

Reference: 01763502

Information Requests
information.requests@ofcom.org.uk

24 January 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail: failure to deliver. This request was received on 11 January 2024 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request

“Please supply info o the number of occasions that Royal Mail have informed you of their failure to deliver 1st and 2nd Class letter post to areas covered by Stroud DO Gloucestershire as required under the Universal Agreement with HMG”

Our response

In exercising our powers under Section 36 of the Postal Services Act 2011¹, Ofcom imposed regulatory conditions on Royal Mail which they must comply with as the designated universal service provider. These are contained in the DUSP Conditions² and the regulatory conditions imposed on Royal Mail in relation to performance targets of postal packets³ can be found in DUSP Condition 1⁴. These include the requirement for 93% of First Class items to be delivered within one working day and for 98.5% of Second Class items to be delivered within three working days. Royal Mail is also subject to a ‘Postcode Area Target’ which requires it to deliver 91.5% of First Class items the day after collection in 118 postcode areas.

In order to demonstrate whether Royal Mail is meeting the Universal Service Obligation (USO), it publishes [Quality of Service reports](#) which set out its performance against its quality of service targets on a quarterly and annual basis. We monitor Royal Mail’s performance against these targets throughout the year and complete a formal assessment annually (from April to March each year). At the end of that period, we will take action if we consider Royal Mail has failed to meet its targets without good justification. Most recently, for the 2022/2023 financial year, Ofcom fined Royal Mail £5.6m for failing to achieve its First and Second Class delivery targets. For further information on this, please see the [Final Decision](#) for this investigation.

¹ [s36 of the Postal Services Act 2011](#)

² <https://www.ofcom.org.uk/postal-services/information-for-the-postal-industry/conditions>

³ [s27\(2\) of the Postal Services Act 2011](#)

⁴ [DUSP Condition 1](#)

While the above information is in the public domain, as part of our ongoing monitoring work, we also collect a range of additional data from Royal Mail, including local delivery office performance data. This does not include information on the number of occasions that specific delivery offices, such as Stroud, have failed to deliver First and Second Class post to local customers and therefore Ofcom does not hold the requested data. However, as noted above, Royal Mail does publish quarterly First Class performance data for the 'GL' postcode area, which includes Stroud.

I hope this information is helpful. 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

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF