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Our ref: 671265

10 December 2018

Dear #####

We write further to your request which was received on 3 December 2018 and which states:

"Please provide a breakdown of how many times deliveries have failed on the Isle of Man over the last 12 months. Please break the information down as follows:

Break the information into failure by mail round or by parcel round

Sub categories:

Name of round that failed

Reason for failure

Date failed (if there are continuous failures within a week, then just state how many failures there were in that week and the week commencing date)

Total failed rounds per week

Total failed rounds in the past 12 months

Thank you."

Our response to your request is as follows:

No delivery duties failed in their entirety over the last 12 months.

Please find below a table that shows instances when some deliveries have failed. Whilst standard mail delivery has failed, on every occasion, special delivery priority items were sorted and delivered in line with service level agreements.

Date	Duty Round Affected	Description	Reason for Failure
10 & 11/01/18	52 Douglas Delivery Office	Could not be fully covered. Local letters, Special deliveries and Signed For parcels covered	Sickness
06/07/18	7 Southern Delivery Office	Not able to cover. Special deliveries and Signed For delivered.	Sickness
01/09/18	65 Douglas Delivery Office	Could not be fully covered. Special deliveries delivered.	Sickness
10/09/18	3 Peel Delivery Office	Could not be fully covered. Special deliveries and Parcelforce delivered.	Sickness
15/09/18	20 Douglas Delivery Office	Not covered. Special deliveries delivered.	Sickness
10/11/2018	50 Douglas Delivery Office	Not covered. Special deliveries delivered.	Sickness
20/11/2018	66 Douglas Delivery Office	Not covered. Special deliveries delivered.	Sickness
Unknown	7 Peel Delivery Office	Not covered. Only special deliveries and Parcelforce delivered. Unfortunately, the dates were not recorded.	Sickness
	Total Failed Deliveries in the last 12 months	10	
	Total of Deliveries in the last 12 months	31,312 0.03%	

All the failures listed above were due to sickness. Our Mails division has 3,880 days sick during the last 12 months. Available staff are asked to cover delivery duties when a member of staff is sick and a failure only occurs when no one is able to cover.

Please quote the reference number 671265 in any future communications.

Your right to request a review

If you are unhappy with this response to your freedom of information request, you may ask us to carry out an internal review of the response, by completing a complaint form and submitting it electronically or by delivery/post.

An electronic version of our complaint form can be found by going to our website at <https://services.gov.im/freedom-of-information/Review> . If you would like a paper version of our complaint form to be sent to you by post, please contact me and I will be happy to arrange for this. Your review request should explain why you are dissatisfied with this response, and should be made as soon as practicable. We will respond as soon as the review has been concluded.

If you are not satisfied with the result of the review, you then have the right to appeal to the Information Commissioner for a decision on;

1. Whether we have responded to your request for information in accordance with Part 2 of the Freedom of Information Act 2015; or
2. Whether we are justified in refusing to give you the information requested.

In response to an application for review, the Information Commissioner may, at any time, attempt to resolve a matter by negotiation, conciliation, mediation or another form of alternative dispute resolution and will have regard to any outcome of this in making any subsequent decision.

More detailed information on your right to a review can be found on the Information Commissioner's website at www.inforights.im.

Should you have any queries concerning this letter, please do not hesitate to contact me.

Further information about freedom of information requests can be found at www.gov.im/foi.

I will now close your request as of this date.

Yours sincerely



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