

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, I do not agree. The roll-out presumes that people live in areas where neighbours are pleasant, honest people && that a person will feel happy about having to call on them for their parcels, not to mention happy that their parcel will be held safely at these neighbours' premises. It's a lovely idea. It is also naive. Many people do NOT have good neighbourly relations, and as I understand it, the scheme allows anyone in the nearby area to be approached to take in a parcel, not just a designated, trusted individual. . In addition, having to attach a sticker to one's door stating that one has opted out, will amount to a sign saying "I don't trust my neighbours" - not exactly likely to improve relations.

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.:

I was unaware of the whole scheme till yesterday. I was in my local PO, behind a distressed customer who DID wish to opt out, but who has no internet access to contact Royal Mail. She was trying to obtain a postal address for them - the PO was unable to help her (which seems preposterous). I have not yet myself received notification of the scheme, so I don't know if she had mis-read the details && could have contacted RM some other way, but it illustrates the distress which simply notifying some customers of the scheme could cause.

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

It should not be incumbent upon the customer to opt OUT of the scheme, but it should, if set up, be an entirely OPT IN system. It should also be made extremely easy to contact Royal Mail, (to opt either way), and not just by computer - it is too easily forgotten these days that not everyone HAS internet access.