

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
MENV	I&E	Natural Environment	Milk sample testing, ensuring the island's milk is safe to drink					31	At least: 31	0	
MENV	I&E	Natural Environment	Keeping the 70 kms of dedicated footpaths and multiuser paths safe according to requirements of the Government Insurance and national guidelines					100.0%	At least: 100.0%	0.0 PP	
MENV	I&E	Natural Environment	Water quality testing (streams, groundwater & coastal waters) to ensure protection of Jerseys water resources					100	At least: 138	-0.275	
MENV	I&E	Natural Environment	Channel Islands 'Today' weather forecasts accuracy					97.0%	At least: 95.0%	2.0 PP	
MINF	I&E	Operations & Transport	Minimise the total number of sewerage asset pollution incidents (Cat. 1-3 incidents per 1,000km of sewer)					5100.0%	At most: 100.0%	-5000.0 PP	
MINF	I&E	Operations & Transport	Protect the Islands bathing water quality (Duration of spills of untreated effluent released to environment (% of total time).					0.5%	At most: 1.0%	0.5 PP	
MINF	I&E	Operations & Transport	Provision/management of effective recycling solutions to increase the Islands recycling rate (%)					28.5%	At least: 29.0%	-0.5 PP	
MINF	I&E	Operations & Transport	Operational availability of the Energy from Waste (EFW) facility (%)					98.3%	At least: 98.0%	0.3 PP	
MINF	I&E	Operations & Transport	Increase in the volume of Government fleet using EV or carbon reducing fuel (% of total fleet)					74.3%	At least: 60.0%	14.3 PP	
MINF	I&E	Operations & Transport	Mileage completed by Government fleet vehicles using EV or decarbonised fuel (% vs fossil fuel)					71.1%	At least: 60.0%	11.1 PP	

MINF	I&E	Operations & Transport	Sport and Leisure facilities are accessible and inspire Islanders to live healthier and more active lives (No. of attendances at Sport facilities – swipes)					182272	At least: 260,000	-0.299	
MINF	I&E	Property and capital projects	Annual carbon emissions per sqM – Jersey Property Estate					22		N/A	
MENV	I&E	Regulation: Development & land	% Planning applications that have been approved.	87.7%	82.3%	88.0%	79.5%	79.3%	At least: 85.0%	-5.8 PP	↓
MENV	I&E	Regulation: Food safety	% of all food businesses rated as poor or non compliant performers	1.0%	0.6%	0.6%	1.5%	1.925%	At most: 1.0%	-0.9 PP	↑
MINF	I&E	Transport	Number of bus passenger journeys	4969573	2224276	2984486	4201506	4990396	At least: 4,411,581	0.131	↑