



Department for
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Dear Catherine,

Thank you for your letter of 5 January about Royal Mail services in Hornsey & Wood Green.

I was sorry to learn that, despite the measures Royal Mail has taken to address issues in your area, your constituents continue to experience delays in receiving their post. I appreciate the concern and anxiety that may be associated with the delay of important letters and documents.

Royal Mail is required by Ofcom to report on its quality-of-service standards on a quarterly basis and its next report, covering the period from October 2021 to December 2021, is expected to be published in February 2022. Ofcom continues to keep Royal Mail's performance under review and has powers to take prompt and appropriate enforcement action where failures are identified.

Like other businesses, Royal Mail has been affected recently by absences related to the increases in Coronavirus infections which have resulted from the Omicron variant. However, I understand that in Hornsey, Royal Mail is taking measures to ensure customers receive their mail as frequently as possible including bringing in additional staff to support operations, and rotating deliveries.

I note that you have been in direct contact with Royal Mail and that you were scheduled to visit the affected delivery office. I trust that Royal Mail has provided a suitable update on the situation. If problems persist, I encourage you to continue to raise them directly with Royal Mail's management and, while Ofcom's role is not to resolve individual complaints, you may wish to make the regulator aware of the issues in your area to help inform its monitoring regime.

I hope you find this information helpful.

Yours ever,

PAUL SCULLY MP
Minister for Small Business, Consumers & Labour Markets
and Minister for London