Josh Babarinde OBE CF MP
Member of Parliament for Eastbourne

House of Commons

Sent by email:

16th November 2026

Dear Mr Cochrane,

Re: Deteriorating Postal Services in Eastbourne

I am writing to express my deep concern about the significant deterioration in Royal Mail's postal services across Eastbourne.

In recent weeks, I have heard from dozens of residents who have been seriously affected by unreliable deliveries, with particularly concerning reports from the BN23 area, served by Westham Sorting Office.

However, these concerns are not isolated. They reflect a wider pattern of declining service across the town, causing considerable frustration and, in some cases, serious consequences for residents. As I have raised previously, some residents have missed vital medical appointments because letters from their GPs arrived too late. Others have been forced to rearrange legal hearings after important documents failed to arrive on time, while some have missed deadlines for paying fines and bills, leaving them unfairly out of pocket.

Meanwhile, our exceptional frontline postal workers are left bearing the brunt of residents' frustration, for issues that are ultimately the responsibility of senior management. They deserve the support, resources and working conditions necessary to deliver the service that residents expect and they themselves want to provide.

With Christmas fast approaching, I would welcome the opportunity to meet with you, alongside affected residents, to discuss these concerns directly, hear about the challenges and understand what immediate action Royal Mail will take to restore a reliable postal service across Eastbourne.

I look forward to your response.

Yours sincerely,

Josh Babarinde

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