

10 July 2023

Our reference: 1-9381252834
Your reference: MG28535



The Rt. Hon. Michael Gove MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
London
EC1A 1AA

Dear Mr Gove

Thank you for your further communication dated 7 July regarding mail deliveries to addresses in the Old Dean area of your constituency. Delivering a reliable service is our top priority, and I am very sorry that your constituent has cause for concern.

Royal Mail is continually adapting to the rapidly changing nature of the modern postbag, which now comprises more parcels and fewer letters. Since the start of the pandemic there has been a rapid acceleration in the decline of letters and an increase in parcels to an ever increasing number of addresses. We continually review delivery rounds, including addresses that are served by Camberley Delivery Office. This is to ensure that postmen and women each have a fair distribution of workload.

After a review of delivery rounds at Camberley Delivery Office, changes were recently implemented. This meant that the postman and woman are now delivering to a revised delivery round. The Customer Operations Manager advised that Camberley Delivery Office has recently been experiencing resourcing issues due to higher than normal absence for this time of year. This has led to some disruption to deliveries to addresses in Old Dean, which I fully appreciate is incredibly frustrating. I apologise for the inconvenience this has caused your constituents.

The Customer Operations Manager confirmed that mail deliveries are currently taking place to addresses in Old Dean six days a week, when there is mail to deliver. Should it not be possible to deliver due to staff sickness, the office will endeavour to deliver the next working day to minimise disruption to your constituents.

With regards to the delays Cllr Garrett has experienced, I am sincerely sorry. First Class mail is untracked as it passes through our network; this means it is very difficult to say how or where a problem has occurred in our network. The delivery time scales for First Class mail services are not guaranteed. Our aim is to deliver the next working day after posting. We do meet these delivery timescales in the vast majority of cases and I can only apologise again for the inconvenience this has caused.

10 July 2023

I hope my reply is helpful. As always if I can be of any further assistance please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, consisting of a large initial 'M' followed by a series of connected loops and a final long, sweeping stroke.

Michael Hogg
Senior Public Affairs Manager