

Notice of Motion

Motion to be moved by Councillor J. Robinson:

Council notes that media reports from across the UK have reported that Royal Mail is failing to deliver vital post, in a timely manner, to some of those most in need. Examples include late fines (which have incurred an increase in fine amount), missed medical appointments (further delaying NHS waiting lists) and items from banks and solicitors. Council notes that this isn't unique to Hull but appears to be widespread across the UK. However, in Hull the Council has had to rectify issues linked to the Royal Mail such as having Council Officers hand deliver postal votes in the recent Avenue Ward By-election. Leaving the Council taxpayer to meet the cost of rectifying a problem within Royal Mail. Council further notes that there has been a steady increase in the cost of posting items with Royal Mail now charging £1.25 for a first-class stamp.

Council believes that Royal Mail has a duty to deliver post in a timely manner and that this is not being done now. That Royal Mail is a vital service provider and should recognise the huge impact it has on the daily lives of residents in Hull.

Council requests that the Chief Executive work with the Leaders of the political groups on the City Council to write a joint letter to the Chief Executive of Royal Mail stating the concerns Councillors have over service provision and ask what is being done to improve the offer. Council further requests that the Executive invites the Royal Mail to send senior management representatives to appear at a meeting the Council's Overview and Scrutiny Management Committee to provide a report on the service offered to the City and how improvements could be made. This appearance should aim to take place within three months of the invitation being received (not sent as who knows when it'll arrive if sent by post).

Sources:

<https://www.brightonandhovenews.org/2024/02/07/royal-mail-in-denial-about-delivery-problems-says-councillor/>

[itv.com/news/2023-12-07/royal-mail-customers-complain-about-delays-as-festive-season-looms](https://www.itv.com/news/2023-12-07/royal-mail-customers-complain-about-delays-as-festive-season-looms)

<https://www.thisismoney.co.uk/money/bills/article-12661697/Some-households-claim-receive-post-large-bundles-delays-fortnight-Royal-Mail-insists-no-problem.html>

<https://edition.cnn.com/2023/11/13/business/royal-mail-ofcom-delivery-targets-failure/index.html>