

Question 1:Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :

Only in part. Approval should be denied for Recorded Delivery items. If an addressee is out, an ordinary letter would still be delivered, a recorded letter would not! It would be taken to a neighbour and that person's signature obtained. The sender, who wanted proof of delivery, would receive proof of non-delivery instead.

At best, the neighbour would then place the item in the intended recipient's post box, something the delivery officer could have done in his place with greater certainty of delivery. At worst, the neighbour would withhold the item from the addressee.

As Recorded Delivery is most often used for documents of great legal importance, the proposed scheme would facilitate identity theft, the interception of confidential data and opportunities for making neighbours miss vital deadlines.

At most, delivery officers should ask neighbours to witness delivery into the addressee's post box, the delivery itself still being made by the Post Office.

Question 2:Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:

No.

Question 3:Do you have any comments on the scope and wording of the proposed Notification and approval:

No.