

# Cabinet Office

## Service Performance Measures 2024

The tables below contain the outcomes for the Service Performance Measures (SPMs) identified in the [Cabinet Office Business Plan 2024.pdf](#). During 2024 responsibility for publishing SPMs transferred from Statistics Jersey to departments. Previous reports can be found at [Service Performance Measures](#).

To help with interpretation of performance against target a Green, Amber, Red approach is used.

Category	Count	Meaning
Green	6	Met or exceeded target
Amber	1	Within 5% of missed target
Red	1	More than 5% below target

SPM	Measure details	Target	Actual
Connect Performance	Provide completion rates for objectives and performance review	Provide at the end of September and February for all employees who use Connect Performance	Provided
Customer feedback	Improve internal customer satisfaction scores, measured through the use of surveys and reported quarterly	People Hub - 80%	People Hub 76.9%
		IT Service desk – 4 out of 5	IT Service Desk 4.05
Freedom of Information (FOI)	Responses to FOI requests submitted to the Government within the statutory timeframe	Over 95%	99%
IT incident resolution	Type P1 within 2 Hours	90%	46%
	Type P2 within 8 Hours	95%	63%
	Type P3 within 3 Days	98%	74%
	Type P4 within 5 Days	99%	90%
Publication of statistics reports	Release all Statistics Jersey 2024 publications according to the publication release schedule	100%	100%
Staff turnover	Voluntary turnover	No more than 6%	5.2%
Value for money	Deliver the Government Plan 2024 target	£2.9 million savings by year end	£2.9m