

Anne Ireson

To: customerservice@your.royalmail.com
Subject: RE: RE: Online Contact Us Form - I need information or advice on a product or service
Contact Us at Royal Mail

From: customerservice@your.royalmail.com [<mailto:customerservice@your.royalmail.com>]
Sent: 20 January 2017 08:51
To: David Pope

Dear Mr Pope,

Thank you for your further contact with Royal Mail.

Our commitment is to ensure that all customers receive at least one delivery a day, six days a week and the time we deliver can and does vary.

For addresses in Urban areas Royal Mail endeavours to make a delivery every working day by 1500. For addresses in Rural areas Royal Mail endeavours to make a delivery every working day by 1600 (subject to exceptions for remote areas with limited transport infrastructure such as the Highlands and Islands). Deliveries are scheduled to be completed by these times and Royal Mail endeavours to maintain this every working day, but daily volume variations, transport disruptions and operating issues mean that there may be some limited extension

There are a number of factors that influence the time we get mail out for delivery. These include the transportation of mail through our postal pipeline and subsequent volumes of mail available for delivery.

We're constantly looking at ways to continue providing our customers with consistent levels of service and this includes ensuring we plan our delivery rounds as efficiently as possible. This sometimes means changing the order of a delivery round or increasing the number of properties we deliver to within each route. Whilst we do all we can to minimise the impact this has on our customers, it can sometimes alter the time mail is delivered. I'm sorry if this causes you any inconvenience.

We are reaffirming our commitment to maintain our provision of post-boxes under the universal service. We are improving the level of public access to post-boxes in areas of under-provision, by adding around 2,000 boxes to the 115,000 we currently have. The new boxes will be targeted at rural areas, in particular in Scotland and Northern Ireland, as well as areas of new development not currently served by a post-box. Some will be added in high footfall areas such as railway stations and shopping centres.

In addition to this, low-volume post-boxes will move to 'collection on delivery' with the postman or woman emptying the box on their round, rather than providing a dedicated collection by van. Please be assured however that no post-boxes will be removed from service as a result of this initiative.

With regards to the new post-boxes, these will be targeted mainly at rural areas where there are already fewer boxes than in other parts of the country, in particular in Scotland and Northern Ireland. Some will go into areas of new development not currently served by a post-box and some will be added in high footfall areas such as railway stations and shopping centres. We're currently in the process of identifying the likely future locations.

It's likely there are other post-boxes in your area. We aim to have enough post-boxes so that over 98% of all UK households are within half a mile of a post-box. Royal Mail is already compliant with these criteria and we have the highest density of post-boxes of any country in Europe (which publishes the data). With the addition of around 2,000 new boxes, we'll be improving on this level of provision.

We have communicated our plans to Ofcom, Citizen's Advice, Citizen's Advice Scotland and Consumer Council Northern Ireland. Research shows that postal users are positive about the idea of moving collections, particularly from low-use boxes, to link with delivery. 91% of users did not choose their box based on collection time. Users understand this approach is more efficient and fitted with their desire for a more efficient postal service.

We will put a notice on every affected post-box four weeks ahead of the change to collection times. There will also be clear sign-posting for customers on the relevant post-boxes as to where their nearest late posting box is.

Without any specific details of any issues I am unable to provide you with a more detailed response and I am also unable to provide you with contact details regarding Royal Mail policies.

I hope you have found this information useful and that this explanation resolves your enquiry and concludes this matter for you. If there is anything else we can help you with though, please let us know.

Regards

James Cotterill
Customer Service Advisor