

June 2023



Sir George Howarth MP
House of Commons
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Royal Mail Headquarters
185 Farringdon Road
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Dear Sir George

Customer Service Point (CSP) opening hours

Further to your previous communication in relation to the CSP's that serve your constituency, I am writing to inform you of some changes we are making from Monday 10 July.

As you will know from previous correspondence, items that cannot be delivered, left in a safe place or with a neighbour on the first attempt, are now automatically redelivered on the next working day. A card is left to advise the customer of the attempted delivery and that a second attempt to deliver will be made. If a customer is not at home, they can still collect items from their local CSP or have their item redelivered to a Post Office.

We understand the importance that some customers have historically attached to CSPs as one of a number of ways in which they can access our services. However, since the start of the pandemic we have seen a significant drop in the number of people needing to visit a CSP. Since then our new doorstep services such as auto-redelivery, Parcel Collect™ and Safeplace have further enhanced customer convenience. Automatic redelivery of parcels the next working day means that over 99 per cent of items are now successfully delivered to customers on the first or second delivery attempt. This has resulted in an even greater decline in customers visiting CSPs.

To keep pace with the changing behaviour of our customers, we reviewed our network of CSPs and the decision was taken to keep them open. However, after a further review of their usage we are amending the opening hours of CSPs. We have a range of free of charge options for customers who want to arrange for an item to be redelivered, again removing the need for most customers to travel. To find the most up to date opening times of a local CSP or to arrange a redelivery customers can visit www.royalmail.com.

I hope this update is helpful.

Yours sincerely


David Gold
Director of External Affairs and Policy