

30 November 2022

Our reference: 1-8687944024

Your reference: ZA15145



Ms Catherine West MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
London
EC1A 1AA

Dear Ms West

Thank you for your communication dated 14 November regarding mail deliveries to addresses in your Hornsey and Wood Green constituency. Please accept my sincere apologies for any concern caused.

I have contacted the Operations Performance Leader for the area. He confirmed they have recently been experiencing resourcing issues due to higher than normal absence for this time of year. This has led to some disruption to mail deliveries to addresses in Hornsey and Wood Green, which I fully appreciate is incredibly frustrating. Any industrial action taken by members of the CWU means the mail for that particular day does not leave the delivery office. I apologise for the inconvenience this has caused your constituents.

Every item of mail is important to us. Royal Mail does not operate a policy of prioritising parcels. We regularly remind colleagues that the delivery, collection and processing of letters and parcels should be treated with equal importance. Contingency resources during period cannot fully replace the daily efforts of our frontline workforce on days of strike action, so we will be focusing on delivering of Royal Mail Special Delivery by 1pm® and 9am® and Tracked24® services including Covid-19 test kits and prescription medicine items. Delivery of other items will resume the day after strike action including the acceleration of NHS, healthcare and critical government letters.

I hope that this reply is helpful. As always if we can be of any further assistance please do not hesitate to contact us.

Yours sincerely



Michael Hogg
Senior Public Affairs Manager