

LTB 109/25

6th June 2025

Dear Colleagues,

USO Ofcom Update

Please see attached a letter sent by Natalie Black - the Group Director of Ofcom.

This letter, which is published on Ofcom's website, is a direct response to a communication Royal Mail sent to all businesses and organisations who hold an account with them.

The CWU raised this with Royal Mail and Ofcom as it indicated that Royal Mail were simply going to impose USO reform. We have had assurances from Royal Mail that there will be no further deployment of the USO outside of the pilot units without a full national agreement with the CWU and without the agreement of Ofcom.

We also met with Ofcom this week and they reconfirmed that they intend to make their decision on USO in the summer.

Royal Mail and the CWU have agreed that each unit should continue to ensure that all necessary data validation and planning is undertaken in line with the joint statements issued within LTB 102/25 and in advance of any decision by Ofcom. This includes where frames need to be moved.

It is important to re-emphasise that the CWU's support for USO reform is conditional on securing a pay agreement and a resolution to section 5.

In addition, the pilots will need to be working and meet the agreed four overarching objectives for the Optimised Delivery Model, which are:

1. Must achieve all of Ofcom's quality of service targets, alongside all commercial targets.
2. Must deliver fair, manageable and achievable workload and introduce a reduction in fatigue.
3. Must introduce improved attendance patterns with fewer Saturdays.
4. Must improve morale and confidence within the workplace.

Any enquiries in relation to the content of this LTB should be addressed to the Deputy General Secretary (Postal) Dept hford@cwu.org.

Yours sincerely,



Martin Walsh
Deputy General Secretary (Postal)

Emma Gilthorpe
Chief Executive
Royal Mail

Natalie Black CBE
Group Director
Networks and Communications

3 June 2025

Dear Emma,

We have been made aware of a communication sent to all businesses and organisations who hold an account with Royal Mail on 30th May 2025 regarding 'Important information about service terms and conditions changes'.

The letter refers to changes to the delivery frequency of Second Class letters and specifically that:

*'Second Class, Economy letters and Large Letters will be delivered 5 days per week on alternate weekdays (Monday - Friday). This change will go live from **7 July 2025**, or the date Ofcom agrees changes to the Universal Service Obligation (USO), whichever is later'.*

As you are aware, Ofcom is currently consulting on proposals to reform the universal postal service, so that it is better aligned with the needs of people and businesses and remains sustainable in the future. This includes proposals to change the delivery frequency of Second Class letters. We have spoken to a range of stakeholders about our proposals, including users, businesses, postal operators, consumer groups, trade unions and public bodies.

Our consultation closed on 10th April 2025 and we are examining all stakeholder responses. For the avoidance of doubt, no decisions have been taken on the proposals for reform of the universal service contained in our consultation. We will publish a statement setting out our decisions in summer 2025. Until that point, the existing regulations remain in place.

As a result, we consider Royal Mail's announcement of changes to Second Class delivery speeds to incorrectly assume an outcome in relation to Ofcom's decisions on the future of the universal service. Any reference by Royal Mail to specific dates, either in relation to Ofcom's decisions or the implementation of any potential reforms, is therefore premature.

I would like to remind you that it is important for Royal Mail to make clear in any future communication to stakeholders that proposals for reform of the universal service are subject to Ofcom's decisions. Given the confusion and media enquiries which have resulted from your communications, we will be publishing this letter to clarify the position for all affected stakeholders.

Kind regards,



Natalie Black

Group Director, Networks and Communications