

[x]

March 27 2025

CONSULTATION RESPONSE

Dear Sir/Madam,

I am writing to respond to the Consultation concerning the future development of the Postal USO. As an above average recipient of letter post, I would prefer that 6 days a week second class deliveries remain.

I have completed the first page of the Consultation Response Form. As I don't have internet access, I have been unable to examine the full Consultation Document. Therefore, after discussion with Ofcom staff, I have outlined my concerns based on my understanding of the key proposals.

Yours faithfully,
J W Reid.

CONSULTATION CONCERNING THE FUTURE
DEVELOPMENT OF THE POSTAL USO.

1. DELIVERY SCHEDULE

My main concern is that some addresses could only receive second class letter deliveries on 2 days a week / 4 days per fortnight if they are always allocated Tuesdays and Thursdays. To be fair the system needs to be based on a fortnightly pattern:

Week 1 : Mon - Wed - Fri

Week 2 : ~~Tues~~ - Thurs.

All addresses should therefore have 5 letter delivery days each fortnight rather than some with 6 and others with 4.

Royal Mail needs to provide written confirmation to each address of the planned delivery pattern (cf Council notification of dates for their various refuse collections, recycling, garden waste etc.)

As non internet users are most dependent on letter communications,

this notification must not be restricted to e-mail or website provision.

It is critical that arrangements are made for time sensitive post (eg medical appointments ; TV/radio listing magazines).

2. PERFORMANCE MONITORING.

How will second class letter delivery performance be monitored in future?

A letter posted on Monday would be "on time" if delivered at Thursday at half the addresses but on Friday at the other half. It seems inevitable that performance standards will ~~actually~~ decline in practice.

3. POST BOX COLLECTIONS

Will 5/6 day a week collections continue on their ~~current~~ pattern? Measures need to be implemented to enforce this and that Royal Mail should have to receive authorisation for any post box closures/removal (from Ofcom).

JW. REED 27.3.2025