

Reference: 02096587

Information Requests
information.requests@ofcom.org.uk

24 November 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail's compliance with DUSP Condition 1.10 (Latest Delivery Times).

We received this request on 27 October 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

"Please treat the following as requests for recorded information held by Ofcom in relation to Royal Mail's compliance with DUSP Condition 1.10 (Latest Delivery Times) and any associated monitoring, reporting or correspondence.

I refer to the five questions already put to the Whistleblowing Team in my letter dated 27 October 2025 (Whistleblowing Case 02075139) and ask that the FOI Team assist in providing clear, complete and timely answers to them:

1. Plain-English fitness-for-purpose explanation – how can a panellist-led survey produce accurate figures for DUSP Condition 1.10 (Latest Delivery Times)?

This is out of scope of an FOI request.

2. Accuracy of past reporting – does Ofcom believe figures for DUSP Condition 1.10 have been accurate since 2012, given that Spectos panellists are only required to check after 6 p.m.?

This is out of scope of an FOI request.

3. Engagement with evidence – does Ofcom hold any analysis, modelling or audit data showing the detection probability or error margins of the Spectos methodology?

Ofcom has established an independent audit of Royal Mail's audit process. The auditors have provided audit reports, either annually or quarterly, depending on the financial year associated with the audit.

The auditor reports include checks of Royal Mail's accuracy figures, but not in relation to latest delivery times. There is no performance target related to this standard and as such it does not currently form part of the audit commissioned by Ofcom.

4. Candour about published figures – what internal or external audit evidence supports Ofcom's confidence that the published "Deliveries by Latest Time" percentages are reliable?

Please see answer to point 3 above.

5. Future work statement – what does Ofcom mean by “we will take your comments into account in our future work,” and are there any plans or internal discussions about requiring Royal Mail to move away from using panellists for DUSP 1.10?

Our Plan of Work (please see latest [here](#)) includes details of our programme of work in the postal sector, please see [Call for input: Review of postal regulation – pricing and affordability](#) for more details. Given other demands on our resources we have no plans to examine this issue further at this point.

Please include copies of:

** any correspondence, briefing notes, meeting minutes or internal analyses referring to DUSP 1.10 or “latest delivery times”;*

We have interpreted your request as any correspondence in the previous 2 years, not including any correspondence involving your interactions with Ofcom. On this basis, we do not hold the requested information.

** any material exchanged with Royal Mail, Spectos, or any contractor about the monitoring of DUSP 1.10;*

Whilst we hold information in the scope of your request, we are unable to disclose this information as we consider its disclosure is exempt under section 44 of the FOI Act.

Section 44 exempts the disclosure of information which is prohibited by or under any enactment. We are prohibited under section 56 of the Postal Services Act 2011 (“the 2011 Act”) from disclosing information which relates to a business, which we have obtained as a result of Part 3 of the 2011 Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways for disclosure under section 56(2) of the 2011 Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

** any audit, validation or methodology reviews relating to panel-based monitoring of time-of-day delivery standards since 2012.”*

We conducted a Review of Postal Regulations, including public consultations, in 2016-17 [Review of the Regulation of Royal Mail](#) and 2020-22 [Statement: Review of postal regulation](#), at which time we have broadly considered DUSP conditions and monitoring compliance. We do not hold other specific reviews of these audits and panel-based monitoring.

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](#).