

Annual Service Performance Measures

Difference from target

Comparison of the 2023 value with the 2023 target

Green	hit target or better
Amber	near miss (within 5% of target or as otherwise defined by the Department)
Red	missed target

Direction of travel

Comparison of the 2023 value with the 2022 value

Arrow direction indicates whether the 2023 value is more, less or the same as the 2022 value
Arrow colour indicates whether direction of travel is **good (Green)**, **bad (Red)** or **steady (Blue)**

Minister	Dept	Lead Service	Performance measure description	2019	2020	2021	2022	2023	What we wanted to achieve in 2023	Difference from target	Direction of Travel
CM	CABO	All COO	Average number of calendar days from the date a job requisition is approved to the date an offer is accepted by an external hire (excluding bulk campaigns)						At least: 41	N/A	
CM	CABO	All COO	Percentage of new external hires who leave within 12 months of joining					6.6%	At most: 20.0%	13.4 PP	
CM	CABO	All COO	Annual performance appraisals that are due, should be completed within one month of end of performance year, and the 'Connected Performance' system records updated					37.2%	At least: 90.0%	-52.8 PP	
CM	CABO	All COO	Number of health and safety serious incidents reported to HSI					100.0%	At least: 100.0%	0.0 PP	
CM	CABO	All COO	New starter health and safety inductions undertaken					66.0%	At least: 100.0%	-34.0 PP	
CM	CABO	Chief of staff and MSU	% FOI requests responded to within 20 days			88.0%	75.0%	100.0%	At least: 95.0%	5.0 PP	↑
CM	CABO	Chief of staff and MSU	% of PAC and C&AG recommendations closed by the Government of Jersey from the number possessed at the start of Q1				63.7%	73.0%	At least: 50.0%	23.0 PP	↑
CM	CABO	Chief of staff and MSU	Number of new PAC and C&AG recommendations received by the Government of Jersey				201	247		N/A	↑
CM	CABO	P&CS: People Metrics	Turnover				9.2%	8.0%	At most: 9.5%	1.5 PP	↓

CM	CABO	P&CS: People Metrics	Vacancies by department						At most: 5.0%	N/A	
CM	CABO	Statistics and Analytics	% of Statistics Jersey 2023 publications released according to the publication release schedule				100.0%	100.0%	At least: 100.0%	0.0 PP	➔
CM	CABO	Statistics and Analytics	On-time publication of the Service Performance Indicators in accordance with the published schedule.				88.2%	100.0%	At least: 100.0%	0.0 PP	⬆
CM	CABO	Statistics and Analytics	Update of the Island Outcomes and Indicators within a quarter of the availability of data				77.2%	59.0%	At least: 100.0%	-41.0 PP	⬇