

Additional comments:

Royal Mail Neighbourhood Delivery Scheme - second response

I am really disappointed that, after giving no media publicity to the consultation process which ended on 24th August, 2012, Ofcom have exacerbated this by giving no media publicity to the fact that they are requesting re-submissions of comments and have extended the deadline to 12th September, 2012.

Once the deadline of 24th August had been reached, I, like many others, had no particular reason to re-visit your website and therefore knew nothing of this until I was advised of it by a more regular website user.

I can only, once again, come to the conclusion that the exercise is already a fait accompli and that Ofcom do not really wish to receive comments from the general public as they know that most of those who look at the scheme on the website will be against, if not all, at least parts of it.

The leaflet received from Royal Mail is totally misleading, giving the impression that the scheme applies only to parcels and not to signed-for and recorded-signed-for mail. Only those who have access to the website will know the true position. I was only able to access this myself through the goodwill and auspices of a friend as I, along with many others, have no personal website access.

I believe one of the arguments put forward by Royal Mail is that Postmen know which Neighbours are honest. I fail to see how as the Postmen frequently change, especially when Seasonal Staff are recruited at periods when most parcels and signed-for mail will be delivered. And, if Postmen know who are honest Neighbours why have I heard of deliveries to dishonest ones?

I can only reiterate the comments I have made in my previous submission. Certainly the Royal Mail leaflet which I received on 27th August has done nothing to change my mind. Nor indeed the minds of others to whom I have spoken and who received their leaflets only on 29th and 31st August, 9 and 11 days after the leaflet-delivering exercise began.

It is noted that the Compensation Scheme will still be in place, but what the general public want is their mail and not compensation. In any case how can you compensate someone for their loss of privacy should confidential mail find itself in the hands of unscrupulous Neighbours. Most people even with honest Neighbours do not wish their personal business to be known to others, some of which is self-evident from the return address on envelopes, an issue which I have experienced personally.

I now discover that some people have been receiving their leaflets which have become concealed amongst junk mail most of which is thrown in the bin without having even been looked at. Another way in which the general public are denied the ability to have their say.

Some other people have not even received the Royal Mail leaflet so do not even know about either the scheme or the consultation period so how can they comment?

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, for the reasons given above.

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.:

Yes, as stated above.

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

Yes, as stated above.