



27 November, 2017

CICRA reduces oversight of Jersey Post following quality of service improvements

The Channel Islands Competition and Regulatory Authorities (CICRA) has relaxed the requirement for Jersey Post to publish its performance quarterly following demonstrable improvements in its quality of service.

Jersey Post is regulated by CICRA 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 as a key element of that.

Earlier this year 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 to those concerns CICRA announced that it would increase its oversight of Jersey Post and would require it to report and publish its performance more frequently.

CICRA is pleased to report that for the third quarter of 2017 Jersey Post has continued to meet all nine quality of service targets – with an above target performance of 97%.

CICRA director, Louise Read, said: "Receiving mail in a timely manner is important throughout the year but particularly important over the festive period. Jersey Post is

to be commended in the steps it has taken resolve the issues identified and deliver the quality of service that islanders deserve.”

“Given that Jersey Post has demonstrated improvement across all of the quality of service measures we are now able to return to annual monitoring. We have written to Jersey Post to that effect. In the event there are issues with quality of service in the future we’ve asked Jersey Post to raise those with us as soon as the issue is identified.”

A full copy of the Jersey Post Q3 report can be found on www.cicra.je

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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.