



Consumer Focus
Post

Campaigning for a fair deal

‘Sorry, you were out...’

A research briefing on Royal Mail’s Enquiry Offices
and delivery practices in Northern Ireland



About Consumer Focus Post

Consumer Focus Post is the postal consumer champion in Northern Ireland. Through campaigning, advocacy and research, Consumer Focus Post works to ensure a fair deal for all postal consumers in Northern Ireland.

We are part of the larger Consumer Focus organisation, which is a non-departmental public body of the Department of Business, Innovation and Skills (BIS), created by the Consumer Estate Agents and Redress Act 2007.

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1 Introduction

This paper examines Northern Ireland postal consumers' experiences of Royal Mail's delivery network and in particular its Enquiry Offices. This experience is of increasing relevance to large numbers of postal consumers since, with the growing levels of online shopping and changes in consumer lifestyles, Royal Mail is handling an unprecedented level of fulfilment mail¹. Royal Mail recognises² that the parcel and packet market is an area of considerable volume growth, yet, disappointingly, it is failing to adapt its delivery infrastructure at the same rate as its competitors, despite having the largest network and widest reach of all postal operators in the UK. As the national postal operator, and the universal service provider, it is important for Royal Mail to focus its attention on its delivery network and delivery options to ensure consumers are offered choice and control over the delivery of their postal items.

Enquiry Offices are an essential element of Royal Mail's delivery network. In Northern Ireland, Royal Mail has 71 Enquiry Offices³, 27 of which are located within Royal Mail's main Delivery Offices and 44 are Sub-Delivery Offices which usually operate from a post office branch. They provide a facility that is open to the public, from which consumers can collect undelivered items of mail, for example, surcharged items⁴, items requiring a signature and items too large for normal letter box delivery.

Consumers typically recognise Royal Mail's failed delivery attempt by the presence of a 'Sorry, you were out' card. These cards inform the consumer of the address of the Enquiry Office from which they can collect their mail item, as well as offering them a number of alternative delivery options, such as redelivery on another day or to a different address, or for a fee of £1.50, to a local post office (Local Collect).

Although Enquiry Offices are widely dispersed throughout Northern Ireland, the number of Enquiry Offices in each county varies; in some instances quite significantly. Most noticeable is the low level of offices in County Armagh and Belfast. Furthermore, in rural areas, where the distances to Enquiry Offices are often greater, consumers can typically face detriment in terms of both the cost and inconvenience of retrieving their mail item. The additional travel will have a negative environmental impact as well. There is also wide variation and inconsistency in Enquiry Office opening hours across Northern Ireland which can cause confusion for consumers.

Research undertaken by our predecessor body, Postwatch Northern Ireland, in 2008 indicated a significant level of dissatisfaction experienced by consumers who used Royal Mail's Enquiry Office facilities. This survey revealed that inconvenient opening hours and difficulty in getting through to Enquiry Offices by telephone were among the main concerns for Northern Ireland postal consumers. Following on from these findings, Consumer Focus Post decided to commission further research in early 2010 to explore the consumer's experience of Royal Mail's Enquiry Offices, and in particular, how the current delivery practices employed by Royal Mail are meeting the needs of today's postal consumer in Northern Ireland.

¹ Fulfilment mail – the delivery of mail containing goods ordered by mail order, telephone or the internet

² A position paper by Royal Mail on the fulfilment market – March 2010

³ Correct as of September 2010

⁴ Surcharged items require a fee to be paid by the consumer because the item has come from abroad so there's a Customs charge to pay, or insufficient postage was paid for the item

2 Objectives

The specific objectives of the research were to:

- reveal the consumer experience of local Enquiry Offices
- identify the difficulties and key improvements required by consumers using Enquiry Offices
- provide an understanding of the Northern Ireland postal consumer's preference for various alternative delivery options



3 What we did

To capture the views of a representative sample of the Northern Ireland adult population, this research was carried out in conjunction with our Annual Mail and Post Office Consumer Survey in Northern Ireland, which had been commissioned from Perceptive Insight Market Research.

Fieldworkers undertook 1,000 door-to-door interviews between January and February 2010. To ensure a representative sample of the adult population in Northern Ireland, quotas were applied based on gender, age, socio-economic group and council area. Within each council area, wards were chosen at random and a total of 52 sampling points were selected.

Respondents were asked to answer a number of questions relating to their experience of their local Enquiry Office and their attitude towards more innovative delivery solutions. The results are summarised in the next section and explored further in later sections of this report.



4 Findings

4.1 Summary of key findings

- Over half (54 per cent) of consumers have experienced a failed first delivery attempt to their home address in the past year
- Over one-third (37 per cent) of those who had received Royal Mail's P739 'Sorry, you were out' card reported that they had actually received the card when they were at home. Indeed one in five consumers stated that they had experienced this on more than one occasion
- Despite the alternative re-delivery options offered by Royal Mail, the majority of Northern Ireland consumers (85 per cent) still collect their undelivered mail from their local Enquiry Office
- Four in 10 consumers face difficulties accessing their Enquiry Office – the greatest problem appeared to be parking issues, followed by distance, inconvenient opening hours and lack of public transport to the location
- While the coverage of Enquiry Offices in our view is good, some areas in Northern Ireland, for example Belfast and County Armagh, have disproportionately less offices compared to other areas
- One-third of consumers who have tried to contact their Enquiry Office by telephone have experienced problems such as unanswered calls or the telephone line being constantly engaged
- Most consumers stated that Saturday mornings and weekdays between (1pm and 6pm) are the preferred time slots for visiting their Enquiry Office
- Over half of Northern Ireland's postal consumers would prefer, or would like the option of, a mail service which offered a nominated day of delivery⁵ (59 per cent) and nominated time of delivery⁶ (54 per cent). A further 32 per cent said they would benefit from the introduction of later evening deliveries

⁵ Nominated day of delivery – consumers can choose for their mail item to be delivered on a day which is more convenient to them

⁶ Nominated time of delivery – consumers can choose for their mail item to be delivered within a specified time slot

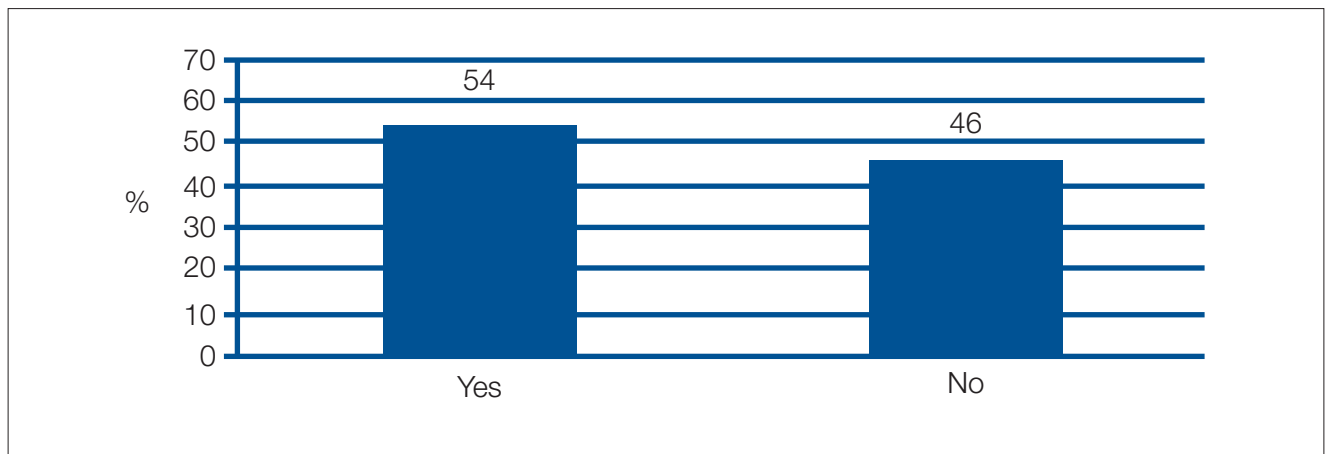


4.2 Delivery failures

Typically, consumers experience delivery failures due to either no-one being available to sign for mail items or because the packet or parcel is too large to be delivered through the letterbox. Our survey revealed that in the last year over half (54 per cent) of Northern Ireland's postal consumers have **experienced a failed first delivery attempt** at their home address. This was an experience shared across all demographic groups in Northern Ireland regardless of age, social and economic groups or location.

When Royal Mail Delivery Officers are unable to successfully deliver mail to an address, the customary practice is for a P739 ('Sorry, you were out') card to be left for the addressee. This card contains details of where and how the item can be retrieved. This appears to be a consistent approach by Royal Mail delivery staff throughout Northern Ireland, as almost nine out of 10 (88 per cent) consumers state that a P739 card is left when a delivery failure has occurred.

Figure 1: In the past 12 months have Royal Mail tried to deliver an item to you when no one was at home?

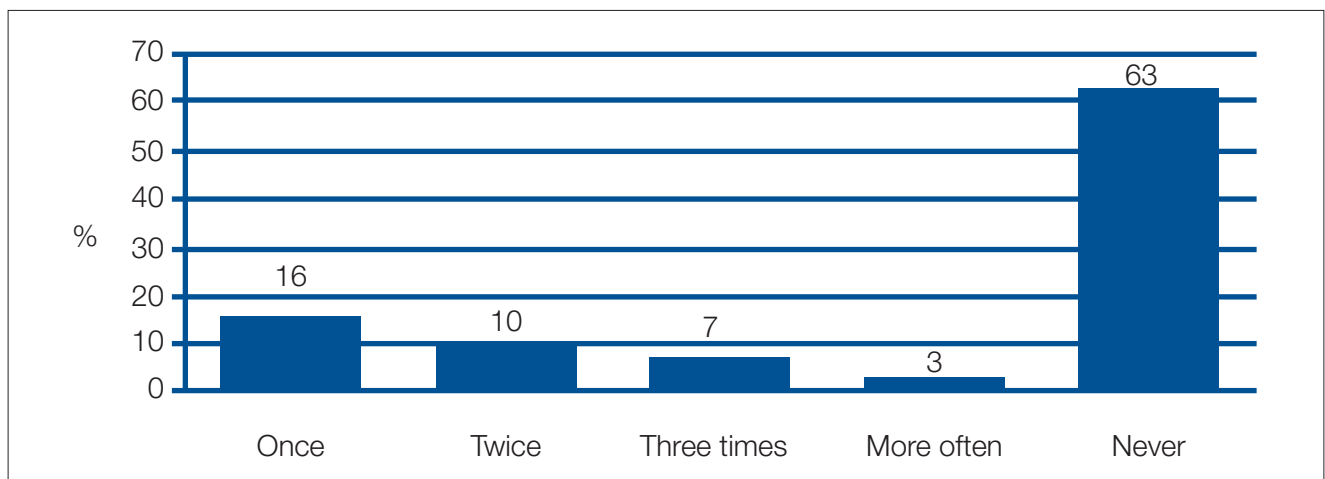


Base 1002 : All respondents

However other informal arrangements exist. For example, one in 10 consumers indicated that they have **an informal agreement with their Postman** to leave mail with a neighbour or in a 'safe-place' around their property. While we recognise this may raise mail integrity issues for Royal Mail, a number of consumers appear to enjoy the benefit of this informal arrangement. In order to embrace and perhaps develop this practice, Royal Mail should explore the option of offering and promoting secure lock boxes to consumers. A range of these products are currently on the market with varying levels of cost and specification.

Our survey revealed that over one-third of consumers (37 per cent) who had **received a P739 'Sorry, you were out' card** reported that **they had actually received the card when they were at home**, with one in five stating that they have experienced this on more than one occasion. This finding echoes the results of a survey carried out by Consumer Focus in Great Britain in November 2009, which found that 55 per cent of consumers had been at home when they had received a P739 card.⁷ Consumer Focus has already brought this issue to the attention of Royal Mail and we have been advised that measures have been introduced to overcome this worrying trend. We will continue to monitor this issue closely.

Figure 2: In the past 12 months have you experienced the situation of having received a 'Sorry, you were out' card when you were actually at home?



Base 473: Respondents who have received a card through their door saying an item is waiting for them at the Enquiry Office

⁷ <http://bit.ly/bFi8iE> (PDF 299 KB)

4.3 Convenience and accessibility of Enquiry Offices

Royal Mail's Enquiry Offices are widely dispersed throughout Northern Ireland as the table below illustrates. While coverage is in our view good, and it would be unreasonable to expect Royal Mail to place an Enquiry Office in every settlement throughout Northern Ireland, **some areas appear to have disproportionately less offices compared to others**, ie County Armagh and Belfast.

Figure 3

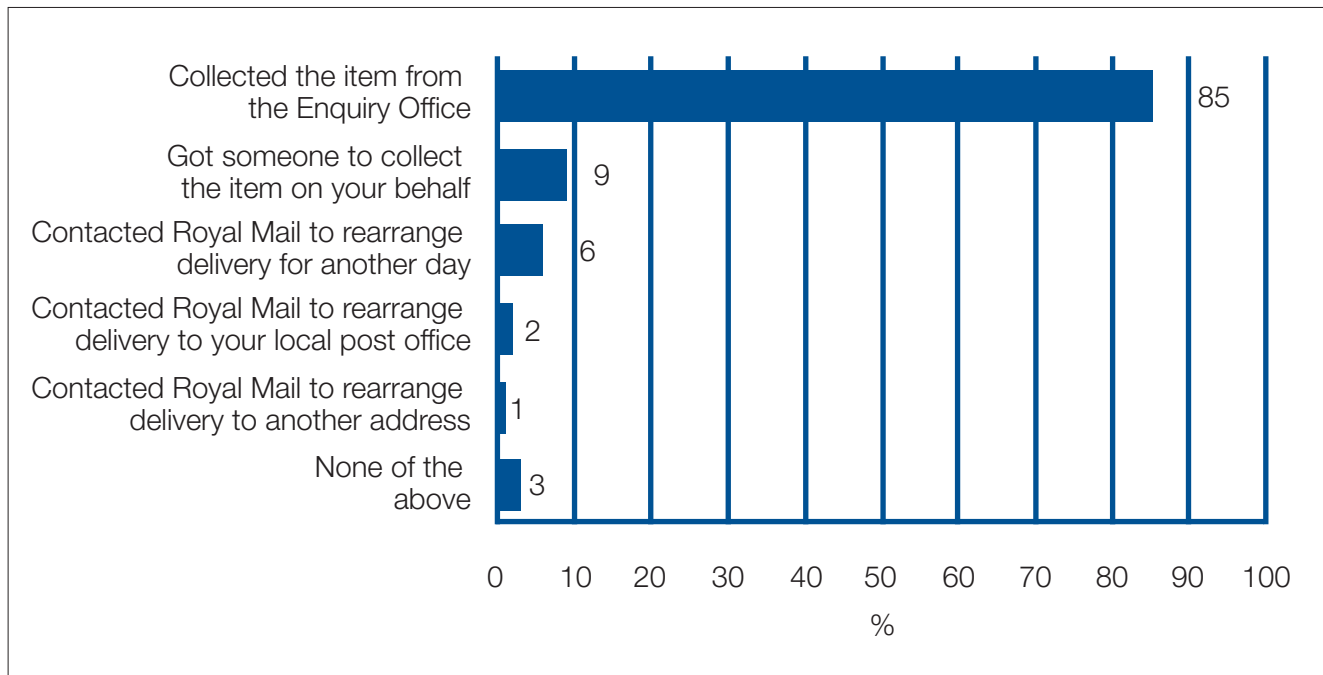
Location by County or City	Enquiry Office	Sub-Delivery Office	Total number of Enquiry Offices
Antrim	8	9	17
Armagh	2	1	3
Belfast	2	0	2
Down	5	10	15
Fermanagh	1	10	11
Londonderry	5	5	10
Tyrone	4	9	13
Total	27	44	71

4.3.1 Preferred delivery options

Despite the distance some consumers have to travel, our findings have revealed that the majority of consumers (85 per cent) still **collect undelivered mail from their local Enquiry Office**, even though other redelivery options are provided by Royal Mail. For example, consumers can contact Royal Mail by telephone or through its website to arrange for the item to be re-delivered on an alternative day, to an alternative address within the same postcode area⁸ or redelivered to their local post office (Local Collect) at a cost of £1.50.

This finding may suggest that Royal Mail has either not successfully promoted the other redelivery options or that consumers may have encountered problems contacting their Enquiry Office to arrange an alternative delivery. As collecting the undelivered item from the Enquiry Office appears to be the most common and popular approach, it is imperative that Royal Mail manages this service better to ensure optimum convenience and accessibility for consumers.

Figure 4: Again thinking about the last 12 months when have you been notified that an item is waiting at the Enquiry Office, which of these have you done?



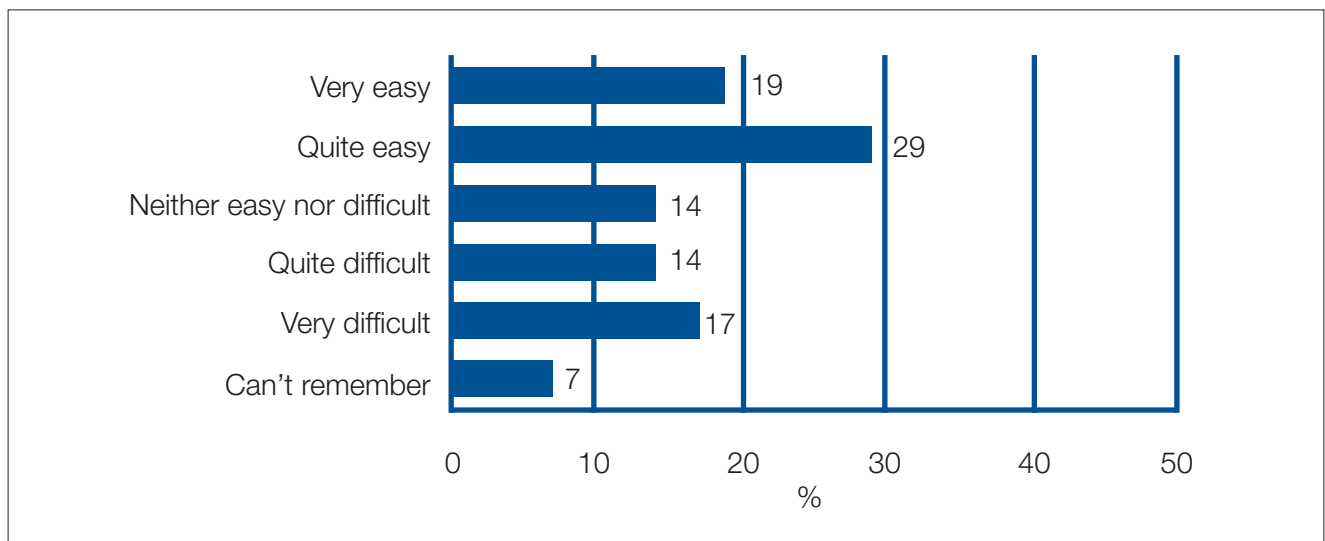
Base 473: Respondents who have received a card through their door saying an item is waiting for them at the Enquiry Office

⁸ With the exception of Special Delivery and Royal Mail Tracked items

4.3.2 Contacting Enquiry Offices

Our survey asked postal consumers in Northern Ireland about the accessibility of their local Enquiry Office. Despite a low base of respondents, it is interesting to note that of those consumers who had contacted their Enquiry Office by telephone, almost one-third said that they have **experienced difficulties including the phone not being answered or being frequently engaged**. This result may perhaps be linked to the low level of uptake of Royal Mail's alternative re-delivery options. If consumers are unable to contact their local Enquiry Office to arrange for an alternative delivery option, then use of such services will be hindered.

Figure 5: In general, when you ring the Enquiry Office how easy is it to get through?



Base 42: Respondents who have telephoned the Enquiry Office



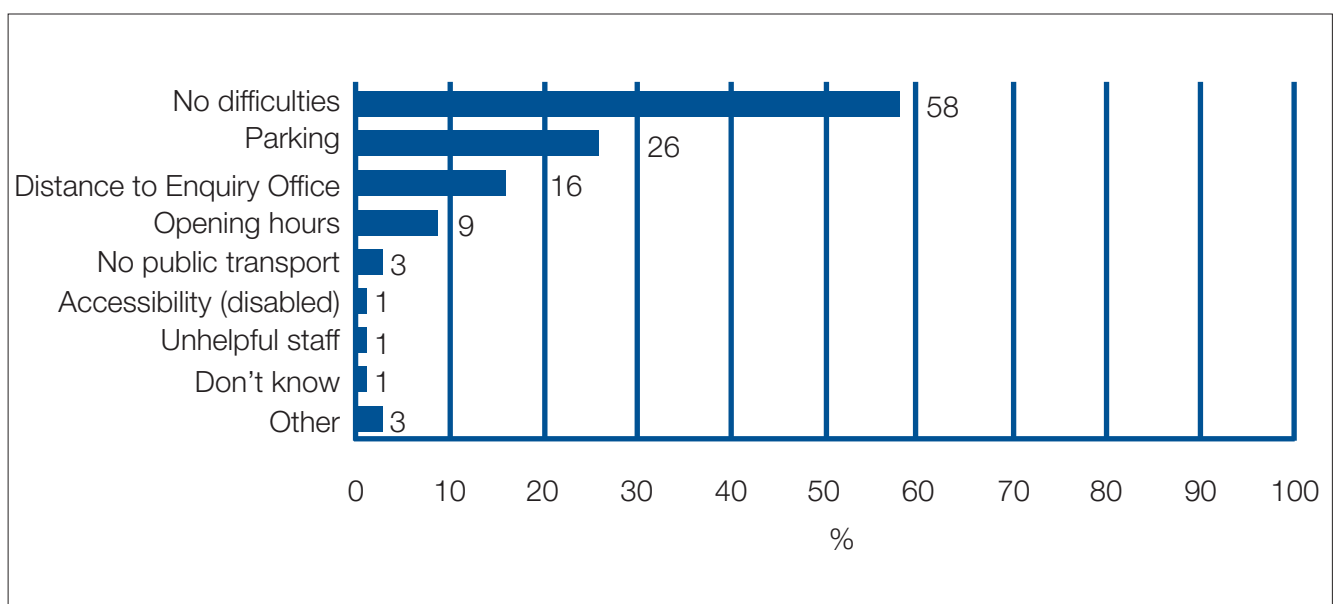

Royal Mail

4.3.3 Travelling to Enquiry Offices

Our survey shows that over four in 10 consumers stated that they have **experienced difficulties in accessing their local Enquiry Office**. In particular, consumers in the Greater Belfast area appear to be the most inconvenienced compared to other consumers in the rest of Northern Ireland. Parking, distance, inconvenient opening hours and lack of public transport were serious problems cited by consumers. The most common difficulty, affecting over one in four consumers (26 per cent), appeared to be parking problems, with those living in Greater Belfast (38 per cent) areas twice as likely to be affected as other consumers in Northern Ireland (15 per cent). Almost one in six (16 per cent) postal consumers feel the distance to their local Enquiry Office is too great.

A table in Annex 1 shows the round trip travel distance to the nearest Enquiry Office for a random cross-section of settlements from each county in Northern Ireland. It illustrates the importance of a successful first time delivery for consumers, especially those in **rural areas who can undertake quite lengthy journeys**, in some cases over 20 miles return trip, to collect an item of undelivered mail. Rural consumers can also face further difficulties as public transport is often very limited and expensive. Failed delivery attempts are not only inconvenient and costly to the consumer and Royal Mail but the extra travel it incurs has a negative environmental impact.

Figure 6: What difficulties, if any, do you encounter when travelling to or visiting the Enquiry Office?



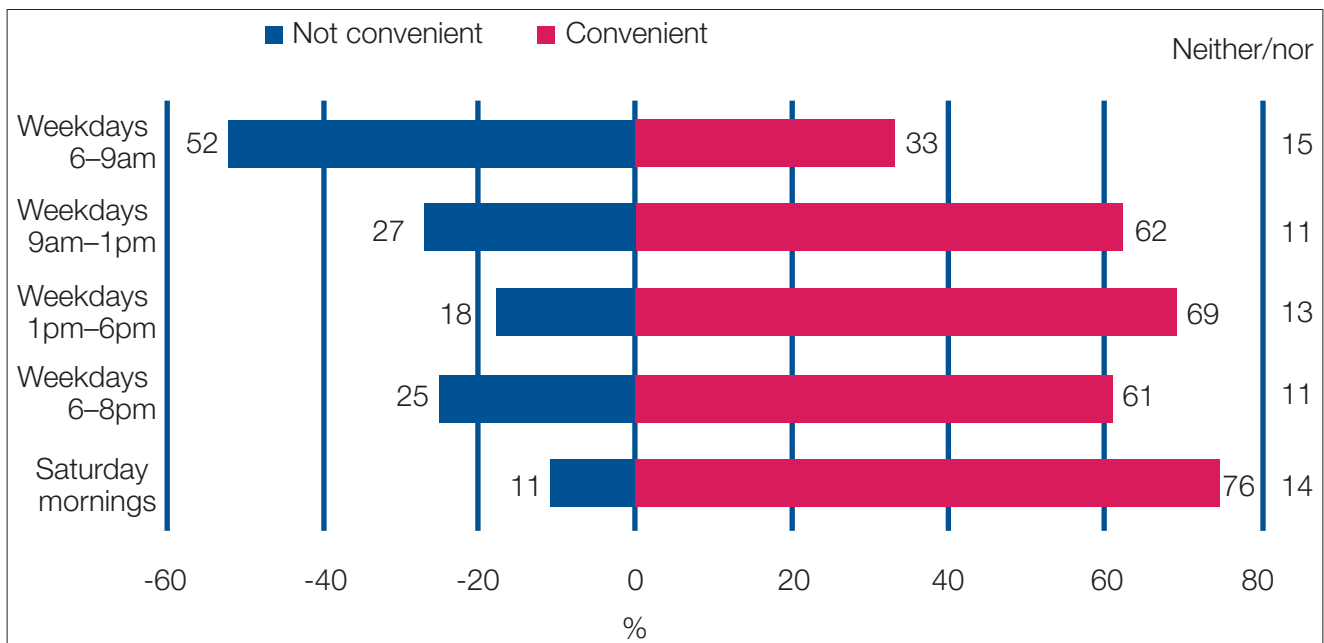
Base 404: Respondents who have travelled to the Enquiry Office

4.3.4 Enquiry Office opening hours

Many postal consumers, especially those in full-time employment, can find it difficult to collect their undelivered mail from the Enquiry Office because the opening hours are unsuitable. In Annex 2, the opening hours for all 71 Enquiry Offices in Northern Ireland are outlined. This information illustrates the extremely varied range of opening hours with no obvious consistency of core hours. Without prominent displays and notices of opening hours, these varied opening hours could cause confusion for consumers.

When asked about their preferred opening hours to visit the Enquiry Office, the majority of Northern Ireland consumers find Saturday mornings (75 per cent) and weekdays between 1pm and 6pm (69 per cent) the most convenient. However, those in the socio-economic grouping ABC1⁹ (68 per cent) and consumers aged 25–34 years (70 per cent) consider weekday evenings between 6pm and 8pm more convenient. While those in socio-economic grouping C2DE¹⁰, were more likely to find weekdays between 9am and 6pm more convenient.

Figure 7: How convenient or inconvenient are the opening hours of your local Enquiry Office?



Base 1002: All respondents

⁹ ABC1 – social and economic groups in society: A – Higher managerial and professional, B – Intermediate managerial and professional, C1 – Supervisory, clerical, junior managerial

¹⁰ C2DE – social and economic groups in society: C2 – Skilled manual workers, D – Semi and unskilled manual workers, E – Casual worker or lowest grade workers, pensioners and others who are dependent on welfare state for their income

4.4 New alternative delivery options

The delivery options currently offered by Royal Mail are increasingly out of kilter with its customers' busy lifestyle and purchasing patterns.

To meet consumer expectation Royal Mail must focus on providing new and innovative delivery and collection solutions. Recently, Royal Mail has shown some progress in this area by introducing a number of new measures to meet consumer demand. These have included the extension of opening hours at 650 UK Enquiry Offices, 11 of which are in Northern Ireland,¹¹ and most recently a trial of nominated evening deliveries in postcode areas within the London area, which commenced on 21 September 2010.

Our survey probed Northern Ireland consumers on potential delivery options they would find most suitable:

- The most popular delivery options included **nominated day of delivery** (59 per cent) and **nominated time of delivery** (54 per cent). As many online retailers (eg Tesco Direct¹²) and parcel operators (eg DHL¹³) already offer such services, Royal Mail are losing out to other postal competitors by failing to restructure its delivery network more proactively

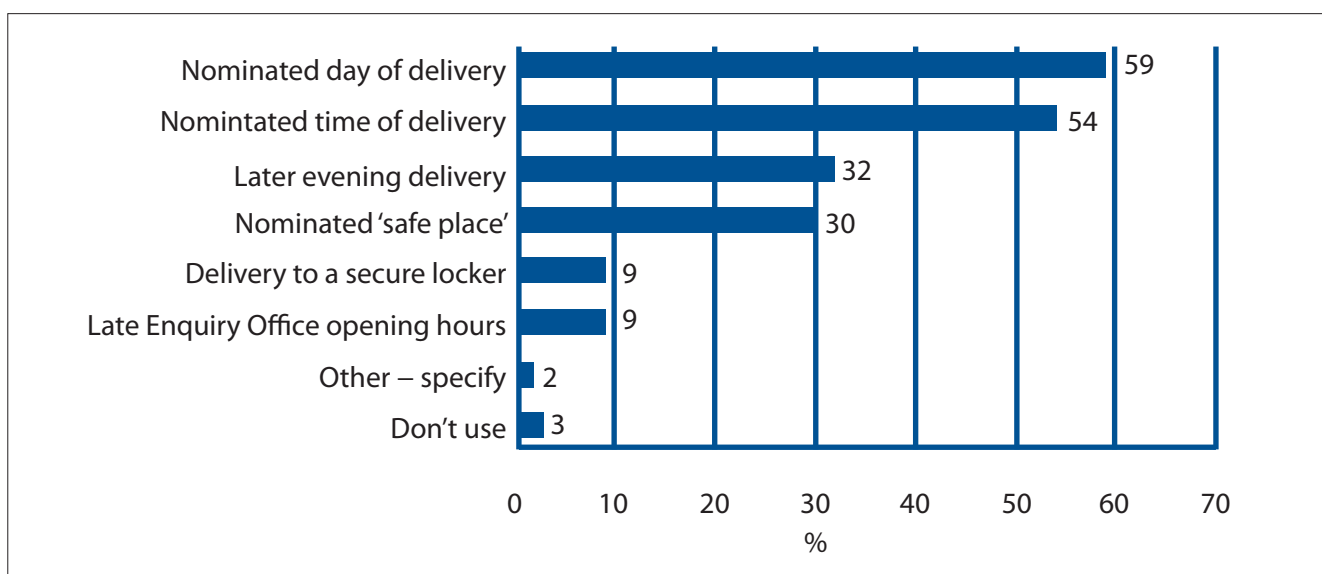
- Almost one-third of all consumers in Northern Ireland would like to see Royal Mail **introduce later evening delivery option**. This option rated highly among ABC1 respondents; however consumers over 65 years favoured this option least as perhaps later evening deliveries may cause anxiety for more elderly consumers or those consumers who are apprehensive about answering their doors in the evening
- Three in 10 consumers would like to use a **nominated safe place arrangement**
- Other options favoured by one in 10 consumers are – delivery to a **secure locker at a nearby location** (eg retail outlet or post office) and **longer opening hours** at Enquiry Offices. Consumers between the ages of 16–34 years were more likely to prefer the secure locker option

¹¹ East Belfast Delivery Office (DO), Belfast (Tomb St) DO, Londonderry DO, Newtownabbey DO, Lisburn DO, Bangor DO, Carrickfergus DO, Cookstown DO, Newry DO, Newtownards DO and Omagh DO – the extended opening hours of each office differ (see Annex 2)

¹² <http://direct.tesco.com/help/deliveryinformation.aspx>

¹³ http://www.dhl.co.uk/en/express/domestic_services.html

Figure 8: If you were to order items online or through a mail order catalogue which of these options would you find most useful or convenient for the delivery of your parcel/package?



Base 1002: All respondents

Failed delivery attempts are not only a major source of frustration and inconvenience to consumers but can also bear a significant cost for carriers and retailers.¹⁴ Major online retailers, such as Argos, John Lewis and Tesco have responded to this problem by developing 'Click and collect' services, whereby consumers can order items online and collect them in-store at a time which is convenient to them.

Global and domestic postal operators and carriers have introduced a range of solutions such as pre-delivery text and email alerts to indicate when the delivery will be attempted, automated delivery kiosks (Packstation¹⁵) and the use of alternative customer collection points such as local grocery stores and post offices.

Clearly Royal Mail has a long way to go to match or better the more convenient delivery options of some of its competitors.

¹⁴ IMRG estimate a combined failed delivery cost for postal operators and carriers of £250 million per year (Valuing Home Delivery 2010)

¹⁵ Packstation is a service run by DHL Parcel in Germany. It provides automated booths for self-service collection of parcels and oversize letters as well as self-service dispatch of parcels 24 hours a day, seven days a week. Using Packstation is free of charge both for private and business consumers, however prior registration is required. Each consumer obtains a card and PIN that can be used for identification

5 Conclusion

As the online retail industry grows so does the volume of parcel deliveries and mail items which require a signature, or which cannot be accommodated by a conventional letter box. As many consumers are frequently unavailable for the delivery of their mail items, this has placed unprecedented pressure on the Royal Mail Enquiry Office network and, at worst, it causes a backlog of mail items.

Failed first delivery attempts are not only inconvenient and costly for consumers, but also present a substantial financial cost to Royal Mail's business. It is therefore in Royal Mail's own interest to introduce delivery solutions which not only reduce the level of failed delivery attempts but also provide consumers with convenient and flexible delivery options.

Consumer Focus Post welcomes the measures Royal Mail is starting to introduce to improve the delivery success rates. We are especially pleased to see that Royal Mail is extending the opening hours of 11 Northern Ireland Enquiry Offices. However, we would like to see this rolled out to more Enquiry Offices, so consumers, regardless of their location in Northern Ireland, can benefit from this initiative. We also welcome, and will be monitoring closely, Royal Mail's trial of later delivery in the London area, which commenced in September 2010. If successful, we will press Royal Mail to introduce this initiative to all areas of the UK and in particular, Northern Ireland.

As our research has revealed, consumers are demanding more and better delivery services, namely nominated day and time of delivery and later evening deliveries. In our view, Royal Mail must redouble its efforts to provide, in the very near future, more innovative and consumer-friendly delivery solutions.

Our findings illustrate that many problems still exist for consumers: in the delivery of larger mail items or items which require a signature; and in their experience of their local Enquiry Office. As the National Postal Operator in the UK, with the widest network reach, it is disappointing that Royal Mail has failed to introduce innovative delivery solutions at the same pace as its competitors.

We were interested to learn of the high levels of consumers still opting to collect undelivered mail from their Enquiry Office rather than choosing to use Royal Mail's alternative re-delivery solutions. This finding may be indicative of Royal Mail's failure to sufficiently promote these services, or of the difficulties in contacting Enquiry Offices by telephone. Either way, Royal Mail must urgently review its Enquiry Office network to avoid further consumer detriment and explore new delivery solutions which provide choice and control for today's consumers.

6 Recommendations

With more consumers than ever purchasing goods online, demand for a more consumer-focused service at their Enquiry Office is paramount. We would ask that full consideration is given to each of the recommendations presented below:



6.1 Royal Mail (NI)

- Royal Mail senior management must continue to work hard to **eliminate instances of P739 'Sorry, you were out' cards being left** when the consumer is actually at home
- Following the recent announcement by Royal Mail of the extension of opening hours at 11 Enquiry Offices in Northern Ireland, Consumer Focus Post calls for Royal Mail to **review the opening hours of all Enquiry Offices** in Northern Ireland and, wherever possible, to extend opening hours
- Where possible, Royal Mail should **review the car parking facilities** at all its Enquiry Offices, in particular within the Belfast area, with a view to improving accessibility and convenience for all consumers, especially those who are disabled or have limited mobility
- With the considerable variation in opening hours and the current roll-out of extended hours at some Northern Ireland Enquiry Offices, Royal Mail must **display their opening hours more effectively**. We would recommend that, as a minimum, Enquiry Office opening hours are published on P739 'Sorry, you were out' cards, at the local post office and at the Enquiry Office premises
- Royal Mail should look to **raise the accessibility and profile of its current re-delivery and Local Collect services**. This will provide greater choice for consumers and alleviate further pressure Enquiry Offices

6.2 Royal Mail (UK)

- We urge Royal Mail to **launch further innovative and flexible delivery solutions**. In particular, Royal Mail should consider introducing the delivery options preferred by Northern Ireland consumers ie nominated day and time of delivery; and later evening deliveries
- We also urge Royal Mail to explore **alternative customer collection points**, such as post offices and retail outlets, and investigate the benefits of encouraging the uptake of **secure lock boxes** as a valid contingency option for consumers who are not available for the delivery of their mail

6.3 Consumers

- If a delivery failure has occurred, to avoid inconvenient and sometimes expensive journeys to the Enquiry Office, consumers should consider utilising Royal Mail's **existing alternative delivery options** such as redelivery to an alternative address or on an alternative day or, for a fee of £1.50, delivery to a local post office branch
- When purchasing goods online consumers should **think carefully where they wish their item to be delivered to**. If the option is available, consumer should consider directing the order to an alternative address, such as their place of work or family and friends, which may guarantee a more successful first time delivery

Annex 1

Case study

Round trip distance to local Enquiry Offices using a random cross-section of NI settlements

Location	Street name	Nearest Enquiry Office	Shortest driving distance in miles (round trip)
County Antrim			
Broughshane	Main Street	Ballymena DO	11
Randalstown	Main street	Antrim DO	11
Kells	Main Street	Ballymena DO	10.8
Ballybogey	Ballybogey Road	Ballymoney DO	9
Moorfields	Moorfields Road	Ballymena DO	12.4
Whitehead	Kings Road	Carrickfergus DO	13.2
County Armagh			
Bessbrook	Charlemont Square E	Newry DO	5.4
Markethill	Mowhan Road	Armagh DO	16.2
Keady	Kinelowen Street	Armagh DO	16.6
Poyntzpass	Railway Street	Newry DO	18
Richhill	Main Street	Armagh DO	10.2
Tandragee	Church Street	Craigavon DO	17.4
Belfast			
North Belfast – Carrs Glen	Ballysillan Road	West, North & South Belfast DO	6.2
East Belfast – Beersbridge	Beersbridge Road	East Belfast DO	4.2
South Belfast – Finaghy	Upper Lisburn Road	West, North & South Belfast DO	7.8
West Belfast – Whiterock	Whiterock Road	West, North & South Belfast DO	6.6
Down			
Ballyholme	Groomsport road	Bangor DO	2.4
Moneyreagh	Hillmount Drive	Newtownards DO	17.6
Saintfield	Main Street	Ballynahinch PO	11
Ballywalter	Main Street	Newtownards DO	21.8
Strangford	Downpatrick Road	Downpatrick DO	16.2
Crossgar	Downpatrick Street	Downpatrick DO	10.8
Kircubbin	Main Street	Newtownards DO	22

County Fermanagh			
Derrylin	Market Place	Kinawley PO	7.8
Tamlaght	Killyreagh Road	Enniskillen DO	4.6
Clabby	Main street	Clogher PO	18.4
Ederney	Castleberg Road	Kesh PO	5.6
County Londonderry			
Shantallow	Northside Village Centre	Londonderry DO	5.6
Bellaghy	Main Street	Magherafelt DO	11.2
Park	Learmount Road	Claudy PO	10.4
Castlerock	Main street	Coleraine DO	13.6
Castledawson	Main street	Magherafelt DO	5.4
Feeney	Main street	Dungiven PO	9.6
Upperlands	Kilrea Road	Magherafelt DO	22.4
Draperstown	St Patricks street	Magherafelt DO	16.2
County Tyrone			
Ardboe	Mullinahoe Road	Stewartstown PO	14.2
Coalisland	Dungannon Road	Dungannon DO	8.4
Fivemiletown	Main street	Clogher PO	13.4
Moy	Charlemont Street	Dungannon DO	10.8
Newtownstewart	Main Street	Omagh DO	18.8
Sion Mills	Victoria Place	Strabane DO	6.4

Annex 2

Enquiry Office opening hours

Delivery Office

Delivery Office	Monday – Friday	Lunch hour/ closed between	Saturday	Opening hours due to be extended (as of Sep 2010)
Antrim	08.00–16.30	None	08.00–12.30	
Armagh	08.30–17.30	None	08.30–12.30	
Ballyclare	07.00–13.00	None	07.00–11.00	
Ballymena	06.30–17.30	None	06.30–17.30	
Ballymoney	09.00–17.00	12.00–16.00	10.00–11.30	
Banbridge	08.30–18.00	13.30–14.30	08.30–13.15	
Bangor (bt)	08.30–18.30	None	08.00–16.00	Mon, Tue, Thu & Fri 8.00–18.30 Wed 8.00–20.00 Sat 8.00–14.00
Belfast (East)	07.30–15.30 Wed 07.30–20.00	None	07.30–14.00	
Belfast (North, West & South)	08.00–19.30 Wed 08.00–20.00	None	08.00–14.00	
Carrickfergus	07.00–18.00	None	07.00–12.30	Mon, Tue, Thu & Fri 07.00–18.00 Wed 08.00–20.00 Sat 8.00–14.00
Coleraine	09.00–17.30	None	09.00–12.30	
Cookstown	08.30–17.30	10.00–14.00	08.00–15.00	Mon, Tue, Thur, Fri 08.30–10.00 & 14.00–17.30 Wed 08.30 to 10.00 & 14.00–20.00 Sat 08.00–10.00 & 13.00–17.00
Craigavon – Portadown	08.00–18.15	14.00–16.00	08.00–12.30	

Craigavon – Lurgan	08.00–18.15	14.00–16.00	08.00–12.30	
Downpatrick	07.00–18.30	None	07.00–12.30	
Dungannon	08.30–17.30	None	08.30–13.30	
Enniskillen	08.00–17.30	None	08.00–13.00	
Holywood	09.00–19.30	None	09.00–13.00	
Larne	08.00–15.00	None	08.00–13.00	
Limavady	07.00–14.00	None	07.00–13.00	
Lisburn	08.00–18.00 Wed 08.00–20.00	None	08.00–14.00	
Londonderry	08.00–18.30 Wed 08.00–20.00	None	08.00–14.00	
Magherafelt	08.00–17.30	None	09.00–14.15	
Newry	08.00–18.00	12.30–14.30	08.00–14.00	Mon, Tue, Thu, Fri 08.00–12.30 & 14.30–18.00 Wed 08.00–12.30 & 14.30–20.00 Sat 08.00–14.00
Newtownabbey	07.30–19.00 Wed 07.30–20.00	None	07.30–14.00	
Newtownards	07.30–17.30	None	07.30–12.30	Mon, Tue, Thu, Fri 07.30–17.30 Wed 07.30–20.00 Sat 07.30–14.00
Omagh	08.00–17.30	None	08.00–12.30	Mon, Tue, Thu, Fri 08.00–17.30 Wed 08.00–20.00 Sat 08.00–14.00
Strabane	08.30–13.30	None	08.30–12.30	

Sub-Delivery Office

Sub-Delivery Office	Monday – Friday	Lunch hour/closed between	Saturday
Armoy	09.00–17.30		9.00–12.30
Aughnacloy	09.00–17.30		9.00–14.00
Ballycastle	09.00–17.30		9.00–12.30
Ballinamallard	09.00–17.30 Thu 9.00–12.30	13.00–14.00	9.00–12.30
Ballygawley	09.00–17.30 Thu 9.00–12.30		9.00–12.30
Ballynahinch	09.00–17.30		9.00–12.30
Belleek	09.00–17.30 Thuy 9.00–13.30		9.00–12.30
Bushmills	09.00–17.30		9.00–12.30
Carnlough	09.00–17.30	13.00–14.00	9.00–12.30
Castlederg	09.00–17.30		9.00–12.30
Castlewellan	09.00–17.30		9.00–12.30
Claudy	09.00–17.30		9.00–12.30
Clogher	09.00–17.30 Thu 9.00–16.30		9.00–12.30
Crossmaglen	09.00–17.30 Wed 9.00–12.30	13.00–14.00	9.00–12.30
Crumlin	07.00–12.00		
Cushendall	09.00–17.30	13.00–14.00	9.00–12.30
Donaghdee	09.00–17.30		9.00–11.30
Dromore (Co Down)	09.00–17.00		9.00–12.30
Dromore (Co Tyrone)	09.00–17.30		9.00–12.30
Dungiven	09.00–17.30		9.00–12.30
Fintona	09.00–17.30		9.00–12.30
Garrison	09.00–17.30 Thu 9.00–12.30	13.30–14.30	9.00–12.30
Garvagh	09.00–17.30		9.00–12.30
Glarryford	09.00–17.30	12.30–13.30	9.00–12.30

Glenarm	*Closed at present Sep 2010		
Irvinestown	09.00–17.30 Wed 9.00–12.30	13.00–14.00	9.00–12.30
Kesh	09.00–17.30		9.00–12.30
Kilkeel	09.00–17.30 Wed 9.00–13.00	13.00–14.00	9.00–12.30
Kilrea	09.00–17.30		9.00–12.30
Kinawley	09.00–17.30 Thu 9.00–12.30	12.30–13.30	9.00–12.30
Lisnaskea	09.00–17.30		9.00–12.30
Maguiresbridge	09.00–17.30 Wed 9.00–12.30	12.30–13.30	9.00–12.30
Mullaghbawn	09.00–17.30		9.00–12.30
Newcastle	09.00–17.30		9.00–12.30
Newtownbutler	09.00–17.30		9.00–12.30
Plumbridge	09.00–17.30		9.00–12.30
Portrush	09.00–17.30		9.00–12.30
Portstewart	09.00–17.30		9.00–12.30
Rathfriland	09.00–17.30		9.00–12.30
Rathlin Island	10.00–12.00		9.00–12.30
Roslea	09.00–17.30 Thu 9.00–12.30	12.15–13.15	9.00–12.30
Sixmilecross	09.00–17.30		9.00–12.30
Stewartstown	09.00–17.30 Wed 9.00–12.30	13.00–14.00	9.00–12.30
Trillick	09.00–17.30		9.00–12.30
Warrenpoint	08.30–17.30 Wed 08.30–13.00 Fri 09.00–17.30		9.00–12.30

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