



# Quality of Service Report 2022

June 2023

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## 1.0 Summary

Under the terms of our Postal licence, Jersey Post is required to report annually to JCRA on our Quality-of-Service results (QoS). The measured results for 2022 were:

J+1 (D+0)	JE-JE	UK-JE	JE-UK	GY-JE	JE-GY
YTD (April - Nov)*	91.6%	N/A	70.1%	58.5%	80.5%

\* Jan – March regulatory targets were suspended

## **2.0 Introduction**

In March 2013 the Jersey Postal Regulator – JCRA - published a “Direction to Jersey Post Limited regarding quality of service (CICRA 13/11)”. Paragraph 7.2 of this document, set out the “Measures of the Quality of Postal Services in Jersey” for the following products - 1<sup>st</sup> 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 mail from the UK to Jersey (CICRA 15/32) but the retention of the J+3 target.

Our Quality of Service (QoS) is measured independently by Research International who record the time taken for mail items to reach their destinations, using sample items of mail posted and received by their team of test “panellists”.

In 2022, the tests measuring Jersey QoS on island and between the island and the UK, were conducted by a team of 22 panellists.

In 2022, a total of 4242 sample items were posted to test QoS – this represents 0.03% of all letter and packet volume handled by Jersey Post in the year.

## **3.0 Parcel & Letter Volumes 2022**

After letter volumes had remained largely static for the previous 2 years, 2022 saw Jersey Post follow global postal trends by recording a 9% decline year on year. However, in the same period, parcel volume grew by 25.5%. This switch from letters to parcels presents some key challenges for us to overcome, namely:

- Higher parcel volumes require more resource to process and deliver.
- Higher parcel volumes require additional vehicles and vehicle capacity.
- Processing and storage of parcels requires more space than letters.
- 90%+ of letters can be machine sorted at a rate of c30,000 per hour, whilst parcel volumes leads to a need for more resource for the mainly manual handling tasks.

## **4.0 Our Regulated Quality of Service Results for 2022**

The tables below show our full year, 2022 performance against regulatory targets. Please note, due to the lingering impact of the Covid Pandemic, quality performance targets were suspended by JCRA until April 2022.

#### 4.1 Next Day Delivery (Items posted on Day A for delivery on Day B)

Key impacts on these measures include the lingering effects of Covid on staff sickness levels at the start of the year and continued high sickness levels in Q2/Q3; staff recruitment and retention difficulties in the same periods, and 18 Royal Mail strike days in Q4.

Please note, we have limited access to UK delivery standards data. We are aware that there was significant disruption in RM's UK delivery and collection network in 2022 due to prolonged industrial action & high sickness levels.

<b>J+1 (D+0)</b>	<b>JE-JE</b>	<b>UK-JE</b>	<b>JE-UK</b>	<b>GY-JE</b>	<b>JE-GY</b>
Jan	89.3%	N/A	69.6%	11.1%	69.9%
Feb	94.5%	N/A	80.4%	25.8%	92.6%
Mar	91.9%	N/A	79.8%	54.7%	79.4%
Apr	95.2%	N/A	78.2%	82.3%	82.2%
May	95.9%	N/A	79.4%	50.0%	86.6%
June	93.9%	N/A	77.5%	62.1%	90.4%
July	86.1%	N/A	76.1%	41.7%	84.4%
Aug	92.2%	N/A	79.3%	72.3%	90.9%
Sept	95.0%	N/A	47.7%	61.5%	66.2%
Oct	87.0%	N/A	49.3%	43.2%	81.4%
Nov	87.8%	N/A	73.3%	55.0%	61.6%
<b>Target</b>	<b>95%</b>	<b>N/A</b>	<b>82%</b>	<b>82%</b>	<b>82%</b>

## 4.2 Local to Local Mail (Items posted on Jersey for delivery on Jersey)

Again, measures were suspended for the first 3 periods of the year due to the lingering effects of Covid. Illness due to Covid continued throughout 2022, along with the requirement to self-isolate when testing positive for Covid. These means 17.8% of available work days were lost across our delivery workforce due to absence.

	J+1 (D+0)	J+3 (D+2)	Number of test items
2022	JE-JE	JE-JE	
Jan	89.3%	96.4%	140
Feb	94.5%	99.2%	128
Mar	91.9%	98.4%	123
Apr	95.2%	100%	167
May	95.9%	100.0%	148
June	93.9%	99.2%	131
July	86.1%	99.4%	165
Aug	92.2%	100.0%	128
Sept	95.0%	100.0%	119
Oct	87.0%	99.3%	146
Nov	87.8%	97.6%	123
<b>YTD (April - Nov)</b>	<b>91.6%</b>	<b>99.4%</b>	<b>1518</b>
<b>Target</b>	<b>95%</b>	<b>99%</b>	

### 4.3 Inter-Island (Items posted in Guernsey for delivery on Jersey)

Mail flows between Jersey and Guernsey circulate via the inbound/outbound mail flights. Outbound mail is loaded to the evening flights (from both islands) to the RM air hub at East Midlands Airport (EMA). These are “switched” at EMA and loaded to the returning, morning flights next day.

The largest impact to performance in the last 4 months of the year was RM industrial action, which included EMA handling staff. A total of 18 days of strikes between September and December added recovery time on the days following strike action. This impact is reflected in the results below.

	J+1 (D+0)	J+3 (D+2)
<b>2022</b>	<b>GY-JE</b>	<b>GY-JE</b>
<b>YTD (April - Nov)</b>	<b>58.5%</b>	<b>96.3%</b>

Network failures figures below relate to the number of times the mail aircraft failed to land by 7 a.m. The increase on 2021 numbers is due to strike action in addition to weather or technical events.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022 Network Failures	0	1	4	0	2	0	1	1	4	4	3	6	26
2021 Network Failures	4	4	3	0	0	3	1	3	0	1	0	3	22

### 4.4 Inward Mail (Mail posted in the UK for delivery on Jersey)

Royal Mail issues due to 18 days of industrial action in 2022 and reported staff shortages have impacted this performance, along with Jersey Post’s own high absence levels evidenced by our local delivery QoS results.

	J+3 (D+2)
<b>2022</b>	<b>UK-JE</b>
<b>YTD (April - Nov)</b>	<b>68.95%</b>

## 4.5 Outward Mail (Mail posted in Jersey for delivery in the UK)

A similar picture to that for Inward mail flows from the UK – the impact of RM industrial action have severely impacted next day service.

	J+1 (D+0)	J+3 (D+2)
<b>2022</b>	<b>JE-UK</b>	<b>JE-UK</b>
<b>YTD (April - Nov)</b>	<b>70.1%</b>	<b>93.3%</b>

## 5.0 Other challenges faced in 2022 – recruitment and retention of staff

Alongside the issues caused by high absence in 2022, recruitment has been an issue. However, by the end of 2022, Jersey Post achieved a full staffed level and works hard to maintain this.

## 6.0 Customer complaints and feedback

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

<https://www.jerseypost.com/about-us/terms/> [www.jerseypost.com/about-us/terms](http://www.jerseypost.com/about-us/terms)

Section 5 includes our Consumer Code.

This code sets out our guidelines for timeliness of dealing with queries and complaints. All operational complaints are reviewed, investigated, and actions recorded, to solve the issue and avoid repeat problems. Our aim is to address any operational issues in a fair and consistent manner and discuss remedial actions or training requirements with the individuals involved.

## 6.1 Customer complaints

Overall, complaint levels were down 2.3% on the previous year but the main areas of concern raised by customers remain the same; misdelivery and secure drop signature failure. Our results for 2022 are detailed below.

### Mail Complaints per 50k items

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
<b>2019</b>	3.2	3.2	2.8	3.6	3.0	3.2	3.9	4.8	3.8	3.2	4.2	3.1	3.5
<b>2020</b>	4.1	3.6	3.1	2.8	2.9	3.7	2.9	4.3	4.1	4.7	5.0	3.4	3.8
<b>2021</b>	3.1	4.9	4.1	5.1	4.2	4.6	3.7	4.2	3.6	3.7	3.8	2.9	4.0
<b>2022</b>	2.9	2.9	3.5	2.8	2.8	3.3	4.3	5.6	5.2	4.7	5.4	5.5	4.0



### Parcel Complaints per 50k items

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
<b>2019</b>	91	86	79	75	65	53	78	66	47	48	57	31	61.5
<b>2020</b>	53	55	44	9	6	11	14	21	22	29	37	11	22.1
<b>2021</b>	22	22	23	28	29	26	30	24	25	35	33	34	27.6
<b>2022</b>	27	26	25	26	20	13	24	17	19	16	22	15	20.8

### Total Complaints per 50k items

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
<b>2019</b>	4.7	5.0	4.7	5.3	4.5	4.5	6.0	6.7	5.0	4.5	5.8	4.1	5.0
<b>2020</b>	5.9	5.8	5.1	3.2	3.2	4.5	4.1	6.2	5.6	7.2	7.8	4.2	5.3
<b>2021</b>	5.5	6.8	6.0	7.7	6.7	6.6	5.9	6.4	6.2	6.4	6.4	5.3	6.3
<b>2022</b>	5.1	5.6	5.7	5.0	4.7	4.7	7.0	7.5	7.3	6.4	8.0	7.3	6.2

## 6.2 Customer Survey results 2022

We carry out an annual survey of customers on island to get feedback on our performance. The table below shows the results of the 2022 survey, based on feedback from 5801 participants.

	Good or Very Good				
	2022	2021	2020	2019	2018
How do you rate your postman?	94%	96%	94%	94%	93%
How do you rate the overall delivery service?	87%	92%	88%	87%	86%
How do you rate the Jersey Post network?	86%	89%	89%	88%	85%

## **Key themes taken from the survey**

1. Still massive support for Jersey Post, your workforce, the challenges you have overcome and the efforts that have been made since the pandemic in order to keep the community connected.
2. Postal workers continue to be 'the face of Jersey Post' and are integral to your brand and community position. They are highly valued by a wide-cross section of the community.
3. There seems to be growing acknowledgement that the industry has had to adapt, and continues to change drastically, with respondents recognising the issues this causes to services, staff etc.

## **7.0 Improvements made/planned in 2022/23**

We are constantly reviewing ways to improve our service as we continue our transformation from a traditional postal administration to one which must respond to customer needs for parcel deliveries as part of their everyday life. Initiatives deployed in 2022 and planned for 2023 include:

- E-tags placed in all street collection boxes to monitor in real time that boxes are visited and confirm when they are cleared.
- A new satellite delivery unit to service St.Brelades was opened in March 2023 to improve service to customers in the West of the island, whilst reducing congestion at our main processing unit.