

Dame Melanie Dawes

Chief Executive

Email: ChiefExecutive@ofcom.org.uk

Rt Hon Sir George Howarth MP

[By email only]

20th February 2023

Dear Sir George,

Thank you for your email of 9th February, raising concerns from your constituents about Royal Mail's plans for its Customer Service Points (CSPs).

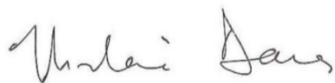
While Ofcom does not regulate the provision of CSPs, Royal Mail has been keeping us informed of its review of CSPs at its Delivery Offices. The review is an element of Royal Mail's plan to restore cash generation and operating profitability in its UK business, and to improve the efficient use of its network and assets in the context of changing customer preferences. Royal Mail has highlighted in particular the significantly reduced footfall at CSPs since Covid, and increased use of alternative options to achieve delivery on the first attempt, including automatic next day redelivery for missed parcels, and customers choosing to collect items from a local Post Office.

Royal Mail has told us that following their review, they do not currently plan to close any CSPs, and is focusing on ensuring that CSP opening hours match customer demands. However, Royal Mail has been implementing a series of transformation plans over recent years and we anticipate those will develop over time. We are monitoring these plans as Royal Mail continues to deliver on its commitments as the designated universal service provider.

Furthermore, we continue to monitor the operation of the universal service by Royal Mail in line with our statutory duties.

I hope this information is helpful.

Yours sincerely,



MELANIE DAWES