



Direction to Jersey Post Jersey to amend Quality of Service Targets

Initial Notice & Direction

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Executive summary

Formal Quality of Service (“QoS”) targets for Jersey Post Limited (JP) were originally put in place in April 2013 through CICRA 13/12¹ and for the past two years JP has reported against those performance measures.

JP has since raised concerns over the measurement and reporting of its performance in delivering post from the UK and Isle of Man to Jersey and its ability to meet certain targets due to factors outside its control, such as weather and reliance on third parties for part of the delivery chain. This meant that JP did not meet its targets for next day delivery for this category of mail from the UK in 2013 or 2014. In May 2015 the JCRA consulted on the possibility of revising quality of service (“QoS”) measures for Jersey Post Limited.

JCRA issued a consultation, CICRA 15/23, which proposed that a single target, for JP’s performance on “d+1” (date of posting + 1 day) delivery of mail from the UK and IoM, should be removed. All other targets would be retained, including the 97% “d+3” target for delivery from the UK and IoM, and JP would continue to be required to report its performance against the “d+1” target.

This proposal generated no responses from interested parties, therefore the JCRA now intends to issue a formal direction to JP to amend the performance target accordingly.

¹ CICRA 13/12, March 2013, <http://www.cicra.gg/files/CICRA%201312.pdf>

1. Introduction and Background

This Initial Notice provides formal notice of a direction to Jersey Post Limited (JP), of a variation to its current service and performance targets in accordance with condition 15.7 of JP's class II (two) public postal operator's licence for Jersey.

The Quality of Service (QoS) targets against which JP's performance is measured include the delivery of postal services locally, and to and from the UK, Guernsey and Isle of Man, with targets for inbound and outbound mail delivery next day and after three days. In addition to standard mail, JP is required to also monitor special delivery services, bulk mail and the quality of its internal operations. As well as these performance measures, JP is required to monitor and report on its response to complaints, and to monitor the extent of any mis-deliveries by its staff.

The current service targets were issued through a formal direction to JP and are set out in the Initial Notice CICRA 13/12 (March 2013) which came into effect in April 2013. JP provides annual QoS Reports, copies of which are published on the JCRA's website², www.cicra.je, and are available for inspection.

JP has since raised concerns over the measurement and reporting of its performance in delivering post from the UK and Isle of Man to Jersey and its ability to meet certain targets. This is because of a number of factors outside JP's control, such as bad weather, "short loading" of planes (insufficient capacity for all the mail to be carried) and because JP relies on a third party (UK's Royal Mail) for part of this delivery chain and the delivery of mail to Jersey does not form part of its own performance targets. Although the JCRA did not agree that all of the factors identified were outside JP's control or could not be mitigated, it did accept that there was sufficient justification to make changes to the targets.

2. Proposed Changes

In May 2015 the JCRA consulted on the possibility of revising quality of service ("QoS") measures for Jersey Post Limited.

In CICRA 15/23, the JCRA consulted on proposals to make minor changes to JP's performance targets for inbound mail from the UK and IoM. JP had raised concerns with the JCRA that it was not able to meet this target because of factors outside its own control.

² CICRA 14/67: Jersey Post Quality of Service Report 2013; and CICRA 15/18 Jersey Post Quality of Service Report 2014; at http://www.cicra.gg/media_centre/publications_sector.aspx?sector=2.

Specifically the JCRA proposed removing one of JP’s existing performance targets, for the next day (“d+1” target) delivery of 82% of in inbound mail from the UK and IoM. Other targets will be retained, including the 97% target for delivery of mail from the UK and IoM within three days (“d+3” target) and JP would be required to continue report its “d+1” performance for mail from the UK and IoM albeit without a formal performance target.

No comments or representations were received in response to the consultation and initial notice. Therefore the JCRA is now issuing a formal direction to JP, under condition 15.7 of licence, in accordance with this proposal.

3. Direction to Jersey Post

In accordance with condition 15.7 of JP’s class II postal licence for Jersey, the JCRA directs that JP’s formal performance targets for inbound mail from the UK shall be:

	D+1 Target	D+3 Target
Inbound from UK & IoM	No target; continued monitoring & reporting	95%

All other targets are to remain as set out in the Initial Notice and Direction to JP in CICRA 13/12³ published in March 2013. This direction shall take effect from the implementation of this Initial Notice (which may come into force 29 days after publication of the initial notice if no responses are received) or subsequent Final Notice if one is required.

The JCRA will continue to monitor JP’s performance against these targets in line with its licence conditions. JP will continue to be required to report to the JCRA and to publish annually its performance against this and existing service targets. These reports can be found on the JCRA’s website, www.cicra.gg, as set out above.

4. Consultation

The JCRA invites interested stakeholders to comment on this Initial Notice and Direction.

³ CICRA 13/12, March 2013, <http://www.cicra.gg/files/CICRA%201312.pdf>

All comments or responses to this consultation should be addressed to the JCRA and submitted in writing to the address below, or preferably by email to info@cjra.je.

JCRA, 2nd Floor Salisbury House
1-9 Union Street
St Helier
Jersey JE2 3RF

The deadline for responses is **5.00pm on 24 August 2015**.

All comments should be clearly marked: ***“CICRA 15/32: Direction to Jersey Post”***.

The JCRA’s normal practice is to publish responses to consultations on its website. It should be clearly marked if any part of a response is held to be commercially confidential.

5 Conclusion & Next Steps

The JCRA will carefully consider the responses it receives to this initial notice and take into account any comments received before publishing its final notice. If no responses are received, this initial notice and the direction under licence condition 15.7 will take effect 29 days after publication, on 25 August 2015.

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ANNEX 1: Legal Background and licensing framework

Legal Background

The *Postal Services (Jersey) Law 2004* (the Postal Law) provides that the JCRA may include in licences such conditions as the Authority considers necessary or desirable or issue directions to postal operators.

A copy of the postal service law is available on the JCRA's website, www.cicra.je.

Licensing framework

Jersey Post Limited (JP) holds a Class II postal operator licence which carries a Universal Service Obligation.

Licence condition 15.7, under which the JCRA may issue directions to JP on quality of service measurement and targets, reads as follows:

“The Licensee shall comply with any Directions issued by the JCRA from time to time regarding any other quality of service indicators and measurement methods for Postal Services and shall, as and when required, supply to the JCRA, in a form specified by the JCRA, the results of its measurements of actual performance against any quality of service indicators and measurements so specified, and the JCRA may publish or require publication of such Information as it considers appropriate.”

A full copy of the class II postal licence for JP is available on the JCRA's website (www.cicra.je), under the postal – licensing section at the following link: http://www.cicra.gg/post/licensee_framework.aspx#Licensees.