

Reference: 378746

31 January 2017

Julia Snape
Information requests

information.requests@ofcom.org.uk

Freedom of Information: Right to know request

Thank you for your request for information dated 16 January about post office parcels which has been considered under the Freedom of Information Act 2000 ('the Act').

You asked:

How many post office parcels are delivered annually (e.g. last year) and of these how many (or a percentage) were lost or damaged.

You can find information about parcel volumes on Royal Mail's website. See page 22 of the below report.

[http://ar2015-16.royalmailgroup.com/pdf/Royal Mail Annual Report 2015-16.pdf](http://ar2015-16.royalmailgroup.com/pdf/Royal_Mail_Annual_Report_2015-16.pdf)

There is no published data on how many were lost or damaged.

Royal Mail is required to report to Ofcom its annual estimates of items lost, damaged, delayed etc, however, we are unable to disclose this information as it is exempt under Section 44 of the Act. This section of the Act prohibits release of information if another enactment has said that it shouldn't.

In this case, S.56 of the Postal Services Act 2011 restricts disclosure of information if it relates to a business which has been obtained in exercise of a power conferred by the Communications Act unless we have the consent of that business or it furthers the carrying out of Ofcom's functions.

We do not have consent from the business to release the information and we do not consider it would help Ofcom to carry out its functions.

I hope this information is helpful.

Yours sincerely

Julia Snape

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