



29 June, 2017

CICRA steps in as Jersey Post releases disappointing quality of service figures

The Channel Islands Competition and Regulatory Authorities (CICRA) is stepping up its oversight of Jersey Post Limited following the release of the latest quality of service figures for 2016.

Results show that Jersey Post failed to meet three of its nine quality of service targets. The performance failures all related to mail that should be delivered the day after it had been posted either in the UK, Guernsey or from Jersey to Guernsey.

Jersey Post has been regulated by CICRA, the independent organisation responsible for promoting competition and consumer interests, since 2004. Here CICRA's role is to inform and protect Jersey Post users ensuring they receive value, choice and access to high quality services.

Over recent years the regulator has sought to reduce the cost and impact of regulation on Jersey Post but the latest quality of service figures suggest a greater level of oversight may be required.

Jersey Post's quality of service performance for 2016 showed disappointing levels of performance in areas reliant on transportation services provided by Royal Mail between the UK and the Channel Islands.

Jersey Post failed to meet three of its four targets for next day delivery - only meeting its target on the Jersey-to-Jersey deliveries. Also reported is the UK to Jersey next day delivery where Jersey Post achieved only 43.5% success. There has been no

specific regulatory target for this service since 2013 because it was agreed that the level of performance was substantially outside Jersey Post's control.

	Target	2016 Performance	2015 Performance
Local (Jersey to Jersey)	95%	96.4%	97.6%
UK to Jersey	-	43.5%	65.6%
Jersey to UK	82%	80.6%	78.6%
Guernsey to Jersey	82%	71.6%	88%
Jersey to Guernsey	82%	80.8%	83.7%

CICRA director, Louise Read, said that they were particularly concerned about the decline in Jersey Post's quality of service year-on-year and that Jersey Post has failed to meet a number of targets.

"However it is encouraging that Jersey Post acknowledges there is a problem and assured us it has taken steps to address its performance this year," she said.

"CICRA will continue to monitor the performance of Jersey Post in order to inform and protect service users in the island.

"We understand Jersey Post has been working with Royal Mail and Ofcom (the UK regulator responsible for postal services) with a view to improving the end-to-end service. This resulted in a change of aircraft used on the Jersey to UK postal route," said Mrs Read.

In addition Jersey Post has pushed back the start times of its morning deliveries to ensure that all first class and priority mail received can be sorted and out for delivery on the same day.

"It is encouraging that Jersey Post has achieved all of its targets in April and May 2017," said Mrs Read.

“Despite the reduction in Jersey Post’s 2016 performance, we have had very constructive conversations with its management and recognise the steps that are being taken to improve the service. We will continue to closely monitor these quality measures until we are confident that a sustained improvement is seen.”

Going forward CICRA will review Jersey Post’s quality of service for the half year to June 2017 and on a quarterly basis thereafter. As soon as Jersey Post is able to demonstrate a sustainable improvement in performance the monitoring will be relaxed.

If no sustained improvement is seen CICRA will take further steps on behalf of customers which, as a last resort, could include fines to ensure that customers receive an appropriate quality of service.

ENDS

NOTES TO EDITORS:

All enquiries should be directed in writing to CICRA chief executive, Michael Byrne, in Guernsey at Suite 4, 1st Floor, La Plaiderie Chambers, La Plaiderie, St Peter Port, Guernsey, GY1 1WG or in Jersey at the Jersey Competition Regulatory Authority, 2nd Floor, Salisbury House, 1 - 9 Union Street, St Helier, Jersey JE2 3RF. Alternatively email info@cicra.gg.

In line with CICRA’s consultation policy, it intends to make responses to the consultation available on the CICRA website. Any material that is confidential should be put in a separate annex and clearly marked as such so that it may be kept confidential. CICRA regrets that it is not in a position to respond individually to the responses to this consultation.

About CICRA:

The Channel Islands Competition and Regulatory Authorities or 'CICRA' is the name given to the Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition and Regulatory Authority (GCRA) (formerly the Office of Utility Regulation). The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, and the GCRA was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. In Jersey, the telecoms and postal sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005. In Guernsey the telecoms, postal and electricity sectors are regulated by the GCRA, which is also responsible for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.

By working together and sharing resources and expertise between the islands, CICRA strives to ensure that consumers in all the Channel Islands receive best value, choice and access to high quality services.