

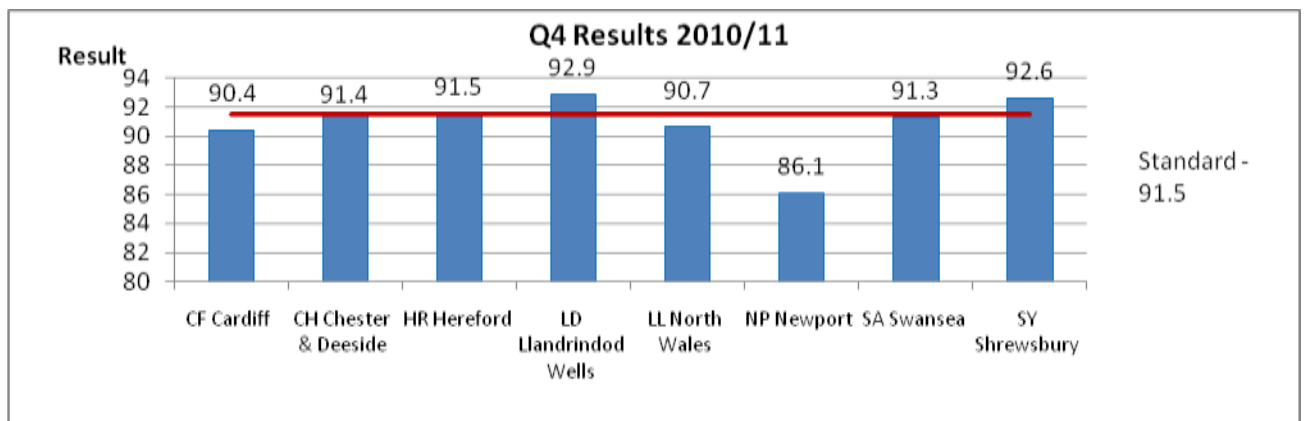
Wales Mail Report July 2011

Royal Mail Delivery Targets 2010-2011

Quarter 4 Results (2 January – 20 March)

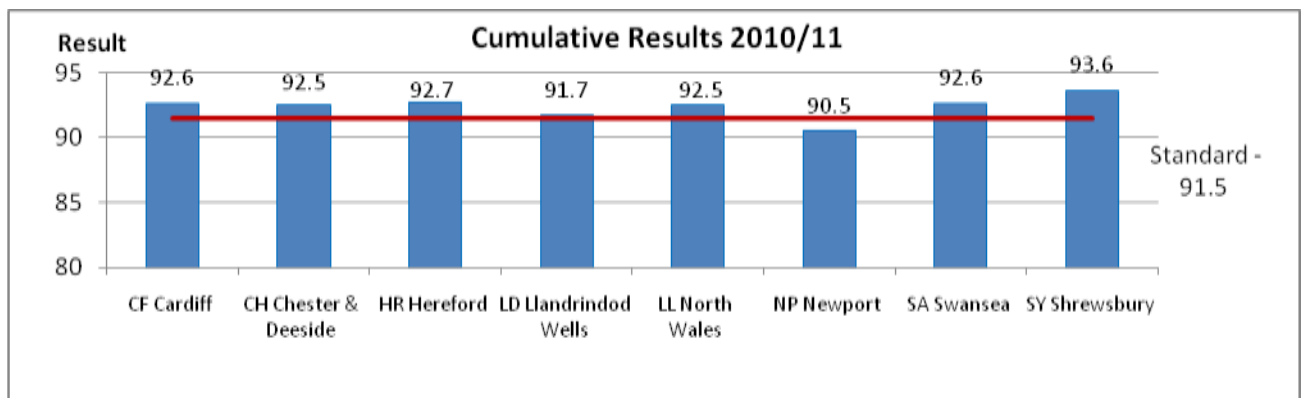
Royal Mail cited severe winter weather and hefty backlogs for missing more than half of its first class delivery targets in Wales during the fourth quarter of the year. Quality of Service figures for the fourth quarter of 2010/11 show that five of the eight post code areas in Wales failed to hit Royal Mail's target to deliver 91.5 per cent of first class stamped and metered mail the next day.

Newport (NP) was the worst performing area, having missed its target for the second quarter running. The results for the fourth quarter of the year are very disappointing and we do not agree that poor weather contributed to the failure of Royal Mail to meet targets in half of the post code areas in Wales. Met Office data shows that apart from a cold first week in January, the rest of the period was largely mild.



Cumulative Results 2010 -11

Royal Mail uses figures it has adjusted to take account of disruption from snow and volcanic ash. Royal Mail claim Newport met its targets over the whole year. However, these adjustments have not yet been reviewed or accepted by Postcomm and the regulator is unlikely to do so until the autumn. Newport failed to meet its targets in three of the four quarters last year.



Complaints and Compensation 2010-2011

Postcode Area	Number of Complaints		Number Paid		Recompense	
	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
CF	13,532	13,640	7,690	7,241	£115,495	£106,112
CH	8,578	8,479	4,672	4,547	£70,820	£77,663
HR	2,257	2,153	1,346	1,226	£27,395	£20,122
LD	459	562	267	352	£3,674	£6,815
LL	5,871	6,058	3,251	3,170	£63,142	£47,439
NP	5,234	5,276	3,323	3,094	£57,267	£40,466
SA	9,372	9,410	5,487	5,451	£85,905	£81,435
SY	3,923	4,130	2,284	2,250	£31,904	£33,672
Total	49,226	49,708	28,320	27,331	£455,602	£413,722

The top three complaint categories were for loss, redirection and delay, with over £315,000 being paid out in compensation for lost items in Wales. The numbers of complaints were up slightly but the levels of compensation have dropped. A breakdown by individual postcode area and by top ten categories is available online through the Wales Post Map (see below).

Wales Post Map

All the information we currently provide for this Quarterly Report is now available online. The Wales Post Map allows you to search by postcode to see how your area is performing in both delivery targets and for complaints. It allows you to compare figures and performance results for each quarter in easy to read graphs and tables. We hope this will make it easier for you to see how Royal Mail is performing in your area and highlight any need for improvement.

You can access the website on <http://walesmail.cflabs.org.uk/>