

Additional comments:

I received the Royal Mail 'Out and about?' leaflet on 21 August 2012, three days before the original consultation closing date. Not only have Royal Mail jumped the gun but the leaflet is misleading.

It makes no mention of Recorded Signed For items. What it says is parcels and items that don't fit through your letterbox. It also expressly says 'This does not apply to standard size letters'. The proposal applies to ALL recorded Signed For and whatever the size. This is very misleading.

The leaflet also says 'The results were really positive. 92% of people told us they were satisfied with having their items left with a neighbour, rather than returned to their local delivery office.'

However, their report and the Ofcom consultation document say that during the trial only 6.2% of items were delivered to a neighbour. This then is 92% of a very small number. It is possible that of this 6.2% an addressee had more than one item so the number of people or households would be less than 6.2%. That would make this 92% of people an even smaller number in non-percentage terms.

The Ofcom consultation document in paragraphs 5.7 and then onwards to paragraph 5.12 recognises that there was a low uptake and that awareness of the trial was low. It appears that the trial itself only covered 748,000 households and only over a period of 3 months.

I believe that the way it is presented is misleading as it is calculated to make the number of satisfied people appear greater than it was in non-percentage terms.

The Royal mail website page referred to in the leaflet is also economical with the truth.

The preamble mentions items that require a signature but does not say that this includes Recorded Signed For.

FAQ 5 says

Some of my mail includes sensitive, personal information such as legal papers, bank statements, credit cards, bills etc; I wouldn't want these delivered to neighbours.

First class (non signature) letters will be posted through your door as usual, which includes items such as bank statements, credit card bills, etc. Special Delivery items or mail coming from abroad that needs to be signed for are excluded. Delivery to Neighbour is mainly aimed at helping you get easier access to items that are too large to fit through your letter-box.

There is an opportunity here for Royal Mail to make it very clear that all Recorded Signed For items are included but it has not been taken. In fact it compounds the failure by expressly mentioning that it is mainly aimed at helping you get easier access to items that are too large to fit through your letter-box.

Only FAQ 12 mentions Recorded Signed for but this is directed at senders who in any case have no say in the matter.

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.

See all of my submissions.

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.

Paragraph 5.27 of the Ofcom consultation document says

In respects of costs to Royal Mail of rolling out the Delivery to Neighbour service, we note that Royal Mail's report on the trial did not identify any material additional costs. Obviously there will be some costs associated with the provision of stickers to customers who wish to exercise their right to opt out but we would expect these to be minimal. Royal Mail has indicated that it intends to use its annual notification to customers which state the last posting times before Christmas as a way of avoiding extra costs.

It appears that Royal Mail have broken this promise. What others will they break?

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

No because I do not think that the scheme should be approved either in whole or in part.