

Additional comments:

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. :

I feel that as proposed the scheme should not be rolled out. Below are the reasons I feel this way.

I do not feel the opt-out arrangement is adequate. At my property within a block of flats, the only place to locate an opt-out sticker is for the sticker to be fastened on the outside of the property rather than on the inside of a window. As the Royal Mail website says that all one needs to do after opting-out should they wish to opt-in again would be to remove the sticker, I feel this means that the opt-out system is not secure (IE. as the sticker can be removed and is fastened on the outside of the property, it would be possible for others to remove the sticker). While a replacement sticker might be possible to order, there will be a period of time while that address would be opted-in despite the feelings of the resident.

Additionally to the above point I feel there may be negative impacts to disabled customers. One issue which relates to the opting-out, as I mentioned before, is that for myself as a visually impaired person I would not be able to see that the opt-out sticker is still clearly visible. This might lead to periods while I am opted-in while I believe I am opted-out.

Another issue I would encounter as a visually impaired person is that I would not be able to read which neighbor my item is delivered to as the details of the neighbor would be written by hand. The hand written details would be an issue as computer technology is very inaccurate at reading hand writing and so I would only be able to collect my item from a neighbor once I could get a sighted person to read these details to me. At the current moment, I know that items normally will be returned to my local delivery office should they not be possible to deliver and so it is currently much quicker for me to retrieve undelivered items than under the proposed scheme.

I also have concerns that it would not be possible for the sender to specify that the item should be opted-out from the proposed scheme. It would be strongly desirable for a sender to opt-out should the item being sent be of high value or of a confidential nature.

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.:

Please see some of the negative impacts I feel I would encounter as a visually impaired person. Mainly that delivery to a neighbor would mean I would receive a card with hand written details on it which I would be unable to read and so mean I would need to wait until I could get someone sighted to read the details to me. This would lead to it being significantly slower for me to be able to retrieve items than the current situation as I know that undelivered items are currently returned to my local delivery office and so I can independently go to the delivery office to collect the item at my earliest convenience.

Also the other negative impact for me as a visually impaired person is that it would be

difficult to monitor that the opt-out sticker is still clearly visible and so would make it difficult for me to ensure that I am opted-out when I desire it that way.

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

No comments