

## **Additional comments:**

Insufficient consideration has been given to the impact / inconvenience - especially upon the elderly and/or infirm - living in rural / semi-rural areas, where the most 'relevant near neighbour' may not be the ideal or most suitable 'Neighbour'. Many of these 'Walks' involve delivery via vehicle - even of normal postal items - it is not feasible to expect the Postman/woman to retrace their steps to the recipients property to deliver the 'Left with Neighbour Card'; if the 'Neighbour' is also not in - i.e. the delivered to neighbour card will be posted through the letterbox of the intended recipient - will not be able to be retrieved - prior to delivery being attempted to the neighbour and failing - with or without attempts being made to other neighbours with consequential confusion; inconvenience and potential disputes with neighbours.

First Class with Recorded Signed For<sup>®</sup>;

AND Second Class with Recorded Signed For<sup>®</sup>; should be specifically excluded from the scheme unless specifically included within/by 'OP-IN' and then only with the prior agreement of the designated 'Neighbour' - to avoid disputes with the original dispatcher of the item as to whether the item has been received by the intended recipient - this can be especially relevant in the event of Legal documents / Summons / notification of fines etc.

If proceeded with Royal Mail should also be required to supply - as an alternative - a low cost SECURE container that can be purchased by Customers in to which such items can be placed by the Postman/woman and only accessed/removed by the householder - a design similar to the American Outbound Mail Boxes would be suitable where the items are placed inside a container with an out sliding lid which gives access to an inner spring loaded / angled lid which ensures that the contents cannot be retrieved through the 'deposit' slot/entry. Retrieval by the householder being via a padlocked/combo combination locked 'door' - the householder being responsible for the provision of the padlock.

## **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 - not as it stands.

The service should be made an 'OPT IN' rather than OPT OUT, with the ability to designate the neighbour to be used in the event of opt-in.

This choice of 'Neighbour' should - in rural/semi-rural areas should also include the local community Post Office at NO EXTRA CHARGE, as it is often more manageable for the elderly and/or infirm to arrange to visit the Post Office rather than attempt to walk to the Postman/womans decision as to whom the neighbour will be.

## **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.:**

There are items - which can be legitimately delivered by the Postal Services, which if delivered to a neighbour would identify the legitimate delivery household as being - potentially - a location where legally controlled equipment e.g. firearms are stored - NOT information which should be generally known / available to other than the relevant Police Authorities / Emergency Services - these can include spare parts; publications; membership

renewals of Associations / clubs etc.

Identification of properties / households that have &quot;Opted Out&quot; by means of a sticker on/near the letterbox can identify a household that has real / imagined problems with neighbours (which may not be apparent to the neighbours) and will therefore cause the greivances to become public knowledge and escalate thus exascerbating problems which may otherwise have remained private / imagined.

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

As already stated this should be made &quot;OPT-IN&quot; rather than OPT-OUT with a specific requirement that a &quot;neighbour/alternate delivery point&quot; be specifically identified and agreed to by both parties.

In Rural / Semi-Rural areas use of the local / community post office should be a viable alternate delivery point WITHOUT THE IMPOSITION OF A CHARGE - especially for the elderly and/or Infirm who would otherwise be disadvantaged by this proposal