

Freedom of Information: Right to know request

Thank you for your request for information dated 11 May about post statics for the UK. This has been considered under the Freedom of Information Act 2000.

Please find below our response under each of your questions.

1. How many letters sent each year for last 10yrs?

We hold data for 7 years. Please refer to Ofcom's Annual Monitoring Reports (AMR) published on our website: https://www.ofcom.org.uk/postal-services/monitoring_reports. The AMR go back to 2011-12. For example, Figure 4.1 of the 2015-16 AMR provides letters data. To find older data please refer to the 2012-13 AMR (https://www.ofcom.org.uk/__data/assets/pdf_file/0032/56984/annual_monitoring_update_2012-13.pdf) where Figure 3.4 (page 12) gives figures for Letters from 2009-10 to 2012-13. You should note Figure 4.1 and Figure 3.4 have slightly different figures for 2011-12 and 2012-13 (14339 v 14330 and 13199 v 13172 respectively). There have been changes in the way letters volumes have been collected and treated in the past which means that a direct year on year comparison may not always be possible - please therefore refer to the notes to the data.

Mail volumes on a calendar year basis are available in the annual Communications Market Report (CMR). Time series data for mail volumes from 2005-2011 is available in figure 6.6 (page 369) of the 2012 CMR. https://www.ofcom.org.uk/__data/assets/pdf_file/0013/20218/cmr_uk_2012.pdf . The latest calendar year addressed letters volumes figures are in figure 6.6 (page 228) of the 2016 CMR https://www.ofcom.org.uk/__data/assets/pdf_file/0024/23685/uk_post.pdf

2. How many parcels sent each year for the last 10yrs?

We hold data for 2 years. Please refer to the AMR which gives 2014-15 and 2015-16 parcel volumes.. For the 2014-15 and 2015-16 parcels volumes please see Chapter 5 of the 2015-16 AMR - https://www.ofcom.org.uk/__data/assets/pdf_file/0025/56923/annual_monitoring_update_2014-15.pdf

3. Breakdown of post sent by sector?

It is unclear what this question means. However, you might refer to Royal Mail's published regulatory accounts, where they provide a breakdown of volumes by product category for its regulated business. Regulatory accounts going back to 2008-09 are available from <http://www.royalmailgroup.com/about-us/regulation/regulatory-financial-statements>. You could also refer to Royal Mail's results presentations which contain public breakdowns of Royal Mail's volumes by product type. These are available on Royal Mail's website: <http://www.royalmailgroup.com/investor-centre/report-download-centre> . There is also some data based on Royal Mails' data in figure 6.12 of the 2016 Communications Market Report - see link above.

4. Who sends the most post by business?

While we collect data on total letters volumes we do not collect data on the volumes of letters sent or received by individual businesses or sectors.

5. What does the post office charge large businesses to post letters?

The Post Office is an agent for Royal Mail and Parcelforce. It charges the prices they set. Large businesses sending mail in bulk do not post over the counter.

6. What is the highest discount on stamps that Royal Mail give for bulk purchasing?

This information may be available on the Royal Mail website for contract customers. Bulk buyers are usually shops that purchase at a discount and then sell on at face value (or less if they want to use as a footfall increaser). Royal Mail doesn't permit these stamps to be sold higher than face value. Please note this is not something Ofcom regulate.

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