

Council
25 October 2023
Agenda Item 12 – Questions from Councillors

Procedure Rule 11 - Questions from Councillors

The following question has been submitted by Councillor Murray Rowlands under Procedure Rule 11:

To the Leader of the Council

"Given the problems and delays with Royal Mail affecting residents in Surrey Heath, what is the council doing to increase the pressure on Royal Mail to improve their performance, and is the Council Leader confident that when the council sends letters to residents that they will actually arrive promptly and on time?"

Response from the Leader:

"The Council has written on three occasions to Royal Mail since May this year about the poor performance of the postal service, and has still not had an adequate response. Given the performance issues, these letters have been sent by email.

While I'm not sure how Cllr Rowlands distinguishes between letters arriving "promptly" or "on time", there certainly does appear to be delays in letters posted through the Royal Mail postal service getting to their recipients.

It is perhaps time to ask the Chair of the External Partnerships Scrutiny Committee if he would formally invite a senior representative from Royal Mail to attend and feedback to the Committee the steps they are taking to improve the performance of postal services in Surrey Heath, and to answer Members' questions.

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