

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
MHA	JHA	Ambulance	Number of 999 calls attended	9845	9957	11081	11666	11212	At most: 9,957	-0.126	↓
MHA	JHA	Ambulance	Cat 1 Mean Average response time	6.62	7.05	7.55	7.47	7.17	At most: 7.0	-0.024	↓
MHA	JHA	Ambulance	Cat 2 Mean average response time	7.73	8.13	9.12	9.7	9.43	At most: 18.0	0.476	↓
MHA	JHA	Customs & Immigration	% of non-express passports processed within 6 weeks	98.0%	100.0%	80.0%	61.0%	100.0%	At least: 100.0%	0.0 PP	↑
MHA	JHA	Customs & Immigration	Value of drug seizures - £ million	£3.7m	£0.5m	£0.67m	£0.56m	£1.70m	At least: £500	2.408	↑
MHA	JHA	Customs & Immigration	Value of duties collected (excise, import GST and CCT) - £ million	£68m	£79m	£89m	£76m	£79m	At least: £63m	0.263	↑
MHA	JHA	Customs & Immigration	Number of goods consignments processed - millions					4.2m	At least: 2.9	0.443	
MHA	JHA	Customs & Immigration	Number of goods declarations processed	100,000	136,000	225,000	218,025	229,893	At least: 136,000	0.69	↑
MHA	JHA	Fire & rescue	% of emergency response within target	59.8%	51.0%		46.0%	55.0%	At least: 50.9%	4.1 PP	↑
MHA	JHA	Fire & rescue	% of high-risk premises inspected	98.2%	18.2%	68.8%	57.4%	79.0%	At least: 18.1%	60.9 PP	↑

MHA	JHA	Fire & rescue	% of Safe and Well visits for target risk groups	97.3%	96.0%	96.7%	85.4%	81.8%	At least: 95.9%	-14.1 PP	↓
MHA	JHA	Fire & rescue	No. of Fire emergencies	1004	907	1064	1245	1422	At most: 907	-0.568	↑
MHA	JHA	Fire & rescue	No. Of fatal fire injuries	0	0	0	11	0	At most:	0	↓
MHA	JHA	Fire & rescue	No. Of non-fatal fire injuries	9	2		2	10	At most: 8	-0.25	↑
MHA	JHA	Fire & rescue	No. of reportable injuries to firefighters	2	0	0	2	0	At most:	0	↓
MHA	JHA	Fire & rescue	No. Of Safe and Well Visits	298	99	135	199	184	At least: 100	0.84	↓
MHA	JHA	Health & Safety Inspectorate	Number of proactive inspections made to high risk workplaces	264	374	249	256	98	At least: 268	-0.634	↓
MHA	JHA	Health & Safety Inspectorate	Response time to complaints about working activities (in accordance with HIS complaints policy)	100.0%	100.0%	100.0%	100.0%	100.0%	At least: 100.0%	0.0 PP	→
MHA	JHA	Health & Safety Inspectorate	Response time to complaints about working activities (in accordance with HIS complaints policy)			99.0%	100.0%	100.0%	At least: 95.0%	5.0 PP	→
MHA	JHA	Prison	% prisoners with pre-release plan in place	96.0%	98.0%	94.0%	97.0%	92.0%	At least: 98.0%	-6.0 PP	↓
MHA	JHA	Prison	Average amount of hours that prisoners spend out of the cell during a day.				5.44	7.5	At least: 5.5	0.173	↑
MHA	JHA	Prison	Contact hours - prisoners engaged in learning / employment programmes.					3.73	At least: 2.0	0.865	↑
MHA	JHA	Prison	Convicted prisoners with employment in place when leaving prison					65.8%	At least: 100.0%	-34.2 PP	
MHA	JHA	Prison	Convicted prisoners with accommodation in place when leaving prison					70.3%	At least: 100.0%	-29.7 PP	

MHA	JHA	Prison	Prisoners remanded by the court with accommodation in place when leaving prison					69.0%	At least: 100.0%	-31.0 PP	
MHA	JHA	Prison	Prisoners remanded by the court with employment in place when leaving prison					40.0%	At least: 100.0%	-60.0 PP	
MHA	JHA	Prison	Rate of prisoners that are drug tested as part of the Random Testing Program					20.0%	At least: 20.0%	0.0 PP	
MHA	JHA	Prison	Rate of positive drug tests from the Random Testing Program					8.7%	At most: 6.6%	-2.1 PP	