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## Royal Mail revealed the UK's delivery hotspots during lockdown

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Royal Mail revealed the areas in the UK where residents have received the most deliveries over the course of lockdown so far. The data is based on the number of deliveries per individual address.

When viewed across the UK as a whole, Lerwick in Scotland tops the list, followed by Central London. Kirkwall which includes the Orkney Islands, the Hebrides and North West London complete the top five.

The presence of both city centres and ultra-rural locations in the top five demonstrates the power of the Universal Service which sees Royal Mail deliver to 30 million addresses across the UK. It also shows the importance of the lifeline that Royal Mail offers to communities in remote locations.

When split into countries, Central London tops the list in England, Lerwick comes out top in the Scotland list and Llandrindod Wells takes first place in Wales.

The data is based on Royal Mail Tracked 24 and Royal Mail Tracked 48 deliveries.

Recent Royal Mail research revealed nearly half (45%) of UK adults have been receiving more parcel deliveries since lockdown measures began. The research revealed the emotional significance that the parcel has developed during lockdown, with more than a third (36%) claiming receiving a parcel is the highlight of their day. Over half (53%) feel that receiving parcels has become more important since March 23rd.

David Gold, Director of Public Affairs & Policy at Royal Mail, said “Having analysed our parcel delivery data across our national network of delivery offices, Lerwick in Scotland has emerged as the UK's lockdown delivery hotspot. The data shows that during such unprecedented times, parcel delivery is just as important for our rural customers as it is for our city customers. We understand the importance of the postal service in keeping the UK connected at this time. In doing so, we also take the health and safety of our colleagues, our customers and the local communities in which we operate very seriously.”

The Universal Postal Service provides a lifeline to businesses and communities everywhere during the coronavirus crisis. The delivery of parcels and letters is a key way of keeping the country together and helping many people who may not have the option to leave their homes. The UK Government has recognised Royal Mail as having a key role to play in the national response to this emergency.

Royal Mail's number one priority is keeping its people and customers safe. Royal Mail was one of the first delivery companies to introduce contact free delivery. Where an item won't fit through a customer's letterbox, the postman or woman now places the item at the customer's door, knocks, and steps aside to a safe distance while the customer retrieves their item. Royal Mail is also temporarily not handing over hand-held devices to customers to capture signatures. The vast majority of mail can be posted safely through the letterbox without any interaction with the customer at all.

Royal Mail has changed its standard ways of working to ensure that, wherever possible, colleagues stay two metres apart. It has also implemented a new rule so that only one person is in a Royal Mail delivery vehicle at any one time. These new social distancing measures are aimed at offering further protection for our colleagues and our customers. Royal Mail continues to follow the preventive guidance of global and domestic public health authorities.

***(Royal Mail)***