

17 March 2023

Our reference: 1-9091844080



The Rt. Hon. Dr Liam Fox MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
London
EC1A 1AA

Dear Dr Fox

Thank you for your communication dated 10 March regarding mail deliveries [REDACTED] in your constituency. I am sorry you have cause for concern.

Royal Mail is continually adapting to the rapidly changing nature of the modern postbag, which now comprises of more and 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. We continually review delivery rounds including those which serve your North Somerset constituency. This is to ensure that postmen and women each have a fair distribution of workload. These changes will have no impact on the quality of service received by our customers.

After a review of delivery rounds served by Portishead Delivery Office, changes were implemented the week commencing Monday 13 February. This meant that every delivery round that originates from Portishead Delivery Office has changed. Every postman and woman is now delivering to a revised delivery round.

Over the coming weeks postmen and women's knowledge of their new delivery rounds will begin to bed in. The Customer Operations Manager advised that Portishead Delivery Office has recently been experiencing resourcing issues due to higher than normal absence for this time of year. Currently, mail deliveries [REDACTED] are taking place on a rotational basis to minimise disruption. I would like to reassure you that the local team are focused on returning to a six day a week service in Portishead. This remains their priority.

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


Michael Hogg
Senior Public Affairs Manager