

I write in relation to the above and OFCOMs consultation.

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.

No I do not agree. I have frequent delivery of papers, which cannot go through my letterbox. I work full time and am rarely in to receive the papers. The papers are confidential. The Sender (who is a Government department) chooses to use the PO for delivery. If the papers were left with my neighbour I have little chance of collecting them until the evening, I cannot then be certain my neighbour will be in. The onus falls on me or my neighbour to arrange delivery or collection rather than on the PO and there is no certainty as to when or even if they get collected.

At least if the PO cannot deliver papers they return to the central PO depot where they are stored safely and I can make arrangements either to collect myself or arrange a time for them to be delivered to me when I will be there.

The three current options leave the burden of delivery correctly with the PO (who is charged with providing a universal postal service) until collected by the designated recipient which is as it should be.

I note that in the Postcom survey that of the 382 responses under 4% were in favour of delivery to neighbour option. I wonder why OFCOM is so in favour. Further the trial (2.17) was followed up with a telephone survey of customers and neighbours and 5.4 reports that this showed 92% of recipients were in

favour, but nowhere is the figure given for the percentage of recipients and neighbours spoken to in the survey which makes the 92% valueless.

If the rollout goes ahead it is not right that this should be an opt out service. It should be for recipients to let the PO know that they are prepared for letters etc to be left with neighbours rather than the onus on the recipient to let the PO know that they do not wish to have parcels left with neighbours. I do not wish to advertise to my community that I am rarely in during the weekday.

Question 2 Are there consequences following the roll out of the service across the UK that have not been included in our Assessment. If so please explain.

If the roll out is allowed I would expect it would be followed by the cutting back or loss of the collection points from local depots – a really useful service.

I would anticipate that there would be a growth in the use of other carriers who can deliver at agreed times and in the evenings to the detriment of the PO.

Having to place stickers on the door to advertise that I am not in to collect post has a security issue which I am not happy about. I do not want to tell my local community that I expect to be out most of the time.

Although not in relation to the two questions there are other points that I wish to make. I received a flyer from Royal Mail implying that this was going ahead and from late September (subject to regulatory approval). The reference to any approval was in passing and the whole of the pamphlet was predicated on approval being given. There is no point in having a consultation if the outcome is known beforehand.

There was no mention in the flyer of the consultation or where details if it could be found and it was only by serendipity that I found out about it. How can OFCOM carry out a proper consultation of stakeholders (who include presumably the general public) without giving proper publicity to it. Use of the OFCOM website is hardly of itself enough.