
European International Delivery	93.4	+8.4	95.3	+10.3	89.3	+4.3	94.6	+9.6	93.1	+8.1
Special Delivery (Next Day)	97.7	-1.3	98.9	-0.1	96.6	-2.4	98.1	-0.9	97.8	-1.2
Postcode Area % Delivered	-	-	-	-	-	-	-	-	68/118	-50
USO Collection	99.92	+0.02	99.93	+0.03	98.96	-0.94	99.84	-0.06	99.64	-0.26
USO Delivery	99.94	+0.04	99.95	+0.05	98.18	-1.72	99.62	-0.28	99.39	-0.52
Correctly Delivered Mail	99.75	+0.25	99.65	+0.15	99.58	+0.08	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)
2010/11**

Standard	Scheduled Services & Standardised Measures				
	Standards %	Quarter 4 %	Quarter 4 95% cl	Cumulative %	Cumulative 95% cl
Grouping 1 (Retail First Class)	93.0	89.2	+/- 0.3	91.4	+/- 0.1
Grouping 2 (Retail Second Class)	98.5	97.9	+/- 0.2	98.2	+/- 0.1
Grouping 3 (Bulk First Class)	91.0	86.4	+/- 1.4	89.2	+/- 0.6
• 1 st Class Postage Paid Impression	-	87.5	+/- 0.6	89.7	+/- 0.3
• 1 st Class Response Services	-	81.5	+/- 2.7	84.4	+/- 1.2
• Mailsort 1	-	87.0	+/- 3.5	90.4	+/- 1.5
• Presstream 1	-	80.5	+/- 1.6	87.3	+/- 0.7
Grouping 4 (Bulk Second Class)	97.5	94.5	+/- 1.9	96.5	+/- 0.6
• 2 nd Class Postage Paid Impression	-	97.0	+/- 0.6	97.3	+/- 0.3
• 2 nd Class Response Services	-	94.4	+/- 1.4	94.5	+/- 0.7
• Mailsort 2	-	89.7	+/- 4.6	95.6	+/- 1.2
• Presstream 2	-	94.6	+/- 1.7	95.7	+/- 0.7
Grouping 5 (Bulk Third Class)	97.5	97.7	+/- 1.6	98.0	+/- 0.7
Standard Retail Parcels	90.0	91.6	+/- 1.1	94.3	+/- 0.4
European International Delivery	85.0	94.6	+/-0.8	93.1	+/-0.6
Special Delivery #	99.0	98.1	##	97.8	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	26 of 118		68 of 118	
Percentage Of Collection Points Served Each Day	99.90	99.84		99.64	
Percentage Of Delivery Routes Completed Each Day	99.90	99.62		99.39	
Percentage Of Items Delivered Correctly	99.50	99.69	+/- 0.16	99.66	+/- 0.10

- 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)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
AB Aberdeen	93.2	+/- 2.6	96.5	+/- 1.7	90.8	+/- 2.6	89.7	+/- 2.8	92.7	+/- 1.2	✓
AL St Albans	94.1	+/- 2.4	92.2	+/- 2.4	92.1	+/- 2.3	91.1	+/- 2.7	92.4	+/- 1.2	✓
B Birmingham	94.7	+/- 1.6	95.6	+/- 1.3	91.9	+/- 1.7	91.9	+/- 1.8	93.5	+/- 0.8	✓
BA Bath	93.6	+/- 2.5	95.5	+/- 2.0	88.9	+/- 2.8	89.0	+/- 3.2	91.8	+/- 1.3	✓
BB Blackburn & Burnley	94.5	+/- 2.3	94.1	+/- 2.3	91.7	+/- 2.4	89.6	+/- 2.8	92.5	+/- 1.2	✓
BD Bradford	93.0	+/- 2.6	95.5	+/- 2.0	89.0	+/- 2.8	90.6	+/- 2.8	91.9	+/- 1.3	✓
BH Bournemouth	93.7	+/- 2.3	93.5	+/- 2.2	89.3	+/- 2.7	87.8	+/- 3.0	91.1	+/- 1.3	☒
BL Bolton	91.8	+/- 2.8	94.9	+/- 2.2	92.1	+/- 2.4	87.9	+/- 3.2	91.8	+/- 1.3	✓
BN Brighton	93.5	+/- 2.1	94.4	+/- 1.8	87.1	+/- 2.5	87.8	+/- 2.6	90.7	+/- 1.2	☒
BR Bromley	94.0	+/- 2.4	94.6	+/- 2.2	86.0	+/- 3.2	87.8	+/- 3.2	90.7	+/- 1.4	☒
BS Bristol	93.8	+/- 1.7	95.0	+/- 1.4	93.4	+/- 1.5	90.3	+/- 1.9	93.2	+/- 0.8	✓
BT Northern Ireland	90.4	+/- 2.2	95.1	+/- 1.5	92.0	+/- 1.7	91.2	+/- 2.0	92.3	+/- 0.9	✓
CA Carlisle	94.6	+/- 2.5	95.1	+/- 2.0	91.8	+/- 2.5	92.5	+/- 2.5	93.4	+/- 1.2	✓
CB Cambridge	93.7	+/- 2.5	96.7	+/- 1.6	92.4	+/- 2.4	92.6	+/- 2.5	93.9	+/- 1.1	✓
CF Cardiff	93.9	+/- 1.9	94.1	+/- 1.7	91.7	+/- 1.9	90.4	+/- 2.3	92.6	+/- 1.0	✓
CH Chester & Deeside	91.8	+/- 2.6	94.7	+/- 2.0	91.8	+/- 2.4	91.4	+/- 2.5	92.5	+/- 1.2	✓
CM Chelmsford	93.0	+/- 2.3	94.3	+/- 2.0	90.1	+/- 2.5	90.2	+/- 2.6	91.9	+/- 1.2	✓
CO Colchester	94.6	+/- 2.3	91.9	+/- 2.6	88.8	+/- 2.8	86.7	+/- 3.2	90.5	+/- 1.4	☒
CR Croydon	95.0	+/- 2.3	93.1	+/- 2.5	88.9	+/- 2.9	89.7	+/- 2.9	91.6	+/- 1.3	✓
CT Canterbury	94.1	+/- 2.4	93.9	+/- 2.2	85.2	+/- 3.3	87.4	+/- 3.2	90.2	+/- 1.4	☒
CV Coventry & Warwickshire	92.1	+/- 2.4	93.4	+/- 2.1	83.1	+/- 3.0	87.0	+/- 2.9	88.8	+/- 1.3	☒
CW Crewe	92.4	+/- 2.8	89.1	+/- 3.0	79.3	+/- 3.7	81.5	+/- 3.7	85.4	+/- 1.7	☒
DA Dartford	95.2	+/- 2.1	94.6	+/- 2.1	88.0	+/- 3.0	90.7	+/- 2.8	92.1	+/- 1.3	✓
DD Dundee	92.9	+/- 2.6	94.3	+/- 2.2	78.6	+/- 3.9	80.3	+/- 3.9	87.1	+/- 1.6	☒
DE Derby	95.7	+/- 1.9	94.8	+/- 2.0	89.1	+/- 2.7	92.6	+/- 2.3	93.0	+/- 1.1	✓
DG Dumfries	89.5	+/- 4.8	94.7	+/- 2.5	88.3	+/- 3.1	90.4	+/- 3.2	90.7	+/- 1.6	☒
DH Durham	91.6	+/- 3.1	93.7	+/- 2.4	85.6	+/- 3.3	90.5	+/- 2.9	90.2	+/- 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 4 & Cumulative Results (Periods 1-12)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
DL Darlington	93.4	+/- 2.5	95.1	+/- 2.1	88.5	+/- 2.9	89.9	+/- 2.9	91.7	+/- 1.3	✓
DN Doncaster	93.3	+/- 2.4	93.8	+/- 2.2	88.4	+/- 2.8	89.0	+/- 2.9	91.2	+/- 1.3	☒
DT Dorchester	90.2	+/- 3.0	94.2	+/- 2.2	89.3	+/- 2.8	87.2	+/- 3.4	90.4	+/- 1.4	☒
DY Dudley	95.1	+/- 2.2	93.1	+/- 2.4	91.3	+/- 2.5	87.5	+/- 3.1	91.7	+/- 1.3	✓
E London East	91.4	+/- 2.6	92.2	+/- 2.3	88.0	+/- 2.5	89.9	+/- 2.5	90.3	+/- 1.2	☒
EC City of London	92.2	+/- 2.9	92.1	+/- 2.5	89.8	+/- 2.8	90.7	+/- 2.9	91.2	+/- 1.4	☒
EH Edinburgh	90.9	+/- 2.2	93.0	+/- 1.8	87.1	+/- 2.4	83.9	+/- 2.7	89.0	+/- 1.1	☒
EN Enfield	93.5	+/- 2.5	94.2	+/- 2.3	92.9	+/- 2.3	90.1	+/- 2.7	92.6	+/- 1.2	✓
EX Exeter	94.1	+/- 2.4	94.6	+/- 2.1	93.1	+/- 2.2	93.8	+/- 2.2	93.9	+/- 1.1	✓
FK Falkirk	90.5	+/- 3.1	94.5	+/- 2.2	88.9	+/- 3.0	86.8	+/- 3.3	90.4	+/- 1.5	☒
FY Fylde	94.3	+/- 2.4	94.2	+/- 2.2	93.3	+/- 2.3	90.8	+/- 2.8	93.2	+/- 1.2	✓
G Glasgow	91.2	+/- 2.6	94.3	+/- 1.8	88.9	+/- 2.0	88.5	+/- 2.2	90.6	+/- 1.1	☒
GL Gloucester	93.8	+/- 2.4	96.2	+/- 1.7	89.3	+/- 2.7	90.7	+/- 2.7	92.5	+/- 1.2	✓
GU Guildford	94.2	+/- 1.9	93.5	+/- 1.9	87.6	+/- 2.4	71.3	+/- 3.5	87.0	+/- 1.3	☒
HA Harrow	92.5	+/- 2.7	95.9	+/- 1.9	91.9	+/- 2.4	91.9	+/- 2.5	93.0	+/- 1.2	✓
HD Huddersfield	93.8	+/- 2.5	96.8	+/- 1.7	89.7	+/- 2.7	89.9	+/- 2.9	92.6	+/- 1.3	✓
HG Harrogate	94.8	+/- 2.3	92.8	+/- 2.5	89.5	+/- 2.8	87.6	+/- 3.4	91.2	+/- 1.4	☒
HP Hemel Hempstead	94.4	+/- 2.2	94.2	+/- 2.1	89.6	+/- 2.6	89.3	+/- 2.8	91.8	+/- 1.2	✓
HR Hereford	94.7	+/- 2.2	93.4	+/- 2.3	91.4	+/- 2.5	91.5	+/- 2.6	92.7	+/- 1.2	✓
HS Hebrides	55.3	+/- 5.4	69.3	+/- 4.7	62.8	+/- 4.5	60.7	+/- 4.9	62.1	+/- 2.4	⊕
HU Hull	93.2	+/- 2.5	93.9	+/- 2.3	91.2	+/- 2.6	93.8	+/- 2.3	93.0	+/- 1.2	✓
HX Halifax	94.7	+/- 2.3	95.0	+/- 2.0	89.2	+/- 2.8	88.8	+/- 3.0	91.9	+/- 1.3	✓
IG Ilford	94.5	+/- 2.3	94.8	+/- 2.2	91.7	+/- 2.6	91.6	+/- 2.7	93.1	+/- 1.2	✓
IP Ipswich	95.6	+/- 2.1	94.7	+/- 2.0	88.8	+/- 2.8	91.8	+/- 2.6	92.6	+/- 1.2	✓
IV Inverness	89.3	+/- 3.2	94.2	+/- 2.3	88.8	+/- 2.8	89.5	+/- 2.9	90.5	+/- 1.4	☒
KA Kilmarnock	90.8	+/- 4.0	92.6	+/- 2.8	89.5	+/- 2.9	88.4	+/- 3.2	90.3	+/- 1.6	☒
KT Kingston upon Thames	94.0	+/- 2.2	95.8	+/- 1.8	86.9	+/- 2.8	81.6	+/- 3.5	89.7	+/- 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)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
KW Kirkwall	81.6	+/- 3.9	93.9	+/- 2.4	87.0	+/- 3.0	83.5	+/- 3.8	86.5	+/- 1.7	⊕
KY Kirkcaldy	91.9	+/- 2.8	93.2	+/- 2.6	85.9	+/- 3.3	85.7	+/- 3.4	89.2	+/- 1.5	☒
L Liverpool	90.3	+/- 2.7	91.6	+/- 2.3	88.0	+/- 2.6	82.4	+/- 3.1	88.2	+/- 1.3	☒
LA Lancaster	94.1	+/- 2.4	95.1	+/- 2.0	90.9	+/- 2.6	91.2	+/- 2.7	92.9	+/- 1.2	✓
LD Llandrindod Wells	89.4	+/- 3.3	93.4	+/- 2.3	90.8	+/- 2.7	92.9	+/- 2.6	91.7	+/- 1.4	✓
LE Leicester	94.4	+/- 1.8	94.5	+/- 1.6	89.7	+/- 2.0	92.1	+/- 1.9	92.6	+/- 0.9	✓
LL North Wales	92.7	+/- 2.6	94.1	+/- 2.2	92.4	+/- 2.4	90.7	+/- 2.7	92.5	+/- 1.2	✓
LN Lincoln	93.6	+/- 2.5	93.9	+/- 2.2	87.9	+/- 3.0	87.3	+/- 3.2	90.8	+/- 1.4	☒
LS Leeds	95.5	+/- 1.7	94.8	+/- 1.7	90.8	+/- 2.1	91.6	+/- 2.1	93.2	+/- 1.0	✓
LU Luton	94.7	+/- 2.3	94.5	+/- 2.1	90.2	+/- 2.6	86.6	+/- 3.1	91.4	+/- 1.3	☒
M Manchester	92.3	+/- 1.8	95.2	+/- 1.4	90.0	+/- 1.9	88.2	+/- 2.2	91.6	+/- 0.9	✓
ME Maidstone	92.8	+/- 2.6	94.3	+/- 2.1	84.5	+/- 3.1	89.9	+/- 2.7	90.2	+/- 1.4	☒
MK Milton Keynes	93.7	+/- 2.4	94.0	+/- 2.1	81.2	+/- 3.3	88.5	+/- 3.0	89.1	+/- 1.4	☒
ML Motherwell	93.5	+/- 3.6	94.3	+/- 2.6	90.1	+/- 2.9	89.4	+/- 3.1	91.6	+/- 1.5	✓
N London N	90.7	+/- 2.7	94.5	+/- 2.0	90.0	+/- 2.5	92.5	+/- 2.3	92.0	+/- 1.2	✓
NE Newcastle	92.4	+/- 2.1	95.8	+/- 1.4	85.4	+/- 2.5	90.3	+/- 2.2	91.1	+/- 1.0	☒
NG Nottingham	91.6	+/- 2.2	92.7	+/- 1.9	89.3	+/- 2.2	91.4	+/- 2.1	91.2	+/- 1.1	☒
NN Northamptonshire	94.4	+/- 2.2	92.7	+/- 2.2	88.5	+/- 2.7	92.0	+/- 2.4	91.8	+/- 1.2	✓
NP Newport	90.9	+/- 2.9	94.9	+/- 2.1	89.7	+/- 2.8	86.1	+/- 3.3	90.5	+/- 1.4	☒
NR Norwich	92.4	+/- 2.6	94.1	+/- 2.1	89.9	+/- 2.6	89.6	+/- 2.8	91.6	+/- 1.2	✓
NW London NW	92.4	+/- 2.7	95.5	+/- 1.9	90.5	+/- 2.6	90.5	+/- 2.7	92.3	+/- 1.2	✓
OL Oldham	91.3	+/- 2.9	94.8	+/- 2.1	87.9	+/- 2.9	87.5	+/- 3.2	90.4	+/- 1.4	☒
OX Oxford	93.7	+/- 2.4	92.0	+/- 2.5	88.6	+/- 2.7	86.7	+/- 3.0	90.2	+/- 1.4	☒
PA Paisley	91.5	+/- 4.3	89.3	+/- 3.3	84.8	+/- 3.6	85.3	+/- 3.7	87.3	+/- 1.9	☒
PE Peterborough	93.1	+/- 2.2	95.2	+/- 1.7	92.2	+/- 2.0	88.0	+/- 2.6	92.2	+/- 1.1	✓
PH Perth	92.9	+/- 2.9	93.7	+/- 2.4	80.5	+/- 3.7	85.4	+/- 3.4	88.1	+/- 1.6	☒
PL Plymouth	90.3	+/- 3.1	95.4	+/- 2.0	92.7	+/- 2.4	92.2	+/- 2.5	92.7	+/- 1.2	✓

☒ = 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)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
PO Portsmouth	94.1	+/- 2.2	95.2	+/- 1.9	91.1	+/- 2.3	92.9	+/- 2.3	93.3	+/- 1.1	✓
PR Preston	93.6	+/- 2.5	93.8	+/- 2.2	88.5	+/- 2.8	90.0	+/- 2.8	91.5	+/- 1.3	✓
RG Reading	91.0	+/- 2.4	92.1	+/- 2.1	86.7	+/- 2.5	90.1	+/- 2.4	89.9	+/- 1.2	☒
RH Redhill	94.0	+/- 2.3	95.4	+/- 1.9	87.3	+/- 2.9	86.1	+/- 3.1	90.7	+/- 1.3	☒
RM Romford	92.0	+/- 2.7	93.1	+/- 2.4	90.4	+/- 2.6	90.4	+/- 2.7	91.5	+/- 1.3	✓
S Sheffield	91.9	+/- 2.0	92.4	+/- 1.8	83.9	+/- 2.4	89.2	+/- 2.2	89.2	+/- 1.1	☒
SA Swansea	93.8	+/- 2.2	94.0	+/- 1.9	91.1	+/- 2.3	91.3	+/- 2.4	92.6	+/- 1.1	✓
SE London SE	90.6	+/- 2.4	93.2	+/- 2.0	86.0	+/- 2.8	85.9	+/- 2.9	89.1	+/- 1.3	☒
SG Stevenage	93.8	+/- 2.5	95.1	+/- 2.0	92.1	+/- 2.4	91.8	+/- 2.5	93.2	+/- 1.2	✓
SK Stockport	93.5	+/- 2.4	93.6	+/- 2.2	91.8	+/- 2.3	90.1	+/- 2.7	92.3	+/- 1.2	✓
SL Slough	92.9	+/- 2.6	93.8	+/- 2.2	87.4	+/- 2.9	91.3	+/- 2.5	91.2	+/- 1.3	☒
SM Sutton	94.3	+/- 2.3	96.0	+/- 1.9	90.5	+/- 2.6	87.6	+/- 3.1	92.0	+/- 1.3	✓
SN Swindon	89.9	+/- 3.1	92.8	+/- 2.5	91.7	+/- 2.5	88.9	+/- 3.0	90.9	+/- 1.4	☒
SO Southampton	94.8	+/- 1.9	95.1	+/- 1.7	92.1	+/- 2.0	92.6	+/- 2.0	93.6	+/- 1.0	✓
SP Salisbury	93.5	+/- 2.6	95.1	+/- 2.2	90.2	+/- 2.8	92.1	+/- 2.6	92.7	+/- 1.3	✓
SR Sunderland	89.8	+/- 3.2	93.1	+/- 2.6	85.1	+/- 3.3	89.0	+/- 3.0	89.1	+/- 1.6	☒
SS Southend-on-Sea	92.2	+/- 2.7	92.8	+/- 2.4	89.6	+/- 2.7	88.8	+/- 3.0	90.9	+/- 1.4	☒
ST Stoke-on-Trent	93.9	+/- 2.5	93.1	+/- 2.5	87.9	+/- 3.0	85.6	+/- 3.5	90.1	+/- 1.5	☒
SW London SW	91.2	+/- 2.1	93.1	+/- 1.8	90.1	+/- 2.0	91.5	+/- 2.0	91.5	+/- 1.0	✓
SY Shrewsbury	94.6	+/- 2.2	94.6	+/- 2.0	92.5	+/- 2.3	92.6	+/- 2.5	93.6	+/- 1.1	✓
TA Taunton	92.2	+/- 2.8	94.5	+/- 2.2	91.7	+/- 2.6	89.8	+/- 2.9	92.1	+/- 1.3	✓
TD Borders	90.0	+/- 3.2	95.4	+/- 2.1	88.1	+/- 3.1	85.4	+/- 3.5	89.9	+/- 1.5	☒
TF Telford	92.6	+/- 2.7	93.4	+/- 2.4	92.0	+/- 2.5	89.2	+/- 3.0	91.9	+/- 1.3	✓
TN Tonbridge	92.6	+/- 2.3	94.9	+/- 1.8	84.4	+/- 2.9	85.1	+/- 3.0	89.3	+/- 1.3	☒
TQ Torquay	92.2	+/- 2.9	95.3	+/- 2.1	90.0	+/- 2.8	89.8	+/- 2.9	91.8	+/- 1.4	✓
TR Truro	90.5	+/- 3.0	94.6	+/- 2.1	88.5	+/- 2.8	89.5	+/- 3.0	90.9	+/- 1.4	☒
TS Teesside	93.8	+/- 2.6	95.3	+/- 2.1	89.2	+/- 2.7	90.5	+/- 2.8	92.1	+/- 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
Actual Quarter 4 & Cumulative Results (Periods 1-12)
2010/11**

Postcode Area	Q1	C/L	Q2	C/L	Q3	C/L	Q4	C/L	Cumulative	C/L	✓☒
TW Twickenham	92.6	+/- 2.6	94.4	+/- 2.0	87.7	+/- 2.8	83.4	+/- 3.4	89.6	+/- 1.4	☒
UB Uxbridge	94.8	+/- 2.2	94.4	+/- 2.1	93.7	+/- 2.2	93.3	+/- 2.3	94.1	+/- 1.1	✓
W London West	92.9	+/- 2.1	93.8	+/- 1.8	91.1	+/- 2.0	91.6	+/- 2.1	92.3	+/- 1.0	✓
WA Warrington	94.6	+/- 2.2	90.7	+/- 2.7	86.5	+/- 2.9	86.5	+/- 3.1	89.5	+/- 1.4	☒
WC London West Central	94.0	+/- 2.5	92.5	+/- 2.5	91.3	+/- 2.5	93.2	+/- 2.4	92.7	+/- 1.3	✓
WD Watford	95.0	+/- 2.1	95.3	+/- 1.9	93.8	+/- 2.1	90.5	+/- 2.7	93.7	+/- 1.1	✓
WF Wakefield	94.2	+/- 2.4	95.2	+/- 2.1	87.8	+/- 3.0	88.9	+/- 3.0	91.5	+/- 1.3	✓
WN Wigan	92.6	+/- 2.6	88.2	+/- 3.1	88.1	+/- 2.9	88.4	+/- 3.2	89.3	+/- 1.5	☒
WR Worcester	92.9	+/- 2.5	94.9	+/- 2.0	91.5	+/- 2.4	91.2	+/- 2.6	92.7	+/- 1.2	✓
WS Walsall	93.6	+/- 2.7	96.0	+/- 2.0	91.3	+/- 2.7	90.7	+/- 3.0	92.9	+/- 1.3	✓
WV Wolverhampton	95.6	+/- 2.1	94.2	+/- 2.3	91.6	+/- 2.5	90.9	+/- 2.7	93.0	+/- 1.2	✓
YO York	93.6	+/- 2.5	96.4	+/- 1.7	89.8	+/- 2.7	91.8	+/- 2.6	92.9	+/- 1.2	✓
ZE Lerwick	33.1	+/- 4.9	52.1	+/- 4.9	43.5	+/- 4.7	44.6	+/- 4.9	43.0	+/- 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)
2010/11**

Standard	Urban Quarter 4	Rural Quarter 4	Urban Cumulative Q1 - Q4	Rural Cumulative Q1 - Q4
UK	99.3	99.9	98.2	99.5

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)
2010/11**

	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	99.7	99.6

Table 5.

**Downstream Access Products
Actual Quarter 4 & Cumulative Results (Periods 1-12)
2010/11**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail			
National Result	Quarter 4		Cumulative Q1 - Q4	
UK	93.6	+/- 0.5	94.2	+/- 0.2

Table 6.

**Licence Condition 5 – Application of Complaints Handling Standards
Quarter 4 2010/11**

Complaint Category	Complaints Received And Completed	Complaints Received And Not Completed	Recompense Paid (£)
Loss	120,884	6,775	£2,024,705
Redirection	24,427	946	£53,962
Delay	17,730	394	£99,703
Mis-Delivery	15,852	207	£3,392
Delivery Procedure Errors	15,073	442	£7,657
Unconfirmed Delay/Loss	9,981	4,116	£15,320
Redelivery Failure	10,360	482	£2,229
Proof of Delivery Failure	10,482	80	£10,067
Damage	8,180	488	£56,406
P739 Failure	7,884	83	£1,254
Other	32,280	3,906	£182,301
TOTAL	273,133	17,919	£2,456,995

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.