

14 January 2022



Ms Catherine West MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
London
EC1A 1AA

Dear Ms West

Mail deliveries in the N8 postcode area

It was good to meet you yesterday, with my colleagues Kimberley McIntosh and Jack Mitchell at the North London Delivery Centre (NLDC) to update you on the challenges we have been dealing with in N8.

As you are aware, we continue to have resourcing issues due to higher than normal absence for this time of year at NLDC. This is largely due to extremely high COVID infection rates and the requirement for some staff to remain in isolation until they have received negative results from COVID tests. Unfortunately, we have not been able to immediately fill these gaps as many of our temporary agency staff are also unable to work due to COVID.

Inevitably, this has led to some disruption to mail deliveries to your constituents in the N8 postcode area. I fully appreciate this has been incredibly frustrating. I apologise for the inconvenience caused to your constituents. I would like to reassure you that everyone here is working hard to deliver the best service we can in the circumstances, and to get back to normal service as speedily as possible.

The team at NLDC are working with an enhanced operational night team to prepare delivery rounds so that mail deliveries can commence as early as possible in the morning. This means the increased volumes, including COVID home test kits, we are currently handling can be delivered throughout the day.

I would like to reassure you that we are focused on ensuring that mail deliveries take place as frequently as possible throughout the week. Currently we have an average of 25 agency workers supporting the operation in NLDC and we are commencing a recruitment campaign to employ an additional ten permanent roles across the N4, N8 and N15 postcode areas which are served from NLDC.

As you would expect, COVID test kits are being prioritised and both lateral flow and PCR tests are delivered using our Tracked 24 service with more than 98 per cent delivered the next day once we receive the delivery details. We are also rotating deliveries wherever possible so that no address goes without a delivery for an extended period.



Cont...

I will continue to keep you updated. In the meantime, if I can be of any further assistance please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read "Michael Hogg". The signature is fluid and cursive, with a large initial 'M' and 'H'.

Michael Hogg
Senior Public Affairs Manager

Handwritten initials "UH" in black ink, consisting of a large 'U' and a large 'H'.