

Reference: 01917307

Information Requests
information.requests@ofcom.org.uk

28 November 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning Board minutes regarding 1st class stamp price increases.

We received this request on 29 October 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

I am requesting under the terms of the FOIA copies of the sections of Ofcom Board Minutes referring to:

- a) last autumn's increase in 1st. class stamp prices by Royal Mail from 95p to £1.10;*
- b) this autumn's increase in 1st. class stamp prices by Royal Mail*

(Even if Royal Mail is not formally required to seek permission from Ofcom to raise the price of 1st. class stamps under the regulatory framework established by Ofcom, I assume that the rise in price both last year and this year was discussed at Board level at Ofcom).

Our response

- a) last autumn's increase in 1st. class stamp prices by Royal Mail from 95p to £1.10*

We have searched 2023’s Board minutes where Royal Mail was mentioned using the terms “royal mail”, “stamp” and “first class” and this produced a zero return. Therefore, we do not hold any information in scope of your request.

- b) this autumn's increase in 1st. class stamp prices by Royal Mail*

We have searched 2024’s Board minutes where Royal Mail was mentioned, again using the terms “royal mail”, “stamp” and “first class”, and we do not hold information in scope of this part of your request.

Please note that under the Postal Services Act 2011, there is a requirement that services provided under the universal postal service must be affordable. We recognised in our [September 2024 statement](#) that affordability is the most important feature to postal users, and we stated that we plan to conduct our work in assessing [Royal Mail's proposals](#) in two phases, with the second phase considering in detail issues related to affordability and pricing amongst other things.

We continuously review and monitor the prices of services offered by the universal postal service (including First class) as part of our post monitoring report, these reports can be found on [our website](#) and are published annually. We also consider the affordability of First class services when we review [safeguard caps](#).

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

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](#).