

Difference from target

Comparison of the 2024 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 2024 value with the 2023 value

Arrow direction indicates whether the 2024 value is more, less or the same as the 2023 value
 Arrow colour indicates whether direction of travel is **good (Green)**, **bad (Red)** or **steady (Blue)**

Annual Service Performance Measures

Minister	Dept.	Lead Service	Performance Measure Description	2020	2021	2022	2023	2024	Target	Difference from Target	Direction of Travel
MTR	T&E	Finance Hub	% invoiced debt recovered within 90 days	87.0%	90.0%	88.0%	83.0%	81.0%	At least: 90.0%	-9.00pp	↓
MTR	T&E	Finance Hub	% suppliers paid within days and average number of days		82.0%	80.0%	79.8%	84.0%	At least: 80%	4.00pp	↑
MTR	T&E	Revenue Jersey	% of personal tax returns completed online	30.0%	43.4%	47.0%	50.1%	53.0%	At least: 50%	3.00pp	↑
MTR	T&E	Revenue Jersey	Average time to answer calls (year to date)			4.85	5.9	6.47*	At most: 7.5 mins	-0.43s	↑
MTR	T&E	Revenue Jersey	Cost (in pence) to collect £1 of revenue	0.7p	0.8p	1p	1.09p	1p	≤1pence	0.00p	↓
MTR	T&E	Revenue Jersey	Personal tax returns - % assessed within 30 days (year to date)			80.0%	79.0%	82%	At least: 80%	2.00pp	↑
MTR	T&E	Treasury and Investment Management	Rate of return of investment portfolio vs benchmark – Outturn % (%above/below target) – 3 year performance	0.5%	0.4%	-1.1%	-1.6%	-0.9%	At least: 0.0%	-0.9pp	↓
MTR	T&E	Treasury and Investment Management	5 year moving average % increase in shareholding value year on year	-0.75%	3.24%	-2.17%	-2.90%	-2.12%	Increase	-2.12%	→

*Whole department data was reported in previous years; in 2024 this metric was moved to focus solely on Personal Tax Section's average answer time. Caution should be used when comparing previous years as we aren't comparing like for like.