

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
MTR	T&E	Finance Hub	% of Income received via digital channels	83.0%	90.0%	89.0%	89.0%	90.5%	At least: 90.0%	0.5 PP	↑
MTR	T&E	Finance Hub	% of invoiced debt recovered within 90 days	88.0%	87.0%	90.0%	88.0%	83.0%	At least: 90.0%	-7.0 PP	↓
MTR	T&E	Finance Hub	% of invoices paid electronically	94.0%	97.0%	98.0%	99.0%	99.0%	At least: 99.0%	0.0 PP	→
MTR	T&E	Finance Hub	% suppliers paid within an average of 30 days and average number of days			82.0%	80.0%	79.8%	At least: 80.0%	-0.3 PP	→
MTR	T&E	Revenue Jersey	% of personal tax returns completed online		30.0%	43.4%	47.0%	50.1%	At least: 30.0%	20.1 PP	↑
MTR	T&E	Revenue Jersey	Average time to answer calls (year to date)				4.85	5.9	At most: 7.5	0.213	↑
MTR	T&E	Revenue Jersey	Cost (in pence) to collect £1 of revenue		0.7	0.8	1	1.09	At most: .7	0.557	↑
MTR	T&E	Revenue Jersey	Personal tax returns - % assessed within 30 days (year to date)				80.0%	79.0%	At least: 80.0%	-1.0 PP	↓
MTR	T&E	Treasury and Exchequer	% of Treasury and Exchequer C&AG, PAC and Scrutiny recommendations outstanding at the start of the year implemented during the year					63.0%	At least: 50.0%	13.0 PP	↑
MTR	T&E	Treasury and Investment Management	Rate of return of investment portfolio vs benchmark -Outturn % (% above/below target) - 3 year performance	0.5%	0.5%	0.4%	-1.1%	-1.6%	At least: 0.0%	-1.6 PP	↓