

Reference: 02031113

Information Requests
information.requests@ofcom.org.uk

25 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail DUSP Condition 1.10.

We received this request on 3 July 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request and Ofcom's response

I am writing to request information under the Freedom of Information Act 2000 in relation to Royal Mail's statutory obligations under DUSP Condition 1.10, specifically regarding the publication and performance reporting of latest delivery times.

Please provide the following:

1. Confirmation of Current Monitoring

Does Ofcom currently require Royal Mail to monitor and report on actual performance against its published "latest delivery times" under DUSP 1.10.1 and the related performance measure listed in Table 1 of the Universal Service Conditions?

Yes. The designated universal service provider (DUSP) conditions can be found [here](#) on our website.

2. Monitoring Methodology

***Who is responsible for monitoring performance against latest delivery times?
Is this done by Royal Mail internally?
Or via independent panelists or a third-party auditor?***

As outlined in [our decision on Royal Mail's Quality of Service performance in 2023/24](#), Condition 1.9.2 requires Royal Mail to monitor, or to procure the monitoring of, its performance in relation to the applicable QoS targets using an appropriate testing methodology. Royal Mail complies with this requirement by way of a series of surveys involving test mail items.

These are designed by Royal Mail in compliance with the First Class and Second Class standards and are currently carried out by a market research agency called Spectos. To carry out the survey, Spectos recruits a panel of private individuals and businesses across the UK who are directed by Spectos to post items of test mail to each other. Panellists record the dates on which test items are posted and the dates on which test items are delivered. The test items are not identifiable to Royal Mail and the participants in the survey are anonymous.

The delivery performance of the test items can then be used to estimate the performance across all mailed items.

To further ensure the robustness of the QoS performance results reported by Royal Mail these are subject to review by an independent auditor. In the case of the First Class and Second Class national performance targets, the auditor is appointed by, and reports directly to, Ofcom.

3. Availability of Data

Where can I access the most recent annual performance data relating to deliveries made "by the latest delivery time" as defined in DUSP 1.10.1?

Royal Mail publish reports on its website [here](#).

4. Quarterly Reporting

Is this performance also still reported on a quarterly basis as per DUSP 1.10.4, and if so, can you provide links or instructions on how to access the most recent such report?

Please refer to our response to Question 3.

5. Enforcement or Oversight

Has Ofcom issued any recent guidance, warnings, or enforcement action in relation to Royal Mail's compliance with published delivery time commitments?

Ofcom's previous investigations can be seen at table 5.48 of [our decision on Royal Mail's Quality of Service performance in 2023/24](#). Each investigation has set out what the scope of the investigation is; in the majority of cases, the focus has been on the First Class and Second Class targets. Ofcom has also opened an investigation into Royal Mail quality of service performance for financial year 2024/25.

We hope this information is helpful. 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](#).