

# Quality of Service Report 2020

March 2021

**Contents**

1. Summary
2. Introduction
3. Customer Survey
4. Challenges in 2020
5. Improvements made in 2020
6. Improvements planned for 2021
7. Additional Responsibilities during Covid 19
8. Christmas Promise
9. Summary

Appendix 1 Regulatory Performance

Appendix 2 Operational complaints

## 1. Summary

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

Despite the challenges presented by Covid-19 Jersey Post is proud to have continued to provide a service to the people and businesses of Jersey, and for that service to be recognised so highly in our annual survey.

During 2020 our quality of service targets were suspended but we include the measures in an Annex to this report. Changes in the timings of mail coming into and leaving the Island, coupled with necessary measures to protect the health and safety of colleagues and customers in many cases added 24 hours to timescales for items coming onto and leaving the Island. Challenges faced by our colleagues in Royal Mail and other postal authorities around the world added further delays. Some postal authorities closed borders to post or stored mail at inbound airports. Shortages of air freight caused by the hit to the airline industry also meant not only a lack of availability of air freight but also significant surcharges when available. Whilst the world begins to return to a new “normal” it should be remembered that Covid-19 related measures continue in Jersey and across the world.

I would also like to thank customers for showing patience and support, and colleagues for going above and beyond in continuing to provide a universal service.

It is also clear from a review of 2020 that there are things we can do better to improve the service even further and we are committed to continue to invest locally and keep under review how we meet customer expectations.

## 2. 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 1<sup>st</sup> 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.

Our Quality of Service (QoS) is measured independently by Research International who check the days taken to receive sample items of mail.

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

On 13 March 2020 Tim Brown, CEO Jersey Post emailed Michael Byrne, CEO CICRA to request a suspension of quality of service targets during the pandemic. Michael Byrne agreed in an email on 13 March 2020 stating “do what is appropriate”. Until all restrictions are removed and things return to normal we continue to review these targets.

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

Stage 1: QofS report (excluding the customer survey results) - to be delivered to CICRA by 31 March of the following year. Tim Brown, CEO Jersey Post wrote to Tim Ringsdore, CEO JCRA on 31<sup>st</sup> March 2021 explaining that given the suspension of targets a Stage 1 report would not be submitted but included as part of the Stage 2 report;

Stage 2: QofS 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.

There were 17 active panellists during the year. We have discussed with Research International the sourcing of additional panellists and the removal of Business Direct customers as this distorts the underlying quality of service score. Each panellist can represent up to 7% of the result. Fewer panellists means that variations in recorded 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.

Research International sought to recruit additional panellists in 2020. Kantar are continuing to follow up with businesses looking for volunteers to become panellists. They have also sent letters to households and we have advertised on our social media sites to encourage islanders, so far with no success.

### 3. Customer Survey

For 2020, in the absence of a measured quality of service target the primary measure is our customer survey. Our customer survey is done annually, the table below shows the results of the survey completed in February 2021. A total of 5,995 responses were received. This is a 35% increase on the 2020 responses.

As a summary the results were as follows:

	Good or Very Good					
	2021	2020	2019	2018	2017	2016
How do you rate your postman?	96%	94%	94%	93%	93%	93%
How do you rate the overall delivery service?	92%	88%	87%	86%	86%	83%
How do you rate the Jersey Post network?	89%	89%	88%	85%	85%	85%

Of the four priorities presented in the questionnaire respondents selected:

- Keeping costs low: 46% (43% 2020);
- Consistency of delivery time: 39% (39% 2020);
- Ealy morning delivery: 8% (8% 2020);
- Other: 7% (10% 2020).

In the free text the key themes were:

- **Jersey Post staff:** there is always considerable praise for staff through the survey and this year was no exception. The majority of free text feedback this year focused on the outstanding work of all Jersey Post staff during what has been an incredibly difficult year. Respondents are very much aware of the commitment and hard work given by Jersey Post staff (many were clear to mention that feedback was towards all staff, not just postal delivery workers) during the pandemic. Respondents were so grateful for the postal service keeping the island moving with delivering online shopping, free postcards and daily distanced waves from their delivery officer;
- **General praise and gratitude:** there was again, significant expression of thanks and praise towards Jersey Post for providing an excellent service. Many of the free text responses compared Jersey Post's service to the postal service received in other countries, stating that Jersey's was very good in comparison. The praise frequently mentioned the excellent work during the pandemic and how impressed the respondents were that no deterioration in service had been experienced, even though staff were likely exhausted and covering long hours. This was noted as commendable. Other areas of commendation included, the parcel lockers, SecureDrop services, Facebook communications and the free postcard initiative;

The four key challenges were around:

- ***Length of time for delivery, particularly to the UK and abroad:*** we are aware that there have been delays between the UK and Jersey and also to other international destinations. We do our best to meet the delivery promise when delivering in Jersey but can only deal with items once we have received them. We have been carrying out our own test letter exercise for local to local deliveries to ensure that we are meeting the next day delivery target. We also continue to work with other delivery partners such as Royal Mail, Parcelforce and the 194 worldwide postal authorities to try and improve delivery speeds but, unfortunately, we know that many of them are experiencing backlogs. A number of destinations ceased accepting mail and freight capacity was severely reduced during the pandemic;
- **Late and inconsistent delivery:** we do not hold back mail (which is illegal) nor are we only delivering on days when we have enough to take out. We have plenty of mail to deliver on any one day. If we held back mail, we would very quickly be overwhelmed as there is just not sufficient space to store mail in the sorting office. Our process can only work if we continuously move mail into, through and back out of the building.

We are aware that delivery times are not consistent at present for two main reasons. We have split the letter mail delivery function into two rotating shifts, one early and one late, in order to minimise the number of people in the building at any one time to meet covid distancing rules. Secondly, the mail plane now arrives one hour later and departs one hour earlier than used to be the case. This means that some mail does not reach the sorting office before the first delivery crew has left on their rounds. Equally we are having to close the collection and outbound sorting windows earlier than before to ensure connection with the outbound flight.

- ***Cost of postage:*** it costs Jersey Post three times as much per kilo to send mail by aircraft from Jersey to the UK than it costs Royal Mail to send from the UK to Jersey. The charge for a first-class stamp for a UK letter is cheaper from Jersey than it is within the UK. We have also introduced a cheaper letter packet product to help with the costs of sending certain items to the UK.
- ***No letters delivered on a Saturday:*** Jersey Post ceased delivering letter mail on a Saturday in 2011. The majority of the letter mail that we deliver is for businesses most of which are closed on a Saturday.

## 4. Challenges

The business had to react to a number of factors:

### *Managing with Covid-19*

The biggest challenge of 2020 was Covid 19. This impacted the business in many different ways ranging from absence, fear, a dramatic change in the arrival profile of products and process changes required to ensure we followed government guidelines. These guidelines were constantly changing as the response to Covid 19 developed and evolved. The impact of Covid 19 and the challenges it presented were:

- The first precautionary measure was to place all vulnerable islanders into a lockdown. This included over 65's and people classed as at risk for medical reasons. The impact on the Jersey Post operation was that 48 staff (25% of the workforce) had to remain at home.
- To implement social distancing in the workplace we had to make changes to how we run the operation. Prior to Covid 19 we operated a single delivery crew that left the building at 10:00 with all mail arrivals due to be delivered that day. In order to protect the workforce we introduced a split delivery operation comprised of two shifts working in sequence separated by a thirty minute gap. The first shift works from 05.30 and leaves for delivery by 08.00 with the second shift not being allowed onto the premises until 08.30 leaving for delivery at 11:00. The consequence of this change is that not all mail arrivals can be processed in time for the first crew to take out that day. This shift pattern remains in operation until July 2021.
- Part of the island wide response to Covid 19 was to restrict the number of flight connections to the island and therefore the operating time of the airport. The consequence of this change was that, from early April 2020, the aircraft bringing mail in from the UK did not arrive until 10:00am (instead of 06:00) and as a result UK inbound mail could not achieve planned same day delivery. In July, airport restrictions were eased but the new opening time to accept flight arrivals is 07:00. Given the changes to delivery shift patterns described above (which were in place until July 2021) this means that airmail would still not connect with the departure time for the first delivery crew.
- The aircraft arrival at 07:00 also impacts on the time taken to transport the mail back to Rue des Pres - leaving the airport later means that returning vehicles are faced with heavier traffic volumes on the roads. This results in an arrival time of c08:20 for the first vehicle.
- Our business partners were also dealing with the same challenges. For example, Ferryspeed's operation to transport trailers between the port and Rue des Pres was severely impacted by a reduction in working hours available due to staff shortages caused by Covid 19. The laws regarding times that trailers are allowed on the roads also restricted our ability to receive containers.
- It has been well publicised that Royal Mail suffered similar problems due to staff shortages and the implementation of Covid 19 contingencies. This meant that items were already held up in their pipeline before being subjected to further delays as a result of air and sea transport restrictions.

### *Changes in mix*

Along with these challenges the profile of products to be handled changed significantly. A huge growth in internet shopping caused by lockdown and the closure of high street retail outlets saw a significant drop in letter volumes but a massive increase in parcel traffic.

Despite a [REDACTED] extra inbound parcels, overall volumes fell by two million items. This change in product profile meant that we had to adapt almost overnight. To put this in more context:

- Higher parcel volumes require more resource to process and deliver.
- Higher parcel volumes require additional vehicles and vehicle capacity (for instance, they cannot be delivered using bikes)
- Processing and storage of parcels requires more space than letters. Higher parcel volumes puts increased strain on existing space at the RDP site. This, in turn, has an impact on process efficiency.
- 80%+ of letters can be machine sorted at a rate of c30,000 per hour. Therefore a drop in overall letter volumes has less impact to the under the roof processing operation than a growth in parcel volumes which require more manual sortation.

### Impact on colleagues

The personal impact of Covid 19 on the workforce also needs to be stressed. The team have worked throughout the pandemic handling peak level parcel volumes; loss of work colleagues to shielding; changes to work practices and times; fear of catching Covid 19 or passing it on to family/friends, for over 9 months without respite. As a result, people are tired, absence has increased and any longer-term impacts on the mental health of individuals is currently unknown.

### Operational issues

The scheduled route for inward mail from UK and Guernsey is via the mail plane from East Midlands Airport. As noted earlier the scheduled arrival time of this aircraft was changed twice during the course of the year due to Covid 19 restrictions at Jersey airport. Between late early April to July the arrival time was 10.00. From July onwards this has been changed to an 07:05 arrival and a 18.25 departure. As well as the later arrival of the aircraft, the volume of traffic arriving by sea was significant and has adversely impacted on our service quality.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020 Network Failures	1	4	8	19	19	22	23	20	22	22	21	21	202
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

Reason for aircraft failure	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Flight landing time changes - Scheduled landing 06:00 ( + hours)	0	0	0	+4	+4	+4	+1	+1	+1	+1	+1	+1	
Cancelled Due to weather		2								1		1	4
Cancelled due to tech issues		1							1				2
Mail not received (shut out)	1		4	1									6
Late arrival (after 06.45)		1	4	18	19	22	23	20	21	21	21	20	190
<b>Total 2020 Network Failures</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>19</b>	<b>19</b>	<b>22</b>	<b>23</b>	<b>20</b>	<b>22</b>	<b>22</b>	<b>21</b>	<b>21</b>	<b>202</b>

- The original scheduled time for the aircraft was 06.00. As a result of the changes described above and 2 delivery shift working, the airmail has arrived too late to process for same day delivery.

## Quality of Service Report 2020 Commercial in Confidence

- In 2020 there were 254 working days, we had a total of 202 incidents which impacted us by either not receiving any or all of the mail or by receiving the mail too late to process.
- This is a total of 80% of due airmails which were adversely affected in some form.

We received 314 Royal Mail containers (by road and sea) during 2020 compared to 201 in 2019. This was due to a number of reasons including bad weather, mail arriving into East Midlands Airport late and Royal Mail staff shortages meaning an inability to load the plane within the required timescale. The main reason for the massive increase in containers was due to the increase in online shopping. Items which are sent via container add a minimum of 24 hours to the arrival time into Jersey.

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2019	16	13	15	16	1	0	7	12	9	18	40	54	201
2020	33	25	21	27	25	24	25	24	18	16	35	41	314

In the period from 16<sup>th</sup> October - 31<sup>st</sup> December mainly due to bad weather, 75% of the boat arrivals were either late or cancelled. First class mail items are not usually conveyed by boat except when they miss the aircraft or the aircraft is bulked out.

### *Reduction in GST threshold*

The GST threshold for items arriving in Jersey was reduced from £240 to £135 which caused the number of items held by Customs (due to value or no value declared) rising by 300%. This resulted in additional time, resource and space required to process the items which, in turn, had a knock-on effect to other processing areas.

### **5. Improvements made in 2020**

Our priority in 2020 has been to deliver a robust service whilst keeping our customers and staff safe. Despite the challenging year we have faced, we have made progress in improving areas of our operation during 2020

- New working hours have been agreed with the CWU and implemented to include working every other Saturday allowing us to improve our service to customers.
- Relocated some town deliveries to Broad Street to create more operational space at Rue Des Pres and enable us to offer a better service for business customers.
- We have improved data collection for all areas of the operation - this makes performance and problems more visible to managers on a daily basis and therefore enables us to address issues more efficiently. Although Covid 19 restrictions have limited the level of changes we made in 2020, this information will be invaluable in identifying areas which need improving, future planning and producing a clear and effective work plan for 2021.
- We have promoted the use of secure drops with approx. 7000 additional customers signing up to the service during 2020. This free service not only allows us to deliver to the customer first time, it allows our delivery officers to maintain social distancing and reduces the traffic in our customer collection department.

### **6. Improvements planned for 2021**

We have a range of plans for 2021 to improve the efficiency and the flexibility of the operation to ensure we are prepared for any further changes which may occur, we have put in place a detailed programme of improvements which include:



- Extending our processing hours to midnight to accommodate and de risk the late arrivals of boats;
- Improve transport links between the port and RDP;
- Redesign floor layout to improve capacity and declutter to make the building fit for a parcel operation and mail processing;
- Re-plan and deploy fit for purpose parcel and letter delivery routes;
- Introducing RFID tags in all collection boxes to give a daily monitor of box clearance and volumes collected;
- Reviewing our fleet profile and capacity in line with increased parcel volumes;
- Update the CRM system (customer complaints) to ensure all complaints are being recorded correctly and dealt with correctly;

## 7. Additional Responsibilities during Covid 19

We also supported the local community:

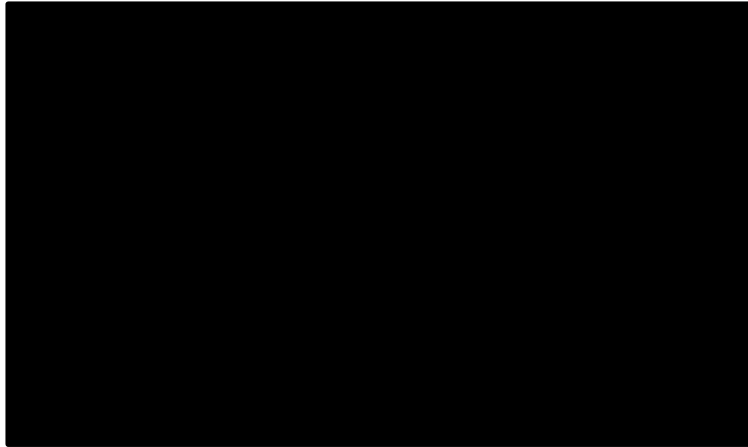
- Delayed the price increase by six months;
- Issued Thank You cards that could be sent free to acknowledge an individual or business that had gone the extra mile;
- Supported local businesses by issuing a free directory of businesses still open and offering home delivery;
- Provided 21 business with free portal technology to support remote working;
- Collected prescriptions from all pharmacies and delivered them to vulnerable islanders. The table below shows the number of pharmacy items collect and delivered during 2020:

Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
1,472	9,068	4,072	3,287	2,317	1,513	332	265	333	634	23,293

- We transported tests to the UK and supported the Island test facility;
- We delivered 5 x Direct 2 home deliveries (total 160,000) with updates on Covid-19 plus the £100 spend card;
- During a difficult year we provided support to Holiday for Heroes in Jersey, continued to sponsor the Jersey Island Games team and Jersey cricket.

## 8. Christmas promise

Despite the challenges faced in 2020 and the significant increase in parcel volumes, we are extremely proud to have achieved our Christmas promise - all items that were in the island and due delivery by Christmas were delivered. This is despite significant increases in parcel volumes:



The mail centre on Christmas Eve 2020:



## 10. Summary

Whilst Jersey Post is rightly proud of the service it has provided in 2020 it recognises the need to continuously improve. The challenges for 2021 include the continued improvement in local to local services and working with Royal Mail, JCRA and the Government of Jersey in improving the services we receive in the UK.

## Appendix 1

### Regulatory Performance

The tables below show our full year performance against regulatory targets and reflect the challenges faced due to Covid 19. The Quality of Service reports were suspended between March and May due to the impact Covid 19 was having on postal services throughout the world.

YTD 2020	JE-JE	UK-JE	JE-UK	GY-JE	JE-GY
J+1 (D+0)	91.50%	13.60%	50.00%	33.70%	38.80%
Target	95%	n/a	82%	82%	82%
Items	1183	2368	1258	597	616

YTD 2020	JE-JE	UK-JE	JE-UK	GY-JE	JE-GY
J+3 (D+2)	99.70%	80.40%	92.90%	97.00%	95.30%
Target	99%	95%	95%	97%	97%
Items	1183	2368	1258	597	616

#### a. Local to Local

A disappointing year in terms of local to local performance which was again badly impacted by the challenges of operating during a pandemic. The introduction of split delivery shifts prevented us recovering any items missorted from shift 2 to shift 1 for same day delivery. Given the high levels of absence faced our contingency plan on individual days was occasionally to lapse the delivery of letters in favour of parcel and packet volumes. A different round was lapsed each day to ensure the letters were no more than a day late.

We did however achieve the J+3 targets for the year:

	J+1 (D+0)	J+3 (D+2)
2020	JE-JE	JE-JE
Jan	93.30%	98.90%
Feb	93.80%	100.00%
Mar	n/a	n/a
Apr	n/a	n/a
May	n/a	n/a
June	90.10%	100.00%
July	92.20%	100.00%
Aug	89.90%	100.00%
Sept	89.60%	100.00%
Oct	91.50%	100.00%
Nov	91.60%	99.50%
<b>Target</b>	<b>95%</b>	<b>99%</b>

YTD	JE-JE
J+1 (D+0)	91.50%
Target	95%
Items	1183

YTD	JE-JE
J+3 (D+2)	99.70%
Target	99%
Items	1183

**b. Inward Mail**

J+3 (D+2)	
2020	UK-JE
Jan	94.00%
Feb	94.40%
Mar	n/a
Apr	n/a
May	n/a
June	97.00%
July	78.10%
Aug	80.30%
Sept	66.80%
Oct	47.30%
Nov	66.80%

YTD	UK-JE
J+3 (D+2)	80.40%
Target	95%
Items	2368

**c. Inter-Island:**

	J+1 (D+0)	J+3 (D+2)
2020	GY-JE	GY-JE
Jan	88.10%	96.40%
Feb	75.80%	98.60%
Mar	n/a	n/a
Apr	n/a	n/a
May	n/a	n/a
June	16.70%	100.00%
July	7.30%	100.00%
Aug	1.60%	100.00%
Sept	1.40%	95.80%
Oct	8.30%	89.60%
Nov	2.90%	88.60%
<b>Target</b>	<b>82%</b>	<b>97%</b>

YTD	GY-JE
J+1 (D+0)	33.70%
Target	82%
Items	597

YTD	GY-JE
J+3 (D+2)	97.00%
Target	97%
Items	597

	J + 1 (D+0)	J + 3 (D+2)
2020	JE-GY	JE-GY
Jan	84.50%	86.30%
Feb	78.90%	83%
Mar	n/a	n/a
Apr	n/a	n/a
May	n/a	n/a
June	9.35	66.60%
July	9.10%	54.60%
Aug	4.90%	47.90%
Sept	7.70%	42.90%
Oct	18.90%	40.10%
Nov	15.20%	38.80%
Target	82%	97%

YTD	JE-GY
J + 1 (D+0)	38.80%
Target	82%
Items	616

YTD	JE-GY
J + 3 (D+2)	95.30%
Target	97%
Items	616

d. Outward mail

	J+1 (D+0)	J+3 (D+2)
2020	JE-UK	JE-UK
Jan	85.30%	97.80%
Feb	79.10%	93.60%
Mar	n/a	n/a
Apr	n/a	n/a
May	n/a	n/a
June	30.60%	91.70%
July	34.00%	92.40%
Aug	23.60%	89.40%
Sept	32.80%	91.80%
Oct	22.60%	91.00%
Nov	24.20%	82.80%
Target	82%	95%

YTD	JE-UK
J+1 (D+0)	50.00%
Target	82%
Items	597

YTD	JE-UK
J+3 (D+2)	92.90%
Target	95%
Items	597

## Appendix 2

### Operational Complaints

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

[www.jerseypost.com/about-us/terms](http://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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
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
2020	5.9	6	5.3	3.8	3.1	4.6	4.4	6.3	5.7	7.3	8	4.3	5.4

(In real terms, despite operating during a pandemic, our complaint numbers only rose by 11 compared to the previous year)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	% of Total
Bell Not Rung	7	10	5	7	1	4	7	9	11	14	15	17	107	5.30%
Complaint DO	31	22	14	16	16	24	29	26	18	14	18	16	244	12.00%
Damage	1	1	1	0	1	0	0	0	4	0	3	0	11	0.50%
Item left Unauthorised	2	4	2	1	2	1	0	2	6	0	4	3	27	1.30%
Misdelivery	40	36	38	36	31	39	55	68	65	80	118	73	679	33.40%
Other Process	7	3	2	18	2	0	2	4	5	6	1	3	53	2.60%
Other Serious Incident	0	0	1	0	1	0	0	0	0	2	0	0	4	0.20%
Other Service	1	0	1	4	0	0	2	1	0	0	2	2	13	0.60%
Parcel Locker Failure	3	2	3	0	1	4	0	3	0	0	1	1	18	0.90%
Redelivery failure	1	0	0	0	0	0	0	1	2	1	3	0	8	0.40%
Redirection Failure	18	5	12	16	13	26	15	13	19	19	13	10	179	8.80%
Retention failure	1	0	1	0	1	2	0	0	0	0	0	0	5	0.20%
SD (Home) failure	0	3	6	1	0	2	0	0	0	1	2	1	16	0.80%
SD (Neighbour) Failure	2	3	3	1	0	0	0	2	1	3	1	1	17	0.80%
SD (Signature) Failure	75	61	54	6	10	15	15	21	38	45	72	26	438	21.60%
Text & Collect Failure	8	4	10	2	3	0	1	3	1	4	7	3	46	2.30%
Track & Trace	4	9	9	3	1	2	3	4	8	49	49	24	165	8.10%
<b>Total Complaints</b>	<b>201</b>	<b>163</b>	<b>162</b>	<b>111</b>	<b>83</b>	<b>119</b>	<b>129</b>	<b>157</b>	<b>178</b>	<b>238</b>	<b>309</b>	<b>180</b>	<b>2030</b>	

The key topics of complaint in 2020 were misdelivery of items and secure drop signature failures (55% of all complaints).

Misdelivery complaints were largely concerning the delivery of items to properties that were either multi occupancy or had similar house names to other properties in the area. This category also included customer complaints about items which hadn't been received but had been scanned as arriving into Jersey. In both cases key factors were the high volume of

parcels received; an increase of parcels being held by customs and unfamiliar routes being covered by staff temporarily due to high absence levels.

We currently have 21,995 active secure drops in place. As previously explained to cover high levels of absence we had to move delivery officers between routes at short notice. We therefore had many occasions where the delivery officer on a particular route was unfamiliar with the location of secure drops on that route - hence the number of mistakes that were reported.

To help manage the increase in parcel volumes additional staff were taken on. Due to the restrictions we faced in complying with government guidelines we were unable to train new recruits using our normal format or to the desired level, this resulted in new recruits taking longer than usual to get to the required level of efficiency and competency and increase in complaints.