

Service Performance Measures 2024

Service	Performance measure description	Annual Baseline / Target	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024 Result	2024 Comment	
States of Jersey Ambulance Service (So/AS)	Number of incidents attended	9,957	2,869	2,923	2,975	2,886	11,653	Incidents attended increased 5% vs 2023. While this measure reflects service demand and delivery it is outside of the service's control to reduce this figure. <i>*From 2025 this SPM will change to a Service Delivery Measure (SDM). Volumes and direction of travel will continue to be reported. There will be no RAG-rating against a target.</i>	
	RAG Rating	<=	Red	Red	Red	Red	Red		
	Direction of Travel	Previous Period	↓	↑	↑	↓	↑		
	<i>Definition</i>		The number of calls that have been attended by a vehicle (Ambulance / first responder car).						
	Category 1 Mean average response time	00:07:00	00:06:05	00:06:00	00:07:05	00:07:55	00:06:44	Cat1 mean average response time was 46 seconds faster in 2024 vs 2023. Operational process optimisation has supported this response time improvement.	
	RAG Rating	<=	Green	Green	Amber	Red	Green		
	Direction of Travel	Previous Period	↓	↓	↑	↑	↓		
	<i>Definition</i>		Mean average response time in minutes for Category 1 (CAT1) incidents (immediately life-threatening injuries and illnesses). All ambulance services must respond to CAT1 incidents in 7 minutes on average and respond to 90% of CAT1 incidents in 15 minutes, in line with the UK benchmark detailed in the Ambulance Response Performance guidelines.						
	Category 2 Mean average response time	00:18:00	00:09:28	00:09:57	00:10:01	00:10:55	00:10:05	Cat2 mean average response time was almost 8 minutes faster than the Ambulance Response Performance guidelines benchmark. Operational process optimisation has supported this response time improvement.	
	RAG Rating	<=	Green	Green	Green	Green	Green		
Direction of Travel	Previous Period	↑	↑	↑	↑	↓			
<i>Definition</i>		Mean average response time in minutes for Category 2 (CAT2) incidents (potentially serious conditions but not immediately life threatening). The Ambulance Services aims to respond to CAT2 incidents in a mean average of 18 minutes and 90% of CAT2 incidents in 40 minutes.							
Jersey Customs & Immigration Service (JCIS)	% of non-express passports processed within 6 weeks	100%	100.0%	100.0%	100.0%	100.0%	100.0%		
	RAG Rating	>=	Green	Green	Green	Green	Green		
	Direction of Travel	Previous Period	→	→	→	→	→		
	<i>Definition</i>		The percentage of non-express passport applications processed over the period within 6 weeks.						
	Value of drug seizures	£500,000	£122,000	£472,000	£95,000	£195,580	£884,580		
	RAG Rating	>=	Amber	Green	Red	Green	Green		
	Direction of Travel	Previous Period	↓	↑	↓	↑	↑		
	<i>Definition</i>		The estimated value in GBP of illegal drugs seized by Jersey Customs & Immigration Service.						
	Value of duties collected (excise, import GST and CCT)	£78,500,000	£12,900,000	£19,050,000	£19,370,000	£23,520,000	£74,840,000	This measure was <5% below target, potentially impacted by the current economic climate, inflation, and cost of living challenges.	
	RAG Rating	>=	Red	Green	Red	Amber	Amber		
Direction of Travel	Previous Year	↓	↑	↑	↑	↓			
<i>Definition</i>		The value in GBP (excise, import GST and CCT) collected on goods arriving from outside Jersey. (Excise includes alcohol, tobacco, fuel and vehicle emissions duty. Import GST is charged on the total value of imported goods to non-GST registered businesses and individuals, and CCT is charged on all goods imported from outside the customs union).							
Number of goods consignments processed	2,900,000	983,233	1,024,120	1,039,024	1,247,629	4,294,006			
RAG Rating	>=	Green	Green	Green	Green	Green			
Direction of Travel	Previous Year	↓	↑	↑	↑	↑			
<i>Definition</i>		The number of goods consignments arriving and leaving the Island, as reported on the Customs freight management and revenue collection system called CAESAR.							
Number of goods declarations processed	136,000	53,858	57,400	56,154	64,861	232,273	Business interface and engagement improvements, including the Trader Training programme has helped improve trader understanding and confidence in making declarations using the CAESAR platform.		
RAG Rating	>=	Green	Green	Green	Green	Green			
Direction of Travel	Previous Year	↓	↑	↓	↑	↑			
<i>Definition</i>		The number of goods declarations submitted for goods entering the Island, as reported on the Customs freight management and revenue collection system called CAESAR.							

Service	Performance measure description	Annual Baseline / Target	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024 Result	2024 Comment	
States of Jersey Fire & Rescue Service (SJFRS)	% of emergency response within target	50.90%	58.20%	55.50%	51.00%	58.53%	55.85%	% of emergency response within target rose 5% vs 2023, following operational improvements and revised monitoring and reporting processes, implemented at both SJFRS and ESCC. *SPM being updated in 2025 to "Average response time to fire incidents" with a target of within 10 minutes, to align with UK Home Office reporting standards.	
	RAG Rating	>=	Green	Green	Green	Green	Green		
	Direction of Travel	Previous Period	↑	↓	↓	↑	↑		
	<i>Definition</i>		The first appliance is on scene within 10 minutes from the time call commenced at the Emergency Services Control Centre in at least 50.9% of incidents (excluding GREEN / non-urgent incidents).						
	No. of incidents attended	907	287	255	311	323	1,176	While this measure reflects service demand and delivery, it is ultimately outside of the service's control. Fire prevention activities continue as a priority to drive awareness and reduce the risk of fire incidents. *From 2025 this SPM will change to a Service Delivery Measure (SDM). Volumes and direction of travel will continue to be reported. There will be no RAG-rating against a target.	
	RAG Rating	<=	Red	Red	Red	Red	Red		
	Direction of Travel	Previous Period	↓	↓	↑	↑	↑		
	<i>Definition</i>		The number of incidents attended by a vehicle (fire appliance, in-shore rescue boat, first responder car)						
	No. of fatal fire injuries	0	0	0	0	0	0	17 individuals were rescued from fire incidents in 2024, 31% more than 2023, with no fatalities recorded. While every effort is made to preserve life in a fire incident, it is ultimately outside of the service's control. *From 2025 this SPM will change to a Service Delivery Measure (SDM). Volumes and direction of travel will continue to be reported. There will be no RAG-rating against a target.	
	RAG Rating	<=	Green	Green	Green	Green	Green		
	Direction of Travel	Previous Period	→	→	→	→	→		
	<i>Definition</i>		Number of fire-related fatalities.						
	No. of non-fatal fire injuries	2	0	2	1	3	6	These figures include the major incident at Mont Pinel. There were 45% fewer non-fatal fire injuries in 2024 compared to 2023. *From 2025 this SPM will change to a Service Delivery Measure (SDM). Volumes and direction of travel will continue to be reported. There will be no RAG-rating against a target.	
	RAG Rating	<=	Green	Red	Red	Red	Red		
	Direction of Travel	Previous Period	↓	↑	↓	↑	↑		
	<i>Definition</i>		Number of people injured in a fire incident.						
	No. of reportable injuries to firefighters	0	0	0	0	0	0	Operational Safety is at the core of our service. While every effort is made to promote and preserve safety, our fire fighters often operate in dangerous conditions with high risk. Therefore, this measure is outside of control. *From 2025 this SPM will change to a Service Delivery Measure (SDM). Volumes and direction of travel will continue to be reported. There will be no RAG-rating against a target.	
	RAG Rating	<=	Green	Green	Green	Green	Green		
	Direction of Travel	Previous Period	→	→	→	→	→		
	<i>Definition</i>		Number of reportable injuries to firefighters sustained during working hours which required assessment by a medical practitioner or ambulance.						
	% of high-risk premises inspected	72%	15.70%	30.00%	14.30%	31.43%	91.43%	*SPM annual target being raised to 90% in 2025.	
	RAG Rating	>=	Red	Green	Red	Green	Green		
	Direction of Travel	Previous Period	↓	↑	↓	↑	↑		
	<i>Definition</i>		The percentage of high-risk premises inspected from the number of expected annual inspections per year. High-risk premises are premises where the risk to life from fire is higher than average due to the nature of the occupancy type and includes hospitals and nursing/residential care homes.						
No. of Safe and Well Visits	99	40	40	29	48	157	*Safe & Well visits will continue during 2025 but reporting on this SPM will be paused for 2025 as research is undertaken to ensure target groups align with incident trend data. Home Fire Safety Checks are now available online.		
RAG Rating	>=	Green	Green	Green	Green	Green			
Direction of Travel	Previous Period	↓	→	↓	↑	↑			
<i>Definition</i>		The number of Safe & Well Visits to premises including risk groups Children & Young People, The Elderly, Vulnerable People and Volume Workforce Customers.							
% of Safe and Well Visits for target risk groups	95.90%	92.50%	65.00%	93.10%	85.40%	83.40%	Due to a higher volume of requests in 2024, there was an increase in visits to non-target risk groups, therefore the percentage of visits to target risk groups as part of the whole is lower. 157 visits were made to target risk groups in 2024, +59% above target. *SPM being retired in 2025 to focus on volume of visits.		
RAG Rating	>=	Amber	Red	Amber	Red	Red			
Direction of Travel	Previous Period	↑	↓	↑	↓	↓			
<i>Definition</i>		The percentage of Safe & Well Visits to target risk groups (Children & Young People, The Elderly, and Vulnerable People). These groups are based on who is most likely to be affected by fire so we can focus our campaigns in areas that impact them most.							

Service	Performance measure description	Annual Baseline / Target	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024 Result	2024 Comment	
States of Jersey Prison Service (SoJPS)	% of convicted prisoners with a discharge plan in place	98%	80%	75%	82%	75%	78%	While discharge planning is offered to all prisoners prior to release, several prisoners opt not to engage with the discharge planning process.	
	RAG Rating	>=	Red	Red	Red	Red	Red		
	Direction of Travel	Previous Period	↓	↓	↑	↓	↓		
	<i>Definition</i> The percentage of convicted prisoners released with an up-to-date resettlement plan in place for addressing outstanding rehabilitation needs. All prisoners are invited to engage with the discharge planning process.								
	Average hours that prisoners spend out of the cell per day	5.5	N/A	N/A	N/A	N/A	7.3	Improvements in the prisons daily regime, with a focus on employment and educational provision, has supported this result.	
	RAG Rating	>=	Reported Annually				Green		
	Direction of Travel	Previous Period					↑		
	<i>Definition</i> The average number of hours prisoners spend outside of their cell per day, including general association, education, training, wellbeing and employment activities.								
	Prisoners engaged in learning / employment programmes.	114	151	154	155	154	224	All prisoners can engage in learning/employment activities. Prisoners are actively encouraged to apply for work opportunities within the prison and are provided with mutually agreed educational targets to support further learning and employment skill-growth as part of the Education Planning Process. Ongoing operational and process improvements had a positive impact on this result for 2024.	
	RAG Rating	>=	Green	Green	Green	Green	Green		
	Direction of Travel	Previous Period	↑	↑	↑	↓	↑		
	<i>Definition</i> The number of prisoners engaged in education activities and vocational training.								
	Convicted prisoners with employment in place when leaving prison	100%	40%	41%	52%	43%	44%	A number of prisoners are released who are not eligible for work due to various factors such as health or being of retirement age. Prisoners are supported in applying for employment whilst in prison by the reintegration team, alongside Back to Work and individual employers in the Employment Education and Training pathway. <i>*This SPM will be revised for 2025 to reflect only prisoners released on island who are eligible and fit to work .</i>	
	RAG Rating	>=	Red	Red	Red	Red	Red		
	Direction of Travel	Previous Period	↓	↑	↑	↓	↓		
	<i>Definition</i> The percentage of convicted prisoners released with employment in place.								
	Convicted prisoners with accommodation in place when leaving prison	100%	96%	82%	86%	100%	91%	Lack of housing availability and rising rental and deposit costs continue to pose a challenge in securing suitable stable accommodation for people leaving prison. Our reintegration team support prisoners in securing accommodation, working closely with CLS and temporary housing providers. Work is ongoing to improve the accommodation pathway. <i>*This SPM will be revised for 2025 to reflect only prisoners released on island with access to settled accommodation.</i>	
	RAG Rating	>=	Amber	Red	Red	Green	Red		
	Direction of Travel	Previous Period	↑	↓	↑	↑	↓		
	<i>Definition</i> The percentage of convicted prisoners released with accommodation in place.								
Prisoners remanded by the court with accommodation in place when leaving prison	100%	65%	75%	78%	No data	73%	<i>*This SPM will be retired from 2025 as tracking outcomes in this area poses a challenge due to the short length of time many prisoners are on remand.</i>		
RAG Rating	>=	Red	Red	Red		Red			
Direction of Travel	Previous Period	↑	↑	↑		↓			
<i>Definition</i> The percentage of remand prisoners released with accommodation in place.									
Prisoners remanded by the court with employment in place when leaving prison	100%	24%	25%	33%	No data	27%	<i>*This SPM will be retired from 2025 as tracking outcomes in this area poses a challenge due to the short length of time many prisoners are on remand.</i>		
RAG Rating	>=	Red	Red	Red		Red			
Direction of Travel	Previous Period	↑	↑	↑		↓			
<i>Definition</i> The percentage of remand prisoners released with employment in place.									
Rate of prisoners that are drug tested as part of the Random Testing Program	20%	20%	20%	20%	20%	20%	The Security and Operations Team undertake randomised testing in conjunction with targeted testing as a BAU activity. <i>*As this is a BAU operational activity, always at 20%, this measure will be retired from publication in 2025.</i>		
RAG Rating	>=	Green	Green	Green	Green	Green			
Direction of Travel	Previous Period	→	→	→	→	→			
<i>Definition</i> The percentage of prisoners tested for the ingestion of illegal drugs and non-prescription medication as part of the Random Testing Program. A list is randomly generated each month for testing.									
Rate of positive drug tests from the Random Testing Program	6.63%	6.94%	9.30%	8.60%	5.10%	7.50%	This is a result of updates within our drug testing regime, including the expansion of the number of substances prisoners are tested for. Notably, positive tests have fallen -14% vs the previous year. <i>*As an internal operational intelligence metric, this measure will be retired from publication in 2025.</i>		
RAG Rating	<=	Amber	Red	Red	Green	Red			
Direction of Travel	Previous Period	↓	↑	↓	↓	↑			
<i>Definition</i> The percentage of positive drug tests from the random testing program. A positive drug test includes illegal substances and non-prescribed medication. Drug test refusals are also classified as a positive result.									

Service	Performance measure description	Annual Baseline / Target	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024 Result	2024 Comment	
ESCC (SoIAS & SIFRS)	% of calls answered within 10 seconds	90.0%	99.5%	65.2%	76.7%	91.4%	82.9%	Incorrect systems parameters, impacting measurement and monitoring of this metric, were identified and rectified during Q2.	
	RAG Rating	>=	Green	Red	Red	Green	Red		
	Direction of Travel	Previous Period		↓	↑	↑			
	Definition		The percentage of calls answered within 10 seconds.						
Health & Safety Inspectorate (HSI)	Number of proactive inspections made of high-risk work activities	132	35	53	34	33	155		
	RAG Rating	>=	Green	Green	Green	Green	Green		
	Direction of Travel	Previous Period	↑	↑	↓	↓	↑		
	Definition		Number of proactive inspections made of high-risk work activities over the quarter. High-risk work activities include those where due to the hazards inherent in the working environment, the nature of the work, the equipment and/or the materials used in the workplace, have been shown to result in a higher risk of death or serious injury to workers or members of the public.						
	Cat 1 complaint times (response in 24 hrs)	100%	100%	100%	100%	100%	100%		
	RAG Rating	>=	Green	Green	Green	Green	Green		
	Direction of Travel	Previous Period	→	→	→	→	→		
	Definition		The percentage of Category 1 (Cat 1) complaints responded to within 24 hours. Cat 1 complaints are those which report a working activity that presents an immediate risk of serious personal injury or death.						
	Cat 2 complaint times (response in 10 working days)	95%	100%	100%	100%	100%	100%		
	RAG Rating	>=	Green	Green	Green	Green	Green		
Direction of Travel	Previous Period	→	→	→	→	↑			
Definition		The percentage of Category 2 (Cat 2) complaints responded to within 10 working days. Cat 2 complaints are those which report a working activity which has, or is likely to pose again in the future, a significant risk to personal health and safety, but there is no immediate risk of serious personal injury or death.							