

Reference: 02135077

Information Requests
information.requests@ofcom.org.uk

20 February 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail performance data.

We received this request on 23 January 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

I am requesting the following information regarding Royal Mail's performance and regulatory compliance:

- a) *Performance Data (Yorkshire & Lincolnshire): A breakdown of the 'Quality of Service' (QoS) results and 'Daily Route Completion' percentages specifically for the LS, BD, HG, WF, and LN postcode areas for the last 12 months. Please provide this data broken down by Delivery Office (DO) where held.*

We do not hold this information.

- b) *Whistleblowing & Cultural Reports: The total number of reports, complaints, or items of correspondence received by Ofcom from Royal Mail employees (or their representatives) regarding the following themes since January 2016:*
 - i. *"Bullying" or "Harassment" by management.*
 - ii. *"Pressure to misreport," "falsify," or "manipulate" daily delivery completion data.*
 - iii. *Instructions to "prioritise tracked items/parcels" over Universal Service Obligation (USO) letter mail. (Please provide these as anonymised annual totals).*

Ofcom publishes an annual whistleblowing report that includes, amongst other things, the total number of whistleblowing disclosures received that year in relation to postal services. You can find the most recent reports here: [Whistleblowing disclosure](#)

We are unable to disclose any further information about these disclosures as we consider this information is exempt from disclosure under the FOI Act. In particular, section 41 of the FOI Act which provides that, information is exempt from disclosure if it was obtained by the public authority from any other person (including another public authority), and the disclosure of the information to the public (otherwise than under the FOI Act) by the public authority holding it would constitute a breach of confidence actionable by that or any other person. We consider this section applicable here as the information in question was provided to Ofcom, in its capacity as the post regulator, by individuals in circumstances where there is an expectation of confidentiality.

- c) *Audit and Verification: Details of the specific procedures, audits, or "spot checks" Ofcom has conducted since January 2021 to verify that the daily delivery figures reported by Royal Mail are accurate and have not been manipulated at a local or regional level.*

Under conditions set by Ofcom, and specifically DUSP 1.9.2 of Designated USP Condition 1 ("the Condition"), Royal Mail, as the universal service provider, has to monitor (or procure the monitoring) of its performance in relation to the standards set out in Table 1 of the Condition. One of these standards is the extent to which deliveries are made every day upon which a delivery is required, by the latest delivery time notified to Ofcom. Under the Condition, Royal Mail's performance against the standards should be measured using an appropriate testing methodology, as defined in the Condition.

Royal Mail currently appoints a contractor, Spectos, to monitor its performance. The testing methodology employed by Royal Mail's contractor consists of the recording of end-to-end transit times of test letters by panellists of senders and recipients. Raw data is checked and weighted by Royal Mail and its contractor, who operates and manages the survey, to ensure accuracy and representativeness. Performance is measured in terms of the percentage of different types of mail items being delivered by their due dates (e.g. the percentage of First Class Stamped and Meter items delivered within one working day).

Analysys Mason is contracted by Ofcom to independently audit the process as a whole, testing methodology, representation, and capacity to provide results with measurable statistical significance (i.e. accuracy). Analysys Mason provides Ofcom with audit reports on Royal Mail's USO quality of service survey. However, the monitoring of latest delivery times does not currently form part of that audit and therefore we do not hold information in relation to this question.

Royal Mail uses data provided by its contractor to produce quarterly and annual reports. These in turn are submitted to Ofcom, relevant consumer advocacy bodies and published as required under the terms of the DUSP Condition.

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](#).