

Postwatch Scotland – Collection and Delivery Times

July 2007

Introduction

The Federation of Small Businesses is Scotland's largest direct-member business organisation, representing over 19,000 members. FSB Scotland campaigns for an economic and social environment which allows small businesses to prosper.

FSB Scotland welcomes the opportunity to comment on the second stage of the consultation on postal collection and delivery times, as any changes to these can have a significant impact on the activities of small businesses. Last year, FSB Scotland responded to the first stage of the Postwatch Scotland consultation on collection and delivery times. We have attached a copy of our earlier response, along with this submission, for information.

FSB Scotland's Views

We would like to refer Postwatch Scotland to our response to the first stage of the consultation, which was based on the results of a survey of FSB members on postal issues and which outlined FSB Scotland's position on these issues.

While FSB Scotland understands the difficulties involved in finding a way forward on the issue of Royal Mail collection and delivery times, we would like to reiterate the importance to small businesses of a consistent and reliable postal service that ensures deliveries are made as early as possible and collections are made as late as possible during the working day.

The Royal Mail provides a service that is vital to small businesses. Collection and delivery times are integral to the everyday operation of small businesses. Any limits on their access to the postal network or any disruption that is caused by late deliveries and early collections subsequently impacts on the performance of these businesses, and is ultimately damaging to the economy and communities.

For further information on any of the points raised in this submission, please contact Julie Hepburn, Policy Officer, on julie.hepburn@fsb.org.uk or 0141 221 0775.