

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. :

I do NOT agree that Ofcom should grant approval for the "Delivery to Neighbour" Service as:

- 1) The first time I was made aware of this proposal was 2 days before the end of the consultation period, as a result of a flyer delivered by the Royal Mail about the likely introduction of the "Delivery to Neighbour" Service
- 2) It is not an "Opt In" Service which the recipient indicating to whom parcels may be delivered
- 3) The Opt-Out is not a confidential arrangement between the parcel recipient and the service provider.
- 4) The proposal refers to those who want to opt-out as registering to opt-out with the service provider, when in fact those who do so are simply being sent a sticker. The act of registering does not enact the opt-out, it is the displaying to all of a sticker that enacts it.

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.:

Two consequences of the use of the Opt-Out sticker, which would not been an issue if the "Delivery to Neighbour" was an opt-in service, do not appear to have been considered.

- 1) The use of the Opt-Out sticker is an indication to a potential burglar that the house bearing the sticker is often unoccupied.
- 2) The use of the Opt-Out sticker indicates to neighbours that the occupants of the house displaying the sticker do not trust their neighbours. This may well not only actually be the case but also be justified. This may bring about anti-social behaviour directed at the household displaying the sticker.
- 3) There is no indication in the proposal of parcels that are being left with neighbours will be placed in tamper-evident outer packaging.

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

There is appears to be little consideration in the security aspects of the "Delivery to Neighbour" service.

The sender of a parcel that could be delivered to a neighbour has no way of knowing whether this is likely, and so does not know what security actions need to be taken