

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.

While there are cogent arguments in the consultation paper (to level the playing field for the organisation bearing the universal postal obligation with its competitors), and no doubt many addressees would benefit by participation, the personal consequences which could ensue have been given insufficient weight.

The opt-out mechanism is flawed. Making it dependent on a physical, human-readable mark on recipients' letterboxes risks damage to the local standing and personal security of those who choose to opt out, for whatever reason..

Should the residents of number 11, say, opt out - for whatever reason - numbers 9 and 13 might become aggrieved, and could treat them poorly.

It would surely be possible to make alternative arrangements for opt-out, which maintain confidentiality. These could include online registration (with post(wo)men being provided with an up-to-date list of opt-outs on the portable electronic devices they already carry to take customer signatures), or the use of a barcode or QR code which those same devices could interpret, but which would not be intelligible.

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.:

Neighbourhood disputes may be generated or exacerbated. Vulnerable people may be put at risk.

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

no