

Additional comments:

My comments are not so much on the scheme itself but on the way that it is being publicised by Royal Mail.

They have committed to write " to every address providing information about Delivery to Neighbour including details of how you can opt-out of the service if you want to." In practice, at my own address, this was an A5 leaflet put through the door in the middle of a bundle of junk mail leaflets. I would not suggest that there is a policy to hide the leaflet. But I do suggest that there should be a commitment to make it more prominent.

In Royal Mail's 'FAQs', the answer to question 5 (<http://www.royalmail.com/delivery-neighbor/faq/faq#includes%20sensitive>) is misleading by omission: it mentions the exclusion of Special Delivery items, but does not mention that 'Recorded Signed For' items *will* be delivered to neighbours. The distinction between the two services will not be clear to all consumers, and some will be left with the impression that all signed-for items will be taken back to the local delivery office.

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. :

Yes.

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.:

Not that I'm aware of.

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

No.