

# Attachment B

## TABLE TO ATTACHMENT TO NOTICE OF THE POSTAL SERVICES COMMISSION ISSUED ON 30 SEPTEMBER 2003 UNDER SECTION 32 OF THE POSTAL SERVICES ACT 2000

### PPI - SUMMARY OF AUDIT AND RE-AUDIT SCORES QUARTER 4 - 2002-3

Office	Area	Spec.	Qtr4 Score	Date	Latest Score	Date	Next Audit Date
Hemel Hempstead MC	HC North	PPI	65%	13/01/2003	94%	21/05/2003	
Oxford MC	Oxford	PPI	69%	20/01/2003	84%	30/04/2003	
Exeter MC	Exeter	PPI	55%	21/01/2003	97%	02/04/2003	
Nottingham MC	Nottingham	PPI	78%	22/01/2003	97%	12/05/2003	
L Liverpool MC	Liverpool & Crewe	PPI	73%	29/01/2003	85%	25/06/2003	
OL Oldham MC	Manchester	PPI	69%	30/01/2003	75%	09/04/2003	
CB MC	Anglia	PPI	42%	03/02/2003	97%	16/06/2003	
East London MC	East London	PPI	68%	03/02/2003	100%	30/06/2003	
Leicester MC	Leicester	PPI	58%	03/02/2003	100%	02/04/2003	
Northampton MC	Northampton	PPI	42%	03/02/2003	97%	13/06/2003	
Truro MC	Truro	PPI	58%	06/02/2003	94%	10/04/2003	
Jubilee MC	Jubilee	PPI	72%	10/02/2003	97%	07/05/2003	
South MC	South London	PPI	61%	10/02/2003	73%	14/04/2003	
Southampton MC	Southampton	PPI	79%	11/02/2003	81%	21/05/2003	
Dartford MC	Kent	PPI	33%	12/02/2003	100%	22/07/2003	
Stevenage MC	HC North	PPI	61%	12/02/2003	100%	01/07/2003	
Maidstone MC	Kent	PPI	30%	13/02/2003	100%	01/07/2003	
Canterbury MC	Kent	PPI	24%	17/02/2003	85%	12/05/2003	
Watford MC	HC North	PPI	48%	17/02/2003	100%	14/04/2003	
Gatwick MC	Gatwick	PPI	73%	24/02/2003	98%	03/06/2003	
Coventry MC	Coventry	PPI	72%	25/02/2003	100%	21/07/2003	
WoEMC	Bristol	PPI	76%	25/02/2003	97%	18/06/2003	
Portsmouth MC	Portsmouth	PPI	76%	04/03/2003	77%	02/07/2003	
Birmingham MC	Birmingham	PPI	78%	18/03/2003	73%	14/08/2003	15/09/2003

The monthly Enforcement Order gives an audit score for 13 Jan of 96%.

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## RESPONSE SERVICES – SUMMARY OF AUDIT AND RE-AUDIT SCORES QUARTER 4 - 2002-3

Office	Area	Spec.	Qtr4 Score	Date	Latest Score	Date	Next Audit Date
Romford MC	Essex	RS	75%	07/01/2003	50%	10/07/2003	
Dereham	Anglia	RS	71%	08/01/2003	92%	10/04/2003	
Leicester Central DO LE	Leicester	RS	62%	12/01/2003	87%	02/04/2003	
Hemel Hempstead	HC North	RS	55%	13/01/2003	80%	14/08/2003	
Watford DO	HC North	RS	33%	14/01/2003	80%	25/02/2003	
AB Aberdeen MC	North of Scotland	RS	40%	14/01/2003	100%	17/02/2003	
NR MC	Anglia	RS	60%	15/01/2003	73%	29/07/2003	
Potters Bar	HC North	RS	60%	15/01/2003	87%	18/02/2003	
Waltham Cross	HC North	RS	53%	16/01/2003	87%	19/02/2003	
Bristol City DO BS	Bristol	RS	50%	16/01/2003	83%	26/02/2003	
Birmingham Central DO	Birmingham	RS	55%	16/01/2003	100%	27/02/2003	
Welwyn Garden	HC North	RS	33%	17/01/2003	80%	26/02/2003	
Slough	HC West	RS	75%	20/01/2003			01/09/2003
Nottingham MC	Nottingham	RS	56%	20/01/2003		26/05/2003	
Harold Hill	Essex	RS	75%	21/01/2003			23/09/2003
Worcester MC	Worcester	RS	70%	21/01/2003	100%	14/06/2003	
BT Belfast MC	Northern Ireland	RS	25%	21/01/2003	100%	24/02/2003	
Portsmouth MC	Portsmouth	RS	70%	22/01/2003	100%	04/08/2003	
CM MC	Essex	RS	75%	23/01/2003	75%	02/04/2003	
Guildford	Jubilee	RS	67%	23/01/2003	100%	23/05/2003	
Fareham DO PO	Portsmouth	RS	55%	23/01/2003	92%	11/08/2003	

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Office	Area	Spec.	Qtr4 Score	Date	Latest Score	Date	Next Audit Date
Eastleigh DO SO	Southampton	RS	30%	23/01/2003	71%	07/08/2003	
Worcester City DO WR	Worcester	RS	78%	23/01/2003			10/09/2003
East London MC	East London	RS	50%	27/01/2003	100%	02/07/2003	
Greenford MC	HC West	RS	60%	27/01/2003	100%	17/06/2003	
Shrewsbury MC	Shrewsbury	RS	75%	27/01/2003	100%	10/06/2003	
BB Blackburn DO	Cumbria & Lancashire	RS	79%	27/01/2003			02/09/2003
West London MC	West London	RS	75%	28/01/2003	100%	17/07/2003	
Swansea DO SA	Swansea	RS	36%	28/01/2003	96%	02/05/2003	
PR Chorley DO	Cumbria & Lancashire	RS	79%	28/01/2003	86%	23/07/2003	
IV Inverness DO	North of Scotland	RS	69%	28/01/2003			12/09/2003
Uxbridge	HC West	RS	47%	29/01/2003	100%	18/06/2003	
Swansea MC	Swansea	RS	78%	29/01/2003	100%	07/05/2003	
Cardiff DO CF	Cardiff	RS	71%	29/01/2003	79%	17/06/2003	
LA Lancaster DO	Cumbria & Lancashire	RS	50%	29/01/2003	93%	12/06/2003	
S Sheffield MC	Sth Yorks & Humberside	RS	75%	29/01/2003	100%	11/06/2003	
Harlow	Essex	RS	57%	30/01/2003	93%	29/05/2003	
Harrow	HC West	RS	20%	30/01/2003	100%	02/05/2003	
Kettering DO NN	Northampton	RS	29%	03/02/2003	100%	26/08/2003	
Northampton MC	Northampton	RS	70%	04/02/2003	100%	02/04/2003	
BL Bury DO	Cumbria & Lancashire	RS	54%	04/02/2003	93%	29/07/2003	
WN Leigh DO	Cumbria & Lancashire	RS	45%	05/02/2003	93%	17/07/2003	
Truro DO TR	Truro	RS	43%	06/02/2003	100%	16/04/2003	
Derby DO	Derby	RS	47%	06/02/2003	93%	13/03/2003	

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Office	Area	Spec.	Qtr4 Score	Date	Latest Score	Date	Next Audit Date
Cirencester DO GL	Gloucester	RS	64%	06/02/2003	93%	23/05/2003	
Swadlincote DO DE	Derby	RS	73%	07/02/2003	100%	29/05/2003	
CB MC	Anglia	RS	50%	10/02/2003	100%	06/05/2003	
DG Dumfries DO	West of Scotland	RS	67%	10/02/2003	100%	28/02/2003	
Jubilee MC	Jubilee	RS	67%	11/02/2003	100%	08/05/2003	
Eastwood DO NG	Nottingham	RS	73%	11/02/2003	100%	13/06/2003	
<b>Grantham DO NG</b>	Nottingham	RS	54%	11/02/2003	57%	13/03/2003	
Stevenage MC	HC North	RS	25%	12/02/2003	83%	01/07/2003	
G Glasgow 1-4 DO	West of Scotland	RS	77%	12/02/2003	92%	01/05/2003	
CB DO	Anglia	RS	71%	13/02/2003	93%	15/05/2003	
Loughborough DO LE	Leicester	RS	36%	13/02/2003			29/09/2003
WA St Helens DO	Liverpool & Crewe	RS	67%	13/02/2003	100%	17/07/2003	
Saffern Walden	Anglia	RS	64%	14/02/2003	100%	30/04/2003	
Worcester DO	Worcester	RS	30%	14/02/2003			19/09/2003
CW Northwich DO	Liverpool & Crewe	RS	54%	14/02/2003	92%	01/05/2003	
Letchworth	HC North	RS	43%	17/02/2003	93%	09/05/2003	
Stevenage	HC North	RS	64%	17/02/2003	73%	06/04/2003	
Esher	Jubilee	RS	79%	17/02/2003			24/09/2003
Hounslow	Jubilee	RS	73%	17/02/2003	79%	13/08/2003	23/09/2003
DL Darlington DO	North East of England	RS	79%	19/02/2003	86%	24/04/2003	
E15	East London	RS	62%	20/02/2003	92%	24/03/2003	
Shirley (SO) DO SO	Southampton	RS	64%	20/02/2003			05/08/2003
Andover DO SP	Salisbury	RS	69%	20/02/2003			08/09/2003

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Office	Area	Spec.	Qtr4 Score	Date	Latest Score	Date	Next Audit Date
SE10	South London	RS	69%	25/02/2003	87%	25/04/2003	
SE8	South London	RS	54%	25/02/2003	100%	20/08/2003	
Bedford	HC North	RS	36%	26/02/2003	100%	14/08/2003	
W2	West London	RS	77%	26/02/2003	100%	29/09/2003	
Luton	HC North	RS	50%	27/02/2003	100%	13/08/2003	
Croydon DO	Gatwick	RS	64%	27/02/2003	100%	04/08/2003	
Sutton	Gatwick	RS	77%	27/02/2003	100%	07/07/2003	
SW17	South London	RS	69%	28/02/2003	57%	10/07/2003	
Crawley	Gatwick	RS	77%	03/03/2003	100%	21/07/2003	
Dartford MC	Kent	RS	75%	06/03/2003	100%	19/06/2003	
Hawkesworth DO SN	Swindon	RS	25%	07/03/2003	86%	10/06/2003	
Canterbury	Kent	RS	62%	12/03/2003	100%	17/07/2003	
Coventry North DO CV	Coventry	RS	67%	13/03/2003			08/09/2003
Dartford DO	Kent	RS	46%	14/03/2003	93%	25/07/2003	
M Failsworth DO	Manchester	RS	73%	14/03/2003			11/09/2003
Birmingham MC	Birmingham	RS	75%	19/03/2003	100%	17/06/2003	
Bodmin DO PL	Plymouth	RS	64%	20/03/2003			24/09/2003
Corby DO NN	Northampton	RS	47%	20/03/2003	100%	27/08/2003	
Farnborough MC	Jubilee	RS	70%	24/03/2003	97%	29/06/2003	
W1	West London	RS	58%	25/03/2003			01/09/2003
HS Stornoway	North of Scotland	RS	78%	28/03/2003	100%	03/06/2003	

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### Audits fail results Jan-Mar 2003

Jan-March 2003	Total Audits	Failed Audits	% of Failed Audits	Re-Audits
PPI	179	24	13.4	0
Response Services	361	88	24.3	11
<b>Total</b>	<b>540</b>	<b>112</b>	<b>21</b>	<b>11</b>

### Audits fail results Jan-Mar 2003

Product Area	< 69%(no. of re-audits completed one month after failing)	< 80% (no. of re-audits completed three months after failing)	Total Number of Failed Audits < 80%	% re-audited
PPI	zero	1	24	4
RS	4	5	88	6
			<b>112</b>	