

## Sharing Redirection Data

### December 2007

#### Introduction

The Federation of Small Businesses is Scotland's largest direct member business organisation, representing over 19,000 members. The FSB campaigns for an economic and social environment that allows business to grow and prosper.

We welcome the opportunity to contribute to the Postwatch consultation on "Sharing Redirection Data", as it is an issue that is of relevance to the business community.

#### Response

1. Clearly there is never a good time of year to implement change of any sort, but the FSB would suggest that the quietest time of year, away from the Christmas rush for example, would be the best time to implement these recommendations.
2. The FSB can see no reason why there should be a mandatory requirement on other operators to provide a redirections service.
3. The FSB would argue strongly that there should be a method of assessing how such operators are providing the service. Time is a luxury for small businesses and when things go wrong that are out with their control, it can have financial implications. A "Quality of Service" target would go some way to reassure small businesses that everything possible was being done to ensure that the service was being delivered as promptly and efficiently as possible.
4. It would seem appropriate that that a review of any new arrangements should take place after six months. This should allow sufficient time to have passed for all interested parties to assess the success or otherwise of the new arrangements.
5. As noted in our introduction, the FSB exists to promote the interests of the small business community. We believe that Royal Mail should provide a redirection service from providers other

than themselves and this should not involve any additional costs to business. We would argue that if or when these new recommendations are implemented, all safeguards should be put in place to protect not only the identity of individuals, but that the integrity of the service should be maintained to ensure business confidence.

For further information on any of the points raised in this submission, please contact Eileen Calveley, Policy Manager, on [Eileen.calveley@fsb.org.uk](mailto:Eileen.calveley@fsb.org.uk) or 0141 221 0775.