



Office of Utility Regulation

Media Release

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Regulator Announces Quality of Service Targets for Guernsey Post

The Regulator today (2nd May 2003) published Quality of Service Targets for Guernsey Post Limited following a public consultation earlier in the year. Targets have been introduced for next day delivery of mail within the Bailiwick and to and from the UK and Jersey, as well as a range of other targets focusing on the efficiency of Guernsey Post's operations a number of customer facing aspects of the company's service.

Many business and residential consumers within the Bailiwick rely entirely on Guernsey Post Ltd as the universal postal service provider for their standard letter post services. The importance of the continuation of this universal service to a sufficiently high standard to meet the reasonable needs of users is at the core of this report by the OUR.

"This provides a framework for a robust and transparent measurement and monitoring process that will demonstrate to Guernsey Post's customers the true level of service they receive and to ensure that there are step improvements in that service year on year", said Jon Buckland, Regulatory Manager at OUR. "The targets have been set at levels that are both challenging and achievable based on the information currently available. As information improves over time, the OUR will keep these targets under review and they may be adjusted."

"I would like to thank those organisations and individuals who responded to the original consultation which was published at the end of January", continued Jon Buckland. "Their contributions and comments have helped us to formulate targets which will serve the interests of postal users within the Bailiwick. We particularly welcome Guernsey Post's commitment

to achieving many of these targets and we invite the company to engage in a process that will build trust and openness with its customers and help it to demonstrate its commitment to best practice in postal services.”

Of the various mail streams for which targets have been set, local to local mail has the highest targets, reflecting the fact that the collection and delivery of this type of mail is directly within Guernsey Post’s control. The company must initially ensure that 86% of all mail posted in the Bailiwick is delivered in the Bailiwick on the next working day, rising to 93 % over three years.

Targets for mail to and from Jersey and the UK are set to take account of the effects of the weather with inward delivery of 60% required in the first year rising to 90% in year three for Jersey mail and 85% in year three for UK mail. This percentage accounts for the mail that has been delayed due to weather. More detail on the targets is available in the OUR paper (Document OUR 03/12) which is available from the OUR website on www.regutil.gg or by calling the Office on 01481 711120

**ENDS/
1st May 2003**

For further information call the Office of Utility Regulation on 711120

Notes to Editors

The OUR is publishing a report on the consultation it launched in January 2003 on quality of service targets and measurement for Guernsey Post Limited (“GPL”). This is separate from the investigation into Christmas postal services. The report will be directly available from the OUR website after 9am on Friday 2nd May 2003.

GPL will be required to monitor its performance against the criteria set out in the report with immediate effect and these targets will be incorporated as explicit conditions within the company's licence from 1st October 2003.

The report sets targets for various services, principally for "end-to-end" delivery of mail between the key locations of Guernsey, Jersey and the UK. This is the first time these types of targets have been set in Guernsey or in comparable island jurisdictions;

The end to end targets have been based on the best available information comprising data on actual current performance and the most appropriate international benchmarks. Further data on GPL's performance will be gathered over the next few months to ensure that the final targets that are incorporated into the licence on 1st October are robust, challenging and achievable;

The targets allow for the effect of the weather, so islanders will know the true service they are getting, including the effect of living in an island jurisdiction. For example those days when the weather affects the delivery of inward mail to the island will not be excluded for assessing GPL's performance. GPL will therefore be monitoring its real performance in its specific and unique operating environment.

These targets will get more challenging over time and will be kept under review as information improves.

End to End Targets

The end to end delivery targets are shown below. (**J** is the day of posting (by latest advertising posting time) and **n** (i.e. 1, 3 or 4 below) is the number of working days to delivery.)

Bailiwick to Bailiwick Mail

Mail Posted from:	Mail Delivered in:	Quality of Service	Target 2003/04	Target 2004/05	Target 2005/06
Bailiwick of Guernsey	Bailiwick of Guernsey	J+1	86.0%	90.0%	93.0%
Bailiwick of Guernsey	Bailiwick of Guernsey	J+3	99.9%	99.9%	99.9%

Jersey Mail to Guernsey & Guernsey Mail to Jersey

Mail Posted from:	Mail Delivered in:	Quality of Service	Target 2003/04	Target 2004/05	Target 2005/06
Bailiwick of Jersey	Bailiwick of Guernsey	J+1	60.0%	75.0%	90.0%
Bailiwick of Jersey	Bailiwick of Guernsey	J+4	97.0%	98.0%	99.9%
Bailiwick of Guernsey	Bailiwick of Jersey	J+1	65.0%	83.0%	90.0%
Bailiwick of Guernsey	Bailiwick of Jersey	J+4	99.5%	99.7%	99.9%

UK Mail to Guernsey and Guernsey Mail to UK

Mail Posted from:	Mail Delivered in:	Quality of Service	Target 2003/04	Target 2004/05	Target 2005/06
UK (first class)	Bailiwick of Guernsey	J+1	60.0%	70.0%	85.0%
UK (first class)	Bailiwick of Guernsey	J+4	95.0%	99.0%	99.0%
Bailiwick of Guernsey	UK	J+1	60.0%	70.0%	80.0%
Bailiwick of Guernsey	UK	J+4	95.0%	99.0%	99.9%

The following targets have also been sent for outward mail sent by the bulk mailers within the Bailiwick

Bulk Mail

Mail Posted from:	Mail Delivered in:	Quality of Service	Target 2003/04	Target 2004/05	Target 2005/06
Bailiwick of Guernsey	UK	J+3	90.0%	92.5%	95.0%
Bailiwick of Guernsey	UK	J+5	99.0%	99.5%	99.9%

Internal Targets

GPL will also have to measure its own handling of the mail - from when it takes the mail from Royal Mail and Jersey Post for example. As these processes are entirely within GPL's control and the weather effects are excluded (i.e. monitoring how quickly GPL can deliver inward mail received from other operators), these targets are more challenging than the end to end measures. The principle targets for GPL's operations include:

Inward or Outward Mail	Mail Type	Quality of Service	Target 2003/04	Target 2004/05	Target 2005/06
Inward	1 st Class	Delivery on day of receipt by GPL	95.0%	96.0%	97.0%
Inward	1 st Class	Delivery day after receipt by GPL	99.9%	99.9%	99.9%
Outward	All mail	Ready for handover to other operator on day of receipt by GPL	95.0%	97.0%	98.0%

Other Customer Facing Targets

GPL will also measure a number of customer facing functions.

GPL will have to ensure that 99% of all customer complaints are acknowledged within 2 days and 95% are resolved within 10 days.

For a number of other key customer facing services, GPL will have to measure and report on how well it performs, for example in ensuring all deliveries are made before 1pm, collections from mail boxes by published times and opening of private boxes.

Other areas where GPL will have to report on its performance include misdeliveries of correctly addressed mail and redirection of mail.

GPL will have to publish the results of its monitoring on a six monthly basis initially while the statistical process is developed and refined. More frequent reports may be required in the future.