

9 February 2023



Leo Docherty MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
London
EC1A 1AA

Dear Mr Docherty

Thank you for your communication received today regarding Royal Mail Customer Service Points.

In November we announced a review of our 1,200 Customer Service Points to determine the optimum number of locations following a c.50 per cent drop in footfall since the pandemic. Having completed the first stage of the review, and considered a range of options, we have decided to maintain the current estate of Customer Service Points as we seek to further improve our first-time delivery rates.

Following successful trials, Royal Mail will additionally roll out automatic next-day redeliveries for missed parcels in the coming months. This is designed to make it even easier for customers to receive parcels at home, without the need to travel to a Customer Service Point. This initiative builds on the introduction of a range of alternative delivery options for greater convenience in recent years, including free redelivery, delivery to a neighbour, the option to leave parcels in a Safeplace and inflight redirections through the Royal Mail App and www.royalmail.com.

As footfall continues to decrease, the next stage of this review will focus on ensuring that Customer Service Point opening hours match customer demand.

I hope this reply is helpful.

Yours sincerely

A handwritten signature in blue ink, consisting of several loops and a long, sweeping tail.

Michael Hogg
Senior Public Affairs Manager