

Reference: 02285386

Information Requests
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2 October 2026

Freedom of Information request: Right to know request

Thank you for your request concerning Royal Mail Service Performance in Crawley.

This request was received by the Consumer Contact Team on 4 September 2026 and passed to the Information Requests team. We have considered your request under the Freedom of Information Act 2000 (FOI Act).

Your request & our response

- *The latest available First and Second Class delivery performance data for the Crawley postcode area(s), measured against the current Ofcom targets;*
- *Historical performance data for the same area over the past 12–24 months, to understand trends;*
- *Confirmation of how Crawley compares with regional and national averages;*
- *Details of any regulatory monitoring, investigation, or enforcement activity relating specifically to the Crawley area, if applicable.*

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.

Ofcom's role is to set and monitor Royal Mail's national quality of service obligations, including the delivery targets that apply to First and Second Class mail. Royal Mail publishes local delivery performance information as part of its regular quality of service reporting. The company is required to publish its quarterly and annual delivery performance data – including a breakdown by postcode areas — which you can find on their [website](#).

Ofcom assesses Royal Mail's compliance against its national annual delivery targets, not against performance in individual postcode areas. We therefore do not produce or hold a separate Ofcom analysis comparing Crawley's performance with regional or national averages. We are [currently investigating](#) Royal Mail's failure to meet its delivery targets for 2025/26.

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 [Royal Mail's Service Update webpage](#),

which provides operational information about disruptions or changes to postal services at local delivery office level.

Regarding your request for information on enforcement in relation to the Crawley area, as above, Ofcom monitors Royal Mail's compliance with its regulatory obligations at a national level, rather than investigating service performance in individual local areas or postcode areas. While complaints and other information we receive can help inform our overall monitoring of the postal sector, we do not hold information about regulatory investigations or enforcement activity specific to Crawley. We publish details of relevant enforcement activity in our [Enforcement Bulletin](#), including where we open or conclude formal enforcement action relating to Royal Mail's regulatory obligations.

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](#).