No. 294/26

29th October 2026

Dear Colleagues,

Delivery Incentive Scheme – End of Quarter Results

The end of September concluded the end of the latest incentive scheme quarter and we can now provide an update on the number of CWU delivery members who have qualified for a bonus payment.

Before highlighting the results, it is important to explain how the incentive scheme operates.

How the Incentive Scheme Works

The incentive scheme is based on four quarterly periods throughout the year.

A unit must operate within budget to qualify for a bonus payment. Where this is achieved, CWU members can receive a share of up to 50% of the available bonus pot.

The payment is split as follows:

Bonus Element	Percentage	Criteria
Budget Performance	30%	Paid for achieving the budget target and is not linked to quality measures.
Quality Measures	70%	Dependent on performance against quality targets.

The CWU negotiated the 30% budget-related element to ensure that members still receive a payment even where management decisions, such as restricting overtime, impact quality performance.

Quality Measures

The remaining 70% of the bonus is based on three independent quality metrics:

Quality Metric
Delivery Point Coverage
Tracked 24 Performance
Tracked 48 Performance

These measures are assessed independently. A unit that achieves one or more of these targets can still receive a proportion of the quality-related payment, provided it remains within budget.

Quarter-End Results

For this quarter, the maximum available bonus pot for CWU members was **£1.5 million** (50% of the overall £3 million incentive fund).

CWU delivery members have secured a total payment of: **£874,281** for the three-month period.

While only a proportion of delivery units had been operating under the new arrangements for the full quarter, the emerging trend is clear: units that have been deployed for longer are generally more likely to qualify for a bonus payment.

Key Headlines

Measure	Result
Total Bonus Paid to CWU Delivery Members	£874,281
Delivery Units Qualifying for Payment	352
Total Delivery Units	931
Estimated Full-Time Equivalents Qualifying	21,931
Percentage of Employees Qualifying	42%
Average Payment	£40
Highest Individual Unit Payment	£389 (Wythenshawe)
Units Earning More Than £100	48
Units Earning More Than £200	17
Units Earning More Than £300	5

Notable achievement: Wythenshawe Delivery Office achieved the highest payment of £389 per EFTE (Estimated Full-Time Equivalent), despite only participating in the scheme for six of the twelve weeks within the quarter.

Top 10 Bonus-Performing Delivery Units

Rank	Delivery Unit	Bonus Payment (Per EFTE)	EFTE in the Unit	Total Unit Pot
1	Wythenshawe	£389	68 FTE	£26,453
2	Manchester North East	£340	35 FTE	£11,908
3	Pinner	£309	34 FTE	£10,498
4	Maryport	£303	14 FTE	£4,239
5	Sheffield West	£302	47 FTE	£14,184
6	Walworth	£294	31 FTE	£9,104
7	Ealing	£276	43 FTE	£11,860
8	Coldstream	£265	9 FTE	£2,384
9	Belper	£260	44 FTE	£11,440
10	Weybridge	£251	31 FTE	£7,790

These payments are paid per estimated full time equivalent. Part timers will get pro rata of the above payment. All units mentioned have also achieved ALL quality metrics therefore unlocking the full potential bonus.

Bonus Qualification by ROD Area

ROD Area	Units Qualifying for Bonus
Anglia	20
Greater London	24
Midlands	20
Northern Ireland & North East	16
North West	48
Scotland	51
South Central	28
South East	22
South Midlands	20
South West	28
Wales & Marches	28
Yorkshire	34

Looking Ahead

While these results will be welcomed by the thousands of members receiving a payment, it is important to remember that this is only the first full bonus period under the scheme.

We also recognise that a significant number of units are still addressing deployment issues. Those units will need time to stabilise and fully embed the new ways of working before they have a genuine opportunity to maximise bonus earnings.

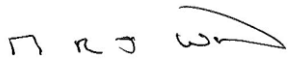
It is also worth remembering that, before the CWU negotiated this incentive arrangement, any savings generated would have been retained entirely by Royal Mail, with no additional payment being made to our members.

Equally it is also worth noting that these lump sums are one off payments and therefore could not be used to fund equalisation of new entrants' pay, terms and conditions. This issue is being negotiated separately.

We will continue to provide regular updates on the performance of the incentive scheme as we move through the next quarter and will closely monitor both the payments being achieved and the factors affecting members' ability to earn them.

Any enquiries relating to the content of this LTB should be referred to the DGSP department hford@cwu.org.

Yours sincerely,



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