

22nd February 2013

Royal Mail Group

Mrs T Begum

By Email: request-147400-06a08e9d@whatdotheyknow.com

Information Rights Team
(Freedom of Information Act)
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www.royalmail.com

Dear Mrs Begum

Re: Freedom of Information Act Request (Our Reference: MTEE-94DFAA)

I am writing in response to your recent request for information dated 27th January 2013. Your request has been considered under the terms of the Freedom of Information Act 2000. You asked whether all postboxes in London fall within the 'Town and City' specification collections times and, if some postboxes do not, why this is the case.

Not all postboxes in the London area are within the town and city classification; classification depends upon the density of commercial and residential delivery points in a local area. For postboxes which are within the town and city classification, not all have final collection times which match the specification. Following a review of the classification of postboxes in 2006 Royal Mail found that the Final Collection time for some postboxes was earlier than the specification window for them. Royal Mail advised the postal regulator at the time, Postcomm that pending a full overhaul of the collection specification, any postbox with a Final Collection time earlier than the previous classification review in 1996 would not be moved into the later time window for the classification. However, Royal Mail would not be permitted to change final collection to an earlier time and this remains the case.

The approach outlined above has been strictly applied and any request for postbox Final Collection time change has been and continues to be closely monitored to ensure compliance with this approach. There are some exceptions to this that include situations where there are risks or concerns regarding the safety and or security of employees and or members of the Public as well as access issues - although these are low in number. Please note that any postbox that has a Final Collection time later than the specification window is permitted to move earlier but no earlier than its 1996 classification and those in the correct specification must stay there.

Cont...

You also asked 'what criteria must be met by a post box to warrant it to meet the 'commercial specification' collection times?' As stated above, the classification of boxes is based on business and residential delivery point density for individual postcode sectors. Whether postboxes fell within the commercial classification was therefore dependent upon the number of business delivery points in the local area.

I trust that this answers your request. If you do have any concerns in regards to the postboxes in your area please refer these to Royal Mail's Customer Services department. They would be able to look into your enquiry and raise this with the appropriate area of the business. Royal Mail Customer Services can be contacted via telephone on 08457 740 740. Alternatively you can contact them via our website, www.royalmail.com or write to the following address:

Royal Mail Customer Services
Freepost
PO Box 740
PLYMOUTH
PL9 7YB

If for any reason you are not satisfied with this response, you do have the right to request a review. If you wish to do so please set out your reasons in writing and send to the Head of Information Governance, Royal Mail Group, Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review the request, and you will be advised of the outcome.

If, having requested an internal review, you are still not satisfied with our response you also have a right to appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
WILMSLOW
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Marie Teasdale
Information Rights Officer
Company Secretary's Office