

Reference: 01763645

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

1 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail recorded delivery service. This request was received on 11 January 2024 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

### Background

‘Recorded delivery’ is not a defined service under the postal regulatory framework. We have therefore interpreted and provided our responses in relation to ‘registered and insured services’ under the Designated Universal Service Provider (DUSP) Condition 1.6.1(d) (which Royal Mail refers to as Special Delivery).

### Your request & our response

#### ***Q1 - Does the Recorded Delivery service fall within those services that Royal Mail is required to provide?***

[DUSP Condition 1](#) covers the range of services Royal Mail is required to provide under the universal service obligation. This range of services derive from the Postal Services Act 2011<sup>1</sup> and the Order<sup>2</sup> made by us under section 30 of the Postal Services Act 2011.

[Condition 1.6.1\(d\)](#) requires Royal Mail to provide ‘registered and insured services’ (Special Delivery services) as part of its end-to-end services.

#### ***Q2 - Has Ofcom raised any issues with Royal Mail over its performance relating to the Recorded Delivery service in the last 3 years?***

#### ***Q3 - If so, please advise me of the outcome of those exchanges.***

Royal Mail is required by regulation imposed by Ofcom<sup>3</sup> to achieve certain performance (Quality of Service (QoS)) targets in the delivery of particular universal service products, which include ‘registered and insured services’. It is also required to monitor, and publish, for each quarter and for each financial year, its performance against the targets.

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<sup>1</sup> [Section 31 of the Postal Services Act 2011](#)

<sup>2</sup> [https://www.ofcom.org.uk/\\_data/assets/pdf\\_file/0027/71784/annex6.pdf](https://www.ofcom.org.uk/_data/assets/pdf_file/0027/71784/annex6.pdf)

<sup>3</sup> [DUSP Condition 1](#)

Whilst we have raised issues with Royal Mail regarding its performance against its overall regulatory targets, we have not raised any issues focussed specifically on its 'registered and insured services' covered by DUSP Condition 1.6.1(d) in the last 3 years. For your interest, we refer you to our latest decision to our investigation into [Royal Mail's Quality of Service performance in 2022/23](#), all other QoS investigations can be found on our website.

There are also a number of publicly available documents relating to registered and insured services which you may find of interest. For example, during the pandemic, the provision of registered and insured services was affected by restrictions imposed, and / or guidance issued, by the UK Government and we provided details relating to the emergency period that ended on 31 August 2021, in our [Annual Monitoring Update](#) dated 9 December 2021.

Furthermore, during the last 3 years, Ofcom has undertaken a [Review of Postal Regulation](#), which concluded in July 2022. Royal Mail provided a non-confidential response to our Review of Postal Regulation, which is published on our website [here](#) which included some commentary on its special delivery service (see Royal Mail's response to question 5.1 of our consultation at page 30 onwards). Ofcom's consideration of relevant submissions by Royal Mail and our decision on the Special Delivery Guaranteed by 1pm target is set out in our [Review of Postal Regulation](#) statement (from paragraph 5.121 onwards (page 100)).

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

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF