

Strategic Review of Postal Services: Draft Decision

Our Draft Decision sets out our policy proposals which aim to ensure effective regulation of postal services on a forward looking basis. Stakeholders now have the opportunity to comment before the proposals are finalised.

Jersey Post Review consumer research stats



Key Context

- There is a continuing decline in letter volumes, in contrast parcel volumes continue to rise
- Consumers have high expectations and value postal services
- Recent years have seen increased financial pressure on postal operators
- The Law and policy framework are now dated and require updating
- In the future, current services, including the universal service obligation, may have to change to ensure a sustainable postal service

Policy Proposals



Area 1

Updates to the regulatory framework to help ensure effective supervision on an ongoing basis. Here action will be required from Government, alongside the steps that we can take.



Area 2

Policy measures to support the universal service obligation. While no changes are currently proposed, the approach to any future changes is set out and these would require a separate consultation process to be held.



Area 3

Updating the quality-of-service expectations of Jersey Post to reflect market developments. This regime is a key mechanism for us to assess and monitor performance.