

Reference: 02250324

Information Requests
information.requests@ofcom.org.uk

6 August 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail deliveries.

We received this request on 27 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

"For each year, between 2023/2024 - 2025/2026 (starting from 01st July - 31st June) I'd like the following information. For each postcode area that Royal Mail delivers to, and for each year"

1. What percentage of the post delivered for each postcode area was delivered within Royal Mail's targets.

We do not hold information in scope of your request.

However, we would highlight to you our [Annual monitoring report on the postal market](#), which provides useful information on how Ofcom monitors the postal sector, which includes information on Royal Mail's performance against its regulatory targets. Royal Mail also publish Postcode Area data for First Class USO delivery performance on a quarterly basis. This can be found [here](#).

2. How many warnings for each postcode - for each year - were issued over delays.

Ofcom monitors Royal Mail's compliance with its regulatory obligations and may take enforcement action where there is evidence of non-compliance. However, Ofcom does not generally hold service performance information at individual postcode level and does not maintain a record of "warnings" issued by postcode area. We therefore do not hold a breakdown of warnings for each postcode by year.

Our monitoring and enforcement activity is generally undertaken at a national level against Royal Mail's regulatory obligations rather than against individual postcode districts. Where Ofcom identifies concerns regarding compliance, we may engage with Royal Mail, require information, investigate potential contraventions and, where appropriate, take formal enforcement action.

If you are seeking information about service performance in a particular postcode area, Royal Mail may be better placed to provide any operational information it holds relating to local delivery performance or disruption. To this end, you may like to check <https://www.royalmail.com/service-update>, which provides operational information about disruptions or changes to postal services at a local delivery office level.

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](#).