

Reference: 02105393

Information Requests
information.requests@ofcom.org.uk

27 November 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Service Performance of Royal Mail in CF11.

We received this request on 8 November 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"How has the Royal Mail postal service performed for residential properties in CF11 compared to that in the wider Cardiff area over the last three months? Specifically, how often is residents' post delayed and by how long? And, is this more significant than in CF10 and CF24?"

- Is there a local reason for delays separate from a national one? Sickness, absence, backlog, etc."

Our response

We do not hold the requested information.

You may like to check <https://www.royalmail.com/service-update>, which may provide some information regarding Royal Mail Performance.

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](#).