

Reference: 02278956

Information Requests
information.requests@ofcom.org.uk

5 October 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning missing post – Royal Mail issues for the area.

We received this request on 15 September 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"I would like performance statistics relating to missing or delayed post and any associated Royal Mails issues for period June-August 2025 and comparisons with the same period for the three years prior. This is for area, specifically Which ever is available or indeed both."

Our response

While we do hold some information within the scope of your request, this is being withheld under section 44 of the FOI Act. Under section 44 of the FOI Act, information is exempt from disclosure where its disclosure is prohibited under other legislation. Section 56 of the Postal Services Act 2011 prevents us from disclosing information which relates to the affairs of a particular business, unless we have the consent of that business or one of the other gateways for disclosure (in section 56(2) of the Postal Services Act 2011) apply, neither of which apply here. Section 44 is an absolute exemption and does not require a public interest test.

You may find the following information helpful. We measure Royal Mail's performance against nationwide annual delivery targets, from April to March. The company is required to publish its quarterly and annual delivery performance data – including a breakdown by postcode areas – which you can find <https://www.internationaldistributionservices.com/en/regulation/universal-service-obligation/quality-of-service/>. We are currently investigating Royal Mail's failure to meet its delivery targets for 2025/26, for greater detail please see <https://www.ofcom.org.uk/post/royal-mail/ofcom-investigates-royal-mails-202526-delivery-performance>.

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 local delivery office level.

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](#).