SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM42	CM	CABO	Digital Services	Incident resolution by Severity P1	Monthly	December 2023:-50.0%	At least: 90.0%	81.0%	76.0%	58.0%	63.0%	50.0%	18.0%	58.0%	73.0%	44.0%	
SPM43	CM	CABO	Digital Services	Incident resolution by Severity P2	Monthly	December 2023:-58.0%	At least: 95.0%	87.0%	82.0%	68.0%	66.0%	67.0%	59.0%	61.0%	53.0%	73.0%	
SPM44	CM	CABO	Digital Services	Incident resolution by Severity P3	Monthly	December 2023:-59.0%	At least: 98.0%	88.0%	87.0%	74.0%	61.0%	65.0%	64.0%	49.0%	59.0%	72.0%	
SPM45	CM	CABO	Digital Services	Incident resolution by Severity P4	Monthly	December 2023:-82.0%	At least: 99.0%	93.0%	95.0%	92.0%	87.0%	79.0%	83.0%	81.0%	84.0%	94.0%	
SPM63	CM	CABO	P&CS: People Metrics	Staff turnover percentage	Quarterly	2022:-10.5%	At most: 9.5%		9.7%	9.2%	8.7%	8.5%	8.1%	8.4%	8.0%	7.8%	
SPM353	CM	CABO	P&CS: People Metrics	Voluntary staff turnover percentage	Quarterly		At most: 6.0%									5.5%	
SPM214	CM	CABO	Chief of staff and MO	% FOI requests responded to within 20 days	Quarterly	2022:-97.0%	At least: 95.0%	96.0%	94.0%	99.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

SPM63 narrative:
Total: 665 leavers (7.8% turnover; 8.6% in same period last year)
Compulsory redundancy: 9 leavers (0.1% turnover; 0.0% in same period last year)
Retirement: 84 leavers (1.0% turnover; 1.2% in same period last year)
Involuntary: 102 leavers (1.2% turnover; 1.6% in same period last year)
Voluntary: 460 leavers (5.5% turnover; 5.7% in same period last year)

SPM353 narrative:
Voluntary turnover includes any reason an employee resigns themselves, as well as leavers by mutual agreement

SPM214 narrative:
The percentage provided refers to the percentage of FOI requests responded to within the timeframe given by the FOI legislation, which is 20 days, or in circumstances where the provider requests an extension, within the extension time period.
H1 saw 587 valid requests, which is 7.5% higher than in H2 2023.
Health & Community Services received the highest amount of requests (129) which is 22.85% higher than the amount of the next highest department, Infrastructure and Environment.
Repeat individuals (those who have ever submitted 3 or more requests) submitted the most requests (41.8% of overall requests).
Government administration was the most requested topic in H1 (97), followed by Health – treatment and services (93).
Overall average response times per department were mostly under 20 working days.
The percentage of responses issued within 20 working days, without extension has increased to 74.5% up from 74% in Q4 2023.
Recommendation: A reduction from 25.5% of responses exceeding 20 working days is desirable for H2 2024, this again may depend upon the type and number of requests received.
The number of Internal Reviews decreased to 1%.
The percentage of responses issued within 20 working days or within the agreed extension decreased with 4 responded to beyond the 65 working day timeframe.

SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM237	CM	CABO	Statistics and Analytics	Percentage of Statistics Jersey reports published on time in accordance with publication schedule.	Quarterly	2020:- 100.0%	At least: 100.0%					100.0%	100.0%	100.0%	100.0%	100.0%	
SPM279	CM	CABO	All COO	Annual performance appraisals that are due, should be completed within one month of end of performance year, and the 'Connected Performance' system records updated. To be reported on an annual basis.	Annually	2022:- 0.0%	At least: 90.0%								37.2%		•
SPM330	CM	CABO	SPPP	Value for Money. To be reported on an annual basis.	Annually		At least: £3										
SPM331	CM	CABO	Digital Services	M&D internal customer feedback score	Biannual	December 2023:- 79.0%	At least: 80.0%									80.0%	•
SPM332	CM	CABO	P&CS	PCS internal customer feedback score	Biannual		At least: 80.0%									79.0%	•

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM2	MSS	CLS	Customer Services	Business Licensing – applications turned around within SLA (%)	Quarterly	2020:- 97.0%	At least: 90.0%	95.2%	98.8%	98.5%	98.9%	98.1%	100.0%	91.7%	84.7%	93.9%	
SPM3	MSS	CLS	All CLS	Calls answered (%)	Quarterly	2020:- 96.0%	At least: 95.0%	96.4%	96.1%	95.4%	95.5%	93.1%	94.2%	92.8%	95.3%	97.3%	
SPM4	MSS	CLS	All CLS	Customer effort (scored 1 to 5)	Quarterly	2020:- 4.2	At least: 4.0	4.20	4.20	4.20	4.20	4.20	4.50	4.30	4.20	4.60	

Last 2 points of the sparkline shows the average of the half year figure.

SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM5	MSS	CLS	All CLS	Customer satisfaction rated very satisfied or satisfied (%)	Quarterly	2020:- 81.6%	At least: 80.0%	83.5%	81.4%	80.0%	80.1%	79.5%	90.3%	85.5%	82.8%	90.8%	
SPM8	MSS	CLS	Customer Operations	Income Support new claims set up within SLA (%)	Quarterly	2020:- 96.0%	At least: 95.0%	95.2%	96.6%	96.1%	96.0%	99.2%	84.7%	91.4%	92.9%	94.0%	
SPM10	MSS	CLS	Customer Operations	Sustainability of permanent Job Starts > 6 months (%)	Quarterly	2020:- 81.0%	At least: 70.0%	81.3%	82.8%	82.7%	74.7%	79.7%	79.0%	74.4%	73.9%	75.6%	

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM900	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - All Departments	Quarterly			272	259	238	315	331	433	428	448	772	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM901	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - CLS	Quarterly			59	75	55	61	37	54	68	70	168	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM904	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - CYPES	Quarterly			26	23	19	24	31	23	32	37	56	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM905	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - ECON	Quarterly			0	0	0	0	0	0	0	1	0	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM906	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - HCS	Quarterly			70	55	72	120	133	171	204	231	245	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM907	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - IHE	Quarterly			37	29	40	45	82	125	68	61	178	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM908	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - JHA	Quarterly			14	8	8	9	5	10	6	7	13	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM909	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - Non-Min	Quarterly			1	0	1	0	0	0	1	0	0	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM912	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - T&E	Quarterly			33	37	31	40	33	47	37	35	94	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM913	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - CABO	Quarterly							10	3	12	6	17	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM914	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - CABO	Quarterly							5	0	5	6	19	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM920	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - All Departments	Quarterly			219	239	222	220	349	292	475	375	1,137	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													

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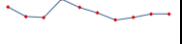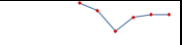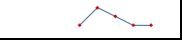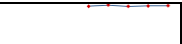
SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM921	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - CLS	Quarterly			37	31	25	17	24	25	59	33	161	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM924	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - CYPES	Quarterly			39	28	43	35	38	18	36	27	57	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM925	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - ECON	Quarterly			0	0	2	1	2	0	0	0	0	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM926	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - HCS	Quarterly			106	131	105	122	236	183	306	233	726	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM927	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - IHE	Quarterly			11	12	15	12	34	43	33	53	112	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM928	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - JHA	Quarterly			12	22	8	3	2	10	7	3	10	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM929	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - Non-Mins	Quarterly			1	0	0	0	1	0	0	0	0	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM932	CUSTOMER	CUSTOMER	Customer Feedback	Customer Compliments - T&E	Quarterly			7	5	5	16	7	13	29	20	48	
				H1 covers 2 quarters. Last 2 points of the sparkline shows the average of the half year figure.													
SPM955	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - All Departments	Quarterly		At least: 4.0	4.20	4.10	4.00	4.10	4.00	4.30	4.10	4.00	4.40	
SPM956	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - CLS	Quarterly		At least: 4.0	4.20	4.20	4.20	4.20	4.20	4.50	4.30	4.20	4.60	
SPM957	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - IHE	Quarterly		At least: 4.0	4.30	3.60	4.00	4.00	3.90	4.10	3.60	3.80	4.10	
SPM958	CUSTOMER	CUSTOMER	All CLS	Customer Experience - Customer Effort Score - Other Depts	Quarterly		At least: 4.0	4.40	4.60	3.80	4.00					3.90	

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM959	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - T&E	Quarterly		At least: 4.0	4.30	3.50	3.40	3.70	3.50	3.70	3.50	3.70	4.00	
SPM960	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Satisfaction - All Departments	Quarterly		At least: 80.0%	82.7%	77.1%	75.6%	78.6%	75.3%	85.5%	80.7%	79.3%	85.8%	
SPM961	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Satisfaction - CLS	Quarterly		At least: 80.0%	83.5%	81.4%	80.1%	81.6%	79.2%	90.5%	85.9%	82.8%	90.8%	
SPM962	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Satisfaction - IHE	Quarterly		At least: 80.0%	85.5%	62.1%	76.7%	76.1%	77.6%	80.6%	70.7%	75.8%	79.4%	
SPM963	CUSTOMER	CUSTOMER	All CLS	Customer Experience - Customer Satisfaction - Other Depts	Quarterly		At least: 80.0%	80.9%	87.2%	67.3%	72.9%					76.2%	
SPM964	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Satisfaction - T&E	Quarterly		At least: 80.0%	79.0%	60.0%	61.6%	68.0%	63.0%	69.3%	64.8%	70.7%	73.9%	
SPM969	CUSTOMER	CUSTOMER	All CABO	Customer Experience - Customer Effort Score - CABO	Quarterly											4.10	
SPM970	CUSTOMER	CUSTOMER	All CABO	Customer Experience - Customer Satisfaction - CABO	Quarterly											0.76	
SPM965	CUSTOMER	CUSTOMER	All JHA	Customer Experience - Customer Effort Score - JHA	Quarterly		At least: 4.0									4.60	
SPM966	CUSTOMER	CUSTOMER	All JHA	Customer Experience - Customer Satisfaction - JHA	Quarterly		At least: 80.0%									88.2%	

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q2	Spark line
SPM68	MCE	CYPES	Children's Social Care	% Care Leavers living in suitable accommodation	Quarterly	2021:- 82.6%	At least: 86.0%	79.1%	79.8%	88.1%	95.0%	95.1%	91.1%	94.8%	90.9%	90.6%	
				Performance stays strong in this area, where there are slight reductions in the data it should be remembered that this relates to a very small number of young people. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM73	MCE	CYPES	Skills	% of apprentices who complete their apprenticeship	Annually	2016:- 96.0%	At least: 90.0%				94.0%				96.0%		
				Annual measure only													
SPM77	MCE	CYPES	Highlands	% of Highlands College graduates in employment, training or further study 2 months after finishing their course	Annually	2018:- 88.8%	At least: 80.0%				93.0%				93.5%		
				Annual measure only													
SPM79	MCE	CYPES	Education	% of pupils achieving an English and mathematics GCSE (or equivalent) – at grades 4 and above	Annually	2016:- 66.8%	At least: 66.8%				80.9%				69.0%		
				Annual measure only													
SPM81	MCE	CYPES	Education	% of pupils who attended Government of Jersey schools assessed as reaching age-related expectations in reading, writing and mathematics at end of KS1	Annually	2017:- 81.5%	At least: 81.5%								84.4%		
				Annual measure only													
SPM82	MCE	CYPES	Education	% of pupils who attended government of Jersey schools assessed as reaching age-related expectations in reading, writing and mathematics at end of KS2	Annually	2017:- 78.7%	At least: 78.7%								82.2%		
				Annual measure only													
SPM86	MCE	CYPES	Education	% of reception children who attended government schools achieving expected level of development	Annually	2016:- 61.1%	At least: 61.1%				61.1%				62.3%		
				Annual measure only													
SPM88	MCE	CYPES	JYS	% of school pupils aged 10-16 using Jersey Youth Service projects	Annually	2017:- 33.4%	At least: 33.0%				34.2%				35.2%		
				Annual measure only													
SPM93	MCE	CYPES	Education	Average Point Score at Key Stage 5	Annually	2016:- 35.9	At least: 35.9				40.20				34.90		
				Annual measure only													
SPM95	MCE	CYPES	CAMHS	Average waiting time for CAMHS assessment (CAMHS generic)	Quarterly	2021:- 25.2	At most: 36.0	32.20	24.50	23.90	20.90	28.20	36.20	22.80	28.00	33.80	
				All referrals are reviewed by the Children and Families Hub, and children and young people are offered an appointment according to their level of need. For some children with urgent needs this means they might be seen the same day, but for others it's appropriate to wait for the next available routine appointment. This measure just looks at those referrals that were assessed as needing a "routine" appointment. Routine assessments are now due within 36 days, in line with the NHS. In Quarter 2, initial assessments were completed on average within a positive 33.8 days. The indicator thus remains green and within agreed timescales for routine generic assessments. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM96	MCE	CYPES	CAMHS	Average waiting time for CAMHS assessment (neurodevelopmental), weeks	Quarterly	2021:- 28.7	At most: 13.0	25.30	24.20	26.80	30.40	31.90	30.00	36.50	46.70	52.00	
				Neurodevelopmental assessments are assessments for autism and ADHD. There is considerable work taking place in this service to add to assessment capacity, expand assessment offer to include FASD and improve the support offer. In 2023, 41% of CAMHS referrals came from Education, largely ND assessment requests with a significant increase in demand and a total of 799 referral requests. This remains a very pressured service, but one with a clear action plan to address the issues and improve support outcomes. In 2024 we allocated an additional £400k of Government plan funding to engage private assessment partners to add capacity. Whilst waiting times for assessment have increased to 52 weeks given previous referral pressures, referral rates appear lower to date in 2024; and the service to date has completed 134 autism assessments in 2024, compared to 105 referrals. With the increase in assessment capacity and smaller referral numbers waiting lists should reduce by the end of 2024. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q2	Spark line
SPM107	MCE	CYPES	Children's Social Care	% re-referrals to Children's Social Care in 12 months	Quarterly	2018:-28.6%	At most: 17.1%	16.9%	15.9%	12.8%	13.8%	15.0%	16.8%	20.1%	24.0%	17.5%	
				This measures the rate of second or subsequent referrals to Children's Social Care within 12 months. This is a good measure of our effectiveness in supporting families to make sustainable changes. We continue to compare favourably with benchmarking data below our statistical neighbours rate of 24.2% and the rate for England of 22.4% . Our local thresholds for this measure are red - greater than 24.5%, amber - 17.1% - 24.5%, green - fewer than 17.1%. Audit work has commenced to understand the detailed circumstances of the small number of families in this cohort to investigate any themes that may be emerging. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM282	MCE	CYPES	Children's Social Care	% MASH enquiries completed within 24 hours	Quarterly	2018:-92.8%	At least: 95.0%					93.3%	93.8%	95.5%	95.0%	96.6%	
				The KPI shows that the needs of the community by way of referrals received into the Children and Families Hub are being responded to within the 24 hour timescale. There are a number of mitigating factors which can lead to delays such as not being able to make contact with parents, they could be working, off island or it could be that we need to commission the services of an interpreter to communicate with families when following up on referrals. The target of 24 hours has been missed in only a very small number of instances. The thresholds for this measure are red - fewer than 90%, amber - 90% - 95%, green - greater than 95%. Since dropping below the threshold in January the service has continued to perform well with the last 5 months reporting over 95% despite an increase in number of referrals into the service. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM283	MCE	CYPES	Children's Social Care	% Child and Family Assessments completed within 45 days	Quarterly		At least: 95.0%					89.7%	96.5%	98.6%	98.0%	57.5%	
				The timeliness of an assessment is an important measure of how we investigate and respond to the needs of children and families and make plans to improve the outcomes for children. The increase in referrals requiring assessment has impacted the timeliness of these completions but plans are in place to address and improve performance moving forward. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM284	MCE	CYPES	Children's Social Care	% of children who have a repeat Child Protection Plan within one year	Quarterly	2019:-21.6%	At most: 10.0%					28.3%	25.1%	26.6%	26.5%	34.8%	
				Any child that is subject to a repeat CP plan is reviewed by the Head of Service and a plan put in place to address harm and prevent drift. Currently this figure is higher than our statistical neighbour but also relates to a smaller number of children. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM285	MCE	CYPES	Children's Social Care	% of children who have been looked after for 2.5 years or more and have been in the same placement for 2 years (long term placement stability)	Quarterly	2019:-74.7%	At least: 74.7%	80.0%	77.1%	71.4%	64.3%	64.3%	62.1%	50.0%	48.5%	50.0%	
				Although placement stability is an area of development the figures highlighted in placement instability do include positive outcomes for children where they have moved onto more suitable care arrangements consistent with their welfare needs including returning home to the care of their parents or bespoke placements that have been established. Therefore the figures recorded do not provide an accurate reflection of positive outcomes for children. The landscape is further distorted by the relatively low number of children in care in Jersey. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM286	MCE	CYPES	Children's Social Care	% Care Leavers in Education, Employment or Training	Quarterly	2018:-50.8%	At least: 53.0%	44.2%	46.1%	51.9%	58.8%	59.3%	51.9%	54.5%	50.6%	58.8%	
				Although reducing slightly in June the % care leavers EET has gradually improved since Dec last year and the following work continues to improve the care leavers experience further; Continue monthly meetings with Back to Work and income support. Work continues with Skills Jersey to address the EET needs of care leavers; Working closely with NEET lead at highlands college. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM287	MCE	CYPES	Early Help	% of children referred to Early Help by Children's Social Care who are allocated a lead worker	Quarterly	2022:-85.0%	At least: 85.0%					88.2%	96.0%	89.3%	90.7%	44.4%	
				In Q2, the performance dropped significantly below the baseline. The reason for this is multifactorial with some families declining early help support, the social worker deciding to continue social work support so an early help lead worker was no longer required and the needs being met by a group parent programme so that allocation of an early help lead worker was not required. It should be noted that the numbers for this indicator are small and a small number of instances of the above moves this KPI into the red. We continue to work with our Social Worker colleagues to improve the referral process and to undertake deepdives into the reasons why the measure is not met. Data is provided for Q2. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM288	MCE	CYPES	Education	Average rate of exclusions from school	Quarterly	2018:-6.2%	At most: 4.2%					5.9%		6.9%	8.0%	9.2%	
				The use of data is enabling the central team to support with exclusion numbers. The Virtual School is researching a programme which seeks alternatives to exclusion and targets children who are at risk of being excluded. The implementation of the Part Time-Timetable Policy is ensuring that bespoke timetables can be offered within schools which are registered with the EWO team at the department and agreed with parents/carers. Data is provided for Spring term. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM289	MCE	CYPES	Education	% of pupils persistently absent from school (ie missed 10% or more sessions)	Quarterly	2021:-26.0%	At most: 23.5%					22.0%		17.6%	17.6%	23.1%	
				To aid tackling persistent absence, the Dept has been able to support schools in the following ways. Improved data sharing with schools has made monitoring attendance more accurate, enabling more targeted support. Secondary schools have developed their pastoral and attendance teams with additional Assistant Education Welfare Officers (EWO) and Attendance Officers. Monthly and termly attendance meetings and workshops between the Central Education Welfare Team (EWT) and schools-based teams have been introduced to discuss attendance, highlight concerns, promote early intervention, share practice and problem solve. Multi-agency attendance panels are held every half term to support schools and families. Data is provided for Spring term. Full performance data will be reported in the CYPES department annual report for 2024.													
SPM290	MCE	CYPES	Skills	% of students engaged in coaching and mentoring who achieve a positive destination	Annually	2021:-77.0%	At least: 80.0%								82.0%		
				Annual measure only													

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM110	MSED	ECON	Local Economy - Growth and trade	Direct Business Support: Jersey Business Net Promoter Score	Annually	2015:- 50	At least: 50				55				56		
					Annual measure.												
SPM112	MSED	ECON	Local Economy – Visitor & Retail	Increase visitor spend (measured by an exit survey)	Biannual	2019:- £280,000,000	At least: £287,000,000				£231,000,000				£290,000,000		
					YTD June data available after 27th August												
SPM120	MSED	ECON	Local Economy - HNW	Number of high value residency approvals	Quarterly	:- 4	At least: 7				16	8	1	16	4	7	
					Whilst first time enquires are high, we are predicting supressed applications in H2 whilst HNW (high net worth individuals) awaiting Autumn budget. Likely to increase in H1 25. Last 2 points of the sparkline show the average of the half year figure.												
SPM128	MSED	ECON	Local Economy - Growth and trade	Number of businesses supported by Jersey Business Ltd - advisory support provided	Annually	:- 150	At least: 150				218	143	145	160	144		
					Data may not be available before publication date.												
SPM130	MSED	ECON	Local Economy – Visitor & Retail	Optimise/ increase visitor numbers (measured by an exit survey)	Biannual	2019:- 771,000	At least: 600,000				473,000				527,000		
					Annual measure												
SPM293	MSED	ECON	Local Economy - Arts	No. of island residents visiting heritage sites annually	Annually	:- 55,000	At least: 55,000								56,494		
					Annual measure												
SPM294	MEDTSC	ECON	Local Economy – Heritage	No. of non-resident island visitors to heritage sites annually	Annually	2023:- 130,549	At least: 120,000								130,549		
					Annual measure												
SPM295	MSED	ECON	Cyber Emergency Response Team	Number of residents/organisations engaged directly by CERT	Quarterly		At least: 1,589					1,373	1,000	1,611	2,304	2,389	
					Quarterly target: 1,000. H1 target: 2,000. Last 2 points of the sparkline show the average of the half year figure.												
SPM296	MSED	ECON	Economists	No of economic reports that are published and add value to the understanding of the Jersey economy	Annually										10	4	
					FPP Housing Review and 3 monthly notes. Last 2 points of the sparkline show the average of the half year figure.												
SPM297	MTR	ECON	All Economy	Status of completed actions on the National Financial Crime Strategy and Action Plan 2022-2026	Annually	2023:- 73									31		
					Annual measure												
SPM299	MTR	ECON	Financial Services	Number of people employed in the Financial Services industry	Annually	:- 13,590	At least: 13,700								13,660		
					Annual measure												
SPM351	MEDTSC	ECON	Local Economy	Grow Digital Jersey's business membership by 5%	Annually												
					Annual measure												
SPM352	MEDTSC	ECON	Local Economy - Arts	Number of tickets to Arts & Culture events sold by our grant funded partners	Annually		At least: 289,129										
					Annual measure												

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM226	MER	EXT REL	External relations	Number of meaningful interactions with key decision-makers, such as Ministers, Parliamentarians, and senior government officers	Quarterly	2022:- 146	At least: 300	209	151	146	256	206	173	131	147	334	
					Annual target: 600 H1 target: 300 Quarterly target: 150. Last 2 points of the sparkline show the average of the half year figure.												
SPM300	MER	EXT REL	External Relations	Pieces of neutral and positive international and local media coverage relating to the work of the Department and Minister.	Quarterly	2022:- 55	At least: 100					90	74	31	60	131	
					Annual target: 200. H1 target: 100. Quarterly target: 50. Last 2 points of the sparkline show the average of the half year figure.												
SPM301	MER	EXT REL	External Relations	Number of international agreements (including MoUs, BITS, DTAs and participation in FTAs) which have reached completion of Jersey's domestic procedure for approval	Quarterly		At least: 1					1	3	2	1	1	
SPM302	MER	EXT REL	External Relations	Percentage of international sanctions notifications published within one business day.	Quarterly		At least: 90.0%					97.1%	100.0%	97.0%	98.0%	98.4%	

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM155	MHSS	HCS	Efficiency	Elective Theatre List Utilisation	Quarterly	2022:- 67.4%	At least: 85.0%	67.0%	68.0%	69.0%	67.4%	73.6%	68.1%	61.5%	66.0%	66.4%	
				Theatre Utilisation is a measure of how well a theatre operates against planned theatre scheduling. Utilisation should be maximised but the target recognises that 100% is not achievable due to factors such as essential cleaning between patients. The indicator methodology has been reviewed and revised following the implementation of the new electronic patient record (EPR) to be in line with Model Hospital methodology. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM162	MHSS	HCS	Scheduled Care	Outpatient Follow-up to New ratio	Quarterly	2022:- 2.6	At most: 2.0	2.90	3.00	2.76	2.63	2.84	2.86	2.74	2.47	2.37	
				The follow up ratio is monitored to ensure that a patient receives care in the right place. In England in 2022/23 there were 2.1 follow up attendances for every new attendance. This varies by specialty but at an overall level, HCS is targeting a reduction in the number of follow ups required. This will free up time for more new appointments which will reduce waiting lists and times. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM165	MHSS	HCS	Children's Health	Was Not Brought Rate	Quarterly	2022:- 10.5%	At most: 10.0%	9.1%	10.6%	12.8%	10.5%	8.7%	14.9%	20.8%	15.7%	13.7%	
				The "Was Not Brought" Rate is when a patient who is under 18 years of age does not attend (or is not brought to) their booked appointment. That appointment could have been used for another patient. This contributes to increase waiting times. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM333	MHSS	HCS	Unscheduled Care	Rate of emergency readmission within 30 days of a previous inpatient discharge	Quarterly			10.7%	9.7%	9.7%	10.9%	9.3%	11.3%	9.9%	10.6%	12.5%	
				The rate of emergency readmission. This being the number of eligible emergency admissions to Jersey General Hospital occurring within 30 days (0-29 days inclusive) of the last, previous eligible discharge from hospital as a percentage of all eligible discharges from JGH and Overdale/St Ewolds. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM334	MHSS	HCS	Mental Health	% of referrals to mental health crisis team assessed in period within 4 hours	Biannual							86.5%	91.1%	84.7%	83.9%	93.8%	
				Number of Crisis Team referrals assessed within 4 hours divided by the total number of Crisis team referrals. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM335	MHSS	HCS	Mental Health	% of referrals to mental health assessment team assessed in period within 10 working days	Biannual							83.0%	85.9%	81.2%	82.5%	84.4%	
				Percentage of referrals to Mental Health Assessment Team that were assessment within 10 working day target. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM336	MHSS	HCS	Scheduled Care	Patients waiting for first outpatient appointment >52 weeks	Biannual		At most: 333								665	747	
				Period end snapshot. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM337	MHSS	HCS	Scheduled Care	Patients on elective list >52 weeks	Biannual	:-	At most: 177								353	264	
				Period end snapshot. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM338	MHSS	HCS	Scheduled Care	Access to diagnostics >6 weeks	Biannual	:-	At most: 350								699	719	
				Period end snapshot. For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												
SPM349	MHSS	HCS	Scheduled Care	% Patients in Emergency Department for less than or equal to 4 Hours	Quarterly	2021:- 76.8%		76.4%	76.4%	78.2%	73.2%	73.2%	71.7%	74.1%	72.8%	73.8%	
				For the monthly trend and performance narrative please see the HCS Quality & Performance Report.												

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM174	MENV	I&E	Regulation: Development & Land	% Planning applications completed within target.	Quarterly	:- 66.0%	At least: 85.0%	45.0%	41.0%	57.0%	52.0%					74.0%	
				There has been a further improvement, but the target is yet to be achieved due to resourcing issues. A comprehensive Planning Action plan is in place and recruitment is underway.													
SPM181	MINF	I&E	Transport	Increase in passenger bus journeys	Quarterly	2023:- 2,338,055	At least: 2,454,958	749,305	1,127,250	1,314,378	1,010,573	997,706	1,340,349	1,553,793	1,098,548	2,519,522	
				Target is 5% increase on baseline over the year. However, bus passenger numbers are seasonal so RAG rating is based on corresponding quarter in 2023. Bus journeys for the first half of 2024 were 7.8% higher than the first half of 2023.													
SPM304	MENV	I&E	Natural Environment	Milk sample testing, ensuring the island's milk is safe to drink	Annually	:- 300	At least: 300								31		
				Annual measure - reporting in Q4. 2023 quarterly target was 31.													
SPM305	MENV	I&E	Natural Environment	Keeping the 70 kms of dedicated footpaths and multiuser paths safe according to requirements of the Government Insurance and national guidelines	Quarterly	:- 100.0%	At least: 100.0%					100.0%	100.0%	100.0%	100.0%	100.0%	
				Fix priority 1 reports within 1 week													
SPM306	MENV	I&E	Natural Environment	Water quality testing (streams, groundwater & coastal waters) to ensure protection of Jerseys water resources	Annually	:- 138	At least: 138					97			100		
				Annual measure													
SPM308	MINF	I&E	Operations & Transport	Minimise the total number of sewerage asset pollution incidents (Cat. 1-3 incidents per 1,000km of sewer)	Quarterly	:- 100.0%	At most: 100.0%					11400.0%	571.0%	2571.0%	8000.0%	10000.0%	
				More spills are recorded over winter periods with heavy rainfall and high water table causing ingress issues. This metric is being reviewed.													
SPM309	MINF	I&E	Operations & Transport	Protect the Islands bathing water quality (Duration of spills of untreated effluent released to environment (% of total time).	Quarterly	:- 1.0%	At most: 1.0%					4.2%	0.0%	0.1%	0.1%	0.5%	
				Heavy rainfall in Q1													
SPM310	MINF	I&E	Operations & Transport	Provision/management of effective recycling solutions to increase the Islands recycling rate (%)	Quarterly	:- 29.0%	At least: 29.0%					37.0%	27.0%	24.5%	25.2%	28.4%	
				Increase in overall recycling rate, with increases in amounts of dry recyclables													
SPM311	MINF	I&E	Operations & Transport	Operational availability of the Energy from Waste (EFW) facility (%)	Quarterly	:- 98.0%	At least: 98.0%					98.3%	97.0%	99.0%	99.0%	91.0%	
				Planned maintenance of the Facility (No interruption to service provision)													

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM312	MINF	I&E	Operations & Transport	Increase in the volume of Government fleet using EV or carbon reducing fuel (% of total fleet)	Quarterly	2023:- 70.0%	At least: 75.0%					56.2%	55.7%	71.5%	74.0%	75.2%	
SPM313	MINF	I&E	Operations & Transport	Mileage completed by Government fleet vehicles using EV or decarbonised fuel (% vs fossil fuel)	Quarterly	2023:- 70.0%	At least: 75.0%					66.0%	71.0%	74.0%	73.0%	74.7%	
SPM314	MINF	I&E	Operations & Transport	Sport and Leisure facilities are accessible and inspire Islanders to live healthier and more active lives (No. of attendances at Sport facilities – swipes)	Annually Annual measure	:- 225,000	At least: 236,000						58,048	63,686	60,538		
SPM340	MENV	I&E	Regulation: Food safety	% of food businesses rated as 3 star or above	Quarterly Reduction in 0 and 2* establishments following positive engagement with businesses.		At least: 97.0%									99.0%	
SPM341	MINF	I&E	Property and capital projects	Annual Carbon Emissions per sqM - Average energy emissions	Annually Annual measure												
SPM342	MINF	I&E	Property and capital projects	Annual Carbon Emissions per sqM - Elecricity	Annually Annual measure	2019-2021:- 4											
SPM343	MINF	I&E	Property and capital projects	Annual Carbon Emissions per sqM - Heating Oil	Annually Annual measure	2019-2021:- 10											
SPM344	MINF	I&E	Property and capital projects	Annual Carbon Emissions per sqM - Gas	Annually Annual measure	2019-2021:- 1											

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM188	MHA	JHA	Fire & rescue	% of emergency response within target	Biannual	2020:-50.9%	At least: 50.9%				32.0%	51.0%	55.7%	55.6%	51.1%	57.9%	
SPM189	MHA	JHA	Fire & rescue	% of high-risk premises inspected	Biannual	2020:-18.1%	At least: 18.1%				14.7%	12.0%	37.0%	40.0%	79.0%	17.7%	
				The H1 2024 result of 17.7% is very slightly below the target of 18.1% by 0.4%, and on track to achieve the annual target. Results are cumulative over the year.													
SPM191	MHA	JHA	Customs & Immigration	% of non-express passports processed within 6 weeks	Biannual	2020:-100.0%	At least: 100.0%	95.0%	0.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SPM192	MHA	JHA	Fire & rescue	% of Safe and Well visits for target risk groups	Biannual	2020:-95.9%	At least: 95.9%	85.0%	100.0%	100.0%	92.2%	71.0%	98.0%	90.0%	68.0%	65.0%	
				Due to a higher volume of requests, there was an increase in visits to non-target risk groups in H1 2024, therefore the percentage of visits to target risk groups as part of the whole is lower. 80 total Safe and Well visits were conducted in H1 2024, 62% above target.													
SPM193	MHA	JHA	Prison	% of convicted prisoners with a discharge plan in place	Biannual	2019:-98.0%	At least: 98.0%	89.0%	100.0%	100.0%	100.0%	95.0%	99.0%	75.0%	98.0%	83.5%	
				Unplanned staffing pressures resulted in this target not being achieved for H1 2024. This issue has been resolved and indications at this time are that we are on track to achieve the target for H2 2024.													
SPM195	MHA	JHA	Fire & rescue	No. of emergencies	Biannual	2020:-454	At most: 454	264	275	348	299	284	312	390	436	542	
				The previous period of H2 2023 recorded a total of 826 emergencies. Target of 453.5 is a half-yearly target. Last 2 points of the sparkline show the average of the half year figure.													
SPM196	MHA	JHA	Fire & rescue	No. Of fatal fire injuries	Biannual			0	0	0	11	0	0	0	0	0	
SPM197	MHA	JHA	Fire & rescue	No. Of non-fatal fire injuries	Biannual	2020:-1	At most: 1	not collected	2	0	0	2	3	3	2	2	
				The major incident at Mont Pinel on 26 June 2024 resulted in two non-fatal injuries to the occupants of the property, prior to the arrival of emergency services.													
SPM198	MHA	JHA	Fire & rescue	No. of reportable injuries to firefighters	Biannual			0	0	0	2	0	0	0	0	0	
SPM199	MHA	JHA	Fire & rescue	No. Of Safe and Well Visits	Biannual	2020:-50	At least: 50	59	56	48	51	48	25	35	76	80	
				Last 2 points of the sparkline show the average of the half year figure.													
SPM200	MHA	JHA	Ambulance	Number of 999 calls attended	Biannual	2020:-4,978	At most: 4,978	2,665	2,947	3,133	2,922	2,682	2,670	2,860	2,893	5,792	
				Annual target is below 9,957 (target for H1 is 4,978). 5,753 calls were attended in the previous period, H2 2023. 2023 quarterly target 2489. Last 2 points of the sparkline show the average of the half year figure.													
SPM201	MHA	JHA	Health & Safety Inspectorate	Number of proactive inspections made to high risk workplaces	Biannual	2023:-66	At least: 66	75	100	45	36	22	9	33	34	88	
				Annual target is 132. H1 target is 66. 2023 quarterly target 67. Last 2 points of the sparkline show the average of the half year figure.													

SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM206	MHA	JHA	Ambulance	Cat 1 Mean Average response time	Biannual	2021:- 7.0	At most: 7.0	7.57	6.92	8.03	7.21	7.78	6.80	7.52	6.75	6.03	
SPM207	MHA	JHA	Ambulance	Cat 2 Mean average response time	Biannual	2021:- 18.0	At most: 18.0	9.75	8.50	9.23	10.26	8.52	9.52	10.08	9.58	9.72	
SPM208	MHA	JHA	Health & Safety Inspectorate	Response time to complaints about working activities (in accordance with HSI complaints policy)CAT1	Biannual	2011:- 100.0%	At least: 100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SPM209	MHA	JHA	Health & Safety Inspectorate	Response time to complaints about working activities (in accordance with HSI complaints policy)CAT2	Biannual	2011:- 95.0%	At least: 95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SPM210	MHA	JHA	Customs & Immigration	Value of drug seizures	Biannual	2020:- £500,000	At least: £250,000	£37,700	£260,000	£100,000	£160,000	£390,000	£100,000	£890,000	£322,000	£594,000	

Annual target is £500k. H1 target is £250k. Last 2 points of the sparkline show the average of the half year figure.

SPMID																	
SPM211	MHA	JHA	Customs & Immigration	Value of duties collected (excise, import GST and CCT)	Biannual	2020:- £31,400,000	At least: £31,400,000	£15,400,000	£19,100,000	£18,100,000	£21,300,000	£17,400,000	£20,063,500	£19,268,000	£22,599,000	£35,450,000	

Annual target is £78.5M. Accounting for seasonality, the H1 target is 40% of the annual total at £31.4M. Last 2 points of the sparkline show the average of the half year figure.

SPMID																	
SPM212	MHA	JHA	Customs & Immigration	Number of goods consignments processed	Biannual	2020:- 1,450,000	At least: 1,450,000	752,678	850,000	930,000	1,145,440	994,053	1,031,105	1,006,342	1,152,334	2,007,353	

Annual target is 2.9M. H1 Target is 1.45M. Last 2 points of the sparkline show the average of the half year figure.

SPMID																	
SPM213	MHA	JHA	Customs & Immigration	Number of goods declarations processed	Biannual	2020:- 68,000	At least: 68,000	48,696	54,000	53,800	61,529	54,812	51,681	58,103	65,297	111,258	

Annual target is 136k, H1 target is 68k. Last 2 points of the sparkline show the average of the half year figure.

SPMID																	
SPM315	MHA	JHA	Prison	Convicted prisoners with employment in place when leaving prison	Biannual		At least: 100.0%					59.0%	58.0%	68.0%	78.0%	40.5%	

A number of prisoners are released who are not eligible for work due to various factors such as poor health or being of retirement age. Prisoners are supported in applying for employment whilst in prison by the reintegration team, working alongside Back to Work and individual employers in the Employment Education and Training pathway.

SPMID																	
SPM316	MHA	JHA	Prison	Convicted prisoners with accommodation in place when leaving prison	Biannual		At least: 100.0%					70.0%	83.0%	71.0%	57.0%	89.0%	

Lack of housing availability and rising rental/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 and we are actively seeking to engage more private sector landlords to offer further choice.

SPMID																	
SPM317	MHA	JHA	Prison	Prisoners remanded by the court with accommodation in place when leaving prison	Biannual		At least: 100.0%					56.0%	100.0%	60.0%	60.0%	70.0%	

Tracking outcomes in this area poses a challenge due to the short length of time some prisoners are on remand.

SPMID																	
SPM318	MHA	JHA	Prison	Prisoners remanded by the court with employment in place when leaving prison	Biannual		At least: 100.0%					22.0%	75.0%	40.0%	23.0%	24.5%	

Tracking outcomes in this area poses a challenge due to the short length of time some prisoners are on remand.

This report summarises the data collected for the first half of 2024. For narrative relating to 2021 – 2023 datapoints, please refer to dashboard at Service Performance Measures (gov.je)

SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM319	MHA	JHA	Prison	Rate of prisoners that are drug tested as part of the Random Testing Program	Biannual	2021:- 20.0%	At least: 20.0%					20.0%	20.0%	20.0%	20.0%	20.0%	
SPM320	MHA	JHA	Prison	Rate of positive drug tests from the Random Testing Program	Biannual	2022:- 6.6%	At most: 6.6%					14.6%	9.4%	4.0%	7.0%	8.9%	
				This is a result of updates within the prison drug testing regime, including the expansion of the number of substances prisoners are tested for.													
SPM346	MHA	JHA	Emergency Controls Centre	% of calls answered within 10 seconds	Biannual	:- 90.0%	At least: 90.0%									82.3%	
				Target is 90%. A systems measurement error for this metric was identified and resolved in Q2. This led to a drop in results from 99.45% in Q1 2024 to 65.2% in Q2 2024.													

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SPMID	Minister	Directorate	Lead Service	Performance measure description	Reporting frequency	Baseline	What we want to achieve	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1 & Q2	Spark line
SPM250	MTR	T&E	Finance Hub	% of invoiced debt recovered within 90 days	Quarterly	2021:-93.0%	At least: 90.0%	86.0%	87.0%	89.0%	90.0%				83.0%	81.0%	
SPM252	MTR	T&E	Revenue Jersey	% of personal tax returns completed online	Annually	2022:-30.0%	At least: 50.0%	41.5%	36.0%	48.0%	34.0%	53.0%	45.5%	51.0%	51.0%		
				Will be collected annually. 43.59% online as at end H1 2024.													
SPM258	MTR	T&E	Finance Hub	% suppliers paid within an average of 30 days	Quarterly	2021:-83.0%	At least: 80.0%	82.0%	80.0%	79.0%	78.0%	73.0%	82.0%	79.0%	85.0%	82.0%	
SPM259	MTR	T&E	Treasury and Investment Management: Shareholder Relations	5 year moving average % increase in shareholding value year on year	Annually							-2.4%					
				Annual measure.													
SPM262	MTR	T&E	Revenue Jersey	Average time to answer calls (year to date)	Quarterly	2021:-6.5	At most: 8.0	4.28	4.38	5.63	5.15	5.22	5.03	6.45	5.47	4.15	
SPM263	MTR	T&E	Revenue Jersey	Cost to collect £1 of revenue	Annually	2020:-.7	At most: 1.0					1.07			1.09		
				Annual measure													
SPM272	MTR	T&E	Revenue Jersey	Personal tax returns - % assessed within 30 days (year to date)	Quarterly	2021:-78.0%	At least: 80.0%	94.0%	73.0%	66.0%	87.0%	84.0%	81.0%	75.0%	75.0%	86.0%	
SPM274	MTR	T&E	Treasury and Investment Management	Rate of return of investment portfolio vs benchmark - Outturn % (% above/below target) - 3 year performance	Quarterly	2020:-0.0%	At least: 0.0%	-0.9%	-1.1%	-1.6%	-1.7%	0.7%	0.4%	-0.4%	-1.6%		
				Not yet available													
SPM345	MTR	T&E	Revenue Jersey	% of customer calls answered (excluding personal tax)	Quarterly	2023:-95.0%	At least: 95.0%								93.3%		

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