

## **Additional comments:**

Paragraphs 1.8 and 5.7 of the consultation document mention the problem of P739 cards which say that an attempt to deliver has been made when in fact the item has been left in the Delivery Office, and confirm that complaints about this are a regular occurrence.

In what appears to be reverse and defective logic it is stated that the Delivery to Neighbour process should have a positive impact in terms of reducing the incentive to not attempt to deliver larger items first time. This is naive.

The postal staffs do not know before they leave the delivery office if there will be anyone to take in the item but some are currently leaving it behind regardless. I would suggest that this is because they do not want to carry it and not because they think there will be no-one to receive it. This is proved by the many complaints that this is occurring. Clearly some customers are at home when the card is being left and when the item has been left at the delivery office. What difference will it make being able to leave it with a neighbour? If they do not want to carry it they do not want to carry it and how will they know in advance that there will be an available neighbour?

What is described is a management issue and it is a management failure that this continues and is much complained about. It appears that Royal Mail with the help of Ofcom is ducking out of effective management by altering the system rather than having the courage to tackle the cause.

The report also says that Royal Mail has confirmed that it takes the issue of abuse of P739 cards extremely seriously and is working on initiatives to identify the causes of the problem and the most effective solutions. It says that Ofcom intends to monitor this issue going forward.

However, the causes of the problem are already obvious and the effective solution is strong management.

### **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.

In my view Ofcom should insist that this problem is effectively dealt with before agreeing to a relaxation of the current rules and thereby condoning weak management practices to the overall detriment of Royal mail customers.

### **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.

This will in reality lead to a decrease in efficiency, customer service and choice under the guise and illusion of an improvement.

The fact that this is to be an opt out rather than an opt in shows that there is either a lack of

confidence in the likely take up of an opt in or that there is a creeping hidden agenda - or both.

I wonder if this is part of a long term strategy to close delivery offices by deliberately creating the evidence that they are not needed. By making it an opt out they hope to ensure that there is a bigger opt in. People are less likely to opt in or opt out if they have to actually do something. There will therefore be less opt outs than reflect the true views of a properly informed public.

I suspect that in due course the 'evidence' will be produced that this has been a success and we will be told that as fewer people have visited the delivery offices they are not needed. Alternative forms of delivery will then become compulsory and this will be extended to the items that are currently excluded.

I also wonder if the alleged queues at delivery offices have been manipulated in order to create a feeling of dissatisfaction so that it then becomes easier to introduce change. The queues probably result from a lack of staff manning the collection points when, not only is demand predictable from the number of returned items, but over time becomes obvious. Alternatively this is also management failure and inflexibility.

I have never found large queues to be a problem at my local delivery office but when there has been a queue it is because there is only one person manning the office and answering the telephone etc.

I wonder what will happen when the hapless neighbours who are at home all day suddenly realise that they have become an unpaid Royal Mail depot.

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

Yes. As above

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