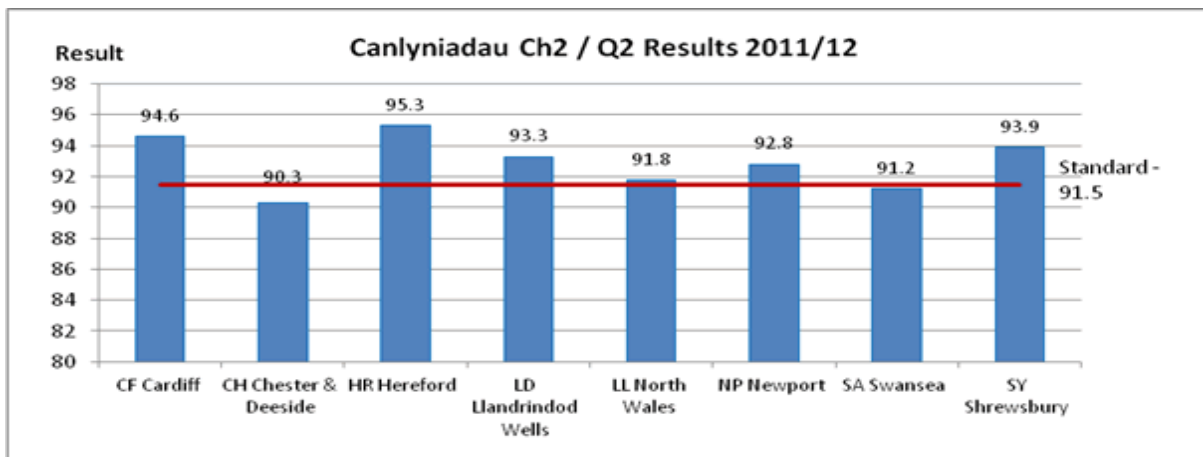


## Wales Mail Report December 2011

### Royal Mail delivery targets 2011-12



Royal Mail met six out of eight first class stamped and metered delivery targets in postcodes in Wales during the second quarter of the year. There was a marked improvement on performance since the last quarter, with both the NP and LD areas exceeding their targets. Although this is very encouraging to see, it is important that this trend continues in the next quarter.

Chester and Deeside (CH) was the worst performing area, followed by Swansea (SA) both of which falling under target. As there have been recent modernisation changes in these areas, this is the likely reason. We would again emphasise that any disruption due to modernisation should be short term and minimal and expect to see improvement in the next quarter.

#### 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/>