



Department for
Business & Trade

Kevin Hollinrake MP
Parliamentary Under Secretary of State

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Rt Hon Sir George Howarth MP
House of Commons
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Dear Sir George,

Thank you for your email of 9 February addressed to the Secretary of State on behalf of your constituents enclosing an example regarding Royal Mail Customer Service Point closures. I am replying as this matter falls under my ministerial portfolio.

The Government is aware that Royal Mail has been conducting a review of the number of Customer Service Point locations based on falling visitor numbers to its offices compared to pre-pandemic levels. As Royal Mail is a private business, the Government does not have a role in its organisational or operational decisions. That said, I understand that Royal Mail has completed the first stage of its review and has decided to maintain its current estate of customer service points. The next stage of the review will focus on ensuring that opening hours match demand.

As the Universal Postal Service Provider, Royal Mail's decisions on this issue must have regard to its obligation under Ofcom's regulatory framework which sets requirements on Royal Mail for the distribution of letter boxes and provision of access points, such as Post Offices and Customer Service Points, that can receive the largest relevant postal packets and registered items. Ofcom requires Royal Mail to ensure that, for the UK as a whole, the premises of not less than 95% of users of postal services are within 5 kilometres of such an access point and, in all postcode areas, the premises of 95% of users of postal services are within 10 kilometres of such an access point.

I note that your constituents have also raised the issue of Royal Mail's provision of the universal service and its request to reduce its obligation to deliver letters to 5-days-a-week. Royal Mail continues to provide an important service to users across the UK and the Government's objective continues to be to ensure provision of a financially sustainable and accessible universal service, regulated by Ofcom. The Government has no current plans to change the statutory minimum requirements of the universal postal service which are set out in the Postal Services Act 2011.

I hope you and your constituents find this information useful.

Yours ever,

KEVIN HOLLINRAKE MP

Parliamentary Under Secretary of State – Department for Business and Trade