

Your response

Question	Your response
<p>Question 1: Do you have any comments on Ofcom's proposed Work Plan for 2025/26?</p>	<p>Confidential? – N</p> <p>Introduction</p> <p>Royal Mail welcomes the opportunity to comment on Ofcom's proposed Plan of Work for 2025/26. As in previous years, Ofcom has set out two primary areas of focus for the postal sector in the forthcoming year: Universal Service Obligation (USO) reform and its ongoing monitoring of the postal market.</p> <p>USO reform</p> <p>Whilst we welcome Ofcom's work on USO reform, our investment and efforts to drive improvements must be backed by urgent reform of the Universal Service. After five years of discussion, we look forward to seeing Ofcom's proposals as part of its forthcoming consultation. After speaking to thousands of customers, we submitted our proposal to Ofcom for a modern and sustainable postal service. In its Plan of Work, Ofcom states it will be producing a statement on USO reform in Q2 2025/26. Given the changes that will be required from Royal Mail it is necessary that Ofcom provides further clarity on when this statement will be published. We urge Ofcom to reach a swift decision and introduce new regulations as soon as possible.</p> <p>In Ofcom's September statement,¹ it confirmed its intention to conduct its review of the postal USO in two phases. Ofcom's Plan of Work does not reference the second phase of this work either in terms of scope or in terms of timings. The completion of both phases of USO reform is crucial to support a modern, sustainable and reliable postal service for our customers, our company and our people.</p> <p>As requested previously, we ask Ofcom to set out a detailed and clear process and timeframe in its Plan of Work for its work on USO reform. This is essential to allow for stakeholders to actively participate in this very important project.</p>

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	<p>Ongoing monitoring</p> <p>We continue to work with Ofcom on its ongoing monitoring of the postal sector. Royal Mail's proposal protects what matters most to customers, including those in vulnerable circumstances, providing a sustainable, reliable, affordable, one-price-goes-anywhere universal letter and parcel service that meets the needs of customers.</p> <p>Statutory Growth Duty</p> <p>We note Ofcom's reference to the new Statutory Growth Duty in its Plan of Work, however it does not provide any clarity on how this will impact the postal sector. The introduction of this duty comes at a time when the postal sector is facing considerable challenges, and we are keen to understand how it will interact with and affect ongoing work on USO reform.</p>

Please complete this form in full and return to planofwork@ofcom.org.uk