Parcels League Table 2026

Report



Citizens Advice
November 2026

Parcels League Table 2026

Ranking	Delivery & Collection	Accessibility	Customer Service	Trust	Overall Scores
1 Royal Mail	3	2.7	2.5	4.2	3
2 Amazon Logistics	2.5	2.5	3.25	3.9	2.75
3 DPD =	2.25	2.3	1.75	3.2	2.25
3 InPost* =	2.5	2.5	1	3	2.25
4 Evri	1.75	2.2	2.5	2.2	2

= These companies' overall scores are tied

* InPost acquired Yodel in 2025. The Yodel brand name retired in July 2026

This is Citizens Advice's sixth annual parcels league table. We are the statutory consumer advocate for post and each year we compare people's delivery experiences with the top 5 biggest parcel companies. We focus on 4 key indicators related to consumer views and priorities: **delivery, accessibility, customer service and trust**.

This year's league table shows that the parcels market is still not working for people relying on it. The highest scoring company only received three stars out of a possible five and the rate of delivery problems remains high, with 30% of respondents reporting issues with their recent delivery[1]. Groups including disabled people, carers and those with low digital confidence are disproportionately affected by the shortcomings of the market. When problems appear, attempts to resolve them often cause additional frustration.

Accessibility has consistently been the lowest-scoring criterion in our five previous parcel league tables and so this year we have included a greater focus on this area. We have added an additional, accessibility-focused boost to our general population sample and used that data to construct a distinct league table, ranking companies' performance on the accessibility of deliveries. One key finding is that the existence of company accessibility policies is not necessarily translating into more accessible deliveries. Respondents with accessibility needs were almost twice as likely to experience issues with their deliveries, and almost a half of them were not aware they could share their needs with the company delivering their parcel. Of those who did know about this option, 27% said their instructions were either only partially implemented, or not implemented at all.

Based on our findings, Citizens Advice recommends that:

- **Ofcom extends Essential Condition 1 - setting standards for secure delivery - to all parcel operators**. This would establish consistent standards and strengthen accountability across the sector.

[1] Every respondent has been allocated one parcel from the pool of parcels they received in the last month. More information available in the methodology document.

- **Ofcom strengthens accessibility requirements for parcel operators.** In particular, companies should be required to ensure that their delivery schedules and payment models account for the additional time drivers may need to meet consumers' accessibility needs.

Changes to the 2026 table

We made some adjustments to our methodology this year to look in more detail at issues coming up consistently in previous league tables. The most significant changes include:

- A boost of people with accessibility needs and additional questions relating to the experiences of this group. We have used this to build a separate accessibility focused table, based on more granular data than in previous years (below).
- Factoring in out-of-home delivery outcomes to reflect the growing significance of this area of the market.

Given the amended methodology, the composition of each metric is slightly different. This means this year's league table is not always directly comparable with previous editions. More information on changes can be found in the methodology document, available here.

Accessibility League Table 2026[2]

Ranking	Delivery & Collection	Communicating needs	Digital accessibility	Trust	Overall Scores
1 Royal Mail	3.6	1.5	3	3.5	2.75
2 Amazon Logistics =	2.3	2.25	3.5	3.5	2.5
2 InPost* =	2.8	1.9	3	3	2.5
3 Evri =	2.3	1.75	3.5	2.5	2.25
3 DPD =	2.1	2	3	3	2.25

= These companies' overall scores are tied

* InPost acquired Yodel in 2025. The Yodel brand name retired in July 2026

[2] This table determines the accessibility metric in the general Parcel League Table above.

Delivery and collection

Delivery scores are based on representative consumer polling. The score was determined by the rate of issues with home delivery and by the rate of issues with out-of-home collection.[3] This was a new addition to the metric this year, intended to reflect the growth in this area of the delivery market.

The rate of problems with home deliveries remains high at 30% of respondents, which increases to 45% when looking only at people with accessibility needs.

Ranking		Scores out of 5
1	Royal Mail	3
2	Amazon Logistics =	2.5
2	InPost =	2.5
3	DPD	2.25
4	Evri	1.75

30%
of respondents reported problems with their home delivery

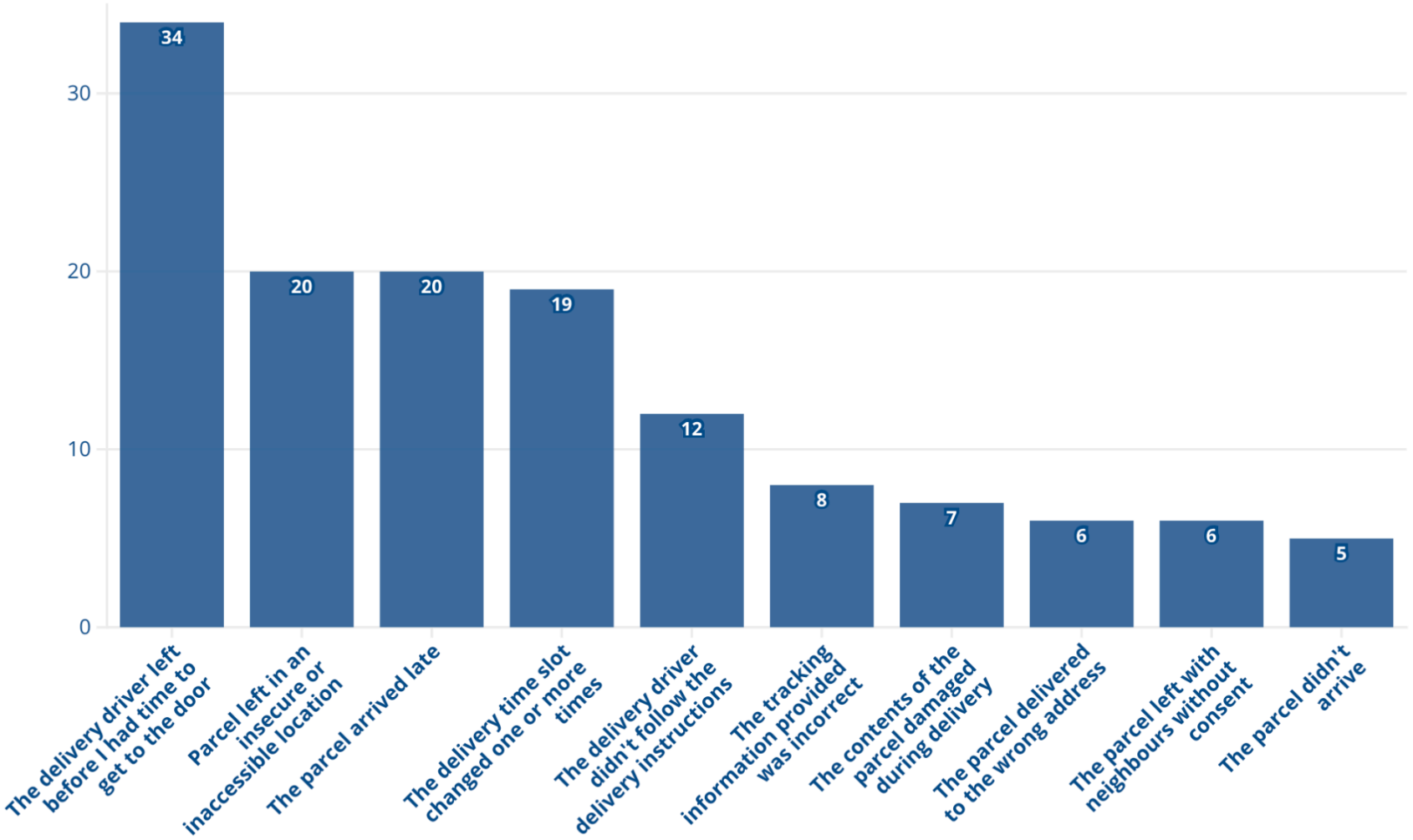
17%
of respondents reported problems with their out-of-home collection

11%
of respondents asked about their home delivery said their courier left before they managed to open the door

"I walked around the village and recognised the front door in the proof of delivery picture"
[Respondent with a misdelivery]

[3] Weighting reflects the fact out of home delivery options reflect a smaller proportion of the market

Graph 1: Home delivery issues among those who reported an issue with their delivery[4].



[4] In other words, the graph only encompasses people who had a delivery problem, rather than all customers

Our recent research shows that conditions and payment models for self-employed delivery drivers are likely to be contributing to many of these issues. The pressures of low pay, tight margins and challenging targets puts pressure on drivers to deliver as quickly as possible - drop-off targets leave an average of 3 minutes, 9 seconds per delivery, including travel between individual deliveries. This makes it extremely challenging for many drivers to consider customer needs or parcel security, as these results indicate.

Out-of-home delivery

The growth in the out-of-home delivery market in recent years likely reflects the persistent challenges linked to home deliveries. We found the rate of problems associated with collections from out of home locations - such as parcel lockers and shops - is significantly lower: 17% of people experienced an issue with this method, rising to 28% amongst people with accessibility needs. The biggest challenges were busy shops and/or long queues, followed by collection code/ID issues and the inconvenience of commuting. Some people reported parcel shops not being able to find their parcel, unreachable locker compartments, and a lack of clear signposting. Qualitative responses also pointed to insufficient time to collect the parcel.



"I have a busy schedule caring for 2 disabled children [and I] am also disabled. If i don't get regular reminders then i forget to collect, but paying for door to door is more expensive. I wish they'd give a little extra time."



26% of people who experienced issues with out of home delivery said the collection points were too busy



20% of the same group had problems with their collection codes, QR codes or identification.



15% of those who struggled with parcel pick up pointed to difficulties in getting to the collection point.

People with barriers to receiving parcels

To standardise with Ofcom's definitions[5], this year we distinguished between delivery barriers that were related to health conditions from those which were not. Barriers not related to health conditions were: living in a rural location or at an address that is hard to find, unpredictable schedules caused by caring responsibilities and/or work patterns, and low digital confidence. People with non-health related barriers actually experience the most delivery issues of all surveyed subgroups.

Objectives on fair treatment of consumers with accessibility needs should, therefore, go beyond tackling challenges for disabled people. The wide variation in people's individual circumstances means an accessible, straightforward, and flexible service is essential across the entire market.



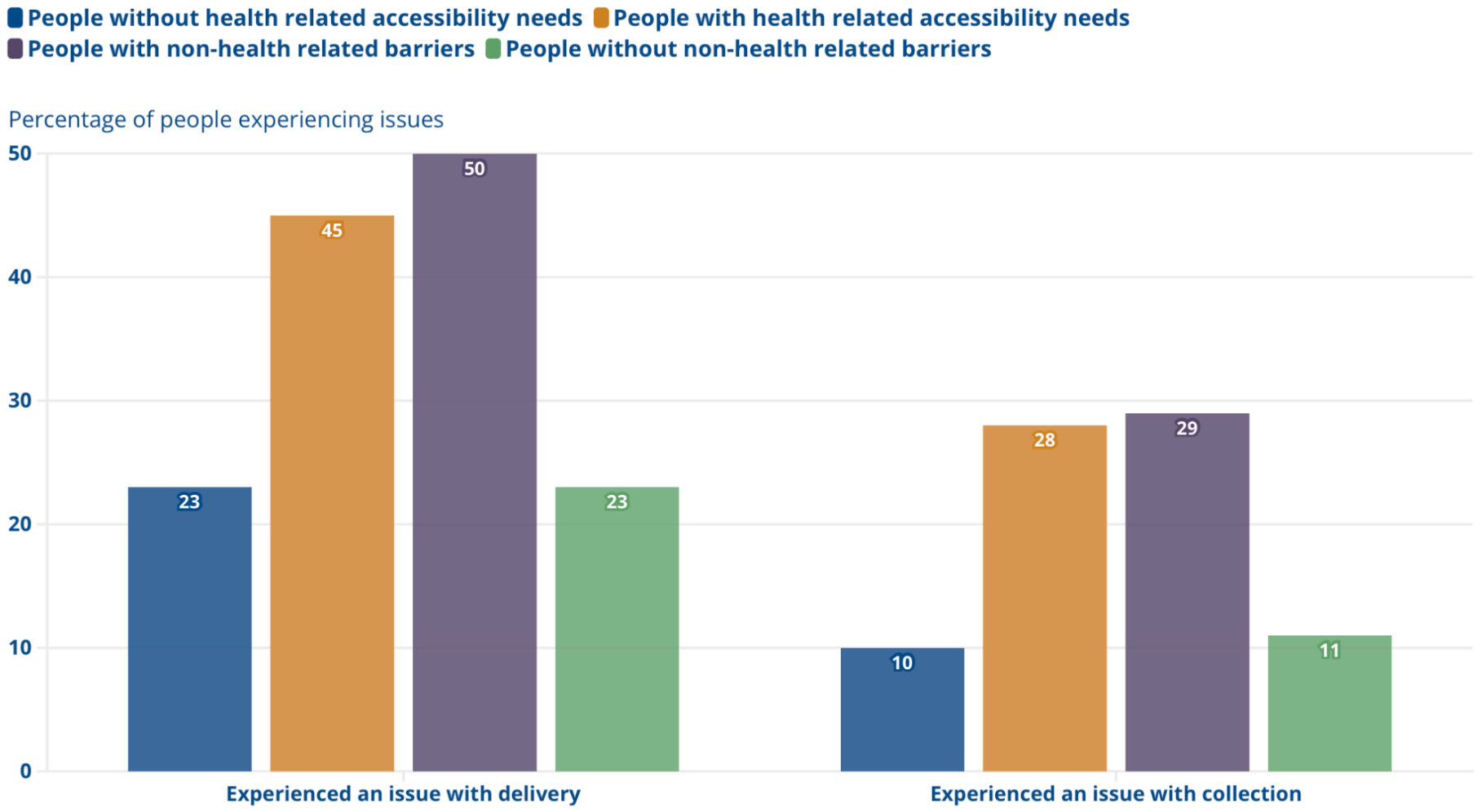
"The driver didn't knock and I had no text regarding the delivery, only an email which I didn't see til later when I used my laptop. Don't assume we all have smartphones!"



"[…last minute] emails telling me of delivery coming leave me no chance to rearrange or leave instructions. I usually only check emails once or twice during a day as I have significant caring responsibilities and I work but do not use a computer or phone when working. Often, I don't see the e-mail about the delivery and find that the organisations leave parcels on the step, or throw them over the back gate."

[5] Ofcom's current accessibility condition is framed as focusing on "fair and appropriate treatment for disabled people". This doesn't mean, however, that they don't affect the experiences of other groups.

Graph 2: Rates of issues for people with additional needs[6]



[6] These groups overlap with each other, as people could select any barriers and needs that applied to them.

Customer service

This metric focuses on people's experience of resolving delivery issues and raising complaints if necessary. We found **35% of people who had a problem with their delivery then experienced further issues trying to resolve it.** The most frequent challenges revolve around poor communication – the increased use of AI chatbots at the expense of human agents, for example, is particularly frustrating for consumers. Other problems raised included receiving no response at all, as well as accessibility issues with contact methods and platforms offered.

Ranking		Scores out of 5
1	Amazon Logistics	3.25
2	Evri =	2.5
2	Royal Mail =	2.5
3	DPD	1.75
4	InPost	1

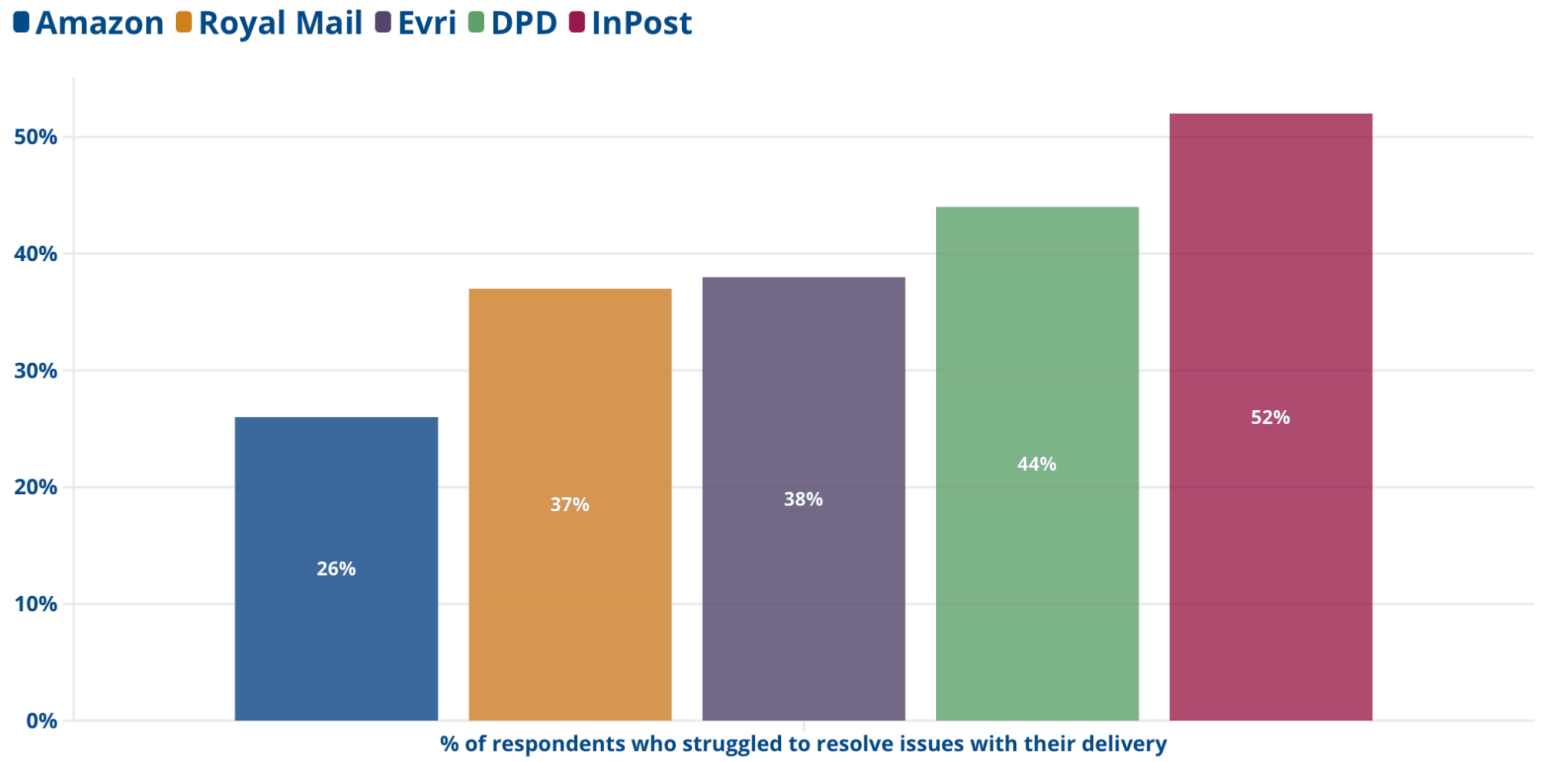
35% of people had a consumer service issue when trying to resolve the delivery problem. For people with accessibility needs, **this rose to 47%**.

27%* of people who reported a consumer service issue thought the response was too slow

22% of this group struggled with an automated system (e.g. a chatbot or automated phone system)

*This question was muti-code, which meant people could select multiple options.

Graph 3: Issues with resolving delivery problems, by company



When it comes to raising complaints, **88% of those who made a complaint about a delivery issue had a problem with the process**. This number was very similar across companies. The most common issues were not being able to talk to a human agent, never hearing back, and having to repeat the same information many times.

"[It] took 45 mins to bypass the chatbot and get to the human operative. They tried to contact the local depot for information about the failed delivery but, due to delay in getting through to a human, it had [already] closed."

Trust

To develop the trust metric, we asked people how much confidence they had in the parcel company who made their most recent delivery, how satisfied they were with the service, and whether they would choose that company again.

Unlike other metrics, trust is not an objective measurement of issues, but rather focuses on people's perceptions, and this is reflected in the weighting. Despite this, the metric gives us an important sense of consumer expectations of the market and the way this varies by company. It is also important to note that consumer perceptions cannot shape the parcels market as directly as in other sectors: **only 14% of people said they could select the company that delivered their recent parcel**.

Ranking		Scores out of 5
1	Royal Mail	4.2
2	Amazon Logistics	3.9
3	DPD	3.2
4	Inpost	3
5	Evri	2.2



42%* of people who selected the company that delivered their parcel did so because of previous positive experience.



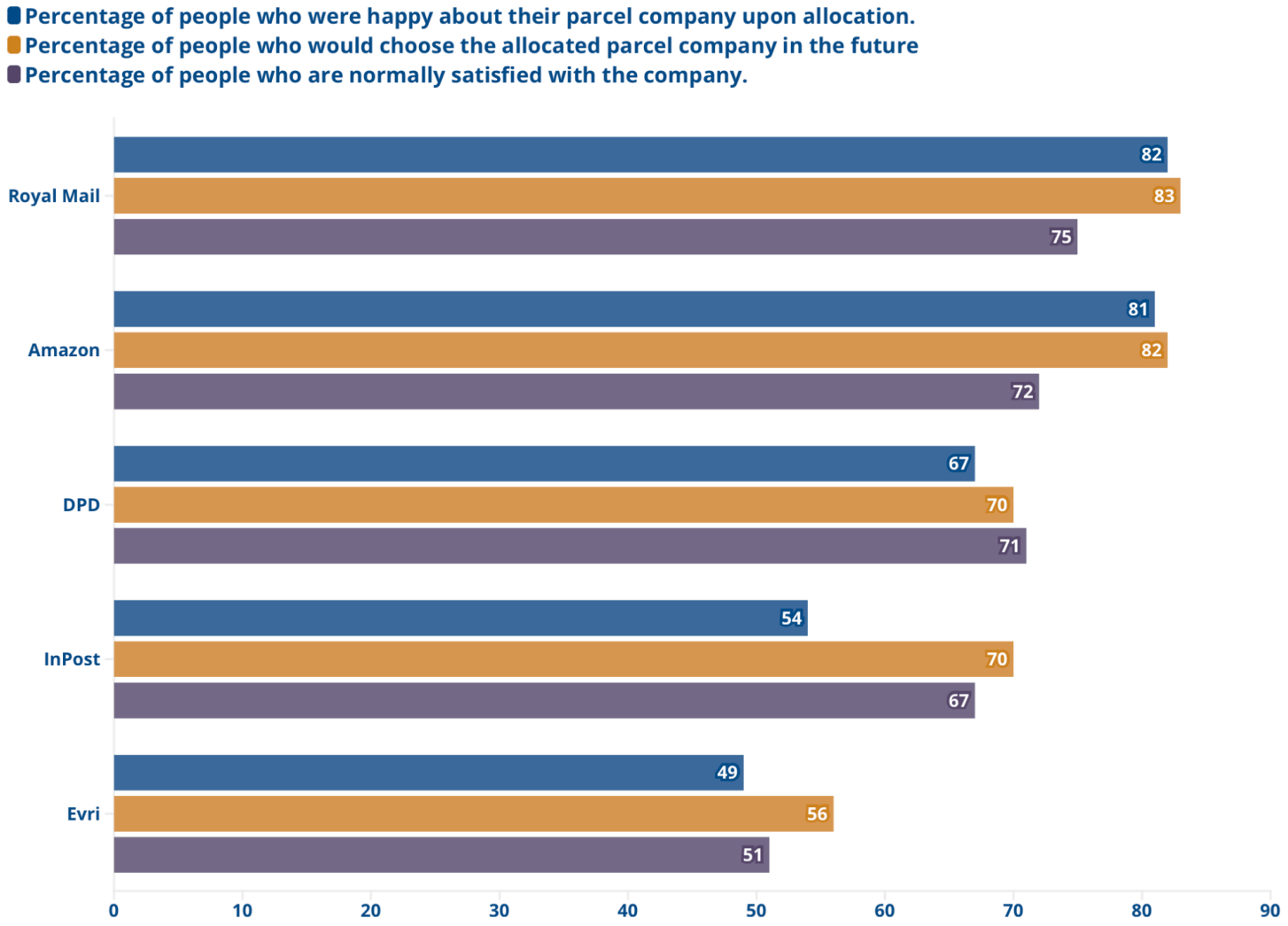
11% of people who selected a company said the company's accessibility policies played a role in their choice.



Over a third of those who had a choice chose a company for pragmatic reasons, such us lower costs (35%) and time of delivery (36%)

*This question was muti-code, which meant people could select multiple options.

Graph 4: Levels of trust across different parcel companies



With the exception of DPD, the proportion of people who say they would be willing to choose a given parcel company in the future tends to be higher than people's overall satisfaction with the company. Similarly, 60% of people who experienced an issue with their delivery would still select that company in the future. This suggests consumer expectations of the market as a whole remain fairly low.

Accessibility

While disabled consumers are frequently more reliant on parcel deliveries, our data has shown that they also consistently experience more problems on the doorstep than non-disabled people. This trend continues in this year's league table. Accessibility scores – based on respondents who report having accessibility needs related to deliveries – remain subpar. **The highest overall score sits at 2.75 out of 5** for Royal Mail. But the difference in operators' performances isn't large – Evri and DPD come jointly last at 2.25 out of 5, only 0.5 below the top score.

Ranking		Scores out of 5
1	Royal Mail	2.75
2	Amazon Logistics =	2.5
2	InPost =	2.5
3	Evri =	2.25
3	DPD =	2.25

While there is extensive overlap between disabled people and those with delivery-related accessibility needs, not all people with those needs identify as disabled, and not all disabled consumers have additional needs relating to parcel delivery. We found that **45% of respondents with parcel accessibility needs had a delivery problem, whereas for those without parcel accessibility needs, this proportion was 23%**. Additionally, **2 in 5 (40%) disabled respondents had a delivery issue** compared to 25% of non-disabled people.

Looking at the different measures, **parcel companies performed worst on communication with consumers around accessibility needs**, with scores ranging from 1.5 to 2.25. This is followed by experiences with delivery and collection, where we see a greater difference between the top and bottom scores of 3.6 and 2.1 respectively.

Accessibility: a deep dive

Online shopping is a lifeline for many disabled people, removing physical and sensory barriers and allowing greater retail independence. However, while disabled consumers rely more heavily on parcel deliveries, they also consistently experience much higher rates of delivery problems than non-disabled people. We published our first report on this back in 2019, identifying the essential need for disabled consumers to be able to specify their accessibility needs to delivery companies.

In 2023, Ofcom recognised this issue and introduced a new condition for parcel companies to ensure they treat disabled consumers fairly. Operators are now required to have, set out and follow policies which outline how disabled customers[7]. can communicate their needs, how staff will meet those needs, and how the impact of these policies will be evaluated.

However, three years on from this regulatory change, our league table data shows that **almost half (45%) of consumers with accessibility needs had a home delivery problem** with a parcel in the last month from any delivery company. And Ofcom's own monitoring data shows that **76% of users with impacting/limiting conditions had issues with delivery services** across any of the companies in the survey, up from 73% last year. In February of this year, Ofcom wrote to all parcel companies expressing concern that new rules have failed to deliver real improvements, stating it will consider "whether enforcement action is necessary or additional regulation is needed to ensure consumers are adequately protected."

This year's additional Accessibility League Table analyses consumers' experiences of these policies in practice. The accessibility metric from the main table is broken down into its own League Table in order to provide a more detailed understanding of accessibility issues across four categories: delivery and collection, communicating needs to parcel operators, digital accessibility, and trust.

[7] Although Ofcom's policies are focused on disabled people - its provisions are relevant to a greater segment of parcel consumers who have additional needs and other health conditions, including temporary ones.

Accessibility League Table 2026

Ranking	Delivery & Collection	Communicating needs	Digital accessibility	Trust	Overall Scores
1 Royal Mail	3.6	1.5	3	3.5	2.75
2 Amazon Logistics =	2.3	2.25	3.5	3.5	2.5
2 InPost* =	2.8	1.9	3	3	2.5
3 Evri =	2.3	1.75	3.5	2.5	2.25
3 DPD =	2.1	2	3	3	2.25

= These companies' overall scores are tied

* InPost acquired Yodel in 2025. The Yodel brand name retired in July 2026

Delivery and collection issues

Delivery and collection issues were one of the key problem areas for consumers with accessibility needs, just behind communication with operators. However, the scores for this metric show significant variation between companies. **Royal Mail leads with 3.6 stars out of 5**, while DPD, who comes last in the ranking, is on 2.1 stars – suggesting there may be operator practices that are particularly impactful for people with accessibility needs.

From open text answers, some major drivers of issues were:

- Parcels being left in inappropriate locations – the doorstep, bins, thrown over fences and gates – which can be particularly challenging for people with mobility issues.
- Delivery instructions not being followed, including ignoring accessibility instructions
- Issues with locating where parcels were left – not being able to view 'proof of delivery' images, not being able to identify location based on the images, lack of information being given about where the parcel was left, or the stated location being incorrect. This can take up significant energy and time, and cause a lot of stress, especially for consumers with mobility issues, energy limiting or mental health conditions.
- Drivers failing to knock or ring the doorbell or do so loudly enough. People with hearing difficulties are more likely to miss deliveries if drivers don't knock strongly or long enough, which can lead to parcels being left on the doorstep or other insecure locations.
- Damage to parcels, sometimes due to being left outside or thrown.

Ranking		Scores out of 5
1	Royal Mail	3.6
2	InPost	2.8
3	Evri =	2.3
3	Amazon Logistics =	2.3
4	DPD	2.1



"The parcel was left outside the front door and they didn't ring the bell. I have mobility issues and had to step outside the front door and bend down to retrieve the parcel. This happens regularly." [Respondent with delivery accessibility needs who had a problem with their delivery]



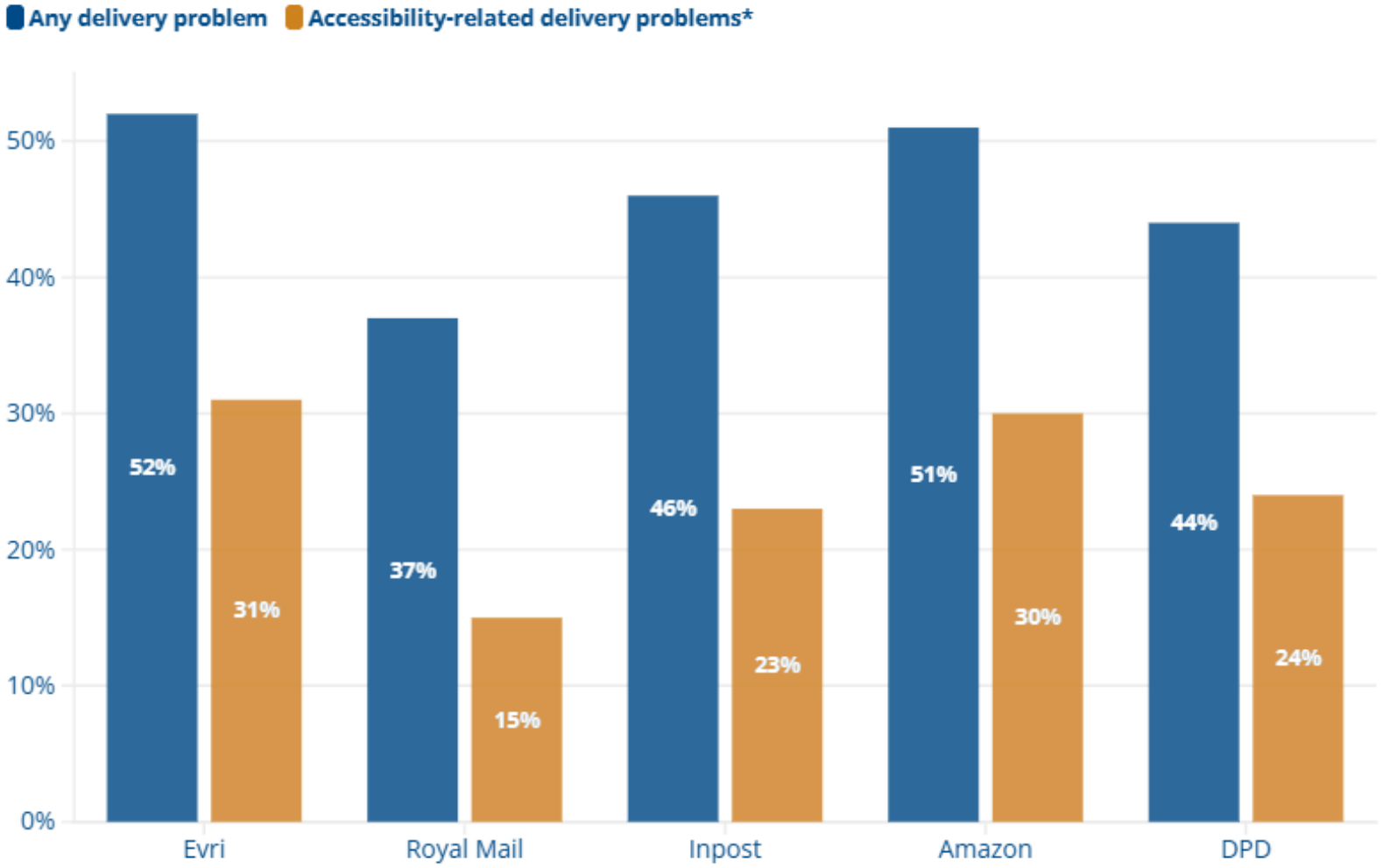
"The parcel was left blocking my doorway, I am disabled and this always happens with [company]. I couldn't move it." [Respondent with delivery accessibility needs who had a problem with their delivery]

People with accessibility needs are still experiencing delivery problems at almost twice the rate of consumers without additional needs. But we see greater variation in the level of issues across the different companies when it comes to delivery problems that particularly impact disabled people and those with accessibility needs.[8]

Almost a third of respondents with additional needs had accessibility-related issues with a parcel from Evri (31%) or Amazon (30%) in the last month, while this is halved for Royal Mail, at 15%. InPost and DPD come in the middle with 23% and 24% respectively (see Graph 5).

[8] Accessibility-related issues in this survey were issues which could cause particular problems for disabled consumers and those with delivery accessibility needs: the delivery driver leaving before people had time to get to the door, parcels being left in insecure or inaccessible locations, and the delivery driver not following delivery instructions.

Graph 5: People with accessibility needs who had a home delivery problem with the allocated parcel, by operator



*Delivery problems which could cause particular issues for disabled consumers and those with accessibility needs (NET: the delivery driver leaving before people had time to get to the door, parcels being left in insecure or inaccessible locations, and the delivery driver not following delivery instructions).

Drivers of problems with accessible deliveries

The fact Royal Mail tops this year's accessibility league table may be linked to regulatory features of the parcels market. Royal Mail is subject to more stringent regulatory requirements around mail integrity – ensuring post is not lost, damaged or stolen – than other parcel operators. This means they face greater accountability around leaving parcels in insecure or inaccessible locations, not handing parcels directly to consumers, and not following delivery instructions. They also operate a predominantly employed workforce.

Standards need to rise across the board – including for Royal Mail, as this year's overall scores show. However, both their employment model and additional regulatory requirements may contribute to Royal Mail's lower rate of delivery problems for people with accessibility needs. Payment models for many self-employed drivers create strong financial incentives to prioritise speed, leading to extremely short delivery windows and drivers leaving the parcel on the first delivery attempt at any cost.[9] This often forces drivers into a trade-off between supporting customers with additional accessibility needs and completing routes quickly. Drivers in our research most commonly mentioned leaving parcels on doorsteps or in other insecure locations as a consequence, and while most said they would try to give customers with accessibility needs more time to reach the door, many acknowledged that their working conditions make this very difficult.

On top of that, just one out of the 50 self-employed drivers interviewed recalled receiving training on how to engage with disabled customers, and only a minority reported having customers' accessibility needs flagged on their delivery app. Addressing the disproportionate detriment to disabled consumers and those with accessibility needs therefore requires levelling the playing field to create higher standards for parcel delivery on mail integrity for all operators, and better implementation and strengthening of accessibility policies.

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[9] Deliver at all costs: How insecure pay and conditions for delivery drivers are failing parcel consumers - Citizens Advice

Communicating needs: the quality and transparency of accessibility policies

Under this metric, we assessed how easily and effectively people with accessibility needs could communicate those to the parcel company. This included whether respondents were informed or aware that they could share their accessibility needs, and whether barriers prevented them from doing so. We also conducted a qualitative assessment of operators' policies, both on paper and in practice.

Overall, our data shows that **there are significant problems with information sharing between companies and consumers** when it comes to accessibility needs. **All operators scored below 3 out of 5 stars on this measure**, with the highest score (Amazon) coming in at 2.25 out of 5, and Royal Mail last with 1.5 out of 5.

Ranking		Scores out of 5
1	Amazon Logistics	2.25
2	DPD	2
3	InPost	1.9
4	Evri	1.75
5	Royal Mail	1.5

Ofcom requires parcel companies to have policies which allow consumers to share accessibility needs as part of the parcel delivery process. This should include information on how companies train their drivers and monitor the outcomes.[10] However, our data shows that people are still having significant problems with sharing their needs, even if delivery

[10] Consumer Protection Condition 5: disabled consumers

companies have processes in place on paper. Specifically, both consumer awareness and the accessibility of the communication processes themselves are lacking.



"I have logged my accessibility issues with all the delivery companies already but it makes no difference."

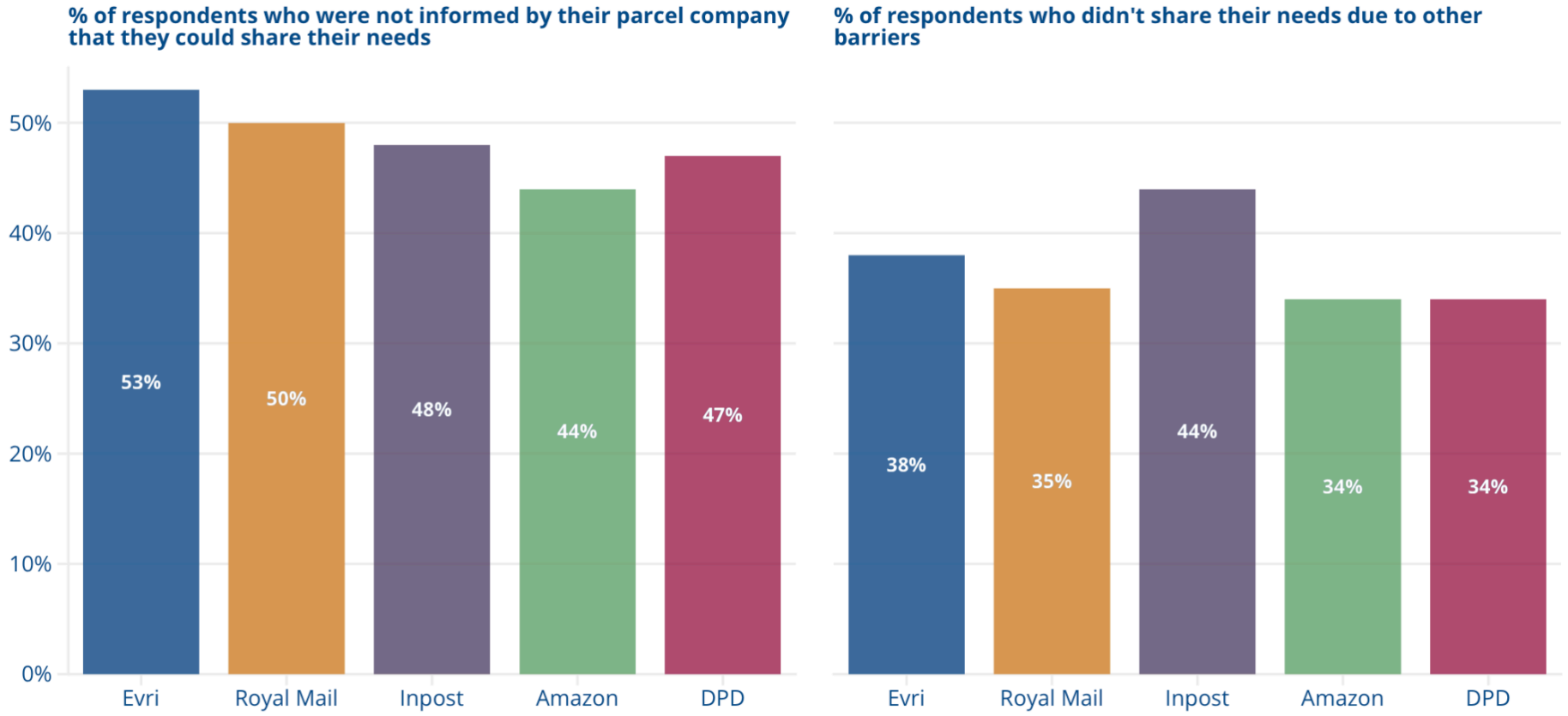
"I shared [my accessibility needs], I gave instructions - as normal they were ignored."

"Accessibility needs don't matter, if they actually find the right address they just leave it on the doorstep and walk away."

"They simply don't ring the doorbell. That is not a selectable option on their website."

Across all companies, **almost 1 in 2 respondents (48%) with accessibility needs weren't informed by their delivery company that they could share those needs**, including because the communications from operators themselves were not accessible. This proportion was fairly consistent across parcel companies and suggests there is a need for operators to improve their communication on this issue. For people with accessibility needs who hadn't shared them, we found that this was most common because they didn't know it was an option, the process was inaccessible, complicated or lengthy, or their needs were not listed as a possible adjustment. While the graph below suggests that not everyone who wasn't informed of the option to share their needs was unable to do so, there are still important gaps in communication and access to be bridged – operators should be proactive about ensuring the process is as easy as possible for consumers.

Graph 6: Percentages of respondents with accessibility needs who a) were not informed by their parcel company that they could share those needs and b) didn't share their needs due to other barriers[11]



[11]Barriers included: an inaccessible, complicated or lengthy process, need not being listed as a possible adjustment, unaware of the option to share, and any other issues

There were also many respondents who had shared their accessibility needs, but saw these ignored. Some had resorted to putting notes on their front doors and windows for the delivery drivers.

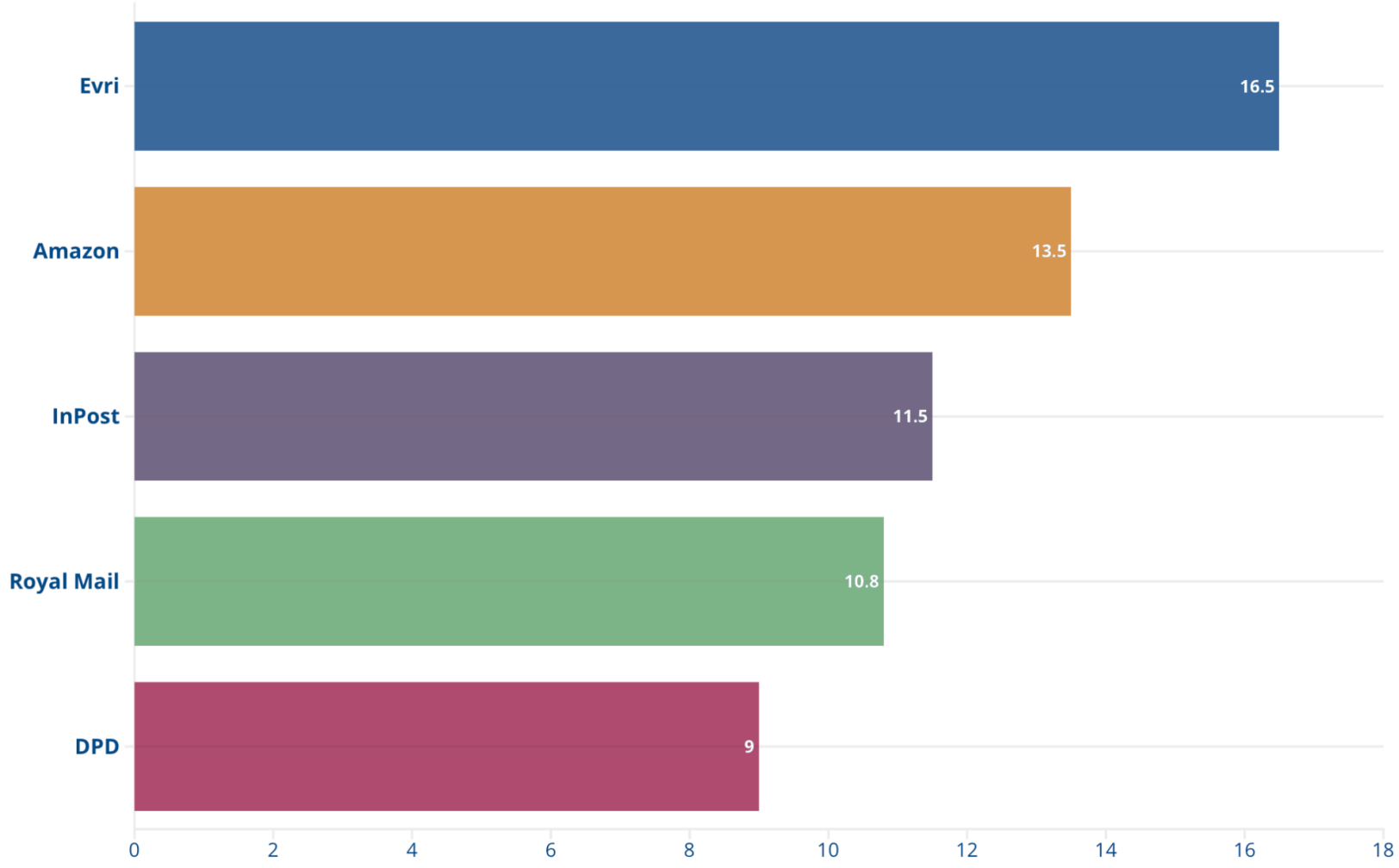
Quality and transparency of accessibility policies

To evaluate the operators' accessibility policies, we created a qualitative scoring grid made up of different determinants. In particular, we assessed the level of proactive information sharing, the accessibility of textual information, availability and quality of different methods for consumers to share their needs, ease of use, public availability of information, signposting and prioritisation, as well as alternative options and support.

Most operators scored higher on their policies and available information on paper than on how this translated to practice on the doorstep. In some cases, policies were hard to find, or accessibility requirements were only flagged on the company's app, excluding those who chose not to, or could not use this channel. We found that policies could be vague, with little specified on how delivery drivers were trained or the monitoring of policy effectiveness.[12]

[12] We assessed delivery operators' publicly available accessibility policies. Where distinct documents were not published, we evaluated content on companies' consumer-facing websites, to create a holistic analysis of companies' accessibility processes. More on this can be found in the methodology document.

Graph 7: Analysis of companies' accessibility policies (scores out of 25)



Digital accessibility

Digital accessibility was the highest scoring metric across all companies within the accessibility ranking, with everyone achieving a 3 or 3.5. To assess this metric, we used the consumer survey data to look at both rates of issues with website accessibility, as well as the rate of problems resolving delivery issues due to website inaccessibility or contact methods.

It's positive to see that on the whole, people don't seem to be having major issues with the accessibility of operator websites. But there is still room for improvement. As mentioned earlier, some communications from operators about accessible options at delivery are only available on the app, and in some cases information can be difficult to find on websites even when there are adjustments available.

Trust

On trust, **most companies scored slightly higher than on other metrics within the accessibility ranking,** with 3.5 stars for Amazon and Royal Mail, while Evri came slightly under at 2.5 and InPost and DPD hit the midpoint of 3 stars.

In previous years of the league table, this metric was based on people's confidence in different aspects of the parcel delivery process. This year, we asked people whether they would choose the same company to deliver their parcels again, as well as their normal satisfaction with the company.

Conclusions

Overall, our examination of the experiences of consumers with accessibility needs shows that, despite Ofcom's introduction of a new accessibility condition in 2023, 3 years on, people are still encountering too many issues with delivery in practice.

In particular, operators are failing consumers when it comes to communication – signposting and ensuring people are clearly notified of the options available to them, as well as providing accessible channels through which people can share their needs. It's positive to see that consumers aren't facing major problems when it comes to accessibility of company websites. But in some cases companies may have options available, but consumers are unable to access the information because it's too difficult to find, or is limited to a single platform.

Our findings also show another significant problem, which is that even when people are able to share their accessibility needs with delivery companies, they are too often ignored. Rates of delivery problems remain extremely high for disabled consumers and those with accessibility needs, particularly around issues that can be most challenging for those with accessibility needs like not having enough time to get to the door, parcels being left in insecure and inaccessible locations, and drivers not following delivery instructions. This highlights the need for better standards of delivery – particularly around mail integrity - while taking into account the impact of other important factors, like delivery drivers' employment models.

When it comes to providing an accessible service to consumers, it's clear that there is an implementation gap that must be filled. Ofcom's introduction of the regulation on supporting disabled consumers was important, but little has changed on the doorstep in the three years since. Providing transparent, simple and consistent information to consumers is essential. People should be able to:

1. **Understand companies' accessibility policies and make relevant informed decisions about their course of action.** Communication and signposting to accessibility options should be clear and timely throughout the process of being notified about deliveries. Policies should be published online, easy to find, and in an accessible format.

2. **Easily find and select appropriate options, and share their delivery needs, through a platform accessible to them.** Operators should offer multiple delivery options covering a full range of accessibility needs, with no limit on how many can be selected and a free text box. The options to share delivery needs should be available through multiple channels so that consumers can choose what is accessible to them, i.e. website, app, email, phone call. Any alternative options should be clearly signposted, and a full range of delivery options should be available regardless of the communication method, e.g. all options being read out on a phone call, with the option to share needs not on the list. The extra time required to make a delivery to a person with an accessibility need should be reflected in drivers' schedules, targets and remuneration.

3. **Save their delivery needs through an account if they want to, to avoid repeating the process each time,** with this option being available on multiple platforms, i.e. not limited to the operator's app.

Policy context and recommendations

Three years on from Ofcom tightening parcel market regulation, consumer outcomes have failed to meaningfully improve. Nearly a third of deliveries still result in issues, with those with accessibility needs remaining disproportionately affected. When problems do arise, customer service processes are difficult to navigate and often fail to deliver adequate resolution. Crucially, with 85% of surveyed consumers having no choice over their courier, market competition cannot be relied upon to drive up standards. In light of these persistent failures, Ofcom should urgently revisit and strengthen its regulatory framework.

Due to its role as the Universal Service provider, Royal Mail is subjected to stronger regulation around mail integrity than other parcel operators. Essential Condition 1 requires them to take specific actions to ensure that mail is not lost, damaged, or stolen. The evidence suggests that this is raising delivery standards – since our league table began in 2021, Royal Mail has either come top or second in our ranking. And this year's deep dive into accessibility issues suggests that improving standards around mail integrity would also make a significant difference for those with accessibility needs.

Recommendation 1: Ofcom should extend Essential Condition 1 to all parcel operators. This would require all operators to meet standards for secure delivery and report on their performance, helping to tackle common problems such as parcels being left on doorsteps or in other insecure locations. Currently, these requirements apply only to Royal Mail as the Universal Service provider. Extending them across the parcels market would establish consistent standards and strengthen accountability across the sector.

Regulations on accessibility needs, on the other hand, apply across postal operators. The requirement to "publish and comply with [...] policies and procedures for the fair and appropriate treatment of disabled consumers"[13] was implemented in 2023. Under this Condition, those policies should include:

- how disabled consumers can communicate their needs;
- how employees of the company should meet the needs of disabled consumers when delivering a parcel, and
- how the impact and effectiveness of the policies and procedures are monitored and evaluated.

Citizens Advice analysis of companies' policies found that they are often vague, incomplete and cursory. There are no specific obligations on which options should be available to disabled consumers, how those options should be communicated, how the company should build time to meet accessibility needs into its delivery schedules, and how they should review and report on those processes. The fact the policy focuses on a company's 'employees', when many frontline delivery drivers are self-employed, is a further loophole. The current regulation, although a step in the right direction, lacks teeth: companies operate under self-imposed policies with no reporting obligations and close-to-zero accountability. As a result, people's awareness of the possibility of reasonable adjustments remains low and implementation on the ground is patchy.

Recommendation 2: Ofcom should strengthen accessibility requirements for parcel operators. Current regulations only require operators to set and follow their own policies on the treatment of disabled consumers, without setting sufficiently clear standards on what those policies must include. In particular, companies should be required to ensure that their delivery schedules and payment models account for the additional time drivers may need to meet consumers' accessibility needs.

[13] The entire Consumer Protection Condition 5 can be found here.

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