

Name Withheld 1

**I confirm that I have read the declaration:**

Yes

**Additional comments:**

The wording of your questions (below) uses far too much jargon, which means that this survey will not be understood by many members of the public, who may have wanted to respond. Why not write the survey in Plain English instead?!

**Question 5.1:Do you have any views on our approach of using a comparison of the costs and benefits to assess the reasonable views of users:**

**Question 5.2:Do you have any views on the extent to which costs and benefits of elements of the service may change over time:**

**Question 6.1:Do you have any views on our approach to the monetisation of the private benefits:**

**Question 6.2:Do you have any views on our approach to estimating the high-level, theoretical cost savings:**

**Question 7.1:Do you have any views on the results presented on general satisfaction and use of post:**

Your survey appears to have targeted users in London, rather than other areas of the UK. I feel that this may have skewed the results somewhat, as users in the capital will have ready access to other services (eg motorcycle courier) that are not widely available elsewhere in the country. Such users would not therefore perceive a problem in Royal Mail delivering First Class letters in 2 days, rather than 1, as they could easily get around the problem by simply using another service - unlike the rest of us!

**Question 8.1:Do you have any views on the results presented in relation to packet delivery services:**

I would like to know how many "micro businesses" were included in your survey, as your results do not tally with my personal experience in that you say that tiny businesses do not place much reliance on Royal Mail for delivering packets. I run a micro-business, and have many friends and acquaintances who also do so - we rely exclusively on Royal Mail to deliver our packets to our customers. I send packets out Monday - Saturday, using various services depending on the value of the items sent - ranging from First Class, Recorded Signed For, International (including tracked) and Special Delivery. I expect the volume of packets I sent out to increase over time, not decrease. I would certainly not be happy if First Class packets were not delivered the next day., and if there was not an option for Saturday delivery.

**Question 8.2:Do you have any further evidence on the costs and benefits of more convenient packet services, currently and in the longer term:**

**Question 8.3:Do you have any views as to whether the current provision of packet services by the postal market meets the reasonable needs of users, over- provides for the needs of users, or under-provides for the needs of users:**

I find the cost of Special Delivery rather high - I do not pass on the full cost to my customers even though I am a micro-business, as I would not be able to compete with larger businesses if I did so. I would like there to be a lower cost but tracked service for items over £46 - I have business insurance which I think covers my goods in transit, so don't necessarily need the postal service to provide more insurance.

I think that changing the delivery office hours to suit working people would be an improvement - although the "leave with a neighbour" scheme may help in some cases (but not, I imagine, in places where you could not trust your neighbours to pass on parcels!)

**Question 8.4:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:**

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I think that changing the delivery office hours to suit working people would be an improvement - although the "leave with a neighbour" scheme may help in some cases (but not, I imagine, in places where you could not trust your neighbours to pass on parcels!)

**Question 9.1:Do you have any views on the results presented in relation to next day delivery:**

I am surprised that people would find it acceptable for First Class mail to be delivered in two days, rather than one. I would not be pleased if the next day delivery service was changed, unless the price DROPPED - I would not wish to pay the same price for a worse service, and I do not imagine that anyone else would either!

**Question 9.2:Do you have any further evidence on needs of users in relation to next day delivery, currently and in the longer term:**

**Question 9.3:Do you have any further evidence on the costs of provision of next day delivery:**

**Question 9.4:Do you have any views as to whether next day delivery meets the reasonable needs of users, over- provides for the needs of users, or under-provides for the needs of users? :**

There is a definite need for a next day service at a reasonable cost. UK consumers are also used to having a next day service - any change to this will further impact on the (already) low opinion that many people have of Royal Mail.

**Question 9.5: If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:**

**Question 10.1: Do you have any views on the results presented in relation to quality of service for First Class post:**

**Question 10.2: Do you have any further evidence on needs of users in relation to a high quality of service for First Class post, currently and in the longer term:**

**Question 10.3: Do you have any further evidence on the costs of provision of a high quality of service for First Class post:**

**Question 10.4: Do you have any views as to whether a high quality of service meets the reasonable needs of users, over- provide for the needs of users, or under-provides for the needs of users:**

If people are paying for a high quality of service, that is what they should get. Lowering the quality of service whilst keeping the price the same is not a good option.

**Question 10.5: If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:**

Perhaps you could instigate an additional "Third Class" service - keeping First and Second the same as they are now, but offering a slower service for things that can wait?

**Question 11.1: Do you have any views on the results presented:**

**Question 11.2: Do you have any further evidence or views on the needs of users in relation to the number of collection and delivery days per week, currently and in the longer term:**

**Question 11.3: Do you have any further evidence or views on the costs of provision of one collection and delivery day:**

**Question 11.4: Do you have any views as to whether six collection and delivery days meet the reasonable needs of users, over- provide for the needs of users, or under-provide for the needs of users:**

I think that the current system of six days is ideal. I would not like to think of mail posted on a Friday sitting in a postbox all weekend, where it could potentially be set on fire or otherwise ruined by vandals etc.

**Question 12.1: Do you have any further evidence on needs of users in relation to existing collection times:**

**Question 12.2:Do you have any further evidence on needs of users in relation to collection on delivery:**

**Question 12.3:Do you have any further evidence in relation to the needs of users for existing delivery times:**

**Question 12.4:Do you have any further evidence on the impact of earlier collection or collection on delivery on the costs of provision of the universal service:**

**Question 12.5:Do you have any further evidence on the impact of later delivery times on the costs of provision of the universal service:**

**Question 12.6:Do you have any views as to whether collection and delivery times meet the reasonable needs of users, over- provide for the needs of users, or under- provide for the needs of users?:**

**Question 12.7:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services?:**

It would be good if people could have a regular delivery time, so that they could arrange their working or home lives accordingly. Where I live, the mail comes at any time of the day, so if waiting for a parcel to arrive it means staying in for the whole day or risking missing the delivery.

Strangely though, the post always comes very early on a Saturday...

**Question 13.1:Do you have any views on the evidence presented in relation to delivery to the door or any additional evidence on this point:**

**Question 13.2:Do you have any views as to whether delivery to the door meets the reasonable needs of users, over- provides for the needs of users, or under-provides for the needs of users?:**

**Question 13.3:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services?:**

You must keep the option of delivering to the door in order to meet the needs of invalids, the elderly etc who would find it difficult to collect their mail.

You could perhaps OFFER a service of having mail delivered to a central point (eg a locker) that could be accessed out of working hours to meet the needs of people who are at work when their mail is delivered. Maybe a trial or further survey would find out if this would be a viable option?

**Question 14.1:Do you have any views on the results from the research:**

I don't think your samples are large enough to extrapolate the results to the whole of the UK, and you don't seem to have included many (if any) really small businesses in your study.

You need to actually go to Post Offices at peak posting times and talk to people who are actually using the service - rather than random people who may not even post a single letter a week!

**Question 14.2: Do you have any further evidence on needs of users in relation to recorded delivery (or Recorded Signed For), Redelivery, Redirection, Certificate of Posting, Return to Sender, Keepsafe, Poste Restante, Airmail, Surface mail, and International Signed For?:**

All the services listed above will be useful to some people, at some time in their lives.

**Question 14.3: Do you have any further evidence on the costs of provision of these services:**

**Question 14.4: Do you have any views as to whether any of these services (or any of the features of these services), currently specified as characteristics of the universal service, meets the reasonable needs of users, over-provides for the needs of users, or under-provides for the needs of users? :**

All the services listed above will be useful to some people, at some time in their lives.

**Question 14.5: If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:**

Redelivery - you could reduce the need for this one by offering extended opening hours at your delivery offices; however some people (elderly etc) will always need this option. It's also very useful when Parcel Force can't find your house and take your packages someplace else without telling you!

**Question 14.6: Do you think that there are any other reasonable needs of postal users that are not currently being met by the postal services market? If so, please explain what you think that need is, why it is not being met and provide any supporting evidence:**

Return to Sender - I live in a rented property and have to send things back to senders on a daily basis.

It is very annoying to keep receiving mail for previous residents who have left the house many years ago - maybe you could come up with a solution to this problem?

Also I do not like receiving piles of "junk mail" (leaflets etc) via Royal Mail. - I expect they make money out of it but I don't think the senders do as most end up in the recycling bin!

**Question 14.7:Do you consider that any aspect of the current universal service (as specified in the universal postal service order and the designated universal service conditions) is no longer necessary either because (a) users' reasonable needs are being adequately met by the wider postal services market and regulation is no longer necessary or (b) there is no reasonable need for that aspect of the service:**

I think that the universal service should be kept as it is. Whilst there may be other services and providers available in SOME parts of the country, they are not universally available. People need to send and receive mail and packages, and need a simple and straightforward way of doing so easily via a central point - the Post Office.

**Question 14.8:Is there, in your view, any aspect of the current universal service (as specified in the universal postal service order and the designated universal service conditions) that you think should be modified or amended so as better to meet the reasonable needs of users of postal services:**

See above re: return to sender and junk mail.

**Question 14.9:Do you have any other observations on any of the points raised in this consultation document:**

I think you should word this questionnaire more simply. I am an educated person, but even I do not understand some of the questions! You should also send a questionnaire out to each household in the country, or have a simple one at every Post Office if you are to REALLY find out what users want and think.

What is the point of asking ordinary people if they have any "evidence" about costs etc? It doesn't really seem to make much sense!

**Question 14.10:Do you have any further evidence on the needs of users from the universal service:**

Making further changes, without being seen to consult more widely at a grass roots level in terms that anyone can understand, will not be popular. Users like to feel that they are involved and are being listened to.