

**WRITTEN QUESTION TO THE CHIEF MINISTER
BY DEPUTY M. TADIER OF ST. BRELADE
QUESTION SUBMITTED ON MONDAY 13th APRIL 2026
ANSWER TO BE TABLED ON MONDAY 20th APRIL 2026**

Question

“Further to his response to a letter from the Jersey Hospitality Association in August 2025, in relation to the Government escalating service concerns to DFDS at the highest level and demanded improvements, will the Chief Minister advise –

- a. whether the current DFDS service meets the standards expected;
- b. how the performance of DFDS is being measured;
- c. what areas Government are requesting to be improved; and
- d. what steps, if any, are being taken to achieve improvements in the DFDS service?”

Answer

- (a) Feedback from local organisations and from members of the travelling public indicates that there are ongoing areas of dissatisfaction with aspects of the service provided by DFDS. While services are operating, it is clear that performance in some areas has not consistently met the standards expected by ferry users.
- (b) The performance of DFDS is measured by a set of indicators defined in the Ferry Concession Agreement, which was published by the Government in October 2025. These include service reliability, cancellations and delays, disruption management, governance arrangements and financial reporting obligations. These are monitored through regular reporting and the contract management process.
- (c) The Government has made clear to DFDS that improvements are required in a number of areas, including concern over pricing, freight handling processes, sailing times and timetables. Conversations between the Government and DFDS, which underpin continuous improvements, are ongoing.
- (d) There have been significant challenges such as the recent incidents with both the Caesarea Trader and Tarifa Jet vessels. In these instances, Government’s role is to ensure that the operator implements its contingency arrangements fully, thereby minimising disruption for passengers and freight. The Concession Agreement provides a mechanism for the Government, Ports of Jersey and DFDS to work together on continuous improvement, or to address substantive non-compliance, should it occur. In addition, officers are in close and regular contact with DFDS to support the shared goal of delivering reliable sea connectivity for Jersey, with a clear expectation that service standards must improve.