



HOUSE OF COMMONS

LONDON SW1A 0AA

Our Ref: CA31079

3<sup>rd</sup> April 2024

Dear Sir,

*Consultation Response Universal Service Obligation*

As the Member of Parliament for Eastbourne, I am writing on behalf of my constituents who have experienced serious delays to their postal services.

Firstly, I want to share the praise my constituents have for their posties across our town. They exemplify the very best of public service, delivering crucial letters, NHS appointments and keeping people connected.

However, there have been widespread reports of delays to postal services. There is not one part of the town which has not experienced a delay. From Meads to Willingdon and Old Town to Sovereign Harbour residents are dismayed at this extended disruption to postal services.

Indeed, constituents have written to me – via email – or called when my own correspondence to them is delayed.

I recently ran a survey to understand the scale of this and 204 of 284 respondents experienced delays of around a week. 72 experienced unacceptable delays of over a week, and up to four weeks in some cases. Vital letters included NHS appointments and late occasion cards.

Given the extent of the delays, constituents have come to the unsurprising conclusion that the USO should be reviewed only if there is significant and robust evidence that doing so would prevent these frequent delays to postal services.

I also understand that Royal Mail has today made its own submission to this consultation. Whilst I am pleased that the USO is protected, the effects any changes will have on elderly consumers and other vulnerable groups most dependent on post must be given every due consideration.

As well as the needs of our small businesses who rely increasingly on mail delivery.

Yours faithfully,

I await the outcome of the consultation in due course.

With kind regards,

**Caroline Ansell**  
**Member of Parliament for Eastbourne and Willingdon**