

Reference: 516229

Jerin John  
Information Rights Adviser  
[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)

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### **Freedom of Information: Right to know request**

Thank you for your request for information where you asked about volume of mail data (residential postal deliveries) since 1970.

This was received by Ofcom on 2 February and it has been considered under the Freedom of Information Act 2000.

You asked:

*I am researching the impact of email and would like to access data concerning the volume of mail (residential) sent since 1970 to the present day. Your website contains data for 2017 and 2016, so this request is volume of mail data 1970 to 2015.*

During the year 2011, Ofcom took over responsibility for regulating the postal services industry from the Postal Services Commission (Postcomm). Prior to this period, Postcomm was responsible for regulating post. Therefore, please visit The National Archives website for data held by Postcomm before 2011.

For data concerning the letters market between the years 2011 to 2015, please visit our website containing annual monitoring updates on the postal market here: [https://www.ofcom.org.uk/postal-services/information-for-the-postal-industry/monitoring\\_reports](https://www.ofcom.org.uk/postal-services/information-for-the-postal-industry/monitoring_reports). Please note, the data we hold does not separate residential from non-residential volumes as data is not collected in these categories.

You may find it helpful to visit The Postal Museum website which provides a time series showing the number of letters delivered by Royal Mail: [https://postalmuseum.org/wpcontent/uploads/2016/10/11\\_Letters\\_delivered\\_by\\_Royal\\_Mail\\_1920\\_2010.pdf](https://postalmuseum.org/wpcontent/uploads/2016/10/11_Letters_delivered_by_Royal_Mail_1920_2010.pdf).

However, please note that the definition of a letter may have changed over time, and the volume of letters published by Royal Mail may not correspond to Ofcom's definition.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

## Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

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 undertaking 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:

Steve Gettings  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

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. The Information Commissioner can be contacted at:

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