

## ROYAL MAIL – ROLL OUT OF DELIVERY TO NEIGHBOUR SCHEME

I have received an ‘Out and About?’ leaflet delivered by Royal Mail and looked at your consultation report. It does not address various obvious concerns that instantly come to mind:

1. The use of stickers (or such devices) to indicate someone wishes to opt out of the scheme is a potential advertisement to thieves that this property is likely to be unoccupied. What work / consultation / assessment has been carried out, e.g. during the trials, to assess this security risk from the viewpoint of the public or the Police?
2. The use of stickers is not ideal – they will weather / fade with time. What more permanent device is planned?
3. Delivery to a neighbour presumes the intended recipient and neighbour can promptly exchange the item – will training of the scheme to postmen/women include checking that the neighbour can pass the item on in a reasonable time?
4. Following on from comment about the risk of unwitting disclosure of sensitive material: will Royal Mail be obligated to communicate with people like the NHS, Police, courts, solicitors or others sending discrete / sensitive material to encourage the addition of a message such as ‘Not to be redirected / not to be delivered to neighbours’ where appropriate?

I have reservations that one problem will be replaced by another: a case of nice idea but not fully thought through.