

Additional comments:

The current proposal does not fail safe as failure to perceive the opt out notice would result in the parcel being delivered, against the addressee's wishes, to anyone who lived in the vicinity.

If the proposal was made opt in rather than opt out then any failure by Royal Mail staff to take note of the notice would default to a fail safe that saw the parcel returned to the depot.

If the proposal was made opt in it could have the additional benefit of enabling the householder to specify which neighbour they wished their parcel to be delivered to.

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 in its present form.

The system should be one of opting in not opting out.

You note in your summary in section 1.8 that staff have been issuing p739 cards claiming a failure to deliver when no actual attempt has been made to deliver the parcel. My own experience of Royal Mail staff suggests that attention to detail is lacking. Gates are left open, letters delivered to the wrong address.

It will be all too easy for Royal Mail staff to take the simple option of delivering to a neighbour, by claiming the opt out notice was not displayed prominently enough. If the option of delivering to a neighbour is made by opting in then there will be no excuse for leaving the parcel with a neighbour when this was against the wishes of the addressee.

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.:

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

Change opt out, to opt in.