Modernisation is happening across the London region. In this ‘wrap’ around your normal copy, Courier highlights what’s happening.
The past few months have seen a huge amount of change for the London region, especially in premises.

Earlier this year, due to a sharp decline in traffic, Royal Mail announced the decision to close East and South London mail centres. As part of this decision, the business also announced a £45m investment in a new mail centre and relocation of the Brompton Place delivery office into the new modern working environment at Mount Pleasant.

Despite the change we are going through is difficult, it is vital that we modernise our operations to lower costs and improve customer service.

The huge amount of change the region has faced, I have been really impressed with the professionalism and hard work demonstrated by London colleagues. Over the coming months, we will continue to work closely with the CWU to complete the mail transfers and continue to try to match colleagues to the role preferences they have given us.

Ian Songhurst
London regional operations director

The East London mail centre at Bromley-By-Bow will close next summer and everyone has their own story.

Balsat Abdiwal, Postwoman
I used to travel to London Central because it was nearer my home. I had to wait until I was pregnant because of the current economic climate, but it’s very quiet.

Troy Penney, Postman
We motivate our preference and keep asking what we’ve been allocated and we’ve got it all under control. We don’t know what’s going on with escalating costs or any of the shifts.

At Heathrow Worldwide Distribution Centre, a number of people have made the move from other sites.

People from South and East London mail centres have moved across to Brompton, Croydon, Greenford and Jubilee. We spoke to a few of them to see what their experience has been.

Mary Blackley, Postwoman
I wasn’t too pleased and tried to miscound my job security in the main processing moment, but it’s very noisy and the automation issues have been frustrating. I was also supported from people when it came on the bar in June (I was pregnant). I made some moves here and there, but what I really wanted to go straight back, but it’s getting easier.

Sabrina Bendy, Postwoman
In order to transfer to Heathrow, I needed to undergo training because I don’t know the route to anywhere. I don’t know if it’s difficult, but it’s hard to adapt to something new. I’ve been on a few courses, but there are problems with the centres that are newer than you.

Holly Goeth, Coach
In Custody: I came here from Nine Elms because it was the most accessible site, but there are problems with car parking. But I’ve had lots more training opportunities here, and met a coach—that wasn’t an option before.

Kerb Patel, Coach
I moved from Nine Elms because of my own challenges. It’s a very clean place and the new people have been very helpful.

Rob Burling, Coach
I moved to Nine Elms because it was the start. Now we have new machines it’s much quieter after hours, but it’s getting easier.

The London regional operations director, Trevor Penney, Postman, welcomes the move to Nine Elms, as do everyone else.
MODERNISATION IS HAPPENING IN DELIVERY

WITH FEWER LETTERS AND MORE PACKETS TO DELIVER, WE HAVE TO CHANGE THE WAY WE DELIVER MAIL SO WE DO IT IN THE MOST EFFICIENT WAY AND MEET CUSTOMER NEEDS

9 delivery revisions have happened with many more planned for 2012

42 shared vans have been introduced

63 more Postal Digital Assistants (PDAs) are in operation

Pictured is Maria Lidia Frazer at Heathrow Worldwide Distribution Centre. Look out for Maria’s views on the changes on myroyalmail.com. On the front is Suresh Sonagara in the newly refurbished ground floor at Mount Pleasant.