

Reference: 1772762

Information Requests
information.requests@ofcom.org.uk

22 February 2024

Freedom of Information request: Right to know request

Thank you for your request for information about volume/revenue breakdown of 1st and 2nd class mail.

We received this request on 26 January 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

In developing our views on the future of the universal postal service, especially on speed of delivery, the CWU would like to get a clearer picture of the relative proportion of 1st and 2nd class letters and USO parcels and how this may have changed over the last few years.

Ideally, we'd also like to see a volume/revenue breakdown of 1st and 2nd class mail based on whether this is stamped, metered, PPI or any other postage format.

I can't find this information contained anywhere in published accounts or Ofcom reports, and I wondered if you can let me know if this is publicly available through Ofcom?

Our response

While we do hold information you have requested, we have not published it and, under section 44 of the FOI Act, we are unable to provide it to you in response to your request. Section 44(1) provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. In this instance, disclosure of the information you have requested is prohibited under section 56 of the Postal Services Act 2011 ("the PSA"). Section 56 of the PSA prevents us from disclosing information that we have obtained under our powers in Part 3 of that Act and which relates to the affairs of a particular business (so long as the business is being carried on), unless we have the consent of that business or one of the other gateways for disclosure in section 56(2) of the PSA applies. We do not have the necessary consent and none of the other gateways for disclosure apply here. Section 44 of the FOI Act therefore applies, and is an absolute exemption under the Act which does not require a public interest test.

You may wish to contact Royal Mail, who may be able to assist with your query.

If you have any further queries, then please send them to information.requests@ofcom.org.uk, quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).