



MICHAEL WHEELER MP

Labour Member of Parliament for Worsley & Eccles

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Liam Byrne MP
Chair of the Business and Trade Select Committee

By email: commonsbtc@parliament.uk

Our Ref: MW02335

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Dear Liam

RE: Concerns about Royal Mail deliveries

I am writing to raise concerns about mail deliveries and the ability of the hardworking delivery staff to deliver mail in a timely manner.

I have been contacted by a number of constituents since my election last July who live in Eccles and are experiencing delays in receiving mail to their homes. This mail often includes important letters from the NHS about hospital appointments, birthday cards from relatives, or other important personal correspondence. My constituents have told me that they have missed hospital appointments or have failed to hear from their loved ones on important dates as mail is not delivered reliably.

I was pleased to visit the Eccles Sorting Office just before Christmas to meet the staff and I saw how hard they work to meet the requirements placed upon them. However, some staff have reached out to me following my visit to say that they feel under pressure to deliver more and more items, and that parcel deliveries are given priority over mail deliveries, which is leading to the inability of the postal staff to deliver important letters and cards to residents.

I am concerned about the culture at Royal Mail and the reduced service level being provided for mail deliveries. The level of pressure being placed on postal delivery workers is clearly increasing and morale appears to be very low amongst staff.

I know that these concerns have been raised by my predecessor, Baroness Keeley, as well as colleagues in other areas.

Due to the ongoing concerns, please can you tell me whether your Select Committee will look at the review of the Universal Service Obligation and the purchase of Royal Mail in the coming months.

Yours sincerely

Michael Wheeler MP
Member of Parliament for Worsley & Eccles