

Reference: 02126415

Information Requests
information.requests@ofcom.org.uk

28 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail's 24 and 48 Delivery Performance Data.

We received this request on 06 January 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request and our response

I am writing to request information under the Freedom of Information Act 2000 regarding the delivery performance of Royal Mail's "24" and "48" services (including both Tracked and non-Tracked variants).

Specifically, I would like to request the following information from 2019, up to and including the current year to date:

1. Performance Statistics: The percentage of items sent via 'Royal Mail 24' and 'Royal Mail Tracked 24' that were delivered within the target of one working day.

Ofcom does not hold information on specific products/services provided by Royal Mail.

2. Performance Statistics: The percentage of items sent via 'Royal Mail 48' and 'Royal Mail Tracked 48' that were delivered within the target of two to three working days.

Ofcom does not hold information on specific products/services provided by Royal Mail.

3. Volume of Delays: If held, the total number of items for these specific service lines that failed to meet their delivery aims.

As above, Ofcom does not hold information on specific services. However, in a broader sense, the International Distribution Services [Quality of Service website](#) provides reports relating to Universal Postal Service Order performance.

Additionally, our [Post Monitoring Report](#), includes reference to complaint and compensation figures. This includes complaint volumes associated with delayed items, without any product breakdowns. Our reporting refers back to Royal Mail's published records, found [here](#).

4. Regional Breakdown: Any data held by Ofcom regarding performance variations for these specific services across different UK postcode areas.

Ofcom does not hold information on specific products/services provided by Royal Mail.

I understand that Royal Mail publishes high-level Quality of Service reports; however, this request specifically seeks the more granular data provided to Ofcom in its capacity as the regulator to monitor Royal Mail's compliance with service standards.

If the release of this information is prohibited under Section 44 of the FOI Act (due to the Postal Services Act 2011), please provide a summary of the performance levels or any redacted versions of the compliance reports that are available for public viewing.

Please see our response to question 3.

Yours sincerely,

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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](#).