

Reference: 02233770

Information Requests
information.requests@ofcom.org.uk

3 August 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Postal delivery routes for postcode.

We received this request on 10 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

*I am making a request for recorded information under the Freedom of Information Act 2000.
I request the following information for the postcode area, specifically the delivery route covering*

1. Daily route completion data for this route for the last 12 months.

We do not hold information in scope of your request.

Nevertheless, we believe you may find following information helpful. Our [Annual monitoring report on the postal market](#) provides useful information on how Ofcom monitors the postal sector, which includes information on performance of Royal Mail. Further information about Royal Mail Quality of Service can be found here [RM Quality of Service](#).

2. Days per week completed: the number of days per week Royal Mail reported completing letter deliveries on this route.

3. Performance data held relating to the Darwen Delivery Office, including:

- * missed delivery days*
- * partial route completions*
- * prioritisation of parcels over letters*

4. USO breach reports submitted by Royal Mail relating to the delivery office or postcode area.

5. Complaints/whistleblowing/internal notifications received by Ofcom relating to failure to deliver letters in the BB3 area.

In response to questions 2 to 5, please see our response under Q1 – we do not hold this information.

Yours sincerely,

Information Requests

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA
Switchboard: 0300 123 3000 or 020 7981 3000
www.ofcom.org.uk

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](#).