



# Measures of the Quality of Postal Services in Jersey

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## Initial Notice of a Direction to Jersey Post Limited

**Document No: CICRA 13/12**

**March 2013**

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## A. Introduction

1. On 1 July 2006, the JCRA issued a Class II Licence to JP under Article 15 of the *Postal Services (Jersey) Law 2004 (the Postal Law)*. Condition 15.7 of JP's licence states:

*“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.”*

2. On 26 June 2012, the Jersey Competition Regulatory Authority (*JCRA*), in conjunction with the Guernsey Competition and Regulatory Authority (*GCRA*) (formerly the Office of Utility Regulation), consulted on proposals designed to ensure that the quality of postal services is appropriate and in line with the prices customers pay for postal products and services.
3. In the consultation, the JCRA proposed targets that were essentially the same targets that were last set for Jersey Post Ltd (*JP*)<sup>1</sup> and Guernsey Post Ltd (*GPL*).<sup>2</sup> The proposed targets were expressed in terms of which proportion of mail should arrive within one, two, three or more working days from the day it is posted. The posting day is referred to as ‘J’ day and a target of ‘J+1’ is a target for the proportion of mail that should be delivered the working day (Monday to Friday) after it has been posted. A target for ‘J+3’ therefore allows two full working days between the day of posting and the day of delivery.
4. On 21 November 2012, the JCRA issued an Initial Notice of a Direction to JP proposing the abovementioned quality of service targets (CICRA 12/48). A Draft Decision with the same targets was issued to GPL (CICRA 12/49). In response to the Initial Notice, one written representation was received from JP in relation to ‘Signed For’ Services, bulk mail and Downstream Access services.
5. The JCRA considered these points in its Final Notice of 8 March 2013 (Document No. CICRA 13/11), and has decided to incorporate JP's recommendations.

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1 JCRA Direction to JP on 7 February 2009

2 OUR Information Notice of January 2007

6. This document comprises a new Initial Notice of the JCRA’s direction to JP under Licence Condition 15.7 on its quality of service targets.

## **B. Direction to Jersey Post Limited**

7. For the reasons set out above, the JCRA makes the following Direction to JP:

- i. JP shall monitor the quality of its end-to-end postal services for the following routes:

- Local;
- To and from the Bailiwick of Guernsey; and
- To and from the UK and the Isle of Man,

in respect of the following products: standard mail (for mail from the UK, 1<sup>st</sup> class mail only) and Special Delivery Services.

- ii. JP shall monitor the quality of its internal operations for standard mail received from the UK (1st and 2nd class mail, Mailsort, inward Downstream Access mail, etc) and for bulk mail posted in Jersey.
- iii. JP shall monitor the speed with which it responds to complaints and resolves them. It shall also monitor the extent to which mis-deliveries by its delivery staff occur.
- iv. JP shall commission an independent company to carry out surveys of the quality of its end-to-end services set out above, except where reliable tracking data is available. It shall coordinate its measurement systems with JP to ensure that the data that both operators provide is comparable.
- v. The JCRA expects JP to achieve the following service quality targets (end-to-end external target):

### ***Local mail (standard mail)***

J+1	95%
J+3	99%

***Standard mail between Jersey and the Bailiwick of Guernsey – either way***

J+1	82%
J+3	97%

***Standard mail from Jersey to the UK or Isle of Man and 1st class mail from the UK or Isle of Man to Jersey***

J+1	82%
J+3	97%

This target is expressed in terms of the proportion of mail that should arrive within one, two, or three or more working days from the day it is posted. The posting day is referred to as ‘J’ day and a target of ‘J+1’ is a target for the proportion of mail that should be delivered the working day (Monday to Friday) after it has been posted. A target for ‘J+3’, allows two full working days between the day of posting and the day of delivery.

- vi. The JCRA expects JP to achieve the following internal service quality targets:

***Internal Target for mail to and from the UK***

<b>Mail from UK</b>		<b>Mail to UK</b>	
1 <sup>st</sup> Class mail <b>(D+0)</b>	98%	All mail <b>(E+0)</b>	98%
1 <sup>st</sup> Class mail <b>(D+1)</b>	100%		
2 <sup>nd</sup> Class mail <b>(D+1)</b>	98%		

Where:

- D is the day of receipt by JP of mail coming from the UK at its main sorting centre. The target applies to the number of days before clearance to a delivery postman; for instance, D+0 means mail is processed and cleared to a delivery postman on the day of receipt.
- 1<sup>st</sup> Class mail includes Presstream1, Mailsort1 and other bulk mail products including inward Downstream Access; namely mail sent from the UK to the Channel Islands where the letter originator has paid for the mail to be treated as 1<sup>st</sup> class post.
- 2<sup>nd</sup> Class mail includes Presstream2, Mailsort2 and other bulk mail products including inward Downstream Access; namely mail sent from the UK to the Channel Islands where the letter originator has paid for the mail to be treated as 2<sup>nd</sup> class post.

- E is the day when mail is posted by the last collection time. An E+0 target means that mail posted on day E is taken to the airport or the harbour ready for transport to the UK mainland on the same day as when it is collected.

***Internal Target for Bulk Mail posted in Jersey in accordance with a bulk mail contract***

D+2 or as otherwise agreed with the customer
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vii. JP shall publish:

- a) an annual report from the independent company responsible for its quality of service surveys on the following quality of service targets:
  - Local mail (standard mail);
  - Standard mail between Jersey and the Bailiwick of Guernsey – either way; and
  - Standard mail from Jersey to the UK or Isle of Man and 1st class mail from the UK or Isle of Man to Jersey.
- b) a report on the quality of its internal operations compared to its Internal Target;
- c) a report on its Special Delivery Service quality, noting the proportion of mail held by Her Majesty's Revenue and Customs in the United Kingdom for the purposes of customs and VAT inspection; and
- d) a report on complaints received and how they are handled, by the end of February in the year following the year under review.

## **C. Conclusion**

8. This Direction will take effect on **16 April 2013**, unless representations or objections are received in relation to these proposals, in which case the relevant date will be set out in a Final Notice published under Article 24(4) of the Postal Law.
9. Responses to this Initial Notice should be submitted in writing and should be received before midnight on **15 April 2013**. Written comments should be submitted to:

JCRA  
2<sup>nd</sup> Floor, Salisbury House  
1-9 Union Street

St Helier  
Jersey  
JE2 3RF

Or by email to [info@cicra.je](mailto:info@cicra.je)

A copy of this notice is available for inspection at the address listed above.

10. In accordance with the JCRA's policy, non-confidential responses to the Initial Notice will be made available on the JCRA's website ([www.cicra.je](http://www.cicra.je)). Any material that is confidential should be put in a separate annex and clearly marked so that it can be kept confidential.

**By Order of the JCRA Board**

**8 March 2013**