



2023 Quality of Service report

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1. Summary

Under the terms of our Postal Licence, Jersey Post is required to report each year to the JCRA (our regulator) on our Quality of Service (Q of S) results.

The results in 2023 were:

JE-JE J + 1 (D+0)	JE – JE J+3 (D+2)	UK – JE J+3 (D+2)	JE – UK J+3 (D+2)	GY – JE J+3 (D+2)	JE – GY J+3 (D+2)
91.4%	99.7%	69.3%	72.8%	95%	90.1%

2. Background

In March 2013 the Jersey Postal Regulator (JCRA) issued a "Direction to Jersey Post Limited regarding quality of service (CICRA 13/11)", which outlined the "Measures of the Quality of Postal Services in Jersey" for the following products - 1st class mail from the UK, Special Delivery and "signed for" services.

In July 2015 the JCRA issued a further "Direction", which discontinued the next-day quality of service target for mail from the UK to Jersey (CICRA 15/32) while retaining the J+3 target.

Jersey Post's Quality of Service (Q of S) is independently measured by Research International, monitoring the delivery times of sample items of mail sent and received by a dedicated group of panellists. In April 2023, Spectos assumed responsibility for Q of S measurements from Kantar, initially with only 6 active panellists in Jersey. By the end of 2023, following a successful on island recruitment campaign, the number of active panellists increased to 34.

Research International posted a total of 3,697 sample items, representing 0.03% of all letter and packet volumes handled by Jersey Post in 2023. The sample size is in line with the prior year.

3. Parcel and Letter volumes 2023

In line with global postal trends, we saw continued decline in letter volumes in 2023, with a reduction of 20.8% compared to 2022. Meanwhile, parcel volumes have sustained their significant growth, increasing 21.9% in 2023, which is an impressive 53% rise from 2021.

This shift from letter mail to parcel delivery has prompted considerable structural and operational adjustments within the organisation.

Driving some of this change was Jersey Post's success in winning tender bids to become the official partners of DPD and UPS in Jersey. The integration of services with both couriers brought some complexity in onboarding these new partners into the existing operation.

To accommodate these new partners and protect service for our existing partners, including Royal Mail and Parcelforce, delivery routes have been adjusted, the operations team has increased, and we have invested in seven larger delivery vehicles.

4. Our regulated performance

4.1 Our regulated quality of service results for 2023

2023 was a period of considerable transition and challenge for Jersey Post, primarily driven by the removal of Royal Mail's mail plane service in August, following a public consultation. Between September and November, we adapted our delivery targets to include an additional day for all deliveries, except for items posted on Jersey for delivery on island, to accommodate the extended transit times on the ferry transfer.

4.2 Items posted on Jersey for delivery on Jersey

The J+3 (D+2) delivery success rate was 99.7%, exceeding our 99% target. Our service level in November was particularly impacted by Storm Ciarán.

Jersey Post is committed to maintaining high-quality service. The results below demonstrate strong performance for the new D+2 target, which is set to commence in 2024 for local-to-local deliveries.

	J+1 (D+0)	J+3 (D+2)	Number of test items
2023	JE-JE	JE-JE	
January	91.1%	98.4%	124
February	92.1%	100.0%	127
March	95.2%	100.0%	126
April	93.3%	100.0%	15
May	100.0%	100.0%	8
June	83.3%	100.0%	6
July	100.0%	100.0%	6
August	88.5%	100.0%	209
September	85.4%	98.7%	151
October	94.2%	99.6%	274
November	82.4%	100.0%	136
YTD	91.4%	99.7%	1182
Target	95%	99%	

4.3 Items posted in Guernsey for delivery on Jersey and vice versa

Royal Mail flights serving both islands facilitated mail flows between Jersey and Guernsey. From August, all outbound mail has been transferred by Condor Ferries.

This change was expected to introduce an additional day to mail transit times; however, customers reported experiencing delays beyond this additional day. In response to this, an alternative mail link was developed in mid-September, with outbound mail despatched to Guernsey on a dedicated freight service in the morning and inbound mail returning to Jersey on the Condor Ferries boat in the evening.

Guernsey to Jersey

	J+1 (D+0) Jan - July	J+2 (D+1) Sep - Nov	J+3 (D+2) Jan - Nov
2023*	GY-JE	GY-JE	GY-JE
YTD	61.6%	76.6%	95%
Target	82%	82%	97%

Jersey to Guernsey

	J+1 (D+0) Jan - July	J+2 (D+1) Sep - Nov	J+3 (D+2) Jan - Nov
2023*	JE-GY	JE-GY	JE-GY
YTD	66.1%	63.7%	90.1%
Target	82%	82%	97%

4.4 Mail posted in the UK for delivery on Jersey

Any inbound mail sent through UK Post Offices or mailboxes is likely to have experienced delays aligned to the UK service issues, which have been frequently reported in the UK press. Jersey Post receives Royal Mail items daily and processes and delivers these without delay.

	J+3 (D+2) Jan – Nov
2023	UK-JE
YTD	69.3%
Target	95%

* August was a transition period following the cessation of Royal Mail's Mail Plane service. This change impacted our delivery targets for mail to and from the UK and Guernsey. Consequently, the delivery targets for August are not comparable to other months and cannot be accurately measured.

4.5 Mail posted in Jersey for delivery in the UK

Royal Mail published results for their next-day domestic deliveries in 2023. These were recorded at 74% vs their 93% target, resulting in action being taken by its regulator (OFCOM).

There is no doubt that the UK service difficulties have impacted the Q o S between Jersey and the UK. These issues are confirmed as operational difficulties within the Royal Mail system.

	J+3 (D+2) Jan - Nov
2023*	JE-UK
YTD	72.8%
Target	95%

5. Challenges faced in 2023

In November, all services provided by Jersey Post faced significant disruption due to Storm Ciarán, leading to closure on the 2nd and to the most lapsed routes for the year, with 48 affected by closed roads and the absence of directly impacted colleagues.

6. Customer complaints and feedback

A new complaint logging system was introduced at the start of 2023, improving the accuracy of reporting.

Mis-delivery and SecureDrop signature failure remain the main areas of concern for customers. Our results for 2023 are detailed below.

Jersey Post publishes its general [Terms and Conditions](#) on its website.

Section 5 includes our Consumer Code. This code sets out our guidelines for dealing with queries and complaints. All operational complaints are thoroughly examined, investigated, and documented to resolve the issue at hand and prevent recurrence.

Mail complaints per 50k items

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
2020	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
2021	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
2022	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
2023	5.6	6.1	5.9	5.2	5.8	7.6	5.5	7.9	8.2	5.7	7.2	5.9	6.3

* August was a transition period following the cessation of Royal Mail's Mail Plane service. This change impacted our delivery targets for mail to and from the UK and Guernsey. Consequently, the delivery targets for August are not comparable to other months and cannot be accurately measured.

Parcel complaints per 50k items

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
2020	52.5	55.0	44.4	8.8	5.8	10.9	13.7	20.5	21.8	29.3	36.6	10.9	22.1
2021	21.8	21.7	22.7	28.1	29.0	26.4	30.0	24.2	25.4	34.8	32.6	34.4	27.6
2022	27.1	26.4	25.2	25.7	19.5	13.4	24.1	17.2	19.1	16.4	22.0	15.1	20.2
2023	17.1	24.2	20.9	17.7	22.1	19.6	20.7	19.4	21.3	18.8	18.7	16.4	19.6

Total complaints per 50k items

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
2020	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
2021	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
2022	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
2023	7.4	9.1	8.4	7.3	8.7	10.2	8.2	10.4	11.0	8.4	10.0	8.0	8.8

6.1 Customer complaints

The SecureDrop product is being reviewed to improve the customer experience and expectations, whilst the migration from barcode to RFID tag is also set to continue its roll-out in 2024, improving accuracy at the point of delivery. An RFID tag is a chip containing a customer's delivery preferences, enabling delivery teams to check the accuracy at the point of delivery.

6.2 Customer Survey results 2023

The annual survey results conducted in February 2023 showed high engagement with 5,375 participants scoring similarly to prior years.

	Good or Very Good				
	2023	2022	2021	2020	2019
How do you rate your postman?	93%	94%	96%	94%	94%
How do you rate the overall delivery service?	89%	87%	92%	88%	87%
How do you rate the Jersey Post network?	85%	86%	89%	89%	88%

Note: We did not have the March 2024 customer survey results when submitting 2023 annual report to the JCRA.

7. Improvements made or planned in 2023/24

Jersey Post remains committed to continually improving service and meeting customers' needs. Our reliance on commercial contracts to replace falling Royal Mail volume brings strict SLA targets, which create a halo effect for all mail delivery. The operation is geared up to process and move to delivery of all items each day. Key developments and future plans include:

- Installing an additional unloading bay, capable of accommodating double deck containers. This will reduce the number of trailer movements between Jersey and the UK and remove the need to offload into smaller trailers at the port, allowing faster delivery to Rue des Pres as well as positively impacting the environment by reducing the miles travelled both in the UK and Jersey.
- The new delivery unit in St. Peters has resulted in later cut-off times for mail deliveries in the western part of the island, enabling more of each days mail to reach households.
- Following the successful implementation of RFID (e-tags) for SecureDrop customers in two parishes (St. John and St. Mary), we have scheduled a rollout during 2024 to improve the customer experience and reduce complaints.
- The PM collection hours have been aligned to boat arrival times, maximising the potential for same-day despatch.
- To further improve our morning processing capability, we have increased the number of mail processing staff. This change is designed to better accommodate boat arrival delays, maximising the percentage of mail that can hit delivery each day.