

Deputy Kirsten Morel  
Minister for Sustainable Economic Development

**BY EMAIL**

14<sup>th</sup> April 2025

Dear Minister,

**Ferry Service**

Following our public hearing of 13<sup>th</sup> March 2025 regarding ferry service provision, and the subsequent start of the new concession agreement, the Panel is writing to ascertain further information as to the success and any challenges of the new provider.

The Panel is aware the commencement of operations was delayed and that sailings have been cancelled or rescheduled due to the unavailability of DFDS' vessel(s). The Panel would welcome a more detailed explanation of the circumstances that led to these issues.

Specifically, we would like to know:

1. What were the problems with the vessel(s) that prevented it/them from being used?
2. Whether these issues were envisaged during the tender process, and if not why not?
3. What assurances were given by DFDS that they would be ready to start operating from the agreed start date?
4. Whether or not you believe that DFDS was given sufficient time between winning the tender and starting the service to prepare operations?
5. What assurances have you have sought from the operator to ensure a reliable service provision?
6. What contingency is available for such service disruptions in the future and how will this be assured?
7. What procedures you have put in place to inform yourself as Minister, as well as the States Assembly, of such issues if and when they arise?
8. Can you confirm when you were first informed about the delay in the commencement of operations and explain why there was any delay between you being informed and a public announcement being made?
9. What lessons have been learnt by Government to avoid this scenario being repeated in the future?

We would be grateful if you could respond no later than Wednesday 23<sup>rd</sup> April 2025 in line with the 5 working days approved for responses between Scrutiny Panels and Ministers.

If you have any questions regarding this or our work in general, please do not hesitate to contact me. Please note that unless otherwise stated, all letters will be uploaded to the Scrutiny website as a matter of course.

Yours sincerely,



Deputy Montfort Tadier

**Chair**

**Economic and International Affairs Scrutiny Panel**