

OVERVIEW OF QUALITY OF SERVICE PERFORMANCE QUARTER 1 2026/27

Improving quality of service remains a top priority for Royal Mail. We take it seriously and remain committed to delivering a better service for our customers within the significant constraints of our financial position. We have begun to roll out Universal Service reform, which is an important part of improving reliability and putting the service on a more sustainable footing. The changes are being introduced gradually across the UK and, as implementation progresses, we expect them to support further improvements in quality of service. In April 2026 we published our Quality of Service Improvement Plan. This sets out a quarter-by-quarter path towards meeting Ofcom's new delivery targets by April 2027 and includes £500 million of investment over five years to improve service for customers. The plan follows the rollout of our new delivery model that is designed to improve reliability and quality of service. Our Q1 Quality of Service results show First Class performance ahead of the targets in Royal Mail's Improvement Plan. Second Class performance is in line with the improvement plan. While we recognise there is more to do, we are encouraged by the progress being made. The new delivery model is still being rolled out across the network and our focus remains on delivering further improvements for consumers and businesses as the Improvement Plan progresses.

Table 3. USPA 8.1 Downstream Access Priority (D+2)

National percentage delivered after receipt by Royal Mail

	By first day	Accuracy
Quarter	78.1	+/- 1.0
Cumulative	78.1	+/- 1.0

Table 4. USPA 8.1Z Downstream Access Standard (D+3)

National percentage delivered after receipt by Royal Mail

	By second day	Accuracy	On first day	On second day
Quarter	89.0	+/- 0.6	60.0	29.0
Cumulative	89.0	+/- 0.6	60.0	29.0

Table 5. USPA 8.1A Downstream Access Economy (D+5)

National percentage delivered after receipt by Royal Mail

Period	By fourth day	Accuracy	On first day	On second day	On third day	On fourth day
Quarter	98.0	+/- 0.3	51.2	30.3	13.4	3.0
Cumulative	98.0	+/- 0.3	51.2	30.3	13.4	3.0

Notes Performances 'by day' and 'on day' are rounded to one decimal place. The sum of the performances 'on day' may not therefore tally precisely with the performance 'by day'. The data is provided only as required under Ofcom regulations (USPA 8.1 and 8.1a). Royal Mail has not provided this data for any other purpose or in any other context and therefore Royal Mail shall not be liable to any reader who relies or acts upon this data for any other purpose or in any other context.