



## HOUSE OF COMMONS

LONDON SW1A 0AA

Dame Melanie Dawes DCB  
Chief Executive  
Ofcom  
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18 April 2023

I write as the Member of Parliament for Bromley and Chislehurst to echo the well-evidenced concerns my colleagues on the Business, Energy and Industrial Strategy Committee raised with you last month regarding the performance of Royal Mail.

While I recognise that the pandemic and ongoing industrial action has generated significant challenges for Royal Mail, and that changes to consumer habits will have created additional pressures too, the service being provided by Royal Mail remains both demonstrably inadequate and wholly inexcusable. A great number of my constituents are frequently going multiple weeks without receiving any mail at all, while those households that do routinely only receiving one or two deliveries a week.

Beyond the day-to-day frustration of foregoing correspondence and missing deliveries, such an irregular and unreliable service is causing considerable distress to the residents I represent. Medical notes, financial statements and driving licenses, among other important documents, are regularly being delivered extremely late, with small and medium sized businesses experiencing severe disruption to their operations as a direct result of the delays as well. Many are taking matters into their own hands by visiting sorting offices to pick up post themselves.

I have taken this problem up repeatedly with the senior management of Royal Mail and have been left both deeply dissatisfied, and entirely unconvinced, by the responses I have received to date. On occasions I have been told that no issue exists, while at other times recruitment challenges and industrial action have been offered as reasons for the “temporary” disruption. After many months of the universal service obligation being missed, I must say that such explanations stretch the definition of temporary to the limit.

Although I appreciate that Ofcom has itself acknowledged that Royal Mail’s performance is “clearly well short of where it should be” and is investigating the Committee’s concerns, I would urge you in the strongest possible terms to consider all measures within your power as the regulator, including enforcement action, to ensure service delivery improves swiftly and substantially for residents.

**Sir Bob Neill MP**