

9 February 2023

Andy Slaughter MP
28 Greyhound Road
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Royal Mail Headquarters
185 Farringdon Road
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Dear Andy

Further to our previous correspondence, I am writing to update you on our review of Royal Mail Customer Service Points.

As I stated 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 update is helpful.

Yours sincerely

Michael Hogg
Senior Public Affairs Manager