



Simon Thompson
CEO, Royal Mail
185 Farringdon Rd
London
EC1A 1AA

Sent via email

02 October 2023

Dear Simon,

Re: CONCERNS OVER SERVICES DURING CHRISTMAS PERIOD

I hope this letter finds you well. I am writing to you on behalf of my constituents and in my capacity as the MP for Inverness, Nairn, Badenoch and Strathspey. I have previously communicated my concerns regarding the ongoing disruptions and delays in mail delivery services in Inverness and the surrounding areas, issues that have regrettably persisted long after the heightened pressures of the COVID-19 pandemic.

The assurances provided previously regarding the imminent resolution of these issues have unfortunately not materialised, leading to significant daily disruptions affecting thousands of houses. These delays have resulted in missed medical appointments, distressing delays related to funeral arrangements, and significant inconvenience with delayed deliveries of items such as bank cards and concert tickets.

As we approach the busy Christmas period, the urgency to address these concerns escalates, with the expectation of an increase in both mail and parcel deliveries. The previous instances of industrial action were undesirable for all parties involved, including the dedicated postal workers, Royal Mail Management, and the public. I earnestly wish to avoid a repeat of such disruptions, and thus, I am seeking immediate and tangible steps to rectify the existing issues.

The specific concerns include the need for improved maintenance of vans to reduce breakdowns, the potential acquisition of additional vans, the allocation of extra hours and the employment of temporary workers. These measures are crucial to ensure seamless service during the forthcoming peak season and to address the longstanding issues affecting daily deliveries.

I am seeking explicit assurances and a detailed plan outlining the provisions and strategies Royal Mail is implementing to alleviate these concerns, both in the immediate run-up to Christmas and as a long-term solution to the ongoing disruptions.

I understand the complexities involved in managing such a vital service, and I appreciate your attention to these pressing matters. A prompt and comprehensive response addressing the specific actions being taken would be greatly appreciated, given the urgency and the impact on the residents of Inverness and the surrounding areas.

Thank you for your attention to these matters, and I look forward to your swift response.

Kind Regards,



Drew Hendry MP

Member of Parliament for
Inverness, Nairn,
Badenoch & Strathspey

Scottish National Party
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Working to deliver the best outcomes for Inverness, Nairn, Badenoch & Strathspey communities.

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