



Measures of the Quality of Postal Services in Guernsey

Final Decision in respect of a Direction to Guernsey Post Limited

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A. Introduction

1. On 26 June 2012, the Guernsey Competition and Regulatory Authority (**GCRA** - formerly the Office of Utility Regulation), in conjunction with the Jersey Competition Regulatory Authority (**JCRA**), consulted on proposals that will ensure that the quality of postal services is appropriate and in line with the prices customers pay for their postal products and services. The GCRA and the JCRA are together referred to as the Channel Islands Competition and Regulatory Authorities, or **CICRA**, and all references in this document to CICRA should therefore be read as references to each of the GCRA and the JCRA, unless the context otherwise requires.
2. This consultation was based on the Licence that the Office of Utility Regulation (**OUR**) issued to GPL on 1 October 2001 under Part 1 of The Post Office (Bailiwick of Guernsey) Law, 2001. Licence Condition 14.8 states that:

The Licensee shall comply with any directions issued by the Director General from time to time, regarding any quality of service indicators and measurement methods for Postal Services and shall, as and when required, supply to the Director General in a form specified to her, the results of its measurements of actual performance against any quality of service indicators and measurements so specified and the Director General may publish or require publication of such information as she considers appropriate.
3. In the consultation, the GCRA proposed targets that were essentially the same targets that were last set for Guernsey Post Ltd (**GPL**)¹ and Jersey Post Ltd (**JP**)². The proposed targets were expressed in terms of which proportion of mail should be delivered within one, two, three or more working days from the day it was posted.
4. On the 21 November 2012, the GCRA issued a Draft Decision (CICRA 12/49) in order to consult on a Direction to GPL setting a range of quality of service targets. A draft decision was issued to JP (CICRA 12/48) at the same time and one written representation was received from JP in relation to Signed for services, bulk mail and Downstream Access services.
5. CICRA considered the points made by JP and decided to revise its quality of service targets to take account of JP's recommendations. In particular, it

1 OUR Information Notice of January 2007

2 JCRA Direction to JP on 7 February 2009

agreed with JP that it was not necessary to set targets for the mail stream referred to as 'Signed For' in Jersey and 'Recorded Delivery' in Guernsey. It also agrees that inbound Downstream Access mail from the UK could be monitored at the same time and in the same way as all other mail from the UK. CICRA has also decided to make clearer that GPL and JP should have an internal target for bulk mail that they receive in their offices from local customers acting in accordance with their contracts with GPL or JP.

6. The GCRA is therefore issuing the following direction to GPL.

Direction to Guernsey Post Limited

The GCRA is issuing the following Direction to Guernsey Post (GPL).

- i. GPL shall monitor the quality of its end-to-end postal services for the following routes:
- Local;
 - To and from the Bailiwick of Jersey; and
 - To and from the UK and the Isle of Man;

in respect of the following products: standard mail (for mail from the UK, 1st class mail only) and Special Delivery Services.

- ii. GPL shall monitor the quality of its internal operations for standard mail received from the UK (1st and 2nd class mail, Mailsort, inward Downstream Access mail, etc) and for bulk mail posted in Guernsey.
- iii. GPL shall monitor the speed with which it responds to complaints and resolves them. It shall also monitor the extent to which mis-deliveries by its delivery staff occur.
- iv. GPL shall commission an independent company to carry out surveys of the quality of its end-to-end services set out above, except where reliable tracking data is available. It shall coordinate its measurement systems with Jersey Post to ensure that the data that both operators provide is comparable.
- v. The GCRA expects GPL to achieve the following service quality targets (end-to-end external target):

Local mail (standard mail)

J+1	95%
J+3	99%

Standard mail between the Bailiwick of Guernsey and Jersey – either way

J+1	82%
J+3	97%

Standard mail from Guernsey to the UK or Isle of Man and 1st class mail from the UK or Isle of Man to Guernsey

J+1	82%
J+3	97%

This target is expressed in terms of the proportion of mail that should arrive within one, two, or three or more working days from the day it is posted. The posting day is referred to as ‘J’ day and a target of ‘J+1’ is a target for the proportion of mail that should be delivered on the working day (Monday to Friday) after it has been posted. A target for ‘J+3’, allows two full working days between the day of posting and the day of delivery.

- vi. The GCRA expects GPL to achieve the following internal service quality targets:

Internal Target for mail to and from the UK

Mail from UK		Mail to UK	
1 st Class mail (D+0)	98%	All mail (E+0)	98%
1 st Class mail (D+1)	100%		
2 nd Class mail (D+1)	98%		

Where:

- D is the day of receipt by GPL of mail coming from the UK at its main sorting centre. The target applies to the number of days before clearance to a delivery postman; for instance, D+0 means mail is processed and cleared to a delivery postman on the day of receipt.
- 1st Class mail includes Presstream1, Mailsort1 and other bulk mail products including inward Downstream Access; namely mail sent from the UK to the Channel Islands where the letter originator has paid for the mail to be treated as 1st class post.
- 2nd Class mail includes Presstream2, Mailsort2 and other bulk mail products including inward Downstream Access; namely mail sent from the UK to the Channel Islands where the letter originator has paid for the mail to be treated as 2nd class post.

- E is the day when mail is posted by the last collection time. An E+0 target means that mail posted on day E is taken to the airport or the harbour ready for transport to the UK mainland on the same day as when it is collected.

Internal Target for Bulk Mail posted in Guernsey in accordance with a bulk mail contract

D+2 or as otherwise agreed with the customer
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vii. GPL shall publish:

- a. an annual report from the independent company responsible for its quality of service surveys on the following quality of service targets:
 - Local mail (standard mail);
 - Standard mail between the Bailiwick of Guernsey and Jersey – either way; and
 - Standard mail from Guernsey to the UK or Isle of Man and 1st class mail from the UK or Isle of Man to Guernsey
- b. a report on the quality of its internal operations compared to its Internal Target
- c. a report on its Special Delivery Service quality, noting the proportion of mail held up by HMRC, and
- d. a report on complaints received and how they are handled

by the end of February in the year following the year under review.

By Order of the GCRA Board

22 April 2013