

Royal Mail Q1 Quality of Service Results 2025-26

25-08-2025

Royal Mail has today published its latest Quality of Service results for the first quarter of the 2025-26 financial year, covering the period from 31 March to 29 June 2025.

Performance has improved on the previous quarter, with 75.9% of First Class mail delivered the next working day, up from 74.2% in Q4 last year. In total, 97% of First Class mail arrived within three days.

Second Class performance remained broadly stable compared to Q4 last year, with 89.3% of mail delivered within three working days, and 98.2% delivered within five days.

Royal Mail is taking targeted action to improve reliability. This includes recruiting additional frontline staff, improving delivery office efficiency and simplifying the network to make it more reliable and resilient.

In July 2025, the postal regulator Ofcom announced changes to postal regulations which will allow Royal Mail to deliver

non-First Class mail every other weekday, whilst continuing to deliver First Class mail six days a week.

Reform of the Universal Service Obligation will support the delivery of a more reliable, efficient and financially sustainable Universal Service. Royal Mail is currently piloting these changes. The nationwide roll out will take time given the scale and complexity of its UK operations.

Royal Mail Interim Chief Operating Officer, Jamie Stephenson, said: "Timely letter deliveries really matter to our customers, and they matter to us too. We are taking targeted steps to improve reliability, and we remain focused on delivering a better service for all our customers, every day."

Source: [International Distribution Services](#)