

### **2.13 Deputy M. Tadier of the Minister for Treasury and Resources regarding targets for the delivery of residential post by Jersey Post:**

Following concerns raised by some constituents, will the Minister, as the shareholder representative, explain whether any targets exist for the delivery of residential post by a certain time of the day and, if not, why not and, if so, how is the success of meeting these targets measured?

#### **Deputy E.J. Noel (Assistant Minister for Treasury and Resources - rapporteur):**

There are no targets for delivery time of mail to either residential customers or business customers. However, Jersey Post aims to get mail delivered as early as possible and in the main by 2.30 p.m. Mail delivery times have been affected by the later opening of Jersey Airport and by the longer routes introduced when deliveries dropped from 6 to 5 days per week. The regulator, the Channel Islands Competition Regulator Authority, has recently consulted on quality of service targets for end-to-end delivery of mail. That is the time it takes from posting a delivery to delivering a letter. The regulator has set targets of 95 per cent of next day local-to-local delivery. This year, to date, Jersey Post has in fact achieved 96.3 per cent. These results are measured by an independent research company using panellists on the Island. The results for August were in fact 98.4 per cent. Therefore States Members can be assured that Jersey Post is exceeding targets set by the regulator. I believe that Jersey Post will be invited Deputy Tadier to visit them to explain their good performance and I extend this invitation to other Members should they so wish.

#### **2.13.1 Deputy M. Tadier:**

I thank the Assistant Minister for his answer and just to acknowledge that I have also received an email from Kevin Keen, who is the Director of Jersey Post, so if the Assistant Minister could formally pass my thanks on for that. It is really just to raise an issue, as I have said, from constituents. There is a feeling that post is being delivered certainly a lot later on in the day and for many, perhaps elderly residents who are used to the contact, it is perhaps a change...

#### **The Bailiff:**

I am sorry, Deputy. I am advised we are not quorate. Could you summon back Members, please? Very well, now we are quorate again. Please continue.

#### **Deputy M. Tadier:**

I knew it was a fairly boring subject, Sir, but I did not know it was quite that bad. If I could ask the Assistant Minister to take the message back that there is a perception perhaps that people are having to wait longer times for post but also, certainly, sometimes postage has been delayed inexplicably for perhaps weeks. Some people are receiving letters, which is not necessarily Jersey Post's fault, on certain occasions which are coming in very late. Will the Assistant Minister make sure that these comments are brought on board and also seek to perhaps liaise with myself and other interested Members if there are issues that arise in future?

#### **Deputy E.J. Noel:**

Treasury and Jersey Post are aware that a lobby group has made a complaint to the regulator about the perceived timing of deliveries and this really is a matter between Jersey Post and the regulator. However, I would just like to comment that on all deliveries there is someone at the beginning of a delivery and someone at the end of a delivery, so those towards the end of a delivery will be receiving their mail probably around the 2.30 p.m. time limit.

#### **2.13.2 Deputy G.P. Southern:**

Does the Assistant Minister accept that incorporation in and of itself contains no magic wand to deliver better services but, in this case, postal service has declined because of wider economic reasons?

#### **Deputy E.J. Noel:**

I am happy to concede that postal services have changed because of the wider economic parameters outside of the Island and the way that people correspond with each other electronically as opposed to using the mail but I do not believe that incorporation has been a factor in this.

#### **2.13.3 The Connétable of St. John:**

In St. John's, like other Parishes, we are having similar problems. So much so that even at the Parish Hall we were receiving our mail after close of business, which required me to contact the department because we have certain deadlines within Parish Hall that we have to meet, whether it is replacing a driving licence within a 24-hour period. Certain deadlines, not only the Parishes but other people have the same problem. Will the Minister ensure that any 2.30 p.m. deadline is met because I am aware that I live at the end of one of these? Years ago I had a 9.30 a.m. mail, now I get an after 2.30 p.m. mail. Will he ensure that the 2.30 p.m. mail is the last drop and we are not adding extra rounds because of ill health or whatever, so many cuts within the department staff?

**Deputy E.J. Noel:**

That is something I cannot ensure because one cannot control the weather and the good Connétable of St. John will appreciate that the closure of the airport will affect the delivery of the mail.

**The Connétable of St. John:**

I am sorry, that is not what I am talking about. This is a regular thing.

**Deputy E.J. Noel:**

Perhaps the Constable should join Deputy Tadier and visit Jersey Post to see what they are doing. Their results to date, their target was 95 per cent, they have achieved 96.3 per cent which is better than Guernsey at 94.3 per cent and better than the Isle of Man at 93.1 per cent.

**The Connétable of St. John:**

The Minister is giving us a load of bunkum.

**Deputy E.J. Noel:**

Jersey Post is doing a good job. There is always room for improvement.

**The Bailiff:**

Final question, Deputy Tadier?

**Deputy M. Tadier:**

I do not have a question, Sir, but if there was another Member who maybe wishes to take that, I am happy to defer.

**The Connétable of St. Helier:**

I had one, Sir. You did not see my light.

**The Bailiff:**

Very well then, we will have the Connétable of St. Helier.

**2.13.4 The Connétable of St. Helier:**

The Assistant Minister said that the postal services have not declined, they have changed. Does he not agree with me that the loss of Saturday services is a decline and is there any prospect for their return?

**Deputy E.J. Noel:**

To answer the second part of the Constable's question first, I am afraid not. The 5-day service, as far as I am concerned, is the way forward. Unfortunately the world has changed and the volumes that go through all mail systems, not just in Jersey Post but around the world, have declined and therefore the services have to adapt to that.