

Reference: 01775281

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

22 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail delivery data and Postcode Area Targets.

We received this request on 7 February 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*"In your response to my request you stated that you get supplied information from / about Stroud DO yet not their inability to meet their requirement to deliver 1st & 2nd class letters to a given post code area.*

*Can you please supply a copy of the data you do receive for the current 12 month period.*

*You also stated that RM have to meet 118 post code areas under the agreement... is that for every address within that area or is a percentage of that area."*

### Our response

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In our response to [this FOI request](#) we stated that along with our information about Royal Mail that is in the public domain, *"we also collect a range of additional data from Royal Mail, including local delivery office performance data"*.

However, we consider that this information is exempt from disclosure under section 44 of the FOI Act. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this instance, disclosure of such information is prohibited under section 56 of the Postal Services Act 2011. Section 56 of the Postal Services Act 2011 prevents us from disclosing information that we have obtained, which relates to the affairs of a particular business (so long as the business is being carried on), 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 applies, neither of which apply here. Section 44 is an absolute exemption under the FOI Act and does not require a public interest test.

As stated previously, you may wish to see Royal Mail's [Quality of Service Reports](#) which are published quarterly and provide First Class performance data for the 'GL' postcode area, which includes Stroud.

With regards to your question about the Postcode Area Targets, we can confirm that these targets require Royal Mail to deliver 91.5% of First Class items the day after collection to every address within 118 postcode areas across the UK.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

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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](mailto: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](#).