

Reference: 02284525

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 Royal Mail delivery performance

We received this request on 16 September 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

"I would like to request information held by Ofcom concerning Royal Mail delivery performance and identified delivery issues affecting the postcode area and/or the relevant London delivery region from January 2026 to the present. (If Ofcom does not hold information at postcode level, please provide the information at the most local geographic or operational level available, and please identify the geographic area to which it relates.)

In particular, I would like to request:

1. Any Royal Mail monthly or quarterly performance reports provided to Ofcom which identify delivery performance issues affecting or the relevant London delivery region during this period.

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 here:

<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>.

2. Any information held by Ofcom identifying operational, staffing, delivery-route, depot or other service issues affecting Royal Mail deliveries in or the relevant London delivery region during this period.

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.

3. Any available statistics or aggregated information held by Ofcom concerning Royal Mail delivery performance foror the relevant London delivery region during this period.

For service performance in a particular postcode area, Royal Mail publishes operational information it holds relating to local delivery performance or disruption. 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.

We are unable to disclose any further information as we consider this is exempt from disclosure under section 44 of the FOI Act, which we have explained above.

4. Any complaints data held by Ofcom relating to Royal Mail delivery problems in or the relevant London delivery region during this period, where such information can be provided in anonymised or aggregated form.

We are unable to confirm nor deny whether we hold the information you requested, as to provide such information would fall under the exemption in section 44 of the FOI Act. Disclosure of whether we hold such information is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') which inhibits disclosure of information about a business which we have obtained in the course of exercising a power conferred by the Communications Act, among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

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](#).