



8 August, 2017

Jersey Post meets all nine targets in second quarter

Following concerns expressed by the Channel Islands Competition and Regulatory Authorities (CICRA) which resulted in it increasing its oversight role, Jersey Post has made a significant improvement in its quality of service during the second quarter of this year.

Jersey Post is regulated by CICRA, the independent regulatory body whose role is to inform and protect Jersey Post users ensuring they receive value, choice and access to high quality services. Given changes in this sector, CICRA's role over recent years has placed greater emphasis on monitoring, with quality of service reporting a key element of that.

In June CICRA highlighted concerns that Jersey Post had failed to meet three of its nine quality of service targets in 2016. The performance failures all related to mail that should be delivered the day after it had been posted to the UK from Jersey, from Guernsey to Jersey, or from Jersey to Guernsey. In response CICRA announced that it would increase its oversight, requiring Jersey Post to report and publish its performance more frequently.

CICRA is pleased to report that having reviewed Jersey Post's performance over the period April to June Jersey Post met all nine targets seeing a 63 per cent improvement in inbound next day mail between December 2016 and June 2017: its best performance since August 2015. Where the service was within the control of Jersey Post above target performance of 96.4% was achieved.

CICRA director, Louise Read, said: “We commend Jersey Post for the actions it has taken to address the concerns over quality of service which have clearly had a positive impact.”

“We are hopeful these improved levels of quality of service can be sustained and CICRA will continue to monitor Jersey Post to ensure consumers continue to receive a postal service they expect.

“As soon as Jersey Post is able to demonstrate a sustained improvement then CICRA will reduce the frequency Jersey Post is required to report while still retaining an oversight role.”

A full copy of the Jersey Post Q2 report can be found on www.cicra.je

ENDS

NOTES TO EDITORS:

All enquiries should be directed in writing to CICRA chief executive, Michael Byrne, in Guernsey at Suite 4, 1st Floor, 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.