

Quality of Service Report 2019

April 2020

Contents

Contents

<u>Summary</u>	3
<u>1. Introduction</u>	3
<u>2. Regulatory performance</u>	4
a) <u>Local to Local</u>	4
b) <u>Inward mail</u>	5
c) <u>Inter island</u>	6
d) <u>Outward mail</u>	7
<u>3. Challenges</u>	8
<u>4. Operational complaints</u>	9
<u>5. Customer survey</u>	10
<u>6. Internal processes and improvements</u>	11

Summary

As part of our licence Jersey Post is required to report annually to CICRA on its quality of service results. These are also published in our annual report.

2019 saw a significant improvement on 2018, achieving seven of our nine targets and missing two only marginally. This was despite continued challenges in operations. Many of these have been addressed, but further improvements have been affected adversely by Covid 19 in 2020.

In 2019 we invested heavily in quality of service recruiting an additional ten postmen and women and making all temporary operational roles permanent. This, coupled with an agreement with the union for greater flexible working, will have a significant impact on quality.

Especially pleasing is that once again, and despite a number of challenges, the customer survey has maintained strong results:

	Good or Very Good
How do you rate your postman/woman?	94%
How do you rate the overall delivery service?	87%
How do you rate the Jersey Post network?	87%

1. Introduction

In March 2013 the JCRA published a Direction to Jersey Post Limited regarding quality of service (CICRA 13/11). CICRA 13/11 sets out the “Measures of the Quality of Postal Services in Jersey” for 1st class from the UK, Special Delivery and “signed for” services as stated in paragraph 7.2 (“For these routes, JP will monitor the service quality of standard mail (1st class from the UK), Special Delivery and ‘Signed For’ Services”).

In July 2015 the JCRA issued a further Direction removing the next day quality of service target for UK to Jersey (CICRA 15/32) and the retention of the J+3 target.

In March 2011 CICRA approved the move from a 6 day a week requirement to deliver to a 5 day a week.

Going forward Jersey Post has committed to CICRA that quality of service reporting will be split in to two with the following milestones:

Stage 1: QoS report (excluding the customer survey results) - to be delivered to CICRA by 31 March of the following year;

Stage 2: QoS report updated to include the customer survey results to be delivered to CICRA no later than 30 April of the following year.

Jersey Post continue to review its processes and resourcing in response to quality of service and customer feedback.

Our Quality of Service (QoS) is measured independently by Kantar who checks the days taken to receive sample items of mail. There were no active panellists in the JE3 (2), JE3 (5) or JE3 (7) postcode areas. There were 17 active panellists during the year. We have

discussed with Kantar to source additional panellists and remove Business Direct¹ customers as this distorts the underlying quality of service. Each panellist can represent up to 7% of the result. The fewer panellists means that variations in performance can be more significant. On Jersey there are some 49k addresses and over 100k people. The number of panellists represents 0.03% of households and 0.01% of the population.

Kantar has been looking to recruit panellists in 2020. Our sales team has been in touch with our business customers to ask if they would be happy for us to pass on their contact information to Kantar who are looking for volunteers to become panellists but have not had any success.

2. Regulatory performance

We achieved 7 out of 9 regulatory targets in 2019.

YTD 2019	JE-JE	UK-JE	JE-UK	GY-JE	JE-GY
J+1 (D+0)	93.20%	36.25	84.95	81.84%	85.68%
Target	95%	N/A	82%	82%	82%
Items	1752	2750	1886	613	1073

YTD 2019	JE-JE	UK-JE	JE-UK	GY-JE	JE-GY
J+3 (D+2)	99.73%	91.61%	98.83%	99.44%	99.21%
Target	99%	95%	95%	97%	97%
Items	1752	2750	1886	613	1073

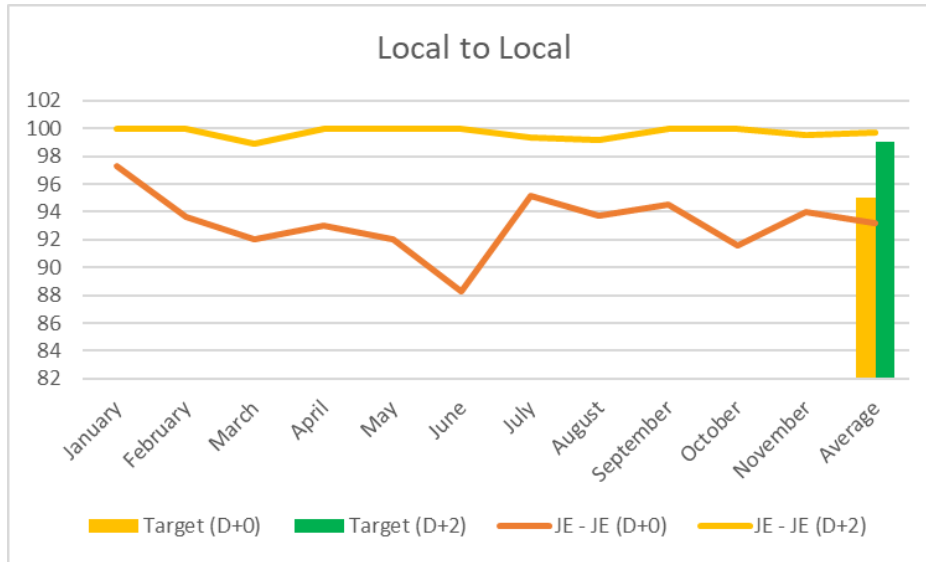
a) Local to Local

A disappointing year in terms of the performance of our local to local operational pipeline, where our D+0 service target was only achieved on 2 occasions.

Apart from June where performance was severely impacted by high levels of sickness, the graph below shows that our underlying level of performance was still consistently below par - this points to weaknesses in our internal processes for handling local to local mail; managerial grip and gaps in our data provision.

All of these have been addressed now.

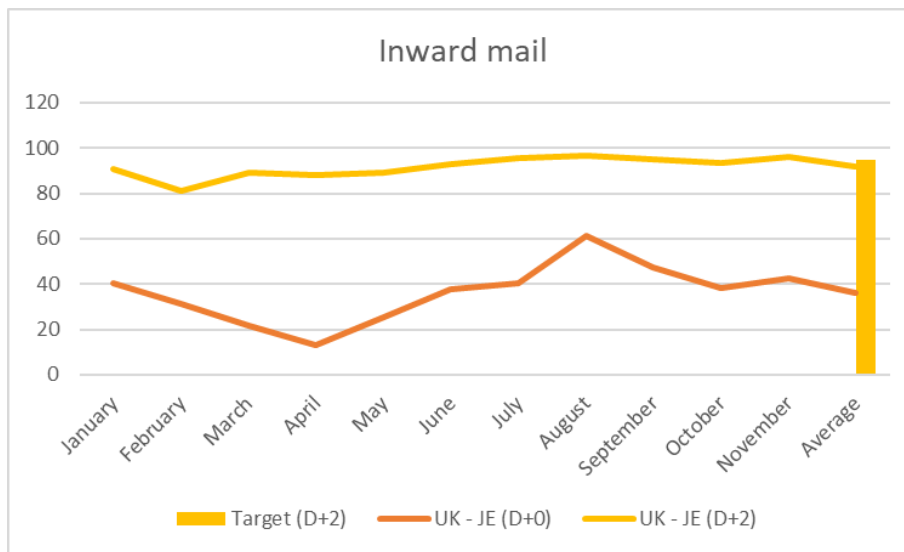
¹ Business Direct customers pay for a service that ensures their mail arrives before a certain time, usually 9am, irrespective of whether all that day's mail has arrived and been processed.



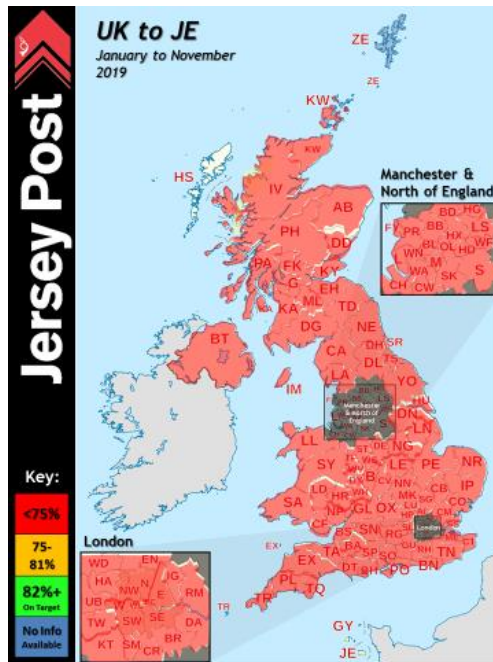
b) Inward mail

In CICRA 15/32 the next day target for inbound traffic was removed but the three day target for first class mail was retained.

This table shows a year of 2 halves, the first half of the year we were heavily impacted by disruption to our inward transport connection which caused mails to arrive late onto the island (see detail below).



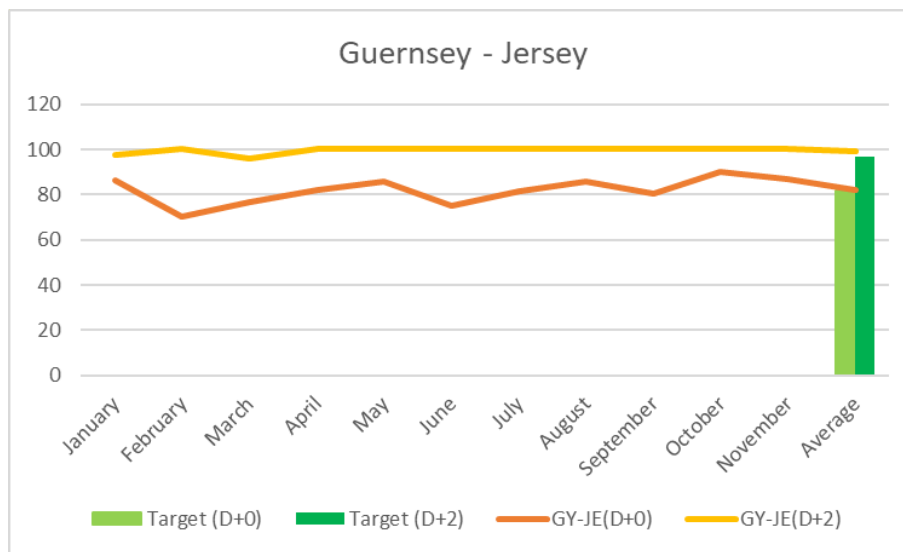
In looking at inbound performance by UK postcode, it can be seen that during 2019 no originating area managed to hit the target.

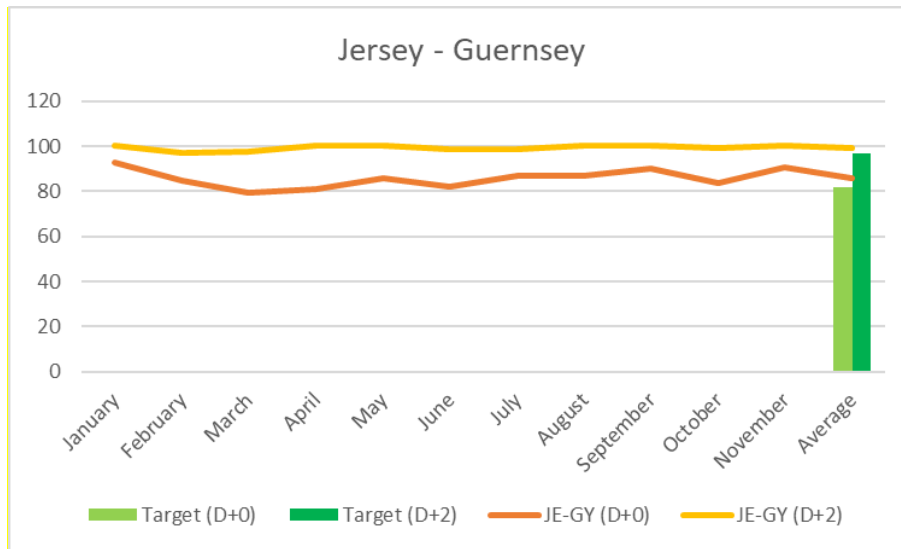


A key concern for Jersey Post is the use by Royal Mail of single labels (i.e. not separating first and second class mail) and mixed mail (i.e. the contents of the bag not being only what the label indicates). This means that first class mail mixed with other classes may not be delivered on the day of arrival.

c) Inter island

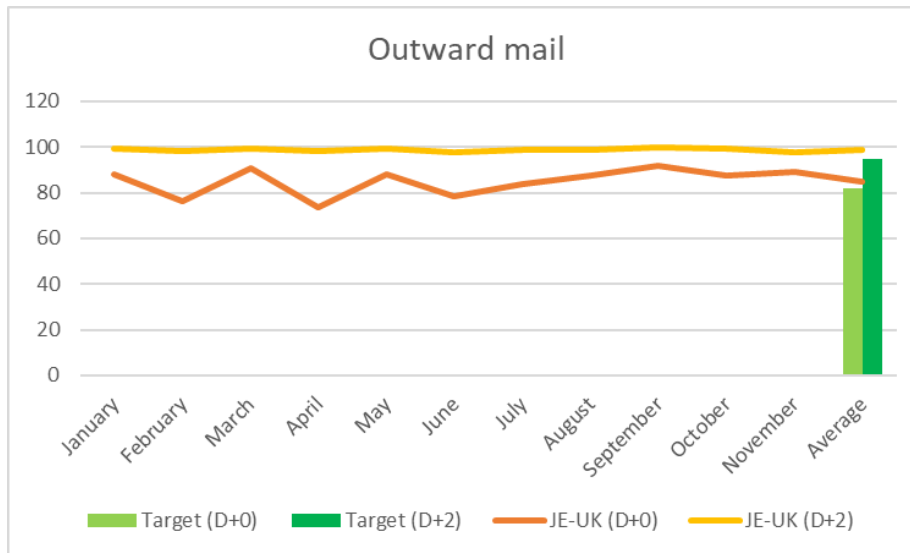
Inter-island quality of service targets were met for in 2019 as follows:





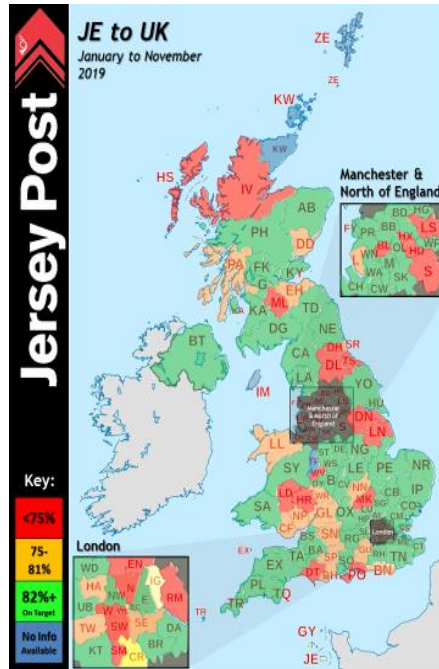
d) Outward mail

Our overall year to date targets were achieved.



In February we had three planes cancelled due to weather resulting in no plane being available to despatch the outbound mail.

In April we had one plane cancelled due to technical issues and June one plane cancelled due to weather resulting in no plane being available to despatch the outbound mail.



3. Challenges

We faced many challenges during 2019, but despite these, met seven out of nine targets. The biggest single cause of failures were related to the air network. We continued to have air network failures in 2019, but considerably less than in previous years:

Air network failure	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019 Network Failures	1	3	1	1	1	1	1	0	0	0	0	2	11
2018 Network Failures	5	5	13	4	3	3	1	3	3	0	19	0	59
2017 Network Failures	6	9	13	5	3	2	4	2	1	1	10	9	65
2016 Network Failures	15	18	19	19	12	11	5	1	6	10	14	15	145
2015 Network Failures	10	8	10	9	9	3	4	1	6	9	8	20	97
2014 Network Failures	6	6	5	4	6	5	3	4	5	3	11	17	75

Our Quality of Service is dependent upon mail arriving via the Skynet 23 air service, any mail which fails to connect with this service is therefore at risk of failing quality of service target.

All failures 2019 ²	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Total
Shut Out								1				1
Mail not received (held in EMA)	7						1	1		4	3	16
Loop		1	9	13	6	7	7	6	4			53
Cancelled due to weather	1	3	1		1	1						7
Cancelled due to tech				1			1					2
Landed after 6.45			3				1				4	8
Total	8	4	13	14	7	8	10	8	4	4	7	87

- Our inward Quality of Service results for February, March, April and May were all below target - the key factor for this was the volume of UK traffic that failed to connect with the scheduled air route and fell back to sea freight;
- In 2019 there were 242 working days, we had a total of 87 incidents which impacted us by either not receiving any or all of the mail or by receiving the mail too late to process;
- 9 were due to the plane being cancelled due to either weather or technical issues. Where any flights cancelled due to weather or technical issues, the mail was left loaded on the plane to fly in the following day impacting the following day's mail which was then sent by container resulting in 2 days of mail being delayed;
- There were 8 instances where the mail landed late impacting how much of the mail we could process for same day delivery. Out of these 8, 6 were due to resurfacing in EMA causing the plane to depart later, 3 during March and 3 during October;
- We had 70 occurrences of not receiving all of the mail due to shut out, items being left at EMA or items being sent by container;
- This is a total of 36% of due airmails which failed in some form.

4. Operational complaints

Jersey Post publishes its General Terms and Conditions on its website.

www.jerseypost.com/about-us/terms

Section 5 includes our Consumer Code.

In that Code we publish our guidelines for timeliness of dealing with queries and complaints. All operational complaints are reviewed and actions recorded in order to avoid repeat issues. We try to address any operational issues in a fair and consistent manner and discuss remedial actions or training issues with the individuals involved. The consistency of this process is reflected in the results in the Customer Survey below.

Complaints per 50k items increased year on year:

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
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² WE have no measurements for December 2019

2018	3.8	4.3	3.6	3.9	3.8	3.7	3.5	4.6	3.6	4.6	5.8	3.5	4.1
2019	4.8	5.7	4.9	5.2	4.7	4.5	6.1	6.9	5	4.5	5.9	4.2	5.2

The majority of complaints were for Secure Drop Signature Failures, currently the delivery officers have books with individual sheets for each secure drop which they need to manually check. In 2020 we will be introducing RFID tags to properties where the customer has signed up for a secure drop which will automatically send details of the secure drop to the delivery officers hand held device advising them of the type of secure drop and the location of the secure drop with the aim of reducing errors and complaints

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	% of Total
SD (Signature) Failure	74	61	54	62	39	37	79	66	48	50	65	57	692	32.7%
Misdelivery	44	37	38	44	34	38	52	62	45	37	48	40	519	24.4%
Complaint DO	15	22	13	14	25	17	17	24	23	17	39	19	245	11.5%
Redirection Failure	11	5	12	14	11	11	9	12	17	17	12	13	144	6.8%
Bell Not Rung	14	10	5	7	7	10	8	15	6	13	12	10	117	5.5%
Track & Trace	0	9	9	9	18	13	15	6	8	0	16	9	112	5.3%
Text & Collect Failure	5	5	10	7	7	11	4	8	4	12	5	5	83	3.9%
Other Process	3	3	2	1	8	6	7	3	4	5	6	1	49	2.3%
SD (Home) failure	2	3	6	5	2	1	7	4	3	5	5	4	47	2.2%
Parcel Locker Failure	1	2	3	7	3	0	2	0	4	5	4	2	33	1.6%
SD (Neighbour) Failure	1	3	3	2	2	1	4	1	2	2	4	2	27	1.3%
Item left Unauthorised	2	4	2	1	6	1	1	0	0	1	3	2	23	1.1%
Other Service	3	0	1	0	0	1	0	2	0	3	1	0	11	0.5%
Retention failure	0	0	1	0	1	0	2	0	3	0	0	1	8	0.4%
Damage	1	1	1	0	1	0	0	0	2	0	0	0	6	0.3%
Other Serious Incident	1	0	1	0	0	0	0	1	0	0	1	0	4	0.2%
Redelivery failure	0	0	0	1	0	0	0	0	0	1	0	1	3	0.1%
Total Complaints	177	165	161	174	164	147	207	204	169	168	221	166	2123	

5. Customer survey

Our customer survey is done annually, the table below shows the results until 2019, the most recent survey was sent out in February 2020 and the closing date is 13th March 2020. As a summary the results were as follows:

	Good or Very good							
	2020	2019	2018	2017	2016	2015	2014	2013
How do you rate your postman?	94%	94%	93%	93%	93%	92%	92%	86%
How do you rate the overall delivery service?	87%	87%	86%	86%	83%	82%	80%	71%
How do you rate the Jersey Post network?	87%	88%	85%	85%	85%	84%	81%	71%

6. Internal processes and improvements

We have a range of plans for 2020 to address the challenges of 2019, and we have put in place a detailed programme of improvements:

- Changes to working hours and Saturdays agreed with CWU in 2019, the agreement included all future recruitment to be Permanent Full Time contracts and the recruitment of an additional ten members of staff. Changes to hours will allow us to balance the workload to a more consistent and achievable level;
- We now develop and deploy a new daily work plan to ensure consistency throughout the operation, together with a new range of compliance checks across the workforce;
- Data collection sheets are completed by managers on a daily basis. This includes confirming all mail has been cleared and that all processes and deliveries are complete. This will notify us quickly if the process is failing and allow changes to be made straight away;
- We have changed the management structure to focus on the operation as a whole bringing in a new role of Operations Director;
- We have improved daily handovers and inter department communication;
- During 2020 we will complete round optimisation to ensure all deliveries are equal;
- We are reviewing the end to end processes for local to local, and looking to introduce placing barcodes in all postboxes giving us the ability to confirm collections have taken place.

7. Conclusions

2019 proved to be a year of transition and we have come out of it better than we were at the start of the year. Quality improved over the period and a number of key actions were taken, including a new deal with the union that will provide greater flexibility going forward. This deal also enabled us to recruit an additional ten operational staff and to recruit permanent rather than temporary roles. However, the core business continues to change with letter volumes falling. In 2019 we also saw a decline year on year in our parcel volumes reflecting a very competitive parcel market in Jersey.

The challenges of Covid 19 in 2020 has meant, that following discussions with CICRA, a suspension of quality of service targets. However, Jersey Post remain committed to providing the best possible service in the circumstances to the people and businesses of Jersey.