

Strategic Review of Postal Services: Overview of Final Decision

Postal services play a key role in Jersey, both by keeping individuals connected and supporting the wider economy. We have completed our strategic review of this market and are implementing policy changes and issuing recommendations to Government with respect to law and policy.

Key review areas

1. The universal service obligation

This is serviced by Jersey Post and supports five day a week collection and delivery of mail items. This is not changing as a result of this review, however our work highlighted that it faces challenges in the future due to changing consumer demand and other pressures. To capture this, a clear process has been set for future changes.



2. Quality of service

There will be new quality of service targets for Jersey Post, these include:

- Targets for Jersey to Jersey mail
- Targets for dispatch and receipt of Jersey to UK and UK to Jersey mail
- Continued monitoring of end to end mail delivery times



These sit alongside reporting around consumer satisfaction, complaints and refunds.

3. User Council

Jersey Post will be setting up a User Council to help put consumers at the heart of the way it runs its business. The User Council will provide independent challenge to Jersey Post and independent assurance to us on the quality of Jersey Post's consumer engagement.



4. Law and policy

We are recommending Government updates the Postal Law and develops a Postal Policy to support the continued sustainability of this important sector. To support this we have issued a document setting out our reflections on the review. Within the existing framework we are strengthening our oversight of postal service operators.



Key context



A key input to the review was a statistically representative consumer survey covering nearly 1000 participants.



The consumer research highlighted that consumers have high expectations and value local postal services.



Consistent with wider market trends, there is a continuing decline in letter volumes, in contrast parcel volumes continue to rise.



Recent years have seen increased financial pressure on postal operators.



The Law and policy framework are now dated and require updating.



In the future, services, including the universal service obligation, may have to change to ensure a sustainable postal service.

